



# **DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

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# 1 DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT

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*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.

*Services:* The Department of Small and Local Business Development provides assistance and services to District-based businesses by positioning them to compete successfully for local, federal, and global business opportunities. DSLBD does so by advocating and promoting small business; providing one-on-one technical assistance, workshops, and training; certifying companies to do business in the city; and fostering small business development in commercial districts.

## 2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
Art All Night (AAN)	<p>This two-day festival furthered DSLBD’s mission of supporting the development and growth of DC-based businesses and entrepreneurs. Additionally, as the agency continues to further its mission through an equity lens, attention and purposeful efforts were made to ensure that AAN was an event accessible to both local artists and residents across all 8 wards in the District.</p>	<p>This year marked the biggest AAN, to date, since the festival’s 2011 inception with 22 Main Streets, 4 Bids, 6 DC Public Library branches, and UDC participating. AAN attracted residents and visitors to the District to celebrate the local artistic and small business community across all 8 wards, all while showcasing that the District is truly open for business. Hundreds of resident-owned businesses and artists were also able to showcase their products and talents on the main stage for all to see. In addition, AAN is often credited by many retailers for being one of, if not the, event where they achieve the highest grossing sales for the year.</p>
Inaugural Equity Impact Enterprise (EIE) Grant Program and Cohort Support	<p>The EIE grant program is a testament to the agency’s ongoing commitment to ensuring equity for District-based resident-owned, small, and disadvantaged businesses. Accordingly, in 2022 the agency created the inaugural equity impact enterprise grants to further support the District’s 589 Equity Impact Enterprises and their pathways towards the middle class. In addition, understanding the unique challenges encountered by EIEs, the agency continued to engage grant recipients with networking opportunities to further build a tailored ecosystem where they can feel supported.</p>	<p>DSLBD awarded over 200 businesses with the inaugural Equity Impact Enterprise (EIE) grant. The grants allowed Certified Businesses Enterprises with the sub-designation “Equity Impact Enterprise” to help sustain their operations through the pandemic. DSLBD awarded up to \$5,000 to eligible business for reimbursement of expenses incurred including employee wages, rent, utilities, inventory, back-office supports, certifications, and equipment, among others.</p>

(continued)

Accomplishment	Impact on Agency	Impact on Residents
Food Waste Innovation Grant Program (FWIG)	As the agency continues to make equity a paramount priority, the Food Waste Innovation Grants (FWIG) helped to address areas that touch on health equity, namely food access. In 2022, FWIG had shifted focus of a longstanding program to better serve businesses and agency partners by dramatically reducing costs of both food procurement and food disposal. It has driven agency innovation and creative grant management through the various in-kind training and services that grantees receive and directly contributes to the District's Zero Waste initiatives. Furthermore, the grant program has also built our partnerships with food business TA providers, particularly LEDC, and LEDC has now integrated topics of sustainability and food waste into all of their Food Venture Initiative training, which is a great example of how the agency can actually be driving District TA providers to align with the Mayor and the District's priorities.	Overall, restaurants benefiting financially from FWIG have directly helped the residents who work and run those businesses. Through the partnership with Food Rescue US and direct and indirect encouragement for businesses to donate edible food, the grantees have donated thousands of pounds of food to organizations serving vulnerable communities. This means more folks have had healthy, locally produced food at shelters, nonprofit feeding programs, and similar initiatives. Reducing food waste in the District reduces greenhouse gas emissions and the draw for urban rodents. This helps the District reach our resident-led priorities set in Sustainable DC 2.0. By supporting collaborative waste collection in commercial corridors (as both Blagden Alley in Shaw and Congress Heights have done), this grant is also moving these corridors towards a reduction of trucks and the associated noise, which benefits residents.

### 3 2022 OBJECTIVES

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Strategic Objective	Number of Measures	Number of Operations
Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government.	2	1
Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq.	6	2
Effectively manage the Small Business Capital Access Fund.	1	1
Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement.	2	3
Extend economic development to District neighborhoods through commercial revitalization initiatives and programs.	2	1
Create and maintain a highly efficient, transparent, and responsive District government.	11	0

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## 4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government.</b>		
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
<b>Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq.</b>		
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
<b>Effectively manage the Small Business Capital Access Fund.</b>		
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
<b>Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement.</b>		
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
<b>Extend economic development to District neighborhoods through commercial revitalization initiatives and programs.</b>		
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

## 5 2022 STRATEGIC INITIATIVES

In FY 2022, Department of Small and Local Business Development had 8 Strategic Initiatives and completed 62.5%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Create Four new Clean Teams and Three new Main Streets	Create four new Clean Teams (Eckington, Ward 4 Roving team, Ward 7 Roving team, Ward 8 Roving team) and three new Main Streets (Palisades, Petworth and Woodley Park). The creation of a Clean Team consists of competing the service area for grant award. Once the grantee is selected, they are to hire the needed staff and purchase all of the needed supplies to successfully implement their proposed services. Once the grantee is selected, they are to hire an Executive Director and create a workplan that will reflect program initiatives and priorities.	Complete		Four new Clean Teams (Eckington, Ward 4 Roving team, Ward 7 Roving team, Ward 8 Roving team) and three new Main Streets (Palisades, Petworth and Woodley Park) were created in quarter 1. DSLBD awarded a grant to the Old Takoma Business Association (\$36,600), 20 Art All Night grants to AAN participants (\$403,000) and a Robust Retail Grant to Congress Heights Community Training Development Corporation (\$600,000). Total Award = \$1,039,600
To fully fund the BSA Subtitle, "Columbia Heights Civic Plaza Social Services Coordination Grant Act"	DSLBD will award a grant in the amount of \$175,000 to Columbia Heights Day Initiative DBA District Bridges to hire two full-time positions to provide direct support, relationship development, and resource brokering to individuals who spend time in the Columbia Heights Civic Plaza who face systemic challenges and mental health or substance abuse issues.	Complete		Completed Quarter 1, DSLBD awarded a grant to District Bridges in the amount of \$175,000 for the CH Civic Plaza during Q1 (on October 19, 2021). Grant has been fully expended



Innovation Pipeline Development

DSLBD's Inno.ED will deepen our focus on developing our innovation pipelines with strategic partners to support underrepresented entrepreneurs in several topic areas, including: focusing resources on small food producers and makers in Wards 7 and 8, developing programming to support returning citizens' access to legal cannabis industry opportunities, extending programming around the trash compactor grant to tie with the Sustainable DC 2.0 plan, expanding opportunities for green business to go green and network, and supporting the further growth of DC's cooperative business ecosystem.

Complete

Made in DC and the Hive 2.0 grew the Building By Learning Series. The Dream Pitch program Battle of the Wards pitch day highlighted businesses in Ward 7/8 that completed the program. DSLBD worked with DCRA and OTR to support participants through difficulties in establishing and maintaining compliance with regulatory requirements. WeAspire 2023 participants won cash and services for website and social media copywriting, graphic design services, and onsite photography. Food Waste Innovation Grants concluded with reports of major waste reductions, cost savings, and thousands of pounds of food scraps composted. The Entrepreneurship & Food Jobs Working Group of the Food Policy Council collaborated around an analysis of legacy food businesses in the District. The Cannabusiness initiative has supported a local CDFI to create a new lending facility anticipated in FY23 to provide lending to businesses denied capital. CBE Green Supported 41 CBEs to pursue green infrastructure contracts through legal, accounting, and proposal development support. The Ward 8 Community investment fund support 30 Ward 8 businesses into grant supported loans. The DC Library Foundation funded build a Dream supported 24 new entrepreneurs with 12 hours of training and a \$500 pitch stipend to fuel their entrepreneurial endeavors. The DC Kiva Hub continued to offer first financing through zero fee, zero interest crowdfunded loans to support entrepreneurs on ramping into business financing.

<p>Increase Technical Assistance Through DC Library Anchor Partnership</p>	<p>DSLBD's Inno.ED will anchor the DC technical assistance network cohesion through several strategic partnerships and connecting those partners with each other and businesses through regular engagement at DC Public Libraries and strengthening the tools and resources available to partners and businesses in the DC Business Toolkit and similar online repositories.</p>	<p>75-99%</p>	<p>DSLBD continued weekly technical assistance at the MLK Library, and partnered with the library for the culminating pitch events or the Aspire and Dream pitch programs.</p>	<p>The work on this initiative will continue into FY23.</p>
<p>Commercial Food Waste Innovation Grants</p>	<p>DSLBD's Inno.ED will take a systemic approach to the Clean Cities program in FY22, addressing waste – especially food waste – in commercial corridors at its root, while supporting goals in both the Sustainable DC 2.0 and the Resilient DC Plan. Through education, grants, and inter-agency partnerships, Inno.ED will support food businesses and restaurants to creatively minimize their food waste attracting rats to urban alleys and continue to fund technologies that can minimize the volume and nuisance of waste.</p>	<p>75-99%</p>	<p>In the final quarter of the Food Waste Innovation Grants, all grantees were able to obtain their equipment, despite delays in supply chains and challenges obtaining large appliances this year. Participants report reductions in food waste generation, rodents, and food purchasing costs. Some businesses reported major changes in staff around quantities of food produced and an attunement to quantities per plate, based on waste generated. The agency was invited to speak at the Milan Urban Food Policy Pact annual summit, about the innovations of this grant. The training portions of the grant also bore fruit this quarter: Latino Economic Development Center incorporated strategies to minimize food waste into their new business accelerator, the Food Venture Initiative, and provided food waste audits and deep dive on strategies to reduce waste with 5 local businesses.</p>	<p>The work on this initiative will continue into FY23.</p>

<p>Increase Access to Capital Resources</p>	<p>DSLBD's Inno.ED will increase our work to target access to capital resources to businesses in need of support at a micro and early stage by strengthening the DC Kiva Hub for microloan crowdfunding as an early step on the ladder to access capital and innovating the format and further increasing accessibility for the Ward 7 &amp; 8 microbusiness Dream Grant and similar grant opportunities.</p>	<p>75-99%</p>	<p>DSLBD's DC Kiva Hub supported the award of 1 business loan totaling \$5000 to DC microbusinesses. DSLBD's District Capitalized Loan Loss Reserve Grant to Life Asset supported the award of 59 business loans totaling \$242,350 to DC microbusinesses. The Dream Pitch culminated in Pitch Awards in September 2022 with the top prize winner receiving \$20,000. While also listed under it's own initiative, the Ward 8 Community Investment Fund Grant deployed \$175,000 in loan capital to 30 Ward 8 businesses, which is backed by \$175,000 in grants that will become available to the businesses when they have fully paid off their loans increase capital and access to capital for these businesses.</p>	<p>The work for this initiative will continue into FY23.</p>
<p>Incorporate additional functionality to the District Enterprise System (DES)</p>	<p>Made in DC, Living Wage, and portions of the Business Toolkit will be incorporated in DES. These functions complete the DSLBD ecosystem of providing ways to certify small businesses so they can be more accessible to contracting opportunities. Enhancements will also occur for the 4 main DES modules (Certification, Compliance, Grants Management, and Business Opportunities). The enhancements will include interfaces with other systems' desired data through the data warehouse, management level reporting and data visualization, electronic signature capability throughout the system, and more robust marketing and email subscription features.</p>	<p>Complete</p>	<p>For Compliance, the development of the investigations module was complete. The Compliance division can now notify businesses, conduct spot checks, record virtual visits and store all documentation within DES. The Certification division received enhancements to business certification distinctions for the NMSDC, DDOT, and WMATA. The purchased Salesforce (Public Sector Foundation) platform proved extremely valuable; it saved significant time in development, given the built-in functionality of the system. The team continued to gather requirements and developed functionality related to the Monitoring and Reporting of Grants (i.e., grantee business records, grant requirements, and grantee insurance requirements). The agency continued to develop the grantee community portal and began working on the expense reporting functionality.</p>	

<p>Ward 8 Community Investment Fund via the DC Community Develop- ment Consortium</p>	<p>DSLBD's Inno.ED will manage a \$250,000 grant awarded to the DC Community Development Consortium to develop a Ward 8 Community Investment Fund ("Fund"). The Fund will include Ward 8 residents as full members of the investment committee, which will direct funds to eligible Ward 8 entrepreneurs. The Consortium will seek private capital to match this grant.</p>	<p>Complete</p>	<p>Finalized the grant agreement with the named awardee, and the awardee operated the full program in quarter four. The program provided for competitive grants to support loans with partner lender Life Asset which effectuated the legislatively required matching funds. The grantee offered an information session and collected over 100 applications for 30 grants offered in 3 tiers of funding depending on the length in business for the Ward 8 business applicants. The grants were awarded through competitive process, and each of the 30 business grantees received their loan funds. Businesses will receive the grant amount, less any fees and interest, once they have paid back the principal of the microloan received. These guaranteed loans support additional access to capital by familiarizing businesses with the lending process, building their business credit, and strengthening the businesses immediately through the infusion of loan capital that will be non-dilutive.</p>
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## 6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Develop and maintain a streamlined, efficient certification process for businesses wanting to certify with the DC Government.</b>											
Percent of applications processed in under 30 business days	Up is Better	76.1%	69.8%	80%	84%	83%	76%	93%	84%	Met	
Percent of assigned applications reviewed within 10 business days	Up is Better	84.8%	92%	80%	97%	97%	98%	95%	96.8%	Met	
<b>Assist agencies in complying with legal requirements in accordance with DC Code 2-218.01 et seq.</b>											
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%	70%	73%	58%	65%	66.5%	Met	
Percent of monitored agencies reporting on subcontracting dollars with SBEs	Up is Better	85%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
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%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Percent of monitored agencies who achieved their Small Business Enterprise (SBE) spend goal	Up is Better	98%	86%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of payment complaints resolved	Up is Better	No Applicable Incidents	0%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	75%	Nearly Met	There are payment complaints that are still under investigation. While DSLBD serves as advocates/mediators when CBEs make payment complaints to us, DSLBD has limited or no authority in most matters to resolve these complaints in any prescribed time period. This is because DSLBD has no control or authority to issue payments from a Prime Contractor or from another District agency that owes arrears to a CBE. For this reason, the resolution of these payment complaints is not truly a measure of the Agency's performance.
Percent of monitored agencies participating in mandatory Expendable Budget training	Up is Better	80.7%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Nearly Met	DSLBD did not meet this requirement because one agency failed to attend the mandatory FY23 Compliance Trainings. While DSLBD is responsible for conducting the trainings, and makes every effort to get all agencies to attend, the non-compliance of an agency is beyond DSLBD's control.

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Effectively manage the Small Business Capital Access Fund.</b>											
Total dollar amount of loans dispersed to small businesses	Up is Better	\$402,350	\$692,995	\$750,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$608,400	Unmet	Several conditions affecting the number of loans are external and outside DSLBD's control including: the number of businesses that opt to pursue debt financing versus grant funding; the amount businesses' request; and whether businesses referred to lenders can meet their qualification criteria; and the ongoing economic downturn caused by the Covid-19 pandemic has affected small businesses' the appetite for and ability to qualify loans.
<b>Leverage business development through coordinated technical and financial assistance, strategic partnerships and stakeholder engagement.</b>											
Total contract dollar amount awarded to PTAC clients	Up is Better	\$34,723,301	\$57,989,917	\$30,000,000	\$6,809,213	\$7,587,469	\$7,850,879	\$8,922,874	\$31,170,435	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
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	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$1,500,887	Unmet	During 4th Qtr, the BizOps team did experience some transition. A new manager was installed and immediately began to work with a staff which includes 3.5 employees. The Biz Ops team also had (1) staffer out on extended leave therefore the team had 2.5 members. This shortage coupled with the remaining 2 staffers being less than a year into the job made for a sharp learning curve. Part of the transition has lead to a new process around Capacity Plan review. During this review, the BizOps team was able to capture approximately \$241,900 in IT and Security/Surveillance contracts. This level of review of Class A/B Sports Wagering applications coupled with a intentional effort to engage more businesses for referral to DC PTAC should increase the total dollar amount captured.

**Extend economic development to District neighborhoods through commercial revitalization initiatives and programs.**



Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of disbursements paid within 30 days	Up is Better	99.5%	99.1%	95%	100%	100%	100%	100%	100%	Met	
Percent of invoices processed within 5 business days	Up is Better	99.6%	97.5%	95%	97.7%	83%	100%	98.4%	94.8%	Nearly Met	The Commercial Revitalization Division met and/or exceeded its 95% target three (3) out of four (4) quarters in FY2022. However, the goal was not achieved in the Second Quarter because of a change in the workload assignments within our division. This triggered a delay in the processing of invoices and led to a .2% drop toward achieving our goal. A rearrangement of the internal projects was made in the Third Quarter, and we have met the 95% target for payments consistently. We don't anticipate any further issues regarding this matter going forward.

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
<b>Process Certified Business Enterprise (CBE) applications in an average of 30 business days</b>							
Number of CBE applications received	582	668	147	191	129	174	641
Number of Certified Business Enterprises (CBEs)	1899	1957	1988	1978	1968	1961	1973.8
<b>Compliance Monitoring and Enforcement</b>							
Dollar value of PPD developer payments to SBEs	New in 2021	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data
Dollar value of verified PPD subcontractor payments	New in 2021	\$442,788,962	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data
Number of monitored agencies	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	89
Number of spot checks conducted	New in 2021	1342	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1337
Number of active public private development projects	106.8	109.5	105	105	107	115	108
Number of waivers received in the fiscal year	270	304	Annual Measure	Annual Measure	Annual Measure	Annual Measure	306
Number of monitored agencies reporting subcontracting dollars	26	25	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21
<b>Provide Compliance training and outreach to monitored agencies</b>							
Number of mandatory training sessions held	10	15	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
<b>Implement District Capitalized</b>							
Number of jobs created/retained as a result of loans	185	128	Annual Measure	Annual Measure	Annual Measure	Annual Measure	116
Number of loans disbursed	157	105	Annual Measure	Annual Measure	Annual Measure	Annual Measure	153
<b>Develop strategic partnerships to assist small business development</b>							
Dollar amount of opportunities as a result of strategic partnerships	\$1,197,432	\$12,095,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$1,628,000
Number of grantees supported	423	285	124	97	140	125	486
Number of strategic partnerships maintained	80	160	Annual Measure	Annual Measure	Annual Measure	Annual Measure	900
<b>Target resources to attract, retain and prepare businesses for procurement and other opportunities</b>							
Influential capital and revenue for DC-Based Businesses	New in 2021	\$2,783,465	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$2,682,941.7
Number of business development coaching/counseling hours	5135	4099.2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5959.1
Number of business development coaching/counseling/training/matchmaking events	296	403	Annual Measure	Annual Measure	Annual Measure	Annual Measure	463

Workload Measures (continued)

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Number of small business participants in coaching/counseling training/matchmaking events	13,263	14,469	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14,614
Number of returning citizen businesses and entrepreneurs supported through technical assistance and training	New in 2021	209	159	123	320	491	1093
Number of small business promotion events/posts	New in 2021	500	27	26	40	15	108
Percent increase of qualified CBE DC PTAC clients	21.1%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	41.8%
Number of Federal and DC government agencies participating in matchmaking from the Agency Bid Opportunity Rally	7	8	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5
Number of training sessions for CBE small businesses that are looking to do business with DC Government and/or the Federal Government	102	121	Annual Measure	Annual Measure	Annual Measure	Annual Measure	106
<b>Workforce and service integration support</b>							
Number of returning citizen businesses and entrepreneurs supported with access to capital and financing	New in 2021	41	54	5	41	120	220
<b>Continue to provide support and grant management to DC Main Streets and Clean Teams.</b>							
Amount of Neighborhood Revitalization Grants Allocated	9,241,971	10,343,202	11,079,931	1,489,680	808,000	271,981.3	13,649,592
Number of DC Main Street Organizations	24	26	Annual Measure	Annual Measure	Annual Measure	Annual Measure	28
Commercial occupancy rate in DC Main Streets	89.8%	87.9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	88.5%
Number graffiti removed in commercial corridors by Clean Teams	19,816	16,277	4396	5055	5294	6164	20,909
Number of business development counseling hours with Main Streets Programs	478	938	180	45	53	20	298
Number of jobs created for Clean Team Crew Members	279	462	131	170	170	171	642
Number of training sessions held	57	45	8	16	16	4	44
Pounds of litter and recyclables collected in commercial corridors by Clean Teams	9,271,887	9,785,208	107,680	138,060	91,685	95,890	433,315

Workload Measures (continued)

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Number of businesses awarded credits for composting	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	27
Number of businesses awarded Food Waste Innovation grants	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40