



Title of position	Name of employee or statement that the position is vacant, unfunded, or proposed.	Date employee began in position	Job status	Designation of funding status	Job requirements and duties	Salary and fringe, including the specific grade, series, and step of position;
Director	Ana harvey	5/31/2011	Regular	Local	Serves as Mayor's chief advisor in matters relating to the District of Columbia's small and local community.	DX 1101 E2 - 144,200.00
Chief of Staff	Eric Rogers		Regular	Local	Provides strategic planning and day-to-day management of the Departement's administrative operations as well as develops, coordinaes, directs and and administers policies related to all phases of the Department's operational divisions.	DS 0301 14 - 129,225.05
Management Liasion Specialist	Sherri Battle	4/26/2010	Regular	Local	Serves as liasion between DSLBD and the District Office of Human Resources. Responsible for the developmenr of personnel liasion activities. Coordinates services on behalf of the department, assists the department in determining the impact of atenatives, thereby enabling the epartment to make well advised personel decisions.	DS 0301 13/4 - 86,253.00
Administrative Officer	Gabrielle Richards	11/18/2013	Regular	Local	Distributes, interprets, and establishes policies and procedures for staff to follow in securing program administrative services, including submission of proper documents for tavel and procurement of supplies and equipment, moves, maintenance of facilities, printing requests, repair or equipment installation of telephones, etc.	DS 0341 12/3 - 72,534.00
Senior Compliance Specialist	Vonetta Martin	4/14/2008	Regular	Local	Primary responsibilities include monitoring 5-8 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and Private Sector organizations (CBE Agreements, Joint Ventures, Equity and Development participation), as directed within DSLBD's CBE compliance program.	DS 1801 13/4 - 86,253.00
Senior Compliance Specialist	Kendrietta Leo		Term	Local	Primary responsibilities include monitoring 5-8 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and Private Sector organizations (CBE Agreements, Joint Ventures, Equity and Development participation), as directed within DSLBD's CBE compliance program.	DS 1801 13/3 - 83,731.00
Senior Compliance Specialist	Vacant				Primary responsibilities include monitoring 5-8 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and Private Sector organizations (CBE Agreements, Joint Ventures, Equity and Development participation), as directed within DSLBD's CBE compliance program.	
Business Compliance Specialist	Vacant				Primary responsibilities include monitoring up to 4 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and CBE Agreements with private organizations as directed within DSLBD's CBE compliance program.	
Business Compliance Specialist	Monica McCall-Matey	11/13/2006	Regular	Local	Primary responsibilities include monitoring up to 4 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and CBE Agreements with private organizations as directed within DSLBD's CBE compliance program.	DS 1801 12/3 - 72,534.00

Business Compliance Specialist	Audrey Buchanan	7/29/2013	Regular	Local	Primary responsibilities include monitoring up to 4 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and CBE Agreements with private organizations as directed within DSLBD's CBE compliance program.	DS 1801 12/3 - 72,534.00
Business Compliance Specialist	John Fanning	4/20/2015	Regular	Local	Primary responsibilities include monitoring up to 4 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and CBE Agreements with private organizations as directed within DSLBD's CBE compliance program.	XS 0301 05 - 61,001.75
Business Compliance Specialist	Cory Jefferson	8/11/2013	Term	Local	Primary responsibilities include monitoring up to 4 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and CBE Agreements with private organizations as directed within DSLBD's CBE compliance program.	DS 1801 12/3 - 72,534.00
Business Compliance Specialist	Dian Herrman	4/6/2014	Term	Local	Primary responsibilities include monitoring up to 4 different Certified Business Enterprise (CBE) Programs which include entities such as District Agencies, Government Corporations, and CBE Agreements with private organizations as directed within DSLBD's CBE compliance program.	DS 1801 12/5 - 76,774.00
Deputy Director of Business Opportunities	Ronnie Edwards	11/18/2013	Regular	Local	The Deputy Director is responsible for sharing some of the director's work, managing planning, designing, developing and implementing programs to link local, small, and certified business enterprises (SBEs) with opportunities within District Government agencies and private corporations, the federal government and in the local business community. In addition, serves as the primary advocate for the CBE community in securing business opportunities within the larger economy.	XS 1101 09 - 134,734.30
Manager, Small Business Development	Charles Wilson	10/7/2013	Regular	Local	Responsible for planning designing, and implementing business development programming for locally-serving and destination retail businesses within DC commercial districts, and working with the retail businesses community to remove barriers, and identify opportunities for growth and development.	DS 1101 14 - 112,455.40
Business Development Specialist	Patricia Harrison	6/16/2013	Regular	Local	Implements and monitors business development strategies and initiatives to promote the growth and development of local certified business enterprises.	DS 1101 12/8 - 83,134.00
Business Development Specialist	Shara Gibson	9/10/2012	Regular	Local	Implements and monitors business development strategies and initiatives to promote the growth and development of local certified business enterprises.	DS 1101 12/8 - 83,134.00
International Business Development Specialist	Jonathan Brady	3/12/2012	Regular	Federal	Develops, implements and monitors business development strategies and initiatives to promote the growth, development and success of the DC STEP Program.	DS 1101 13/6 - 91,297.00
International Business Development Specialist	Vacant				Develops, implements and monitors business development strategies and initiatives to promote the growth, development and success of the DC STEP Program.	

Manager, Retail Business Development	Lauren Adkins	5/10/2013	Regular	Local	The Manager of Retail Business Development is responsible for planning designing, and implementing business development programming for locally-serving and destination retail businesses within DC commercial districts, and working with the retail businesses community to remove barriers, and identify opportunities for growth and development.	DS 1101 14 - 98,345.43
Project Manager	Cristina Amaruso	9/15/2008	Regular	Local	Serves as an advisor with responsibility for resolving problems affecting the operations of the neighborhood commercial revitalization and small business development initiatives. Engages in problem-solving tasks on issues involved in highly technical services; recommends solutions on policy matters and critical management issues. Implements and decisions and carries out the DSLBD Director, Deputy Mayor and Mayor's priorities for the commercial corridor. Establishes and maintains liaison with local Main Streets programs and other civic groups regarding commercial revitalization and small business development initiatives and programs.	DS 0301 13/7 - 93,819.00
Project Manager	Lincoln Lashley	1/13/2003	Regular	Local	Serves as an advisor with responsibility for resolving problems affecting the operations of the neighborhood commercial revitalization and small business development initiatives. Engages in problem-solving tasks on issues involved in highly technical services; recommends solutions on policy matters and critical management issues. Implements and decisions and carries out the DSLBD Director, Deputy Mayor and Mayor's priorities for the commercial corridor. Establishes and maintains liaison with local Main Streets programs and other civic groups regarding commercial revitalization and small business development initiatives and programs.	DS 0301 13/7 - 93,819.00
Project Manager	Camille Nixon	8/21/2006	Regular	Local	Serves as an advisor with responsibility for resolving problems affecting the operations of the neighborhood commercial revitalization and small business development initiatives. Engages in problem-solving tasks on issues involved in highly technical services; recommends solutions on policy matters and critical management issues. Implements and decisions and carries out the DSLBD Director, Deputy Mayor and Mayor's priorities for the commercial corridor. Establishes and maintains liaison with local Main Streets programs and other civic groups regarding commercial revitalization and small business development initiatives and programs.	DS 0301 14/7 - 110,874.00
Business Certification Manager	Melissa Resil	7/17/2011	Regular	Local	Manage the review of the certification process for all certified small businesses in the District of Columbia. Determines businesses that will be approved or denied certification. Provide technical assistance and authoritative assistance to the SBLOC in the review of certification applications and makes authoritative recommendations to the Commission. Supervises certification specialists to ensure that the process follows the statute. Determines best practices for expeditiously certifying local and small businesses in the District of Columbia.	DS 1101 13 - 96,117.35
Business Certification Specilaist	Yolanda Roy	11/13/2006	Regular	Local	Ensures that applications are reviewed within predetermined categories based on locality, financial status, owner's citizenship, disadvantaged business status, and business profile. Responsible for the evaluation of an applicant's request for temporary certification and provides written recommendations based on findings. Monitors deficiencies and/or errors in application package, and ensures that deficiency letters are sent to entrepreneur for corrective action. Meets with applicants to assist in the resolution of deficiencies relating to the certification process and technical guidance on CBE issues. Follows up with telephone calls, and maintains log of all telecommunications and written correspondence to entrepreneurs. Provides technical advice and assistance to an entrepreneur on matters pertaining to certification policies and procedures. Ensures that and/or conducts on-site investigations of applicant's applying for certification to participate in the CBE Program and/or other designated programs in the District of Columbia by collecting and analyzing facts; obtaining information by observing conditions; examining corporate/partnership documents; interviewing principal owners,	DS 1101 12/4 - 74,654.00
Business Certification Specilaist	Corey Beasley	2/10/2003	Regular	Local	Ensures that applications are reviewed within predetermined categories based on locality, financial status, owner's citizenship, disadvantaged business status, and business profile. Responsible for the evaluation of an applicant's request for temporary certification and provides written recommendations based on findings. Monitors deficiencies and/or errors in application package, and ensures that deficiency letters are sent to entrepreneur for corrective action. Meets with applicants to assist in the resolution of deficiencies relating to the certification process and technical guidance on CBE issues. Follows up with telephone calls, and maintains log of all telecommunications and written correspondence to entrepreneurs. Provides technical advice and assistance to an entrepreneur on matters pertaining to certification policies and procedures. Ensures that and/or conducts on-site investigations of applicant's applying for certification to participate in the CBE Program and/or other designated programs in the District of Columbia by collecting and analyzing facts; obtaining	DS 0301 12/7 - 81,014.00

Business Certification Specialist	Jenney Cruz	7/27/2015	Term	Local	Ensures that applications are reviewed within predetermined categories based on locality, financial status, owner's citizenship, disadvantaged business status, and business profile. Responsible for the evaluation of an applicant's request for temporary certification and provides written recommendations based on findings. Monitors deficiencies and/or errors in application package, and ensures that deficiency letters are sent to entrepreneur for corrective action. Meets with applicants to assist in the resolution of deficiencies relating to the certification process and technical guidance on CBE issues. Follows up with telephone calls, and maintains log of all telecommunications and written correspondence to entrepreneurs. Provides technical advice and assistance to an entrepreneur on matters pertaining to certification policies and procedures. Ensures that and/or conducts on-site investigations of applicant's applying for certification to participate in the CBE Program and/or other designated programs in the District of Columbia by collecting and analyzing facts; obtaining information by observing conditions; examining corporate/partnership documents; interviewing principal owners, directors, officers, and firms; and securing affidavits. Recommends new proposals and goals as necessary to implement rules, regulations, policies and procedures.	DS 1101 12/1 - 68,294.00
Business Certification Specialist	Makita Haynes Burks	5/2/2005	Regular	Local	Ensures that applications are reviewed within predetermined categories based on locality, financial status, owner's citizenship, disadvantaged business status, and business profile. Responsible for the evaluation of an applicant's request for temporary certification and provides written recommendations based on findings. Monitors deficiencies and/or errors in application package, and ensures that deficiency letters are sent to entrepreneur for corrective action. Meets with applicants to assist in the resolution of deficiencies relating to the certification process and technical guidance on CBE issues. Follows up with telephone calls, and maintains log of all telecommunications and written correspondence to entrepreneurs. Provides technical advice and assistance to an entrepreneur on matters pertaining to certification policies and procedures. Ensures that and/or conducts on-site investigations of applicant's applying for certification to participate in the CBE	DS 1101 12/3 - 72,534.00
Staff Assistant	Katina Bolden	5/29/2007	Regular	Local	Performs relatively complex and special assignments which augment the supervisor's program responsibilities involving the collection, research, assembly, preparation and dissemination of a variety of program related information dealing with various facets for the Department's Certification and Main office responsibilities.	DS 0301 09/5 - 51,667.00
Staff Assistant	Vacant					
Staff Assistant	Carolyn Smallwood	1/22/2007	Regular	Local	Performs relatively complex and special assignments which augment the supervisor's program responsibilities involving the collection, research, assembly, preparation and dissemination of a variety of program related information dealing with various facets for the Department's Certification and Main office responsibilities.	DS 0301 09/5 - 51,667.00
Senior Policy Analyst	Saba Fasil	6/6/2013	Regular	Local	Plans, develops, and conducts program analyses and analyzes impact concerning all aspects of current or projected operating programs. Develops, maintains, and monitors integrated reporting systems affecting programs throughout the Department. Analyzes, extracts, summarizes, and identifies significant trends and issues. Forecasts and estimates program requirements and prepare programmatic reports, justifications, charts, graphs, statistical and narrative data, etc., for top-level presentations and briefings.	DS 0343 13/7 - 93,819.00
Procurement Technical Assistance Manager	James Goodman	3/11/2013	Regular	Federal	The procurement technical assistance program manager has the responsibility for independently planning, designing, and carrying out programs, projects, studies, or other work. Manages the financial reporting required by the Defense Logistics Agency and the DC City government. Develops and delivers training programs to client companies, and manages the training of the team. Markets the procurement technical assistance program to DC businesses. This position is responsible for interaction with all levels of management within privately-owned DC companies and assessing their business needs in order to transform them to higher growth and performance. This position counsels companies, especially small and disadvantaged companies, on marketing to federal, state, and local government agencies. Advises companies as to performing contracts gained from marketing efforts.	DS 1102 14 - 96,755.51
Procurement Technical Assistance Specialist	Venessa Kadiri	12/1/2014	Regular	Federal	Assist in the development and execution of programs, training sessions and seminars to organizations, small and disadvantaged businesses in marketing to federal state and local government agencies, as well as actions necessary to perform on contracts gained from marketing efforts. Conducts market research to identify past, present and future opportunities to sell products/services to federal, state and local governments. Advises clients how to complete and comply with terms of multiple bid solicitation RFP formats. Develops a service plan outlining recommendations for meeting the client's strategic and tactical objectives in the government procurement marketplace.	DS 1102 13/2 - 81,209.00

Procurement Technical Assistance Specialist	Sheila Edmondson	7/15/2013	Regular	Federal	Assist in the development and execution of programs, training sessions and seminars to organizations, small and disadvantaged businesses in marketing to federal state and local government agencies, as well as actions necessary to perform on contracts gained from marketing efforts. Conducts market research to identify past, present and future opportunities to sell products/services to federal, state and local governments. Advises clients how to complete and comply with terms of multiple bid solicitation RFP formats. Develops a service plan outlining recommendations for meeting the client's strategic and tactical objectives in the government procurement marketplace.	DS 1102 13/3 - 83,731.00
Procurement Technical Assistance Specialist	Earl King, Sr.	1/25/2016	Term	Federal	Assist in the development and execution of programs, training sessions and seminars to organizations, small and disadvantaged businesses in marketing to federal state and local government agencies, as well as actions necessary to perform on contracts gained from marketing efforts. Conducts market research to identify past, present and future opportunities to sell products/services to federal, state and local governments. Advises clients how to complete and comply with terms of multiple bid solicitation RFP formats. Develops a service plan outlining recommendations for meeting the client's strategic and tactical objectives in the government procurement marketplace.	DS 1102 12/1 - 68,294.00
Manager, Small Business Technology	Philip Reeves	4/8/2013	Regular	Local	this position will deliver technical assistance in the form of counseling and training to small business concerns and nascent entrepreneurs in order to promote growth, expansion, innovation, increased productivity and management improvement. This program intends to improve the participation of small technology firms in the innovation and commercialization of new technology; thereby ensuring that the United States remains on the cutting edge of research and development in the highly competitive arena of Science and Technology	DS 1101 14 - 96,755.14
Data Analyst	Marcia Harris	6/30/2014	Career	Local	The purpose of this position is to develop, design, and manage the implementation of information systems that support the economic growth and development of District-based businesses. Assist the Director of Strategic Operations in establishing systems, business process design, and development process supporting DSLBD's strategic vision. This position also liaises with management and DSLBD staff to ensure applications are meeting user requirements. The Applications Project Leader is a liaison between DSLBD and the Office of the Chief Financial Officer and other agency technology personnel.	DS 0301 13/3 - 83,731.00
Public Affairs Officer	Mekdelawit Alemayehu	7/13/2014	Term	Local	Day-to-day communications and interaction with the public, press, stakeholders, business leaders, and potential businesses both domestically and internationally, office's long-term strategic communications, including marketing and branding. Responds to information request from news media, specialized groups and businesses on the department's program in written and oral form. Develop presentations and testimony in support of Departmental initiatives and in response to requests from Executive Branch agencies and the District of Columbia Council	DS 1035 12/4 - 74,654.00
Public Affairs Specialist	Melanie Gamarra	7/28/2014	Term	Local	Assists in the preparation of the text, design and layout of official DSLBD newsletters, pamphlets, brochures, media advisories, flyers, fact sheets and other printed materials. Establishes and maintains effective working relationships with members of the media, inter/intra governmental agency managers, the public and specialized groups to increase awareness of our mission and upcoming newsworthy events.	DS 1035 09/2 - 47,275.00
IT Specialist (Application Software)	Anju Grobe	9/22/2014	Regular	Local	This position is responsible for the development of databases, data collection, and quality assurance policies and procedures as well as development and/or modification of code to meet operational and performance requirements. May involve other developers with the approval of the supervisor. Tests and deploys software based on implementation plans. Maintains and supports deployed applications. Provides technical IT advice to managers within DSLBD. Stays abreast of applications development tools and off-the-shelf software products coming on to the market o maintain and increase own knowledge.	DS 2210 12/2 - 70,414.00
Program Analyst	Brian McClure	7/14/2015	Term	Local	Provide program analysis functions and conduct studies that support the development, economic growth and retention of District-based businesses.	DS 0343 12 - 78,893.88



Employee	Destination	Purpose	Expense
Sheila Edmondson	Denver, Co	APTAC Training Conference	\$1,828.85
Cristina Amoruso	Atlanta, GA	National Main Street conference & Coordinators training	\$1,499.13
Philip Reeves	Austin, TX	SXSW Conference as a part of the delegation from the District organized by DMPED / WDCEP	Paid by DMPED/WDCEP
	San Francisco, CA	The Global Mobile Internet Conference (GMIC)	\$2,114.24
Jonathan Brady	Madrid, Spain	DSLBD trade mission with DC businesses	\$3,928.32
	Ethiopia and South Africa	DSLBD trade mission with DC businesses	\$5,524.43
Gabrielle Holmes	South Africa	DSLBD trade mission with DC businesses	\$3,937.26
Venessa Kadiri	Denver, Co	Annual APTAC Training and Development	\$1,565.37
Milton Goodman	Denver, Co	Annual APTAC Training and Development	\$2,045.29

**DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT**  
**Budget vs. Actual**  
**FY15 & FY16**

Program Code 2	Program Co	Program Code 3 Title	Fiscal Year		Values		Variance	%	Explanation for Variance
			2015	2016	2015	2016			
			FY2016 Approved Budget	FY2016 Actuals	FY2016 Approved Budget	FY2016 Actuals			
1000	1010	PERSONNEL	87,859.95	79,553.20	158,008.75	30334.9	8,306.75	9%	The funds were not fully spent due to vacant positions
	1015	TRAINING AND EDUCATION	46,532.73	41,243.39	45,918.01	15926.82	5,289.34	11%	The funds were not fully spent due to vacant positions
	1020	CONTRACTING AND PROCUREMENT	117,332.69	113,425.33	14,496.86	5574.73	3,907.36	3%	
	1030	PROPERTY MANAGEMENT	17,332.70	13,468.37	14,496.86	9028.73	3,864.33	22%	The funds were not fully spent due to vacant positions
	1040	INFORMATION TECHNOLOGY	64,075.69	71,746.59	80,687.72	71765.55	(7,670.90)	-12%	services
	1050	FINANCIAL MANAGEMENT	120,332.70	113,425.33	132,496.86	7574.73	6,907.37	6%	
	1055	RISK MANAGEMENT	14,132.70	13,425.33	14,496.86	5574.73	707.37	5%	
	1060	LEGAL	274,646.78	274,129.88	307,200.91	102577.69	516.90	0%	
	1070	FLEET MANAGEMENT	6,431.00	2,433.13	6,431.00	0	3,997.87	62%	Fleet Fixed Cost surplus
	1080	COMMUNICATIONS	151,182.76	149,275.59	130,939.67	57711.02	1,907.17	1%	
	1085	CUSTOMER SERVICE	79,027.83	78,605.98	76,825.58	26919.04	421.85	1%	
1090	PERFORMANCE MANAGEMENT	197,902.03	204,326.13	367,336.76	189351.89	(6,424.10)	-3%	Additional funds were needed for personnel services	
<b>1000 Total</b>			<b>1,176,789.56</b>	<b>1,155,058.25</b>	<b>1,349,335.84</b>	<b>522339.83</b>	<b>21,731.31</b>	<b>2%</b>	
2000	2010	CERTIFICATION	519,607.03	518,693.34	1,414,519.89	744040.5	913.69	0%	
	2020	COMPLIANCE	972,159.97	969,363.42	985,343.64	291334.27	2,796.55	0%	
<b>2000 Total</b>			<b>1,491,767.00</b>	<b>1,488,056.76</b>	<b>2,399,863.53</b>	<b>1035374.77</b>	<b>3,710.24</b>	<b>0%</b>	
3000	3030	CAPITAL ACQUISITION	173,264.64	171,672.24	211,489.63	74989.39	1,592.40	1%	
	3040	PROCUREMENT TECH ASSISTANCE PROGRAM	456,028.95	429,057.85	569,340.66	123439.36	26,971.10	6%	
	3050	ACCESS TO CAPITAL	1,247,780.15	1,060,900.10	2,812,658.97	50000	186,880.05	15%	Agency did not spend all funds due to vacant positions. There was also additional surplus in contractual services and Micro-Loan Fund
	3060	BUSINESS DEVELOPMENT	449,514.69	446,079.49	441,597.29	174424.09	3,435.20	1%	
	3070	TRADE AND EXPORT	281,115.54	232,183.01	405,177.48	38194.15	48,932.53	17%	Agency did not spend all of the grant funding due to a vacant position on the grant
	3080	TECHNOLOGY AND INNOVATION	124,022.11	127,952.54	241,480.14	74817.24	(3,930.43)	-3%	
<b>3000 Total</b>			<b>2,731,726.08</b>	<b>2,467,845.23</b>	<b>4,681,744.17</b>	<b>535864.23</b>	<b>263,880.85</b>	<b>10%</b>	
4000	4020	CAPACITY BUILDING	789,432.24	781,364.74	359,374.72	104357.4	8,067.50	1%	
	4030	MAIN STREETS	1,174,345.90	1,174,251.81	1,524,639.77	1444766.13	94.09	0%	
	4040	COMMERCIAL CLEAN TEAMS	2,236,051.04	2,235,861.20	2,744,886.87	2574057.63	189.84	0%	
	4050	HEALTHY FOOD PROGRAMS	200,000.00	198,580.91	100,000.00	67000	1,419.09	1%	
<b>4000 Total</b>			<b>4,399,829.18</b>	<b>4,390,058.66</b>	<b>4,728,901.36</b>	<b>4190181.16</b>	<b>9,770.52</b>	<b>0%</b>	
<b>Grand Total</b>			<b>9,800,111.82</b>	<b>9,501,018.90</b>	<b>13,159,844.90</b>	<b>6283759.99</b>	<b>299,092.92</b>	<b>3%</b>	

**DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT**  
**Reprogrammings**  
**FY15 & FY16**

<b>FY</b>	<b>Fund</b>	<b>\$ Amount</b>	<b>Within: Agency Code</b>	<b>Within: Agency Name</b>	<b>Original purpose for which funds were dedicated</b>	<b>Reprogrammed use of Funds</b>
2015	Local	\$ 722,332.53	EN	Department of Small and Local Business Development	Funds were originally dedicated for Personnel Services	To align the personal services budget to projected expenditures by program and activity
2015	Local	\$ 177,683.27	EN	Department of Small and Local Business Development	Funds were originally dedicated for general office support and contracts	EOM DC General Reprogramming/Paygo

**DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT**  
**Reductions and Eliminations**  
**FY15 & FY16**

<b>Program</b>	<b>Object Class</b>	<b>Description</b>	<b>Impact or Change to Program</b>	<b>Amount</b>
Legal/1060	409	Reduction due to OAG Attorney Transfer	No Impact to Program	\$ 275,000.00
Communication/1080, Performance Management/1090, Certification/2010, Capital Acquisitions/3030, Business Development/3060, Capacity Building/4020	0410, 0409	Reduction due to DC General/Paygo Reprogramming	No Impact to Program	\$ 177,683.00

DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT  
 INTRA DISTRICT TRANSFERS  
 FY 2015 & FY 2016

BUDGET	PROJECT	FUND	CSG	FY 2015	FY 2016	To/From	Agency	Description
				Actuals	Year to Date			
Operating	n/a	1000	40	\$ (3,454)	\$ (858)	To	KT0 (Public Works	Fleet Services
Operating	n/a	1000	40	\$ 3,454	\$ 3,454	To	KT0 (Public Works	Fleet Services
Operating	n/a	1000	40	30,000	16,660	To	PO0(OCP)	Purchase Card funding Collections
Operating	n/a	1000	41	10,368		To	TO0(OCTO)	Telecommunication Servcies
Operating	n/a	1000	31	46,361	62,551	To	TO0(OCTO)	Telecommunication Servcies
Operating	n/a	1000	31	2,000	1,013	To	TO0(OCTO)	Telecommunication Servcies
Operating	n/a	1000	41	15,000		To	BE0 (DCHR)	Human Resource support
Operating	n/a	1000	41	(7,604)		To	CR0 (Consumer and Regulatory Affairs	Business Portal
Operating	n/a	1000	41	90,000		To	CR0 (Consumer and Regulatory Affairs	Business Portal
Operating	n/a	1000	41	(7,367)		To	CR0 (Consumer and Regulatory Affairs	Business Portal
Operating	n/a	1000	41	800,000	550,000	To	CR0 (Consumer and Regulatory Affairs	Business Portal
<b>Grand Total</b>				<b>\$ 978,757</b>	<b>\$ 632,820</b>			

**DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT**  
**Federal Grants**  
**FY15 & FY16**

FY15 Grants						
Grant Name	Grant Type F = Federal P = Private	Grant Number	Grant Phase	Grant Begin Date	Total Grant Award Amount	Comments
Procurement Technical Assistance Program	F	PTPP	15	10/1/2014	\$350,693.00	Provides support and training to local businesses attempting to gain access to federal contract opportunities
FAST Grant	F	DCFAST	15	10/1/2014	\$90,909.09	Provides support and training to local businesses access to technology and innovative development
OIT STEP Grant	F	DCSTEP	15	10/1/2014	\$162,500.00	Provides support and guidance for local businesses in export markets
<b>TOTAL</b>					<b>\$604,102.09</b>	

FY16 Grants						
Grant Name	Grant Type F = Federal P = Private	Grant Number	Grant Phase	Grant Begin Date	Total Grant Award Amount	Comments
Procurement Technical Assistance Program	F	PTPP	16	10/1/2015	\$350,693.00	Provides support and training to local businesses attempting to gain access to federal contract opportunities
FAST Grant	F	DCFAST	16	10/1/2015	\$90,909.09	Provides support and training to local businesses access to technology and innovative development
Startup In a Day	F	SIABSD	16	10/1/2015	\$50,000.00	Prize competition for start small models
<b>TOTAL</b>					<b>\$491,602.09</b>	

**DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT**  
**Fixed Cost**  
**FY15 & FY16**

GAAP Category Title	Comp Source Group	Comp Object	Comp Object Title	Fiscal Year 2015		Fiscal Year 2016		Description
				Sum of Approp Bal	Sum of Total Obs and Expends	Sum of Approp Bal	Sum of Total Obs and Expends	
NON-PERSONNEL SERVICES	31	308	TELEPHONE, TELETYPE, TELEGRAM, ETC	50,000.00	58,321.26	66,190.88	66,190.82	Telecom Fees; Increase due to projected telecom cost from FY16 Budget Formulation
	<b>31 Total</b>			<b>50,000.00</b>	<b>58,321.26</b>	<b>66,190.88</b>	<b>66,190.82</b>	
	40	404	MAINTENANCE AND REPAIRS - AUTO	6,431.00	2,476.17	6,431.00	3,454.00	Fleet Services
<b>40 Total</b>			<b>6,431.00</b>	<b>2,476.17</b>	<b>6,431.00</b>	<b>3,454.00</b>		
<b>NON-PERSONNEL SERVICES Total</b>				<b>56,431.00</b>	<b>60,797.43</b>	<b>72,621.88</b>	<b>69,644.82</b>	
<b>Grand Total</b>				<b>56,431.00</b>	<b>60,797.43</b>	<b>72,621.88</b>	<b>69,644.82</b>	



## **FY 2015 Performance Accountability Report Department of Small and Local Business Development**

### **INTRODUCTION**

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

### **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.

### **SUMMARY OF 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; 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.

### **OVERVIEW – AGENCY PERFORMANCE**

The following section provides a summary of DSLBD performance in FY 2015 by listing DSLBD's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

### **TOP THREE ACCOMPLISHMENTS**

The top three accomplishments of DSLBD in FY 2015 are as follows:

- ✓ Through enforcement and monitoring of the CBE program, DSLBD increased SBE Expenditures from \$175 million in FY 14 to \$348 million in FY 15.
- ✓ Launched a joint certification program with the Metropolitan Washington Airports Authority (MWAA), which streamlines the CBE program and connects small businesses to over \$200 million in opportunities.
- ✓ Launched two new Main Streets programs including Tenleytown and Vann Ness
- ✓ Launched the CEO Growth Academy, 24 went through the selection process and the first cohort of 15 graduates completed the program and have won \$12 million in contracts.



## **SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS**

Table 1 (see below) shows the overall progress the DSLBD made on completing its initiatives, and how overall progress is being made on achieving the agency's objectives, as measured by their key performance indicators.

### **TOTAL RATED MEASURES AND INITIATIVES (TABLE 1)**

Once OCA receives your final PAR we will create the necessary charts based on the information you submit.

## **PERFORMANCE INITIATIVES – ASSESSMENT DETAILS**

### **Certification, Compliance and Enforcement**

**OBJECTIVE 1: Improve the business certification process, increase participation, and strengthen compliance and enforcement of the CBE program (including One City Action Plan Action 1.1.6 and 5-Year Economic Development Strategy 1.17).**

**INITIATIVE 1.1 Implement the applicable changes to the CBE program as outlined by the Small and Certified Business Enterprise Development and Assistance Act of 2014. (Bill B20-0181)**

DSLBD successfully implement the provisions of the new CBE law enacted on April, 08 2014 (Applicable October 2014). The agency made all necessary changes to the process for certification, compliance and enforcement of the CBE program, and updated information pertaining to the CBE program on the agency Website and related information sources. Such changes include: defining what constitutes a government assisted project that is subject to CBE program, prohibiting businesses from operation as a pass-through, forwarding certification denials to OAH, monitoring contracts or procurements above \$250,000 to be set aside for CBE or Small Business Enterprise (SBEs) etc. **This initiative was completed as of 9/1/15.**

**Fully Achieved:**



**INITIATIVE 1.2 Perform site visits or spot checks on approximately 100) Public and Private Developer Projects (5-Year Economic Development Strategy 1.17).**



In FY15 DSLBD added new compliance staff and re-launched a full scale CBE Compliance and Enforcement program focused on various compliance areas for DC agencies and public-private development projects. Total activities for the CBE Compliance and Enforcement Division include monitoring approximately 88 District government agencies, which account for nearly \$685 million in projected operating expenditures with CBEs, and over 200 public-private development projects, which account for over \$462 million in projected expenditures with CBEs. As a continuation of this effort, the Compliance team performed approximately 271 spot checks on public and private developer projects in **FY15**.

**Fully achieved:**



**KEY PERFORMANCE INDICATORS– Certification, Compliance, and Enforcement**

   	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual (KPI Tracker)	FY 2015 YE Rating (KPI Tracker)	Budget Program (KPI Tracker)
	1.7	Average # of business days for certification application determinations	29	30		30.75	100.02	CERTIFICATION
	1.5	Percentage of certification applications processed within 45 business days	91%	85%		79.24%	Measure Not Rated	CERTIFICATION
	1.6	Number of certification applications processed	803	1,200		1185	98.75%	CERTIFICATION
	1.8	Number spot checks conducted (new in FY14)	445	1,100		271	24.64%	CERTIFICATION

**Business Opportunities and Access to Capital**



**OBJECTIVE 1: Assist small businesses with accessing capital, expanding business opportunities and training and education resources (including 5-Year Economic Development Strategy 1.3 and 5.3).**

**INITIATIVE 1.1: Expand access to capital program for businesses involved in green/sustainable activities. (Sustainable DC Plan Built Environment Action2.2)**

In FY14 and FY15, DSLBD worked with OPLA and DMPED to establish a government backed loan program designed to equip businesses in the green/sustainable field with access to loans. This resulted in a sub goal to develop the food industry into a strong and viable economic cluster while finding innovative solutions to food deserts throughout the District. In particular, the Healthy Food Retail Grant Program awarded \$170,000 to five grantees to supplement thirty corner stores, a small grocery store and District based farmers with funding and technical assistance.

**Fully achieved:**

**INITIATIVE 1.2: Expand Client base to 600 in the DC Procurement Technical Assistance Center.**

The DC Procurement Technical Assistance Center (DC-PTAC) continued to secure federal funding. PTAC assisted District based small businesses in acquiring contracts in excess of \$4 million. DCPTAC reached an important milestone for the program doubling the number of clientele from 300 to 600. The program will also continue working on to position DC based businesses with government contract opportunities.

**Fully achieved:**

**INITIATIVE 1.3: Expand assistance to small businesses seeking procurement contracts at hospitals and universities (5-Year Economic Development Strategy 5.3).**

DSLBD's Public Private Partnerships (P3), Business Opportunities and DCPTAC programs collaborated in FY15 to perform various outreach activities with DC hospitals and universities to establish a network and formalize the process to benefit small businesses. Over 80 businesses attended a "Doing Business with Georgetown" informational on procurement opportunities; over 75 small businesses participated in "Doing Business with Whiting-Turner" which featured procurement opportunities related to the construction of the Thompson Athletic Center at Georgetown; and small businesses also participated in "Doing Business with Manhattan Construction" which brought together 75 small businesses interested in learning about procurement opportunities related to the renovation of a historic dormitory on Georgetown's campus.

DSLBD will continue to work these industries to increase communication and identify procurement contract opportunities, by meeting with Providence Hospital to forge a new



partnership and on Thursday, October 29, P3 hosted a Panel on connecting DC small businesses to procurement opportunities with local healthcare institutions. This event was held at the R.I.S.E. Demonstration Center in Ward 8 and included panelist from Sibley Memorial Hospital, MedStar Georgetown University Hospital, United Medical Center and Children’s National Medical Center.

**Fully achieved:**

**INITIATIVE 1.4: Support Culinary Entrepreneurship in Ward 8 (Sustainable DC Plan Food Action 3.3)**

DSLBD will continue working with DMPED, OP, and DOES to support the expansion of DC Food Incubators that support foodservice entrepreneurs. In August, Commercial Revitalization awarded five grants totaling \$170,000 for grantees to employ innovative ways to support small food retailers (less than 5,000 square feet) in DC neighborhoods lacking access to healthy food.

**Fully achieved:**

**INITIATIVE 1.5: Expand “Phase Zero” SBIR working capital program to support competitiveness among DC firms pursuing technology transfer and innovation business opportunities with the federal government (5-Year Economic Development Strategy 2.7).**

In FY14 DSLBD implemented a “Phase Zero” working capital program to support small business participation in Phases One and Two of the Small Business Innovation and Research program. As of August 21, Phase Zero has accepted ten companies into the program. DSLBD’s Tech and Innovation Team has also been hard at work, establishing a partnership with technoir, exploring a new tool for ConnecTech clients, participated in the Global Mobile Internet Conference in Silicon Valley and has established a partnership with the Department of Homeland Security.

**Fully achieved:**

**INITIATIVE 1.6: Expand “Small Business Trade Mission Series” coverage (One City Action Plan Action 1.1.3).**

In FY15, DSLBD implemented the next phase of the “Small Business Trade Mission Series” program to provide qualified businesses the support to engage in international business matching activities. In FY15 DSLBD expanded the Small Business Trade Mission Series and increased coverage to accommodate the needs of additional small businesses.



DSLBD organized and led the “Washington, DC Trade Mission to Ethiopia and South Africa,” September 13-22, 2015, with mission stops in Addis Ababa, Ethiopia, and Johannesburg, South Africa. All five of the DC business participants received STEP Program (federal) reimbursement funding to offset their international business development expenses. ExportDC is reviewing this week the expense reports submitted by the five trade mission participants for reimbursement purposes. Total amount of federal funding administered by ExportDC for the trade mission to Africa was \$32,150 (business support grants).

**Fully achieved:**



**KEY PERFORMANCE INDICATORS– Business Opportunities and Access to Capital**

	<b>KPI</b>	<b>Measure</b>	<b>FY 2014 YE Actual</b>	<b>FY 2015 YE Target</b>	<b>FY 2015 YE Revised Target</b>	<b>FY 2015 YE Actual (KPI Tracker)</b>	<b>FY 2015 YE Rating (KPI Tracker)</b>	<b>Budget Program (KPI Tracker)</b>
	1.2	Number of small business participants in training and education activities	3380	3,200		2169	67.78%	BUSINESS OPPORTUNITIES AND ACCESS TO CAPITAL
	1.3	Number of small businesses participating in international business matching activities (exporting activities). [One City Action Plan Action 1.1.3]	15	20		12	60%	BUSINESS OPPORTUNITIES AND ACCESS TO CAPITAL
	1.4	Number of DSLBD Clients obtaining HUB Zone and 8(a) certification[5-Year Economic	288	50		293	586%	BUSINESS OPPORTUNITIES AND ACCESS TO CAPITAL



		Development Strategy 1.3] (New in FY13)						
●	1.5	Number of small businesses receiving microloans (new in FY14)	19	Baseline		N/A	N/A	BUSINESS OPPORTUNITIES AND ACCESS TO CAPITAL
●	1.6	Number participants in DC Food Incubators (new in FY14)	50	Baseline		50	0	BUSINESS OPPORTUNITIES AND ACCESS TO CAPITAL

**Commercial Revitalization**

**OBJECTIVE 1: Extend economic development to District neighborhoods through commercial revitalization initiatives and programs.**

**INITIATIVE 1.1: Perform feasibility assessment for the implementation of new Georgia Avenue Main Street program.**

DSLBD perform a feasibility assessment or pilot for the implementation of a new Main Streets program located on the Georgia Avenue in FY15. DSLBD has designed and implemented processes utilizing OCTO-supported web tools to streamline and simplify grants management for DC Main Streets and will leverage this approach for the new GA Ave Main Street feasibility assessment and pilot. In March, DSLBD awarded a grant for the Lower Georgia Avenue feasibility study. By early August, the grantee conducted a very successful graffiti remediation event, removing 10 graffiti tags. Recommendations for the creation of a commercial revitalization program was submitted in September.

● **Fully achieved:**

**INITIATIVE 1.2: Launch and manage next phase of “Healthy Food Retail Program (Age-Friendly DC Goal: Domain # 8).”**

In August, Commercial Revitalization awarded five grants totaling \$170,000 for grantees to employ innovative ways to support small food retailers (less than 5,000 square feet) in DC neighborhoods lacking access to healthy food.

● **Fully achieved:**

**INITIATIVE 1.3: Launch in store consultation program in commercial districts.**



This initiative was fully achieved. For FY15, the in store consultation program had 286 client sessions totaling 225 hours took place during FY15. As a result of these sessions clients were informed about incentives for small business owners, they received technical assistance to increase sales and profitability, reposition operations, better understand the permitting process and how it impacts small businesses, and green and sustainable energy issues -among others.

**Fully achieved:**



**KEY PERFORMANCE INDICATORS– Commercial Revitalization**

	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual (KPI Tracker)	FY 2015 YE Rating (KPI Tracker)	Budget Program (KPI Tracker)
	1.1	Number graffiti removed in commercial corridors	2319	2,500		N/A	N/A	COMMERCIAL REVITALIZATION
	n/a	Number of trash bags collected in commercial corridors	44,354	n/a		N/A	N/A	COMMERCIAL REVITALIZATION
	1.5	Litters and Recyclables in pounds collected in commercial corridors (New FY14. Previous year measures the total number of trash bags collected in commercial corridors)	795958	N/A		1,213,861	142.81%	COMMERCIAL REVITALIZATION



## Agency Management

**OBJECTIVE 1: Provide administrative support and the required tools to achieve operational and programmatic effectiveness within DSLBD.**

**INITIATIVE 1.1: Work with OCTO to expand DSLBD’s overall web presence to improve agency communication, external content management and to optimize web-experience for small business clients and residents.**

DSLBD has worked extensively with the OCTO to enhance its current website. Enhancements to the CBE Online have been finalized and went live Thursday, October 22, 2015. Additionally, on Tuesday, November 3, 2015, DSLBD launched a new website that will help CBEs connect with DC Government contracting opportunities, *CBEConnect*. Overall, DSLBD increased web traffic significantly. The number of webpage views drastically increased from 155,746 in FY 14 to 280,501 in FY 15.

**Fully achieved:**

**INITIATIVE 1.2: Launch the DSLBD Small Business Inclusion Center, a mobile, co-work office where agency staff, community development organizations, and small businesses collaborate daily to improve the DC small business environment.**

In FY15 DSLBD officially launched the DSLBD Small Business Inclusion Center. It is the first ever mobile, co-work, office space of its kind within DC Government. The Center supports co-location of federal government agencies, small businesses, and community development organizations. Modern business technology, updated policies and procedures for mobile working, and a performance based culture allow the Center to attract organizations that collaborate to help small businesses succeed in Washington, DC.

To date, DSLBD held approximately 2,169 small business participants in training and education activities. DSLBD also launched the Center for Entrepreneurial Education and Development (CEED). CEED provides information and services to entrepreneurs and companies looking to launch and strengthen their business in the District. CEED is a one stop shop, bringing together resources from key District agencies including DSLBD, the Department of Consumer and Regulatory Affairs (DCRA), and other non-profit and Federal organizations serving District businesses. CEED encompasses a comprehensive suite of business courses facilitated by industry experts. Courses are provided free of charge, or in some cases, for a nominal fee. Programs under CEED include, CompeteDC, the CEO Academy and Teaming to Win.

**Fully achieved:**

**INITIATIVE 1.3: Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor’s Order 2013-209 (Sustainable DC Governance Goal 1, Action 1.2; Built Environment Goal 3)**



As of April 2015, this initiative was achieved. The Clean Teams supported Sustainable DC goals by recycling, mulching street trees, using eco-friendly supplies, and reducing storm water pollution generated by DC's commercial districts.

**Fully achieved:**



**KEY PERFORMANCE INDICATORS– Agency management**

	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015	FY 2015	Budget
						YE Actual (KPI Tracker)	YE Rating (KPI Tracker)	Program (KPI Tracker)
	1.1	Number webpage views (new in FY13)	155,746	120,000		280,501	233.75%	AGENCY MANAGEMENT

**WORKLOAD MEASURES – APPENDIX**

**WORKLOAD MEASURES**

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
# of Certified Business Enterprises (CBEs) [One City Action Plan Action 1.1.6]	1,152	1107	1108	CERTIFICATION
# of Certification Applications Received	965	851	1181	CERTIFICATION
# of District Agencies monitored for Certified Small Business Enterprise (CSBE) compliance [5-Year Economic Development Strategy 1.17]d	80	80	82	CERTIFICATION
# of Small Business Trade Missions [One City Action	1	1	2	BUSINESS OPPORTUNITIES AND ACCESS TO



Plan Action 1.1.3]				CAPITAL
# of DC Main Street Organizations	7	8	8	COMMERCIAL REVITALIZATION
# of Business Improvement Districts (BIDs)	9	9	10	COMMERCIAL REVITALIZATION
# of Streetscape Loan applications received	6	0	Workload Measure Not Rated	COMMERCIAL REVITALIZATION
% of District Agencies who met 50% CSBE set aside goal	16	30	Workload Measure Not Rated	CERTIFICATION

**Submitted by Marcia Harris****Planned upgrades for DSLBD IT Systems**

DSLBD's objective is to streamline the processes within the business areas and integrate collaboration between divisions by implementing DSLBD's Enterprise System. Currently DSLBD's systems have been developed as separate applications/systems. The systems do not share data therefore efficient data analysis cannot be performed. DES will be a gateway of information and a true single point of entry for all IT functions that currently serve the DSLBD staff, DC Government Agencies, CBEs and other general public users to easily access, understand, and efficiently carryout functions under the appropriate business area. In addition, there will be system integration with systems external to DSLBD (such as OCFO, OCP, and DCRA to name a few) all within the DC Government purview. DES will be a part of the District's Online DC Business portal. By integrating DES with the portal, customers will be able to apply for and manage many of their regulatory and certification functions (including Licensing, Corporate Registration, and CBE Certification) via a single web portal. For FY15 DSLBD completed Phase 1 of the DES: Functional Requirements Document, Enterprise Architecture Document, CBE Certification Wizard, Proof of Concept for the Certification Intake Application, and CBE Connect website. The plan is to continue with the implementation of the DES in phases provided we have funding to move forward with the project.

**Certification Business Area****CBE Online**

- CBE Online is mainly used by the DSLBD Certification Division (internal users) to process CBE applications and by the companies (external users) applying for CBE certification.
- Users
  - Applicants/Companies (external users)
  - Certification Specialists (internal users)
  - Certification Manager (internal users)
  - Various DSLBD staff (internal users)
  - Companies/Applicants (external public users)
  - DC Govt Staff (for oversights and audits)
- CBE Online is a web application developed in ASP.Net using a MS SQL Server database. The system is maintained through OCTO (Office of the Chief Technology Officer). It was developed in 2005/2006. The operating system is Microsoft Windows Server 2008 R2 (64-bit) which will need to be upgraded in a few years (as stated in OCTO Server Migration email dated 1/8/2016). Functional Requirements have been documented for a new certification application system as part of the New DSLBD Enterprise System.

### **CBE Online Reporting**

- CBE Online Reporting is a Quickbase Application.
- Users
  - DSLBD Certification Team (to provide statistics for the Certification process).
- The system is maintained by the DSLBD IT (Information Technology) Staff. It was developed in 2009. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **Find Certified Companies (accessible from DSLBD Website)**

- This system provides a list of currently active CBEs. The Find Certified Companies database is populated by a query by demand process which retrieves data from the CBE Online MS SQL Server database. The database retrieve returns active CBE records. A CBE Search can be performed, CBE details can be displayed, and the data can be exported to Excel.
- Users
  - Prime Contractors (it's open to the public) looking for CBEs for potential subcontracting opportunities
  - The Office of Contracting and Procurement (OCP) Contracting Officers as they research available CBEs for procurement opportunities
  - The CBE Opportunities Division (internal) checks the status of CBEs upon request and provides lists of possible CBEs that meet contracting criteria upon request.
- The DSLBD Website (Find Certified Companies) online report was developed in 2009. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **CBE Certification Wizard**

- A tool developed to help potential CBEs determine their eligibility to become certified in the CBE program. By using the wizard, the potential CBE will receive a personalized checklist of what is required to be considered for CBE certification.
- Users
  - Potential CBE community (public)
- This tool was developed in FY2015. This functionality was based on certification requirements from the Functional Requirements document for the New DSLBD Enterprise System. It is scheduled to be integrated with the DC Business portal in FY16.

## **Compliance Business Area**

### **Agency CSBE Compliance Reporting Tool**

- Agency CSBE Compliance Reporting Tool is a Quickbase application developed to monitor DC Agency compliance regarding operating and capital budgets. DC Agencies have an annual goal of spending 50% of their expendable budgets with Certified Small Business Enterprises (CSBEs). The Compliance Division monitors all District government agencies listed in the annual District

Government's Proposed Budget and Financial Plan established by the Office of the Chief Financial Officer (OCFO). The Compliance staff manually inputs agency budgets into the QB application. After the budget information has been entered, the Agency CBE Compliance Officer (CCO) enters the following data into the application:

- Procurement Plan
- Annual Allocation Letter (QB Budget Form)
- Budget Exclusions (which are approved by Compliance Division)
- Quarterly and Annual Expenditures
- End of Year Narrative

The Compliance Staff monitors the information and looks for red flags. Red flags are then targeted for closer review.

- Users
  - DSLBD Compliance Team (internal users)
  - Agency CBE Compliance Officers (dc govt users)
  - DC Govt Staff (for oversight and audits)
- This Quickbase application was developed in 2010. This system contains data from FY15 and prior fiscal years. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

#### **New 2016 Agency CSBE Compliance Reporting Tool**

- New 2016 Agency CSBE Compliance Reporting Tool is a Quickbase application developed to monitor DC Agency compliance regarding operating and capital budgets. This system contains data from FY 2016 going forward. Many enhancements were provided in this application to enable more automation of data loads for the budget, procurement plans, and expenditures. With this system spreadsheets are being received from OCFO and OCP.
- Users
  - DSLBD Compliance Team (internal users)
  - Agency CBE Compliance Officers (DC Govt users)
  - DC Govt Staff (for oversight and audits)
- This Quickbase application was developed in 2015. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

#### **CBE Subcontracting Compliance Tool**

- The CBE Subcontracting Compliance tool is a Quickbase application developed to monitor DC Agency compliance regarding contracts in excess of \$250K. District Agency Contracting Officers are responsible for entering data into the application such as:
  - Solicitations
  - Waiver Requests (if at least 35% CSBE subcontracting on a contract cannot be achieved)
  - Prime Contractor Information
  - Contract Information

- Subcontracting Plans
- Quarterly Reports.

The Compliance Division reviews and assesses all information and approves or denies the waiver requests.

- Users
  - Agency Compliance Officers (DC Govt users)
  - DSLBD Compliance Team (internal users)
  - Public (viewing the Waiver Report from the DSLBD Website)
  - DC Govt Staff (for oversight and audits)
- This Quickbase application was developed in 2012. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **Compliance Monitoring (Development Projects)**

- The DSLBD Compliance Monitoring (Development Projects) tool is a Quickbase application developed to track and monitor development projects requiring 35% subcontracting and/or 20% equity and/or development participation by local and small certified businesses. The developer currently sends project information by email and spreadsheets to the Compliance staff. The developer also must provide quarterly reports regarding CBE usage on the contract. Once this information is received, the Compliance staff enters the data into the Compliance Monitoring tool.
- Users
  - DSLBD Compliance Team (internal)
  - DC Govt Staff (oversight and audits)
- This Quickbase application was developed in 2008. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

## **Grants Management Business Area**

### **DC Main Street Online**

- The Neighborhood Revitalization Division provides technical assistance and grants to community leaders seeking to use the Main Street Approach® to revitalize their commercial districts. The Main Street grants have been administered through the Quickbase application DC Main Street Online. The grantees provide information about their Main Street program, the annual grant, quarterly reports, and invoices.
- Users
  - DSLBD Neighborhood Revitalization team (internal)
  - Grantees (external/public)
- This Quickbase application was developed in 2012. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **DC Clean Team 2013/2014/2015/2016**

- The DSLBD's Clean Team program cleans the sidewalks and removes graffiti in designated retail corridors. The Clean Team grants have been administered through the Quickbase DC Clean Team application(s). Each year a new application is created to meet the new requirements of the Clean Team Program due to legislative changes and general system improvements. The application is used for Non-Competitive Grantees as well as Competitive Grantees. The Clean Team applications track information such as information about the grantee's clean team program, the grant application, work-load reports, and invoices etc.
- Users
  - DSLBD Neighborhood Revitalization team (internal)
  - Grant Applicants (external/public)
  - Grantees (external/public)
  - Grant Scorers (internal to DC Government)
- The Quickbase applications were developed in 2013, 2014, and 2015. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **BizGrants**

- BizGrants was created to be the grants management system for all grants administered within DSLBD. Currently BizGrants contains information for the Small Business Improvement Grant. The system currently lacks a reporting section to allow for quarterly reporting, expenses, and invoices from the grantee. As a result this system has not been used much.
- Users
  - DSLBD Neighborhood Revitalization team (internal)
  - Grant Applicants (external/public)
  - Grantees (external/public)
  - Panelists (external/public)
- This Quickbase application was developed in 2014. This application is no longer used because the (All Purpose) BizGrants system replaced it. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **DSLBD Grants Management**

- The DSLBD Grants Management System was used to administer the non-lapsing grant funds allocated to the Commercial Revitalization Fund.
- Users
  - DSLBD Neighborhood Revitalization team (internal)
- This Quickbase application was developed in 2009. It is no longer used because the Commercial Revitalization Fund was eliminated. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **DSLBD Streetscape Loan Relief Fund**

- The DSLBD Streetscape Loan Relief Fund is used to track the Streetscape Loan Relief Fund activity.
- Users
  - DSLBD Neighborhood Revitalization team (internal)
- This Quickbase application was developed in 2012. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **(All Purpose) BizGrants System**

- (All Purpose) BizGrants was created to be the grants application system for all grants administered within DSLBD, replacing the BizGrants system. Currently (All Purpose) BizGrants contains information for the Healthy Foods (2015 and 2016) and Emerging Business Districts Demonstration (2016) Grants.
- Users
  - DSLBD Neighborhood Revitalization team (internal)
  - Grant Applicants (external/public)
  - Grantees (external/public)
  - Grant Scorers (internal to DC Government)
- This Quickbase application was developed in 2015. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **(All Purpose) Grants Mgmt - BizGrants**

- (All Purpose) Grants Mgmt - BizGrants was created to be the grants management system for all grants (other than the Clean Team grants) awarded and administered within DSLBD. Currently (All Purpose) Grants Mgmt - BizGrants contains information for awarded grants for Healthy Foods (2015 and 2016) and DC Main Streets (2016).
- Users
  - DSLBD Neighborhood Revitalization team (internal)
  - Grantees (external/public)
- This Quickbase application was developed in 2015. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

### **BizGrants 2.0**

- BizGrants 2.0 was created to be the grants application system for DC Main Streets grants administered within DSLBD.
- Users
  - DSLBD Neighborhood Revitalization team (internal)
  - Grant Applicants (external/public)
  - Grantees (external/public)
  - Grant Scorers (internal to DC Government)

- This Quickbase application was developed in 2015. Functional Requirements have been documented so this functionality can be captured in the New DSLBD Enterprise System.

## **Business Counseling and Training Business Area**

### **NeoSerra/e-Center**

- Neoserra/e-Center is the customer relationship management (CRM) system for the agency. The public uses e-Center (the front-end) to search and sign-up for training classes or counseling sessions. Neoserra (the backend) uses a MS SQL Server database. Neoserra is used to track the client relationships of the DSLBD staff.
- Users
  - DSLBD Staff (PTAC, Export DC, Neighborhood Revitalization, Technology and Innovation, 3P)
  - DCRA Small Business Resource Center Staff
- Neoserra (the backend) uses a MS SQL Server database. The vendor for the system is Outreach Systems. Functional Requirements have been documented. The New DSLBD Enterprise System will integrate with Neoserra.

### **CBE Connect Website**

- A tool developed to provide business opportunities to the CBE community to help maximize Certified Business Enterprise (CBE) participation while linking existing CBEs to contracting and procurement opportunities. CBE Connect is a comprehensive and robust undertaking by DSLBD to provide CBEs a one-stop shop for all contracting and procurement needs.
- Users
  - CBE Community (public)
  - DSLBD staff and other DC Govt staff
- This tool was developed in 2015. This functionality was based on business counseling and training requirements from the Functional Requirements document for the New DSLBD Enterprise System. It is scheduled to be integrated with the DC Business portal in FY16.



**FY 2016 PERFORMANCE PLAN**  
**Department of Small and Local Business Development**

**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 corridors.

**SUMMARY OF 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; 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 corridors.

**PERFORMANCE PLAN DIVISIONS**

- Certification, Compliance and Enforcement
- Business Opportunities and Access to Capital
- Commercial Revitalization
- Agency Management

**AGENCY WORKLOAD MEASURES**

Measure	FY 2013 Actual	FY 2014 Actual	FY 2015 YTD <sup>1</sup>
Number of Certified Business Enterprises (CBEs) <sup>1</sup>	1,152	1054	1142
Number of Certification Applications Received	965	1046	1157
Number of District Agencies monitored for Certified Small Business Enterprise (CSBE) compliance [5-Year Economic Development Strategy 1.17]d	80	82	88
Number of Small Business Trade Missions [One City Action Plan Action 1.1.3]	1	2	2
Number of DC Main Street Organizations	7	8	8
Number of Business Improvement Districts (BIDs)	9	9	9
Number of Streetscape Loan applications received	6	0	0
Percentage of District Agencies who met 50% CSBE set aside goal	16	86	TBD

<sup>1</sup> The number of CBEs fluctuates throughout the fiscal year, as companies may not seek to recertify after the two-year certification period, or are revoked as a company may no longer be eligible for the program. Any increase or decrease from year to year is the net amount. Beginning in FY13, Joint Ventures were removed from the total CBE count.



## *Certification, Compliance and Enforcement*

### **SUMMARY OF SERVICES**

The Certification, Compliance and Enforcement division is responsible for managing the Certified Business Enterprise (CBE) application process and corresponding elements of CBE compliance by DC Government agencies as well as public-private development projects.

### **OBJECTIVE 1: Improve the business certification process and strengthen compliance and enforcement of the CBE program.**

**INITIATIVE 1.1 Process CBE applications in an average of 30 ~~days~~-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.

*District Priority Area: "A Strong Economy for All"*

*District Priority Goal: "Increase D.C.'s private sector employment by 40k jobs by 2018 with a focus on small business development and growth."*

**INITIATIVE 1.2 Implement and review modifications to the CBE program as outlined by the Small and Certified Business Enterprise Development and Assistance Act of 2014. (Bill B20-0181)**

Since the law took effect last October (enacted on April 8, 2014), the agency has already begun to implement significant changes. In FY16, DSLBD will continue review its processes to measure the impact of those changes. The agency will fashion appropriate methodologies based upon review of its procedures. This is a rolling initiative.

*District Priority Area: "A Strong Economy for All"*

*District Priority Goal: "Increase D.C.'s private sector employment by 40k jobs by 2018 with a focus on small business development and growth."*

**INITIATIVE 1.3 Start up in a Day – White House Challenge.** The D.C. business Center portal is a website under development that will streamline and personalize D.C. business owners' experience with the District of Columbia government. Through the portal's single log-in user profiles, small business owners will be able to easily access information about all their encounters with the city's main regulatory and support agencies for small businesses. This initiative will be complete by 9/30/16.

*District Priority Area: "A Strong Economy for All"*



*District Priority Goal: “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”*

**INITIATIVE 1.4 Restructure the Certification and Compliance departments to maximize efficiency and customer service.**

In FY15 DSLBD added new compliance and certification staff and re-launched a full scale CBE Compliance and Enforcement program focused on various compliance areas for DC agencies and public-private development projects. Compliance and Enforcement Division monitors approximately 80 District government agencies, which account for nearly \$300 million in projected operating expenditures with CBEs, and over 200 public-private development projects, which account for over \$1 billion in projected expenditures with CBEs. As a continuation of this effort, DSLBD is working with DCHR to hire additional FTEs. DSLBD will focus its efforts to enhance CBE online applications and finalize standard operating procedures. This initiative will be completed by 12/1/15.

*District Priority Area: “A Strong Economy for All”*

*District Priority Goal: “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”*

**OBJECTIVE 2: Increase participation in the C/SBE contracting and procurement process.**

**INITIATIVE 2.1 Tighten internal controls for monitoring and executing agency expendable budgets.**

Require a CAPSTAT for the 2015 expendable budget process. While 2015 was the first year the agency determined agency goals after changes to the CBE law, the agency has identified certain steps that should be taken to streamline the process and to make it more efficient. DSLBD will work with OCP and EOM to further refine procedures for the CBE/SBE waiver process. DSLBD will explore developing a tiered system, one that encourages both CBEs and small businesses eligible to certify as CBEs to qualify for SBE spending requirements. DSLBD will also launch a campaign to increase CBE participation by at least 30 percent. This initiative will be complete by July 1, 2016.

*District Priority Area: “A Strong Economy for All”*

*District Priority Goal: “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”*

**INITIATIVE 2.2 Focus Local Procurement Power to Support Small Businesses.**

In her transition plan, Mayor Bowser commented on SBE spending. She noted that, “The process is broken and has failed to support local businesses in the way originally envisioned.” For FY16, the agency is focused on leveraging SBE spending as an economic development tool to grow and develop small businesses across the District. Doing so will



have a profound impact on the hiring power of local businesses. This is a rolling initiative.

**KEY PERFORMANCE INDICATORS – Certification, Compliance, and Enforcement**

Measure	FY 2014 Actual	FY 2015 Target	FY 2015 YTD <sup>3</sup>	FY 2016 Projection	FY 2017 Projection	FY 2018 Projection
Number of District agencies monitored for Certified Small Business Enterprise (CSBE) compliance	82	80	88	92	92	92
Average # of business days for certification application determinations	24	28	30	28	26	26
Percentage of certification applications processed within 45 business days	91%	85	85%	85%	85%	90
Number of certification applications processed	1058	1,250	1,200	1,250	1,300	1350
Number of spot checks conducted (new in FY14)	1,100	1,100	1,100	1,100	1,100	1100

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***Business Opportunities and Access to Capital***

**SUMMARY OF SERVICES**

The Business Opportunities and Access to Capital division provides District-based businesses with the knowledge and capacity-building tools necessary to form, develop, and expand by providing classes, training, technical assistance, and advocacy to promote greater participation in local, federal, and private-sector opportunities.

**OBJECTIVE 1: Assist small businesses with accessing capital.**

**INITIATIVE 1.1 Launch FundDC.** FundDC is a financing tool designed to sustain and/or increase the level of business activity, job creation and retention, and provide access to capital for the sustainability and expansion of eligible businesses. The initiative is in conjunction with DISB and the OCFO and will be launched by 9/30/16.

- DISB, Collateral Support Program – By leveraging the capital of private lenders, the DCCSP makes more capital available to District small businesses. CSP is a



- loan guarantee program, the first in the District capitalized with a \$13.2 million allocation from the Treasury Department's State Small Business Credit Initiative
- o DISB, Certified Capital Company (CAPCO) – The goal of this program is to increase private capital investment in small businesses based in the District.

**District Priority Area:** “A Strong Economy for All”

**District Priority Goal:** “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”

**INITIATIVE 1.2 D.C. Competitive Clusters (DC3):** Creation of business clusters in underserved areas or for underserved industries. Clusters have the potential to spur the growth of small businesses by 1.) Increasing the productivity of the companies cluster; 2.) By driving innovation in the field; and 3.) Stimulating new businesses in the field. DSLBD has started to implement this strategy through the CompeteDC program (May 2015).

**District Priority Area:** “A Strong Economy for All”

**District Priority Goal:** “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”

**INITIATIVE ~~3.1.3.1~~ Incentivize Local Businesses to locate in D.C. and hire District residents.** The Local Business Tax Incentive (LBTI) will be the primary tool entrepreneurs can use to start and develop their small business. Through the LBTI, businesses will select from a robust package of incentives that include a wage tax credit, reduction in the corporate and sales tax and makes adjustments to the real property tax, among others. The LBTI incentivizes businesses to locate and hire in traditionally underserved communities. This initiative will be launched March 2017.

**District Priority Area:** “A Strong Economy for All”

**District Priority Goal:** “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”

**District Priority Goal:** “Reduce Unemployment in Wards 7 and 8.”

**INITIATIVE 3.2 Creative Economies Strategy.** Work with the Office of Motion Pictures and Film Development to create a small business ecosystem to support the developing film industry (pilot). Assuming success, expand into other sectors within the creative industry. This will be launched by May 2017.

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**District Priority Area:** “A Strong Economy for All”

**District Priority Goal:** “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”\

**District Priority Goal:** “Reduce Unemployment in Wards 7 and 8.”

**INITIATIVE 3.3: Target high priority industries to locate to the District.** To be determined by the Mayor’s goals and an analysis of the gaps identified during the waiver process. This initiative will be completed by 9/30/16.

**District Priority Area:** “A Strong Economy for All”

**District Priority Goal:** “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”

**OBJECTIVE 2: Expand business opportunities and training/education resources.**

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**INITIATIVE 2.1 Focus resources on expanding Public Private Partnerships (P3)** The P3 program will facilitate and strengthen DSLBD’s relationships with private sector entities in order to strengthen the District’s small business infrastructure of available services, resources, and programming. This division of DSLBD leads and manages strategy, outreach and execution for new and potential partnerships. These relationships provide sustainable small business growth while maintaining continuous communication between strategic partners and the DC small business community. This initiative launched Summer of 2015.

**District Priority Area:** “A Strong Economy for All”

**District Priority Goal:** “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”

**INITIATIVE 2.2 Launch the Center for Entrepreneurial Education and Development (CEED).** CEED provides information and services to entrepreneurs and companies looking to launch and strengthen their business in the District. CEED is a one stop shop, bringing together resources from key District agencies including DSLBD, the Department of Consumer and Regulatory Affairs (DCRA), and other non-profit and Federal organizations serving District businesses. CEED encompasses a comprehensive suite of business courses facilitated by industry experts. Courses are provided free of



charge, or in some cases, for a nominal fee. Programs under CEED include, CompeteDC, the CEO Academy and Teaming to Win. This is a rolling initiative.

**District Priority Area:** “A Strong Economy for All”

**District Priority Goal:** “Increase D.C.’s private sector employment by 40k jobs by 2018 with a focus on small business development and growth.”

**KEY PERFORMANCE INDICATORS – Business Opportunities and Access to Capital**

<b>Measure</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Target</b>	<b>FY 2015 YTD</b>	<b>FY 2016 Projection</b>	<b>FY 2017 Projection</b>	<b>FY 2018 Projection</b>
Number of small business participants in training and education activities	4,367	3,400	3,200	3,400	3,500	3,600
Number of small business trade missions	2	1	1	1	1	1
Number of small businesses participating in international business matching activities (exporting activities)	27	20	20	20	25	25
Number of DSLBD clients obtaining HUB Zone and 8(a) certification (New in FY13) [5-year economic development strategy 1.3]	414	75	-	100	125	150
# of small businesses receiving microloans (new in FY14) <sup>2</sup>	Baseline	20	-	20	25	40
Number of participants in DC Food Incubators (new in FY14)	50	50	-	50	100	100

**Commercial Revitalization**

**SUMMARY OF SERVICES**

The Commercial Revitalization division provides technical and funding assistance that supports, promotes, and fosters economic development in commercial corridors and the retention, recruitment, and enhancement of small businesses throughout the city.

<sup>2</sup>



**OBJECTIVE 1: Extend economic development to District neighborhoods through commercial revitalization initiatives and programs.**

**INITIATIVE 1.1 Improve upon methodologies that measure and evaluate the agency's Main Streets program.**

DSLBD will determine and track outputs and outcomes of the Main Streets program. Through this new process, DSLBD maintain a database containing data pertinent to measuring economic activity in Main Streets districts. DSLBD will implement this new Main Street program by the end of FY16.

*District Priority Area: "A Strong Economy for All"*

*District Priority Goal: "Increase D.C.'s private sector employment by 40k jobs by 2018 with a focus on small business development and growth."*

**INITIATIVE 1.2 Increase training and technical assistance for Main Streets programs.**

DSLBD can offer a more comprehensive package of educational resources to small businesses under the Main Streets program. This will be implemented by 9/30/16.

*District Priority Area: "A Strong Economy for All"*

*District Priority Goal: "Increase D.C.'s private sector employment by 40k jobs by 2018 with a focus on small business development and growth."*

*District Priority Goal: "End homelessness."*

**INITIATIVE 1.3 Leverage Healthy Food Retail Program to create more opportunities in food deserts.**

The Healthy Food Retail grants (\$100 thousand) funds innovative ways to support small food retailers (less than 5,000 square feet) in DC neighborhoods lacking access to healthy food. DSLBD will closely monitor the number of grants managed, the total dollars disbursed in order to measure the number of new businesses established through grant funds. The initiative will be complete by the end of FY16.

*District Priority Area: "A Strong Economy for All"*

*District Priority Goal: "End homelessness."*

**KEY PERFORMANCE INDICATORS – ~~Commercial~~ Neighborhood Revitalization**



<b>Measure</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Target</b>	<b>FY 2015 YTD<sup>3</sup></b>	<b>FY 2016 Projection</b>	<b>FY 2017 Projection</b>	<b>FY 2018 Projection</b>
Number graffiti removed in commercial corridors	2,500	3,000	2,500	3,500	3,500	3,500
Litters and Recyclables in pounds collected in commercial corridors (New FY14. Previous year measures the total # of trashbags collected in commercial corridors)	1,059,593	800,000	-	800,000	800,000	800,000
# trashbags collected in commercial corridors	N/A	N/A	N/A	N/A	N/A	N/A
Number of tree boxes maintained in commercial corridors	N/A	N/A	N/A	N/A	N/A	N/A
Number of streetscape Loans received	0	1	0	2	2	2

<sup>3</sup> As of 6/30/2013



*Agency Management*

**SUMMARY OF SERVICES**

The Agency Management division provides for administrative support and the required tools to achieve operational and programmatic results.

**OBJECTIVE 1: Provide administrative support and the required tools to achieve operational and programmatic effectiveness within DSLBD.**

**INITIATIVE 1.1: Develop a comprehensive and robust data repository reflecting relevant information concerning CBEs.**

DSLBD will continue to work with OCTO, DCRA and the OCFO to develop the best practices in collecting data on SBEs. DSLBD will foster its relationship with the private sector to conduct special research and data collection initiatives. This initiative will be achieved by the end of FY16.

*District Priority Area: "A Strong Economy for All"*

*District Priority Goal: "Increase D.C.'s private sector employment by 40k jobs by 2018 with a focus on small business development and growth."*

**INITIATIVE 1.2: Develop a D.C. Scorecard system.** This will be modeled off of the Federal program that provides a quality assurance check list of small business performance. This database will be available to Primes and District agencies, information included can range from basic information to recent jobs, time of completions and more.

*District Priority Area: "A Strong Economy for All"*

*District Priority Goal: "Increase D.C.'s private sector employment by 40k jobs by 2018 with a focus on small business development and growth."*

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December 8, 2015

Daniel W. Lucas  
District of Columbia Inspector General  
Office of the District of Columbia Inspector General  
717 14<sup>th</sup> Street, N.W.  
Washington, D.C. 20005

**Re: DSLBD Response to the Office of the Inspector General Final Report, dated June 2015**

Dear Mr. Lucas:

This letter provides a response to the Government of the District of Columbia Office of the Inspector General's (OIG's), June 2015 final audit report, entitled *Audit of the District of Columbia Agencies' Compliance with Small Business Enterprise Expenditures Goals*.

The Department of Small and Local Business Development (DSLBD) has reviewed the final audit report and has provided the following Corrective Action Plan (CAP). The audit report contains 18 recommendations and no questioned costs. For ease of review, these recommendations are restated in bold and are followed by DSLBD's responses that adequately address each recommendation.

**DSLBD is requesting closure of the entire audit report, which includes 18 recommendations, submitted by the OIG.**

**Recommendation No. 1**

**The OIG recommended that DSLBD verify agencies' reported expenditures for accuracy, completeness, and compliance with quarterly and annual reporting requirements.**

DSLBD collaborated with the Office of the Chief Financial Officer to gain access to CFO Solve, which is a reporting tool that extracts information directly from SOAR on a real time basis. As of today, all 7 Compliance Specialists can access CFO Solve and verify agencies expenditures (see **Attachment 1, pages 3-6**).

Furthermore, DSLBD verified expenditures for 82 Agencies for accuracy and completeness, by accessing CFO Solve, and retrieving the agencies paid expenditures, retrieved from SOAR (see **Attachment 1, pages 7-17**). Once, DSLBD retrieved the agencies reported expenditures, the vendors were verified in CBE online, and a reconciliation was completed against the agencies self-reported expenditures to confirm that the agencies met their SBE goal (see **Attachment 1, pages 18-22**). As such, DSLBD is requesting closure of this recommendation.



## **Recommendation No. 2**

**The OIG recommended that DSLBD track and notify agencies, within 30 days of reporting, of any deficiencies with their expenditure amounts, as identified through the verification process.**

DSLBD verified and notified agencies of their SBE Goal, within 30 days of receipt of 4<sup>th</sup> quarter report, or no later than 60 days after the Fiscal Year (FY), as it relates to the vendor expenditures reports retrieved in CFO Solve and the DSLBD Analyses (see **Attachment 1, pages 7-22, and Attachment 2, pages 1-12**). As such, DSLBD is requesting closure of this recommendation.

## **Recommendation No. 3**

**The OIG recommended that DSLBD instruct agencies to omit reporting spending with any SBE with expired certification as SBE expenditures.**

DSLBD facilitated several Small Business Enterprise (SBEs) Compliance and Enforcement Trainings in June and July 2015, to ensure that agencies fully understood all of the changes and requirements for SBE Compliance, including omitting reporting spending with any SBE with expired certification as SBE expenditures, which DSLBD Compliance Specialist double checked in CBE Online (see **Attachment 3, pages 1-29**).

As a result, DSLBD had approximately 65 Directors and 165 Contracting Officers and Specialists attended the trainings. DSLBD included a copy of the Compliance Training Presentation and Sign-in Sheets (see **Attachment 3, pages 30-63**). As such, DSLBD is requesting closure of this recommendation.

## **Recommendation No. 4**

**The OIG recommended that DSLBD link the CSBEs Compliance Reporting general ledger activity by fund type, FEIN, and effective date to a listing of CBEs by FEIN and certification dates.**

DSLBD is currently working with OCFO and the Office of Contracting and Procurement, to link the CBEs Compliance Reporting general ledger activity by fund type, FEIN, and effective date to a listing of CBEs by FEIN and certification dates. OCFO has uploaded active CBE files from CBE Online to CFO Solve, please see report and email correspondences included. DSLBD anticipate that this process will be completed by March 31, 2016, the latest (see **Attachment 4, pages 1-14**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 5**

**The OIG recommended that DSLBD require the agency head or designee to review and certify CBE compliance officer activities to assure DSLBD that the reported information is accurate, complete, and current.**

DSLBD required that the Agency Directors or Agency Head review and certify CBE compliance officer activities to assure DSLBD that the reported information is accurate, complete, and current. This process was confirmed in the New 2016 DSLBD Agency Compliance Application, in the Annual Allocation section. In accordance with 27 DCMR 831.1, each Agency Director must sign and acknowledge the agency's Expendable Budget and Small Business Enterprises (SBEs) minimum expenditures for the fiscal year. By selecting I accept, the agency Director acknowledges the requirement to allocate and expend 50% of its expendable budget with SBEs (see **Attachment 5, pages 1-11**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 6**

**The OIG recommended that DSLBD pending automatic quarterly agency reporting, amend the computerized input form in the CSBEs Compliance Reporting application to include tracking of vendor invoice numbers or other information to identify transactions, and provide a program instruction that tests the validity of the vendor certification status on the effective date of the transaction.**

DSLBD has modified the CSBEs Compliance Reporting Application to include tracking of vendor invoice numbers, check numbers, and payment dates (see **Attachment 6, pages 1-2**). In addition, DSLBD will reconcile payments in the Quickbase Application to CFO Solve, and/or request that the agency provide a copy of their vendor expenditures report in SOAR, which reconciles to their quarterly report.

As previously stated, in Recommendation Number 4, DSLBD is currently working with OCFO and the Office of Contracting and Procurement, to link the CBEs Compliance Reporting general ledger activity by fund type, FEIN, and effective date to a listing of CBEs by FEIN and certification dates. As such, this process should help with testing the validity of the vendor certification status on the effective date of the transaction (see **Attachment 4, pages 1-14**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 7**

**The OIG recommended that DSLBD establish standard report formats to assist agencies in extracting data from the general ledger for reporting.**

DSLBD reiterated during the Compliance and Enforcement Training in June and July 2015, what information is required to ensure that the Quarterly Reporting is adequate (see **Attachment 3, pages 11 and 12**). In addition, DSLBD sent a copy of the presentation to all the attendees, including a copy of the Synopsis of Changes in DSLBD Law (see **Attachment 3, pages 40 and 41**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 8**

**The OIG recommended that DSLBD verify FEINs in SOAR, when certifying or recertifying CBEs to ensure data integrity between the CSBEs Compliance Reporting application and SOAR. In addition, to reporting incorrect FEINs in SOAR to OCFO for correction, with credible supporting evidence.**

DSLBD is currently working with OCFO and the Office of Contracting and Procurement, to link the CBEs Compliance Reporting general ledger activity by fund type, FEIN, and effective date to a listing of CBEs by FEIN and certification dates. OCFO has uploaded active CBE files from CBE Online to CFO Solve, please see report and email correspondences included. DSLBD anticipate that this process will be completed by March 31, 2016, the latest (see **Attachment 4, pages 1-14**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 9**

**The OIG recommended that DSLBD establish a control procedure to ensure that subsidies and transfers between agencies are included in the expendable budget of the receiving agency.**

DSLBD is currently formalizing our subsidies and transfer process for FY 2016, to ensure that all agency transfers and subsidies are properly accounted for in accordance with **D.C. Official Code § 2-218.41**. Specifically, DSLBD has determined that all transfers do not qualify as part of a receiving agencies "Expendable Budget", rather a transfer of funding for a particular contract to be implemented. Therefore, in some cases, these funds should not be included in the receiving agency's Expendable Budget, as that requires the agency to expend 50% with SBEs rather than the 35%, which is required. As such, DSLBD has implemented a process which includes DSLBD, (1) reviewing the transfer/subsidies report and (2) confirming the transfers/subsidies with the receiving/implementing agency, before transferring the funds to the receiving/implementing agencies (see **Attachment 7, pages 1-25**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 10**

**The OIG recommended that DSLBD modify the CSBE Compliance Report heading from "Total Expenditures" to "Total Expenditures from Expendable Budget" to accurately indicate the information required and depict the information presented.**

DSLBD has modified the CSBE Compliance Report heading to "Total Expenditures from Expendable Budget" to accurately indicate the information required and depict the information presented (see **Attachment 8, pages 1-2**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 11**

**The OIG recommended that DSLBD train agency CBE compliance officers on how to report SBE spending against expendable budgets.**

As previously stated in Recommendation Number 3, DSLBD facilitated several Small Business Enterprise (SBEs) Compliance and Enforcement Trainings in June and July 2015, to ensure that agencies fully understood all of the changes and requirements for SBE Compliance, including how to report SBE spending against expendable budgets (see **Attachment 3, pages 1-29**). As such, DSLBD is requesting closure of this recommendation.

#### **Recommendation No. 12**

**The OIG recommended that DSLBD Review agencies' reported spending on a quarterly basis to ensure compliance with D.C. Code § 2-218.53(a).**

DSLBD is currently reviewing agencies' reported spending on a quarterly basis to ensure compliance with D.C. Code § 2-218.53(a).

Also, as previously stated in Recommendation Number 1, DSLBD verified expenditures for 82 Agencies for accuracy and completeness, by accessing CFO Solve, and retrieving the agencies paid expenditures, retrieved from SOAR (see **Attachment 1, pages 7-17**). Once, DSLBD retrieved the agencies reported expenditures, the vendors were verified in CBE online, and a reconciliation was completed against the agencies self-reported expenditures to confirm that the agencies met their SBE goal (see **Attachment 1, pages 18-22**). As such, DSLBD is requesting closure of this recommendation.

#### **Recommendation No. 13**

**The OIG recommended that DSLBD monitor all budget codes in agency reporting to ensure that SBE compliance includes all monies the District disbursed.**

DSLBD is currently monitoring all budget codes in agency reporting to ensure that SBE compliance includes all monies the District disbursed (see **Attachment 9, pages 1-6**). As such, DSLBD is requesting closure of this recommendation.

#### **Recommendation No. 14**

**The OIG recommended that DSLBD implement the timelines and procedures identified in DSLBD's Revised Procedures for Setting Annual Goals and Reporting Requirements to comply with 27 DCMR §§ 830 and 831.**

DSLBD implemented timelines and procedures identified in DSLBD's Revised Procedures for Setting Annual Goals and Reporting Requirements to comply with 27 DCMR §§ 830 and 831 (see **Attachment 10, page 2**).

Also, as previously stated in Recommendation Number 1, DSLBD verified expenditures for 82 Agencies for accuracy and completeness, by accessing CFO Solve, and retrieving the agencies paid expenditures, retrieved from SOAR (see **Attachment 1, pages 7-17**). Once, DSLBD retrieved the agencies reported expenditures, the vendors were verified in CBE online, and a reconciliation was completed against the agencies self-reported expenditures to confirm that the agencies met their SBE goal (see **Attachment 1, pages 18-22**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 15**

**The OIG recommended that DSLBD identify and establish the staff level and skill sets required to support the SBE goal setting and expenditure-reporting processes, pending the decision to automate the processes.**

DSLBD identified and established the staff level and skill sets required to support the SBE goal setting and expenditure-reporting processes, during the New 2016 Quickbase Application.

In addition, all seven Compliance Specialists communicated with their agencies to make sure that each agency understood the goal setting process, and met the deadlines for each step, to complete the process (see **Attachment 11, pages 1-10**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 16**

**The OIG recommended that DSLBD establish cut-off dates for the SBE goal-setting and expenditure-reporting processes to comply with the D.C. Code and Title 27 DCMR requirements.**

DSLBD established cut-off dates for the SBE goal-setting and expenditure-reporting processes to comply with the D.C. Code and Title 27 DCMR requirements (see **Attachment 10, page 2; and Attachment 11, pages 1-10**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 17**

**The OIG recommended that DSLBD restrict employee access to the DSLBD Agency CSBEs Compliance Reporting application to ensure the integrity and reliability of the information recorded.**

DSLBD has restricted employee access to the DSLBD Agency CSBEs Compliance Reporting application to ensure the integrity and reliability of the information recorded (see **Attachment 12, page 2**). As such, DSLBD is requesting closure of this recommendation.

### **Recommendation No. 18**

**The OIG recommended that DSLBD define and implement an access control policy to establish management authorization and approval levels in the DSLBD Agency CSBEs Compliance Reporting application.**

DSLBD has defined and implemented an access control policy to establish management authorization and approval levels in the DSLBD Agency CSBEs Compliance Reporting application (see **Attachment 13, page 2-4**). As such, DSLBD is requesting closure of this recommendation.

DSLBD would like to reiterate, that we truly appreciate the guidance provided in the report and will continue to work hard towards developing transparency and accountability, to better serve the SBE Community.

Sincerely,



Ana Harvey  
Director

See Attachments

