

Department of Small and Local Business Development FY2023

Agency Department of Small and Local Business Development

Agency Code EN0

Fiscal Year 2023

Mission The Department of Small and Local Business Development (DSLBD) supports the development, economic growth, and retention of District-based businesses, and promotes economic development throughout the District's commercial districts.

Strategic Objectives

Objective Number	Strategic Objective
1	Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government.
2	Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq.
3	Effectively manage the Small Business Capital Access Fund.
4	Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement.
5	Extend economic development to District neighborhoods through commercial revitalization initiatives and programs.
6	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government. (2 Measure records)						
Percent of applications processed in under 30 business days	Up is Better	76.1%	69.8%	80%	84%	80%
Percent of assigned applications reviewed within 10 business days	Up is Better	84.8%	92%	80%	96.8%	90%
2 - Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq. (5 Measure records)						
Percent of monitored agencies participating in mandatory Expendable Budget training	Up is Better	80.7%	100%	100%	99%	100%
Percent of monitored agencies who achieved their Small Business Enterprise (SBE) spend goal	Up is Better	98%	86%	85%	Not Available	85%
Percent of monitored agencies reporting on subcontracting dollars with SBEs	Up is Better	85%	100%	100%	100%	100%
Percent of monitored contracts that have a performance period ending within the fiscal year that met its SBE subcontracting requirement	Up is Better	Not Available	Not Available	80%	Not Available	80%
Percent of waiver requests processed within 20 days or less that were required to be responded to within the quarter	Up is Better	37%	44.5%	50%	66.5%	50%
3 - Effectively manage the Small Business Capital Access Fund. (1 Measure)						
Total dollar amount of loans dispersed to small businesses	Up is Better	\$402,350	\$692,995	\$750,000	\$608,400	\$600,000
4 - Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement. (2 Measure records)						
Total dollar amount in opportunities for small businesses as a result of business development coaching and matchmaking activities	Up is Better	\$399,600	\$4,328,484	\$5,000,000	\$1,500,887	\$4,000,000

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
Total contract dollar amount awarded to PTAC clients	Up is Better	\$34,723,301	\$57,989,917	\$30,000,000	\$31,170,435	\$30,000,000
5 - Extend economic development to District neighborhoods through commercial revitalization initiatives and programs. (1 Measure)						
Percent of invoices processed within 5 business days	Up is Better	99.6%	97.5%	95%	94.8%	95%

Operations

Operations Title	Operations Description	Type of Operations
1 - Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government. (1 Activity)		
Process Certified Business Enterprise (CBE) applications in an average of 30 business days	DSLBD is committed to simplifying the bureaucratic process. By simplifying the regulatory environment, we anticipate more entrepreneurs will register as CBEs and others will no longer be afraid of doing business in the city. We will also continue to make improvements to our certifications and compliance staff to maximize efficiency and ensure customer service. This is a rolling initiative.	Daily Service
2 - Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq. (2 Activity records)		
Provide Compliance training and outreach to monitored agencies	To ensure agencies are fully compliant with requirements according to 2-218.01 et seq., the Compliance division will conduct ongoing training sessions and targeted outreach to key staff across monitored agencies.	Daily Service
Compliance Monitoring and Enforcement	Compliance staff will monitor agency spend, investigate complaints, track and assess agency reporting and enforce 2-218.01 in order to ensure full compliance with the law.	Daily Service
3 - Effectively manage the Small Business Capital Access Fund. (1 Activity)		
Implement District Capitalized	District capitalized is a comprehensive program that will leverage the Small Business Capital Access Fund in order to provide firm with the necessary capital to sustain and operate a business in the District.	Key Project
4 - Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement. (3 Activity records)		
Workforce and service integration support	Support the alignment of small business development, entrepreneurship, education and workforce development.	Daily Service
Develop strategic partnerships to assist small business development	The business development programs of DLSBD will aid small businesses by identifying and entering into strategic partnerships so as to leverage financial, technical and operational assistance from private, regional, state and federal partners.	Daily Service
Target resources to attract, retain and prepare businesses for procurement and other opportunities	The business development programs of DLSBD will support small businesses in obtaining contracts and other opportunities by providing training, counseling, educational outreach and matchmaking services.	Daily Service
5 - Extend economic development to District neighborhoods through commercial revitalization initiatives and programs. (1 Activity)		
Continue to provide support and grant management to DC Main Streets and Clean Teams.	DSLBD will continue to provide essential assistance, grant management and oversight and technical support to Main Streets and Clean Team grantees.	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Process Certified Business Enterprise (CBE) applications in an average of 30 business days (2 Measure records)			
Number of CBE applications received	582	668	641
Number of Certified Business Enterprises (CBEs)	1899	1957	1973.8
2 - Compliance Monitoring and Enforcement (6 Measure records)			

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
Number of monitored agencies	Not Available	Not Available	89
Number of waivers received in the fiscal year	270	304	306
Number of monitored agencies reporting subcontracting dollars	26	25	21
Number of spot checks conducted	Not Available	1342	1337
Number of active public private development projects	106.8	109.5	108
Dollar value of verified public private development subcontractor payments	New in 2021	\$442,788,962	Not Available
2 - Provide Compliance training and outreach to monitored agencies (1 Measure)			
Number of mandatory training sessions held	10	15	11
4 - Develop strategic partnerships to assist small business development (3 Measure records)			
Number of grantees and/or pitch participants supported	423	285	486
Number of strategic partnerships maintained	80	160	900
Dollar amount of opportunities as a result of strategic partnerships	\$1,197,432	\$12,095,000	\$1,628,000
4 - Target resources to attract, retain and prepare businesses for procurement and other opportunities (8 Measure records)			
Number of small business promotion events/posts	Not Available	500	108
Number of business development coaching/counseling hours	5135	4099.2	5959.1
Number of business development coaching/counseling/training/matchmaking events	296	403	463
Number of returning citizen businesses and entrepreneurs supported through technical assistance and training	Not Available	209	1093
Number of small business participants in coaching/counseling training/matchmaking events	13,263	14,469	14,614
Number of training sessions for CBE small businesses that are looking to do business with DC Government and/or the Federal Government	102	121	106
Percent increase of qualified CBE DC PTAC clients	21.1%	100%	41.8%
Influential capital and revenue for DC-Based Businesses	Not Available	\$2,783,465	\$2,682,941.7
4 - Workforce and service integration support (1 Measure)			
Number of returning citizen businesses and entrepreneurs supported with access to capital and financing	Not Available	41	220
5 - Continue to provide support and grant management to DC Main Streets and Clean Teams. (8 Measure records)			
Number of Clean Team Programs	New in 2023	New in 2023	New in 2023
Number of business development counseling hours with Main Streets Programs	478	938	298
Pounds of litter and recyclables collected in commercial corridors by Clean Teams	9,271,887	9,785,208	433,315
Number of jobs created or maintained for Clean Team Crew Members	279	462	642
Number of training sessions held	57	45	44
Number of DC Main Street Organizations	24	26	28
Number graffiti removed in commercial corridors by Clean Teams	19,816	16,277	20,909
Amount of Neighborhood Revitalization Grants Allocated	9,241,971	10,343,202	13,649,592

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Continue to provide support and grant management to DC Main Streets and Clean Teams. (2 Strategic Initiative records)		
Conduct Main Streets Feasibility Study	DSLBD will conduct a Main Street feasibility study in the amount of \$100,000 regarding the District's necessity, viability, benefits, and compatibility with current Main Street program participants.	09-30-2023
Provide Technical Assistance to Small Business Owners in Underserved Main Street areas	DSLBD will work with Main Streets Programs to provide small business technical assistance support to small business owners located in Main Street corridors in underserved areas. Assistance will include small business essentials; business branding and marketing costs; and financial basics.	09-30-2023
Process Certified Business Enterprise (CBE) applications in an average of 30 business days (1 Strategic Initiative)		
Capture additional requirements and incorporate additional functionality for the District Enterprise System (DES)	Continue capturing and fine tuning the requirements for Compliance (PPD), Small Business Technical Assistance (formerly Business Opportunities) and the Grants DES modules. For Compliance, automate the budget and payment data from the District Integrated Financial System (DIFS). Continue with the development of the Grants Monitoring processes and the development of the Grants Application processes. Both processes will include the internal work flows required by the DSLBD Grant staff as well as the capability for the Grant Applicants, Panel Reviewers, and the Grantees to be able to access the system and provide input.	09-30-2023
Target resources to attract, retain and prepare businesses for procurement and other opportunities (1 Strategic Initiative)		
Waiver Analysis	DSLBD's Business Opportunity Division will conduct a detailed review of all waivers granted within the past two (2) years to identify trends and opportunities. We will look for waivers which could be avoided if SBEs were able to change their business model to better fit the solicitation. Examples of changing a business model could include hiring certified staff or obtaining business certifications which are specified in solicitations. Other changes could include adding new product lines or gathering experience from other clients which would make an SBE better qualified for work with the District Government. DSLBD will produce workshops and provide one-on-one counseling with SBEs to share the results of this research. Through sharing information about opportunities, SBEs will be able to successfully compete for more contract opportunities with District agencies.	09-30-2023
Workforce and service integration support (1 Strategic Initiative)		
Finalize and Launch a Racial Equity Action Plan	In FY23 DSLBD intends to finalize and launch a Racial Equity Action Plan as part of our ongoing work with the DC Office of Racial Equity.	09-30-2023