

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT**



**Responses to Fiscal Year 2022-2023
Performance Oversight Pre-Hearing Questions**

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Director

Before the
Committee on Business and Economic Development
The Honorable Kenyan McDuffie, Chairperson

Submission Date: February 1, 2023
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RACIAL EQUITY

- 1. Please discuss the Department's engagement with the District's Chief Equity Officer, including how often the Department engages with the Chief Equity Officer, topics of discussion, and any Department action that has resulted from that engagement.**

Response: Since its 2021 inception, DSLBD has actively engaged with the Office of Racial Equity (ORE) and the District's Chief Equity Officer. Currently, in FY23, two members of DSLBD's leadership team volunteered to actively participate in ORE's Interagency Committee on Racial Equity (ICRE), with one DSLBD staff member co-chairing ICRE's Subcommittee on Community Engagement. Previously, as an agency member of the Racial Equity Pilot Cohort in 2021-2022, DSLBD worked collaboratively with ORE and 11 sister agencies to develop a draft District-wide Racial Equity Action Plan which was released in November 2022 for public comment. Additionally, DSLBD invited Officer Hewitt and the ORE team to present on its mission, vision for this District, and the work of the inaugural cohort of which DSLBD staff are members at DSLBD's August 2022 All-Staff meeting. This invitation provided an invaluable opportunity for all staff to participate in meaningful and direct conversations with ORE staff and Officer Hewitt including how DSLBD staff's day-to-day work fits within the overarching equity goals of the Administration as well as how to engage in open, honest, and sometimes difficult, conversations involving inequities and race, generally.

- 2. Please provide a summary of the Department's participation in the Mayor's Office of Racial Equity's Racial Equity Pilot Cohort. What are the Department's lessons learned?**

Response: DSLBD was pleased to be included in the first pilot cohort of agencies participating with the Mayor's Office of Racial Equity. DSLBD is approaching racial equity work with an all-staff perspective to ensure that the work is inclusive and ultimately effective across all divisions of the agency.

Activities to date include the following:

- Before the start of the cohort, DSLBD requested that DCHR host an all-staff anti-bias training that was mandatory for staff member participation.
- Also, before the start of the cohort, DSLBD dedicated a monthly 2-hour staff meeting to general equity conversations led in breakout groups by staff volunteers.
- In starting the pilot, DSLBD designated an internal, cross-divisional racial equity team and assigned one team member to participate in year-long training with the Government Alliance for Racial Equity (GARE) as organized by

ORE. The team convenes monthly and received notes and materials from the GARE training.

- DSLBD is drafting a vision statement for our racial equity work.
- DSLBD conducted an agency-wide racial equity assessment using a survey to collect data from all staff using the framework provided by ORE, with the racial equity team then synthesizing the feedback into an assessment.
- DSLBD received feedback from the Office of Racial Equity to help focus content that could be helpful for development a racial equity action plan.
- DSLBD invited ORE Director Amber Hewitt in her first full agency presentation to share the overall mission and vision of the Office of Racial Equity.
- The Racial Equity Team developed a plan for team ideation and provided the ideation work plan and the ORE analysis of the Racial Equity Assessment to the full DSLBD management team for discussion, review, and approval.
- Racial Equity Team members led 2-3 breakout ideation sessions for cross divisional teams to brainstorm and propose racial equity actional plan items, and then synthesized the ideation into a proposed plan which was provided to agency management. Racial equity team members worked to create safe space for these team ideation discussions.
- Two team members participated in an ORE sponsored 2-day train the trainers session from the Office of Racial Equity.
- The DSLBD management team is assessing the proposed racial equity action plan, presently.
- Two team members volunteered to join the FY2023 ORE Interagency Committee on Racial Equity and, specifically, the community outreach subcommittee.

Lessons learned include:

- Racial equity work can have a much longer timescale than the standard Fiscal Year cycle many programs within government operate on, with groundwork being laid at the beginning that can take years to build to the final goals.
- An all-staff approach to racial equity work takes time both to carve space into all staff members' workloads, but also time to build trust and a common understanding of racial equity principles. Agency leadership is critical to supporting these efforts.
- Racial equity work can provide leadership development opportunities for staff that are valuable to racial equity work, the overall work of the agency, and staff opportunities.
- Racial equity work can include but is much broader than affirmative action policies alone, requiring an understanding of barrier assessment of areas that may be barriers for all groups but due to the larger historical and current systemic issues may be having an increased burden on some communities. Alleviating a barrier for all may have a positive racial equity impact if some

groups are experiencing a greater burden but all or most groups still face some burden.

- Racial equity work has several lenses, including direct programs by the Department, the environment in which the public the Department serves exists currently and historically, and the environment in which Department staff exist both in and outside of work.
- Racial equity work is consistently met with questions about equity needs based in other identifying factors, and DSLBD as a standard has always promoted and supported many kinds of equity. Interweaving a specific focus on racial equity while remaining supportive of all individuals and groups seeking support takes time.
- Access to capital, in many formats including revenue, as it leads to true wealth-building opportunities is an area from the citywide plan that stands out. However, building the infrastructure for a deeper, collective understanding of access to capital needs and barriers is a large and encompassing area.
- Partnerships with community organizations that can help extend trust to communities not already working closely with DSLBD will be critical to building up elements of the DSLBD racial equity action plan.
- Developing a racial equity action plan that may face barriers external to DSLBD, such as needed legislative changes, is creating new conversations about how staff can approach our work that is taking time to consider, socialize, and work through.
- Contemplating public engagement about the racial equity action plan requires careful consideration of how to host engagements that are truly inclusive. True inclusivity has many angles from staff training to partners to location to topics and what DSLBD can reasonably communicate will be the likely outcomes of members of the public choosing to engage with the plan once it has moved to public engagement.

3. In the context of the Department and its mission, describe three areas, programs, or initiatives where the Department has the greatest opportunity to address racial inequity.

Response: The Certified Business Enterprise (CBE) Program, WeAspire, and DSLBD's inaugural FY22 Equity Impact Enterprise grants are three programs/initiatives where the Department has demonstrated its ability to successfully bridge gaps in racial equity for the business community and the areas where the Department foresees great opportunities in continuing to bridge gaps.

4. Describe any programs or policies where the Department has had success in building racial equity during Fiscal Year 2022 and Fiscal Year 2023, to date.

Response: The Certified Business Enterprise (CBE) Program and WeAspire, while race and gender-neutral, are two successful programs where the Department has demonstrated its ability to successfully bridge gaps in racial equity for the business community and

remains two programs where the Department foresees continued opportunities to grow such efforts.

The CBE Program provides preference points to certified local businesses submitting bids on contracts and procurements with the District. In FY20, FY21, and FY22, the District spent over \$1B with small business enterprises certified through this program. Through voluntary self-identification, the majority of the 1,900 plus CBEs identify as minority-owned and have taken advantage of, or are eligible to take advantage of, these local-based preferences.

Aspire to Entrepreneurship, which began as a pilot in 2016, provides direct support to returning citizen-led small businesses and entrepreneurs – a population which self-identifies as predominately African American/Black. Since FY21, WeAspire, which has evolved into a 12-week cohort-training pitch program, provided training, technical assistance, and ongoing support to returning citizen-led small businesses and entrepreneurs. This program, administered by DSLBD's Innovation and Equitable Development division, focuses on fairness and inclusivity for justice-involved individuals in all stages of the entrepreneurial lifecycle. In FY22, WeAspire provided interactive workshops with skilled professionals, DSLBD staff, as well as other District government agency representatives, sessions with returning citizen business leaders, and trainings to build skills in public speaking, business finances, regulatory compliance, social media, and making a business pitch to 40 District resident participants.

5. Consider the demographic data that the Department collects, tracks, and evaluates as part of its operations. Does the Department collect information on race and geographic area? If not, why not?

Response: DSLBD collects geographical data from businesses participating in the District's CBE Program. In addition, CBE participants have the option to self-identify by race and/or gender. More recently, in FY22, the Department added Ethnicity Classification and Gender Classification fields to its District Enterprise System (DES) CBE certification module to capture more accurate data on minority and women-owned business enterprises for those who choose to self-identify.

DSLBD also collects geographical data from local businesses that utilize DSLBD programs and services as well as departmental grantees and continues to explore various methods for collecting additional demographic information in a manner that assures grantees and applicants that the data is not associated with competitiveness or used in any way to affect their ability to receive a resource.

6. Consider one operational data point and performance data point where the Department collects information on race or could collection information on race. How could the Department use this data to inform future programmatic decisions?

Response: Operationally, the agency remains committed to identifying and addressing gaps to opportunities for District residents and entrepreneurs and works to address to those gaps through its programming.

7. Describe two programs or policies where the Department can build racial equity.

Response: The Department's Equity Impact Enterprise (EIE) Grants and its Food Waste Innovation Grants are two such programs that continue to further the Department's racial equity priorities. In FY23, DSLBD extended a first-of-its-kind grant opportunity to the District's Equity Impact Enterprises – businesses that are certified as small, resident-owned, and disadvantaged. In addition to this inaugural grant opportunity, DSLBD also hosted EIE-centered events including communications/marketing tutorials and networking engagements to cultivate relationship building amongst EIE cohort members.

8. Describe what a racially equitable DC would look like and how the Department's operations would reflect this achievement.

Response: A racially equitable DC is a place where race is not an indicator of zip code, life expectancy, wealth, access to resources, or educational achievement. In a post-racial equity environment, the operations of the agency will still focus on the everchanging needs of residents and entrepreneurs.

GENERAL QUESTIONS

9. Please provide a current organizational chart for the agency, as of February 1, 2023, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.

- a. Please provide an explanation of the roles and responsibilities of each division and subdivision.
- b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Response: See attachment Q9 – DSLBD Organizational Chart (Appendix Pg. 1).

Response (a):

- 1) The *Office of the Director* provides agencywide operational, administrative, technical, data research, communications, legal, and legislative support for the undermentioned divisions.
- 2) The *Compliance and Enforcement* division oversees CBE utilization and participation in government contracts and procurements and government-assisted projects pursuant to D.C. Official Code § 2–218.01 *et seq*, Chapter 8 (Local, Small, and Disadvantaged Business Enterprises Contracting) of Title 27 (Contracts and Procurement) of the

District of Columbia Municipal Regulations (DCMR), and other applicable laws and regulations. This division also reviews sports wagering CBE Plans and monitors compliance with CBE spending by approved sports wagering licensees in accordance with D.C. Official Code § 36-621.16 and Chapter 21 (Privately Operated Sports Wagering) of Title 30 (Lottery and Charitable Games) of the DCMR.

This division has three sub-divisions:

- Agency Compliance is responsible for the coordination of the information processed by the Office of Contracts and Procurement (“OCP”) and the Office of the Chief Financial Officer (“OCFO”) to monitor District agencies’ compliance with Small Business Enterprise (“SBE”) spend requirements.
- Public-Private Development (“PPD”) Compliance is responsible for tracking and monitoring CBE requirements on government-assisted PPD projects.
- Investigations and Enforcement is responsible for ensuring compliance with CBE and sports wagering laws and regulations and issuing warnings or penalties.

3) The *Certification* division evaluates applications submitted by businesses to determine eligibility, defined by statutory and regulatory requirements, for entry into the District’s CBE program. The division also reviews applications to determine continued eligibility in CBE program; eligibility for certification of a joint venture and, if certified, what preference should be assigned for an individual procurement opportunity; and eligibility for certification as an equity participant, small investor, or disadvantaged investor as it pertains to real estate development projects. Lastly, the division is also responsible for maintaining the Department’s repository of active CBEs.

4) The *Commercial Revitalization* division provides technical and funding assistance to support, promote, and foster economic development in District commercial corridors as well as the retention, recruitment, and enhancement of businesses throughout the city.

This division oversees four key areas:

- Capacity Building provides oversight, funding, and support for the growth and development of neighborhood businesses and manages grants to community-based organizations.
- Main Streets Program fosters retail investment in the District by providing services and funding to help communities retain and recruit businesses, improve commercial properties and streetscapes, and attract consumers.
- Commercial Clean Teams maintain commercial corridors; enhances litter cleanup efforts through the removal of debris from streets, sidewalks and storefronts; and removes graffiti and illegal sign postings within designated service-delivery areas.

5) The *Business Opportunities* division helps CBEs and other local businesses better position themselves to participate in contracting opportunities offered by the District government as well as opportunities in the private sector. This division also administered

the District's Sports Wagering Small Business Development Program pursuant to D.C. Official Code § 36-621.16 and Chapter 21 (Privately Operated Sports Wagering) of Title 30 (Lottery and Charitable Games) of the DCMR.

6) The *Innovation and Equitable Development (Inno.ED)* division supports pilot programs, trainings, technical assistance, access to capital, and limited grants to support removing barriers to entrepreneurship.

This division oversees the following programs and key initiatives:

- Access to Capital expands business opportunities for small businesses by increasing the availability of start-up, working equity, and development capital and bonding; partners with lending institutions to provide financial tools; and provides targeted technical assistance that will allow for greater preparedness for the lending process.
- Made in DC supports and promotes businesses that design, make, produce, and/or assemble products in the District of Columbia. As a response to the momentum and growth of the maker and creative economy in the District, Made in DC functions as a citywide campaign and platform to create opportunity for maker businesses. Made in DC brings businesses together for resource and experience sharing, as well as function as a conduit and messenger between makers and local government; and
- Aspire to Entrepreneurship partners with local DC government agencies, non-profits, and federal partners to operate programming to support justice-involved District residents (reentering citizens or those on parole or probation) to open, own, and operate their own businesses.
- Dream Grants provides business development support to the growth of microbusinesses in Wards 7 and 8.
- Just Cannabusiness reduces barriers to market access in the legal cannabis industry for District residents, with a focus on returning citizens and veterans.
- Food Waste Innovation supports restaurants, food manufacturers, shared commercial kitchens, and commercial corridors in minimizing food waste.

7) The *DC Procurement Technical Assistance Center (PTAC)* division provides procurement technical assistance and business advisory services to small businesses that are based in the District and are seeking contracting opportunities with the District and/or Federal government.

Response (b): In FY23, the Department added two new FTEs – an additional compliance specialist and an attorney advisor – to enhance compliance monitoring and enforcement.

10. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate

salary and fringe benefits and indicate whether the position must be filled to comply with federal or local law.

Response: *See attachment Q10 – DLSBD Schedule A (Appendix Pg. 2).*

11. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee’s projected date of return.

Response: There are no employees detailed to or from the agency.

12. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in fiscal years 2022 and 2023, to date;**
- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency’s vehicles in fiscal years 2022 and 2023, to date;**
- c. A list of travel expenses, arranged by employee for fiscal years 2022 and 2023, to date, including the justification for travel; and**
- d. A list of the total workers’ compensation payments paid in fiscal years 2022 and 2023, to date, including the number of employees who received workers’ compensation payments, in what amounts, and for what reasons.**

Response (a):

Device Type	Employee
Cellular	Aliece Hinton
Cellular	Amanda Wright
Cellular	Angela Freeman
Cellular	Anthony Lemon
Cellular	Ashely Freeman
Cellular	Benjamin Cobb
Cellular	Berchel Douglas
Cellular	Brandon Motley
Air-Card/ MiFi	Camille Nixon
Cellular	Camille Nixon
iPad	Camille Nixon
Cellular	Caroline Howe
iPad	Caroline Howe

Cellular	Carolyn Smallwood
iPad (3)	Certification Team
Cellular	Charlene Louis
Cellular	Corey Beasley
Cellular	Courtney Barbour
Cellular	Cristina Amoruso
Cellular	Cynthia Golson
Cellular	Earl King
Cellular	Emilia Cortes-Gomez
Cellular	Erin Johnson
Cellular	Jasmine Boyd
Cellular	Jasmine Mckoy
Cellular	Javier Sanchez
Cellular	Jenny Cruz
Air-Card/ MiFi	Jenny Cruz
Cellular	Joanna Williams
Cellular	Jonathan Steele
Cellular	Kamaria Campbell
Cellular	Karina Thomas
Cellular	Katherine Mereand
iPad	Katherine Mereand
Cellular	Katina Bolden
Cellular	Keith Howard
Cellular	Kevin Booker
Cellular	Kristi Whitfield
Cellular	Lauren Adkins
Cellular	Lincoln Lashley
Cellular	Lorenzo McRae
Cellular	Loretta Norfleet
Cellular	Marcia Harris
Cellular	Marjhorys Ibarguen
Cellular	Mary Wright
Cellular	Mathew Scanlin
Cellular	Melissa Resil
Cellular	Michelle Harris
Cellular	Milton Goodman

Cellular	Monica McCall-Matey
Cellular	Nancy Johnson
Cellular	Quintina Brown
Cellular	Ricky Capers
Cellular	Robert Dorsey
Cellular	Rosemary Suggs-Evans
Cellular	Shannon Taylor
iPad	Shannon Taylor
Cellular	Sherri Battle
Cellular	Sirah Turner
Cellular	Terrance Wallace
Cellular	Tyrone Hankerson
Cellular	Venessa Kadiri
Cellular	Virginia-Marie Roure
Cellular	Wanda Stansbury
Cellular	Yolanda Roy

Response (b):

Year	Make	Model	Tag
2010	Ford	Impala	DC6051
2020	Toyota	Prius	DC13393

The Ford Impala is assigned to the DSLBD Director, and there have been no accidents to report in FY22 or FY23, to date. The Prius is for agency use, and there were no accidents in FY22 and FY23, to date.

Response (c):

Employee Travel Expenses FY22-FY23, to date					
Employee	Destination	Purpose	Expense	Date	Justification
Vanessa Kadiri	Indianapolis, Indiana	NCMA Federal Procurement Training	\$1,840.75	4/3/2022-4/8/2022	Continued learning for PTAC counselors
Cristina Amoruso	Richmond, Virginia	National MainStreet Conference	\$1,827.30	5/14/2022-5/18/2022	Annual conference that is required for Main Street Coordinating program coordinators
Virginia-Marie Roure	Richmond, Virginia	National MainStreet Conference	\$1,827.30	5/14/2022-5/18/2022	<i>See above</i>

Kristi Whitfield	Richmond, Virginia	National MainStreet Conference	\$1,398.11	5/14/2022-5/18/2022	<i>See above</i>
Courtney Barbour	Miami, Florida	Art Basel	\$2,181.55	11/30/2022-12/4/2022	Research, experience, and explore Art Basel's positive effects on neighboring commercial corridors and the event's historical success as a whole to bolster the District's Annual Art All Night Festival
Kristi Whitfield	Miami, Florida	Art Basel	\$2,181.55	11/30/2022-12/4/2022	<i>See above</i>
Lorenzo, McRae	Chicago, Illinois	NLE Conference	\$2,046.37	11/2/2022-11/5/2022	Employment law seminar legal best practices

Response (d): No workers' compensation payments were made.

13. For fiscal years 2022 and 2023, to date, what was the total cost for mobile communications and devices, including equipment and service plans?

Response: In FY22 and FY23, to date, the Department has spent \$29,142.52 for mobile communications and devices, including equipment and service plans.

14. For fiscal years 2022 and 2023, to date, please list all intra-District transfers to or from the agency. For each transfer, include the following details:

- a. Buyer agency;
- b. Seller agency;
- c. The program and activity codes and names in the sending and receiving agencies' budgets;
- d. Funding source (i.e. local, federal, special purpose revenue);
- e. Description of MOU services;
- f. Total MOU amount, including any modifications;
- g. Whether a letter of intent was executed for fiscal year 2022 or 2023 and if so, on what date,
- h. The date of the submitted request from or to the other agency for the transfer;
- i. The dates of signatures on the relevant MOU; and
- j. The date funds were transferred to the receiving agency.

Response:

Intra-district transfers to receiving agencies from DSLBD (Buyer):

Amount (\$)	Receiving Agency (Seller)	Description of Service	Account Code	LOI Date	Request/Transfer Date	FY
120,000.00	Office of the Chief Financial Officer (OCFO)	Fiscal Support	1050/0409	1/4/2022	9/30/2022	2022
14,851.78	Department of Public Works (DPW)	Fleet Management	1070/0404	N/A	11/01/2021	2022
7,260.85	Office of the Chief Technology Officer (OCTO)	Telecommunication	1040/0308	N/A	9/30/2022	2022
40,000.00	Office of Contracting and Procurement (OCP)	Purchase Card Purchases	1060/408-1090/0408/0410 - 3060/0408	N/A	10/1/2021	2022
1,500.00	Department of Human Resources (DCHR)	Suitability and Drug Testing Services	1090/0041	10/14/2021	10/15/2021	2022
2,182.00	Office of the Chief Financial Officer (OCFO)	Fiscal Support	1050/0409	1/27/2023	N/A	2023
14,851.78	Department of Public Works (DPW)	Fleet Management	1070/0404	9/30/21	N/A	2023
63,697.00	Office of the Chief Technology Officer (OCTO)	Telecommunication	1040/0308	N/A	N/A	2023
-	Office of Contracting and Procurement (OCP)	Purchase Card Purchases	1060/408-1090/0408/0410 - 3060/0408	N/A	N/A	2023
1,500.00	Department of Human Resources (DCHR)	Suitability and Drug Testing Services	1090/0041	9/28/22	10/15/23	2023

27,000.00	Department of Human Resources (DCHR)	Executive Leadership Program	1090/0041	11/4/22	N/A	2023
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Intra-district transfers from sending agencies to DSLBD (Seller):

Amount (\$)	Sending Agency (Buyer)	Description of Service	Account Code	LOI Signature Date	Request/ Transfer Date	FY
285,000.00	Council on Arts and Humanities- (CAH)	Funding for Art All Night	4040/0050	4/14/22	4/19/22	2022
300,000.00	District of Columbia Dept of Energy and Environment (DOEE)	CBE Green Grants - Sustainability Grant Funding and Capacity Building	4020/41 & 4020/50	10/13/21	3/24/22	2022
125,000.00	Deputy Mayor for Planning and Economic Development	St. Elizabeth's Clean Team	4040/0050	1/12/22	1/26/22	2022
250,000.00	Council on Arts and Humanities- (CAH)	Funding for Art All Night	4040/0050	N/A	N/A	2023
300,000.00	District of Columbia Dept of Energy and Environment (DOEE)	CBE Green Grants - Sustainability Grant Funding and Capacity Building	4020/41 & 4020/50	10/1/22	N/A	2023
126,000.00	Deputy Mayor for Planning and Economic Development	St. Elizabeth's Clean Team	4040/0050	N/A	N/A	2023

15. Please list any additional intra-district transfers planned for fiscal year 2023, including the anticipated agency(ies), purposes, and dollar amounts.

Response: Currently, no additional intra-district transfers are planned for the remainder of FY23.

16. For fiscal years 2022 and 2023, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:

- a. The revenue source name and code;**
- b. The source of funding;**
- c. A description of the program that generates the funds;**
- d. The amount of funds generated by each source or program;**
- e. Expenditures of funds, including the purpose of each expenditure; and**
- f. The current fund balance.**

Response:

Revenue Source Name	Code	Source of Funding	Program descriptions	Funds Generated (\$)	Expenditures	Balance (\$)
Small Business Capital Access	632	Penalties assessed by the Department pursuant to § 2-218.48 and any civil penalties imposed pursuant to § 2-218.63(c) and any fees collected pursuant to § 2-218.49a(a-1)	The Fund shall be used for the following purposes: (1) To grant the local funds necessary to obtain federal matching funds to establish a procurement technical assistance program in the Department;(2) To make a one-time grant in an amount of \$50,000 to provide operating support to a newly formed business association in Ward 3; and (3) To provide financial assistance, including grants, loans, and loan	\$3,822,320.00	\$3,031,500.00 in funds were used to support Loan Loss Reserves, Robust Retail, EIE, Art All Night and other Strategic Partnership Grants, and the Commercial Property Acquisition fund.	\$787,320.00

			guarantees, to eligible recipients.			
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17. For fiscal years 2022 and 2023, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

Response: See attachment Q17 – PCard Expenditures (Appendix Pg. 4).

18. Please list all memoranda of understanding (“MOU”) entered into by your agency during fiscal years 2022 and 2023, to date, as well as any MOU currently enforced. For each, indicate the date on which the MOU was entered and the termination date.

Response: See response to Q14. The MOUs are based on available funding in a given fiscal year and terminate on September 30 of the fiscal year they were executed.

19. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in fiscal years 2022 and 2023, to date and whether there was an associated cost. If there was an associated cost, please report.

Response: In FY22 and FY23, to date, the agency has:

- Participated in Equity Crowdfunding Panel for DC Startup Week
- Met with US Treasury and applied for federal State Small Business Credit Initiative (SSBCI) Technical Assistance Grant on behalf of DC Government.
- Participated multi-city summit for National League of Cities’ City Innovation Ecosystem program. Developed content for publication of Coalition for Nonprofit Housing & Economic Development (CNHED)’s *Guide to Small Business Financing: Navigating Lending Options* Guide.
- Presented at DC Women's Business Center Financing for ShopHER workshop.
- Partnered with Department of Insurance, Securities and Banking (DISB) and DC. Public Library (DCPL) and collaborated with over 40 agencies (local and federal) and nonprofit partners to produce the 1st annual *DC Business Expo: Resources for Financial Success* in May 2022.
- Collaborated with lenders and nonprofits to presented *Money Mondays* webinar series (e.g., DC Green Bank, City First Enterprises, We Funder).
- Collaborated with Kiva Richmond and Baltimore Kiva hubs on business engagement and loan process management.

- Participated in a Main Street Panel with CNHED for the Equitable Communities Conference.
- Participated in a DC Chamber of Commerce panel at their annual Retail Summit - "Innovation in Marketing: Personalizing the Ever-Changing Consumer Experience."
- Hosted SBTA partners at the MLK Library for in-person technical assistance.
- Participated in the Ward 8 Community Economic Development planning effort by actively participating in the steering committee, supporting working groups, and meeting with small business stakeholders seeking data, information, and support for the first community-ed plan anticipated in Winter 2022.
- Collaborated with District and Federal agencies through: (1) joint training sessions; (2) resource allocation to support small business requests; and (3) federal procurement outreach with agencies. Agencies included: Small Business Administration (2022, 2023); General Services Administration (2022, 2023); Defense Logistics Agency (2022, 2023); US Treasury (2022); DCRA (2022, 2023); and OCP (2022, 2023).
- Collaborated with the Coalition for Nonprofit Housing & Economic Development (CNHED) and supplied vetted, qualified CBE small businesses in addressing requirements from designated Anchor Partners of the DC Anchor Partnership; worked with CNHED in assessing the requirement to determine the needed skillset to address the Anchor's request and provide CBE/small business options. .
- Connected Clients the CNHED's Elevate Training program given at George Washington University and made it possible for our clients to obtain funding through M&T Bank for growth and acceleration.
- Participated in Cannabusiness Pitch Judging Panel for DC Startup Week.
- Provided an entrepreneurship overview session for Age-Friendly DC.
- Attended the Democracy at Work Institute's Road to Recovery Employee Ownership Summit with several cities including NYC, Chicago, Atlanta, Boston, etc.
- Served as the DC Anchor Partner for the Inner City Capital Connector program, funded by Kaiser Permanente, to offer free executive coaching to DC entrepreneurs
- Partnering with the DC Bar Pro Bono Center to offer their technical assistance offerings through the DSLBD technical assistance calendar at the MLK Library, piloting once a month starting in January 2023
- Partnering with the National Disability Institute to provide referrals to their entrepreneur community navigator program.
- Partnering with the DC Sustainable Energy Utility and DOEE to help CBEs better understanding Energy Benchmarking and relevant current and future contracting opportunities, and funded 3 CBEs and CNHED to provide back-office services and marketing support for CBEs interested in these opportunities.
- Partnering with DLCP to help participants in the Dream Pitch program and new applicants to the Made in DC program navigate the business regulatory process.
- Partnering with the Washington Area Community Investment Fund to produce the Learning By Doing training series for Made in DC businesses.
- Partnering with the DC Small Business Development Center to provide direct referrals to counseling services.

- Partnering with the DC Public Libraries and DC Public Library Foundation to offer funded Build a Dream trainings where participants receive \$500 to support starting a new small business from the Foundation.
- Partnered with CNHED to support DC Small Business Week.
- Partnered with DMV Black Restaurant Week to host a Made in DC renetworking event.
- Partnered with WACIF to support the Greater Washington Employee Ownership Center (no longer operating).
- Partnered and Funded the Made in the DMV Conference.
- Partnered and funded the Latino Economic Development Center and Compost Cab to operate the Food Waste Innovation Grants and Compost Credits.
- Partnered and funded the Latino Economic Development Center to support the launch of a new entity to support higher risk lending, to included DC cannabis industry businesses.
- Partnered with Capital Area Asset Builders and DMPED to support the Nourish DC grants, including supporting office hours at the library and participating in an advisory committee.
- Partnered to provide outreach about the Grow Golden program from the Golden Triangle BID and additional support for accepted businesses.
- Partnered with the Downtown BID and Diverse Market Management to provide an opportunity for a Made in DC Booth at the Downtown Holiday Market
- Partnered with the Anacostia Arts Center to offer a DC Procurement Technical Assistance Center recruitment day of panels and tabling.
- Partnering with the Environmental Protection Agency to include their staff in support of the Food Waste Innovation Grants.
- Participated in a Main Street Panel with CNHED for the Equitable Communities Conference.
- Participated in a DC Chamber of Commerce panel at their annual Retail Summit - "Innovation in Marketing: Personalizing the Ever-Changing Consumer Experience."

20. Please list all recommendations (either preliminary or final) identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous four years. Please discuss specifically what actions the agency has taken to address these recommendations. If a recommendation has not yet been implemented, please explain why.

Response: The following recommendations were included in a July 7, 2021 ODCA Report related to compliance with District CBE law in regards to the Office of Lottery and Gaming contract:

Recommendation	Response
1. DSLBD should clearly identify in DCMR and SOPs how each relevant section of the D.C. Code is examined	DSLBD has proposed permanent, extensive changes to the CBE law in Council Periods 23 and 24. Such changes were pending

<p>and reviewed and what supporting documentation is necessary to determine if the business meets the criteria for certification.</p>	<p>Council action until the legislation expired at the end of Council Period 24. DSLBD is planning to make additional changes to the DCMR and SOPs following re-introduction and passage of proposed substantive statutory in Council Period 25.</p>
<p>2. DSLBD should ensure that sufficient resources are allocated to the Certification Division and Compliance Division so that same-day self-recertification eligibility can be checked within the timeframe DSLBD establishes.</p>	<p>DSLBD is reassessing its self-imposed recertification review timelines to ensure such timelines are pragmatic.</p>
<p>3. DSLBD should clearly identify in the DCMR what is required for recertification if the business has a material change to report.</p>	<p>As for updates to DCMR, certain comprehensive changes are awaiting statutory updates, which necessitate Council action before making regulatory changes for procedural efficacy and efficiency. Additionally, DSLBD has implemented, however, the District Enterprise System (DES) which, in part, takes the recertifying applicant through questions that inform as to what is required.</p>
<p>4. DSLBD should update the DCMR and finalize their Compliance Division SOPs to include responsibilities for reviewing and monitoring CBE participation on D.C. government contracts</p>	<p>DSLBD agrees that it should update the DCMR once the Council amends the CBE Act and will consider what clarifications it may undertake even if Council does not act. Furthermore, a Compliance SOP update was completed in February 2022.</p>
<p>5. DSLBD should ensure contract beneficiaries pay CBEs from their own business account, and only award credit towards the 35% CBE goal for payments made by the beneficiary.</p>	<p>DSLBD is not a party to the procuring agency's contract with the beneficiary, and the Department is not responsible for, nor does it have any authority under the law, to direct beneficiaries on the fiscal management of their respective contracts. Also, District law does not render a direct obligation for the beneficiary to pay the subcontractor without deviation or without an intermediary from its own account.</p>

The following recommendations were included in a May 23, 2022 letter from the Office of the Inspector General which included three preliminary recommendations as part of its Summary in Brief.

Recommendation	Response
1. Assign additional full-time equivalents to review and monitor DCMS program grantee’s expenditures and subgrants.	We continue to work collaboratively with OIG as it completes its review and puts forth final recommendations.
2. Require that financial audits of Main Streets be publicly available or submitted to a third-party District government oversight entity for review.	
3. Write and adopt regulations specific to DCMS program administration, to include requirements that DSLBD periodically re-compete all Main Streets grants.	

21. Please list all capital projects in the financial plan and provide an update on all capital projects under the agency’s purview in fiscal years 2022 and 2023, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:

- a. An update on all capital projects begun, in progress, or concluded in fiscal years 2021, 2022, and 2023, to date, including the amount budgeted, actual dollars spent, and any remaining balances.
- b. An update on all capital projects planned for fiscal years 2023, 2024, 2025, 2026, 2027, and 2028.
- c. A description of whether the capital projects begun, in progress, or concluded in fiscal year 2021, 2022, or 2023, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

Response: DSLBD has one capital project - ENS16C – Small Business IT System – in progress during FY21, FY22, and FY23, to date.

Response (a):

FY21

Budgeted (\$)	Expenditures (\$)	Balance (\$)
860,000.00	786,056.42	73,943.58

FY22

Budgeted (\$)	Expenditures (\$)	Balance (\$)
720,000.00	720,000.00	\$0.00

FY23

Budgeted (\$)	Expenditures (\$)	Balance (\$)
874,000.00	-	-

Response (b): Currently, there are no new capital projects for FY23-FY28. The Department will focus on continued releases and completion of all modules for ENS16C.

Response (c):

	Budgeted (\$)	Expenditures (\$)	Balance (\$)
FY21			
Salesforce Licensing	200,000.00	195,000.00	5,000.00
FY22			
Salesforce Licensing	180,000.00	180,833.34	(833.34)
FY23			
Salesforce Licensing	180,000.00	-	180,000.00
Maintenance	60,000.00	-	60,000.00

22. Please provide a table showing your agency’s Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for fiscal years 2021, 2022, and the first quarter of 2023. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).

- a. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for fiscal years 2021 and 2022 for each program and activity code.**
- b. Attach the cost allocation plans for fiscal years 2022 and 2023, to date.**
- c. In fiscal year 2022 or 2023, to date, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.**

Response (a)-(b): See attachments Q22 – FY22 DSLBD Budget and Allocations (Appendix Pg. 9) and Q22 – FY23 DSLBD Budget and Allocations (Appendix Pg. 10).

Response (c): In FY22, \$10,219.76 from PTAC federal grant funds lapsed. These funds were allocated for out-of-town conferences and travel but due to COVID restrictions the team was unable to travel.

Grant Name	Grant #	Begin Date	End Date	Total Amount (\$)	Expenditures (\$)	Balance (\$)
Procurement Technical Assistance Program	4800/PTPP	10/1/2021	9/30/2022	489,483.00	479,263.24	10,219.76

23. Please list, in chronological order, each reprogramming in fiscal years 2022 and 2023, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for fiscal years 2022 and 2023, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number. Please also include the program, activity, and CSG codes for the originating and receiving funds.

- a. Please provide an update on the Living Wage Certification Program. Does the Department plan to work with a non-for-profit organization to begin their work on the Living Wage Certification Program?**

Response: *See attachment Q23 – DSLBD FY22 Reprogrammings (Appendix Pg. 11).*

Response (a): Funds for the Program were allocated and expended in FY20. In FY21, pursuant to the FY21 Revised Local Budget Emergency Act of 2021, \$362,670 in local funds were rescinded from the Department to maintain a balanced budget; part of this rescission included \$100,000 allocated to the Living Wage Certification Program. Funds were not allocated for the Program in the Department’s FY22 Budget.

24. Please list each grant or sub-grant received by your agency in fiscal years 2022 and 2023, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.

- a. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

Response:

FY	Grant Name	Begin Date	End Date	Amount (\$)	Source	Purpose	Expenditures (\$)
2022	Procurement Technical Assistance Program	10/1/2021	9/30/2022	489,483.00	US Defense Logistics Agency (DLA)	Provides support and training to local businesses attempting to gain access to federal contract opportunities.	479,263.24
2023	Procurement Technical Assistance Program	10/1/2022	9/30/2023	494,313.60	US Defense Logistics Agency (DLA)	Provides support and training to local businesses attempting to gain access to federal contract opportunities.	191,402.00

Response (a): The grant funding supports five (5) FTEs in the agency’s PTAC division.

25. Please describe every grant your agency is, or is considering, applying for in fiscal year 2023.

Response: DSLBD has applied for a grant through the Department of Treasury’s State Small Business Credit Initiative Technical Assistance Grant Program. The purpose of grant funds, per Treasury, would entail providing technical assistance services to mitigate barriers and make accessing capital more equitable for very small businesses, and businesses owned and controlled by socially and economically disadvantaged individuals that are applying for, or preparing to apply for, SSBCI’s capital program or other federal or other jurisdiction small business programs.

26. Please list each contract, procurement, and lease, executed, extended, and option years exercised by your agency during fiscal years 2022 and 2023, to date. For each contract, please provide the following information, where applicable:

- a. The name of the contracting party;
- b. Contract number;
- c. Contract type (e.g. HCA, BPA, Sole Source, sing/exempt from competition award, etc.)
- d. The nature of the contract, including the end product or service;
- e. Contract’s outputs and deliverables;
- f. Status of deliverables;
- g. The dollar amount of the contract, including amount budgeted and amount

- actually spent;**
- h. The term of the contract;**
- i. Whether the contract was competitively bid;**
- j. Subcontracting status (i.e. did the Contractor sub any provision of the goods and/or services with another vendor);**
- k. CBE status;**
- l. Division and activity within DSLBD utilizing the goods and/or services;**
- m. The name of the agency’s contract monitor and the results of any monitoring activity; and**
- n. The funding source.**

Response: *See attachment Q26 – DSLBD FY22-FY23 Contracts (Appendix Pg. 12).*

27. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.

Response:

JN OEA Matter No. J-0009-18 – Complainant went through the administrative process claiming that she was incorrectly terminated as a term employee. After the OEA appeals process—whereby OEA ruled that the Complainant was a term employee and no longer a career service employee and that the complainant needed to provide DSLBD w/ certain HR paperwork to account for a possible compensation package for the specific time period between termination and the end of her term, minus wages earned elsewhere—the complainant appealed to DC Superior Court. As a procedural matter, the Superior Ct. sent the case back to OEA so that the Court could rule on the substantive aspects of the case. OEA again ruled in DSLBD’s favor, whereby the Complainant may only be awarded the difference for the months between her termination and term end date, minus any other wages earned. The District is waiting to see whether the Complainant complies or moves forward with the appeal before the DC Superior Court. Hence, the specific potential loss, although capped, is not known at this time.

2020 CA 004055 B – The complainant had several claims dismissed, but a sole surviving whistleblower claim exists whereby complaint states she was terminated after BEGA allegedly informed DSLBD that she reported a former employee for ethics violations. The parties will likely take depositions in FY23. Hence, the potential loss is not known at this time.

2022 CA 000959 B – A complaint concerning a breach of contract and an action involving real property was filed as it relates to a CBE Agreement arising out of a DMPED public-private development project. The District (via OAG) filed a motion to Dismiss and is also

preparing for depositions in case it is not. Hence, the potential loss is not known at this time.

28. Please list all settlements entered into by the agency or by the District on behalf of the agency in fiscal year 2022 or 2023, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g., administrative complaint, etc.).

Response: Neither the agency, nor the District on behalf of the agency, has not entered into any settlements in FY21 or FY22.

29. Please list the administrative complaints or grievances that the agency received in fiscal years 2022 and 2023, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in fiscal year 2022 and 2023, to date, describe the resolution.

Response:

OHR NO. 20-184 D(CN). In FY23, OHR found the complainant did not have probable cause. There was no loss.

OHR No. 21-177 DC(CN)). The facts stem from the aforementioned matter (OHR No. 20-184 DC(CN)) and the complainant claims that she was written up as a form of retaliation and continued discrimination. DSLBD is waiting for a probable cause determination. The potential loss is not known at this time.

OHR No. 18-188-(DC-FMLA) & OHR No. 18-177-DC(CN). The matter is pending a status update from OAG and OHR - after being inactive since September 28, 2018. The potential loss is not known at this time.

30. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in fiscal years 2022 and 2023, to date, whether those allegations were resolved.

Response: The agency follows the requirements as set forth in the Mayor's Order No. 2017-313, DPM, and the DCMR whereby DSLBD's Sexual Harassment Officer (who is also the HR liaison) takes the lead in investigating. The agency did not receive any formal complaints or direct allegations in FY22 or FY23, to date.

31. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during

fiscal years 2022 and 2023, to date. Please include any actions taken in response to any recommendations, whether final or preliminary, from any investigations, studies, audits, or reports on the agency during fiscal years 2022 and 2023, to date.

Response: *See response to Q20.*

32. Please describe any spending pressures the agency experienced in fiscal year 2022 and any anticipated spending pressures for the remainder of fiscal year 2023. Include a description of the pressure and the estimated amount. If the spending pressure was in fiscal year 2022, describe how it was resolved, and if the spending pressure is in fiscal year 2023, describe any proposed solutions.

Response: DSLBD works closely with the Mayor’s Office of Budget and Performance Management on any necessary changes to the agency’s budget.

33. Please provide a copy of the agency’s fiscal year 2022 performance accountability report. Please explain which performance plan strategic objectives, initiatives, key performance indicators (KPIs) and workload measures were completed in fiscal year 2022 and whether they were completed on time and within budget. For any measure not met or completed, please provide an explanation.

Response: *See attachment Q33 - DSLBD FY22 PAR (Appendix Pg. 16).* The accountability report details which objectives, initiatives, key performance indicators and workload measures were completed in FY22 as well as explanations for any measures that were unmet.

34. Please provide a copy of your agency’s fiscal year 2023 performance plan as submitted to the Office of the City Administrator. Further, discuss any changes to any outcomes or measurements from fiscal year 2022 or 2023, including the outcomes to be measured or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.

Response: *See attachment Q34 - DSLBD FY23 Performance Plan (Appendix Pg. 25).*

Deleted Measures	Explanation
Number of loans disbursed	The loan this workload measure was created for is no longer active and is therefore no longer relevant.
Number of jobs created/retained as a result of loans	The loan this workload measure was created for is no longer active and is therefore no longer relevant.

Percent of payment complaints resolved	While DSLBD serves as an advocate and works with CBEs to obtain payment for outstanding invoices, DSLBD has no control over the actual payment to CBEs. That responsibility rests with the procuring agencies or the developers. This measure inaccurately represents DSLBD involvement in the process and should be removed as the resolution of payment complaints is not an indication of our performance.
Number of Federal and DC government agencies participating in matchmaking from the Agency Bid Opportunity Rally	This is a duplicitous measure. This information is already reflected in the following workload measure: Number of business development coaching/counseling hours.
Percent of disbursements paid within 30 days	This is less related to DSLBD's performance and more to related to functions of OCFO.
Commercial occupancy rate in DC Main Streets	Spaces could be vacant for many reasons not directly connected to the Main Streets (the pandemic, economy, competition, demand) and is not an accurate measure of performance.
Dollar value of public private development developer payments to SBEs	This measure is duplicitous of "Dollar value of verified public private development subcontractor payment."
Number of businesses awarded Food Waste Innovation grants	This workload measure was added in the FY22 plan because it was funded by ARPA. ARPA funding for these measures did not continue in FY23, so they were not added to the FY23 plan.
Number of businesses awarded credits for composting	This workload measure was added in the FY22 plan because it was funded by ARPA. ARPA funding for these measures did not continue in FY23, so they were not added to the FY23 plan.

KPI Targets Changed FY23	Explanation
Total dollar amount of loans dispersed to small businesses	We have been below \$750K in FY20-22. The \$750K goal was set before Covid.
Total dollar amount in opportunities for small businesses as a result of business development coaching and matchmaking activities	We have been below \$5M in FY20-22. The \$5M goal was set before Covid.
Percent of assigned applications reviewed within 10 business days	We have exceeded 90% in FY21-22.

Measure Language Changes	Changes
---------------------------------	----------------

Number of jobs created or maintained for Clean Team Crew Members	Language added.
Number of grantees and/or pitch participants supported	Language added.
Dollar value of verified public private development subcontractor payments	Language changed from PPD.

New FY23 Measures
Number of Clean Team Programs

35. Please provide the number of FOIA requests for fiscal years 2022 and 2023, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

Response: In FY22, DSLBD received 29 requests via the FOIA Express Portal. Of those: two (2) were granted in full; 13 were partially granted; three (3) were denied; five (5) had no responsive records; one (1) was withdrawn for fee-related reasons; two (2) requests for records were not reasonably described; and three (3) were pending at the end of the FY. The average response time for all processed perfected requests was 6.29 days.

In FY23, to date, DSLBD received 4 requests (in addition to starting with 3 pending ones carried over from FY22) via the FOIA Express Portal. Of those: zero (0) were granted in full; two (2) were partially granted; one (1) was denied; two (2) had no responsive records; one (1) request for records was not reasonably described; and one (1) is pending. The average response time for all processed perfected requests was 5.6 days.

For all FOIA requests, the FOIA officer, who also acts as the agency’s general counsel, works with other staff to pull and review documents. At least 1 FTE manages the processing of requests, performs research, reviews materials, and suggests redactions, as appropriate. The estimated number of hours varies significantly depending on the type of request.

36. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during fiscal years 2022 and 2023, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete. For each study, paper, report or analysis, please include:

- a. Report name;
- b. Author name, whether the agency or an outside party;
- c. Source of funding (program and activity codes); and

d. Contract number or grant name if the report was produced by a contractor or grantee.

Response:

Report Name	Author	Source of Funding	Grant Name
Foggy Bottom-West End Main Street Feasibility Study	Third-party grantee (undergoing application process currently)	4040/0050	Foggy Bottom-West End Main Street Feasibility Study
RC24-0219 - Fiscal Year (FY) 2021 Year-End Report (<i>see attachment Q36 (Appendix Pg. 29)</i>)	DSLBD	N/A	N/A

37. Please separately list each employee whose salary was \$100,000 or more in fiscal years 2022 and 2023, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Response:

Name	Position #	Position Title	Program	Activity	Salary	Fringe
Keith Howard	00101857	Manager, Small Business Development	Business Opportunities	3060	111,806.30	22,920.29
Corey Beasley	00005610	Business Certification Spec	Certification	2010	100,812	20,666
Melissa Resil	00042974	Program Manager	Certification	2010	127,963	26,232
Kristi Whitfield	00043982	Director	Office of the Director	1090	195,872	40,153
Rosemary Suggs-Evans	00085842	Chief of Staff	Office of the Director	1090	164,430	33,708
Wanda Stansbury	00077658	Deputy General Counsel	Office of the Director	1060	142,100	29,130
Lorenzo McRae	00043139	General Counsel	Office of the Director	1060	162,400	33,292
Lauren Adkins	00077537	Manager, Small Business Development	Business Opportunities	3060	113,483	23,264
Sirah Turner	00102381	Manager, Administrative Services	Office of the Director	1090	127,963	26,232

Kate Mereand-Sinha	00077347	Manager, Small Business Technology	Small Business Technology	3065	133,139	27,293
James Goodman	00077350	Manager, PTAC	PTAC	3040	125,454	25,718
Sherri Battle	00045980	Management Liaison Specialist (HR)	Office of the Director	1010	111,171	22,790
Tyrone Hankerson	00088568	Compliance & Enforcement Manager	Office of the Director	2020	119,059	24,407
Robert Dorsey	00092054	Deputy Chief of Staff	Office of the Director	1090	127,963	26,232
Marcia Harris	00040123	Data Analyst	Office of the Director	1040	114,081	23,386
Cristina Amoruso	00033888	Manager, Retail Business Development	Commercial Revitalization	4020	127,963	26,232
Lincoln Lashley	00035076	Project Manager	Commercial Revitalization	4020	116,991	23,983
Camille Nixon	00033010	Project Manager	Small Business Technology	3065	118,251	28,341
Venessa Kadiri	00077348	PTAC Specialist	PTAC	3040	108,260	22,193
Sheila Edmondson	00077349	PTAC Specialist	PTAC	3040	109,528.00	22,453.24
Shannon Taylor	00033888	Project Manager	Small Business Technology	3065	102,439	21,000
Caroline Howe	00077538	Project Manager	Small Business Technology	3065	102,439	21,000
Monica McCall-Matey	00078177	Compliance Specialist	Compliance	2020	105,350	21,596
Yolanda Roy	00089120	Certification Analyst	Certification	2010	102,440	21,000
Gladys Kamau	00097574	Program Analyst	Certification	2010	100,925.94	20,689.82

38. Please list in descending order the top 25 overtime earners in your agency in fiscal years 2022 and 2023, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

Response: N/A.

39. For fiscal years 2022 and 2023, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

Response: There were no bonuses or special pay granted in FY21 or FY22, to date.

40. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

Response: N/A.

41. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agenda and minutes of each board or commission meeting in fiscal year 2022 or 2023, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Response: DSLBD has no associated boards or commissions.

42. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).

Response: DSLBD is subject to reporting pursuant to D.C. Code §§ 2-218.54, 2-214.01, and 1-325.191. Reporting requirements outlined in subsections (a) and (b) of § 2-218.54 are moot as they require reports to be submitted to a Compliance Unit at ODCA which no longer exists. The agency last submitted its M/WBE Assessment Report, pursuant to §2-214.01, on April 23, 2021 (RC24-0042) and is working to streamline interagency data collection processes to submit an updated Report in 2023. Lastly, the agency's semiannual and annual §§ 2-218.54 and 1-325.191 reports were submitted to the Council on July 9, 2021 (RC24-0065) and September 20, 2022 (RC24-0219).

43. Please attach copies of the required annual small business enterprise (SBE) expenditure reports for your agency for fiscal years 2021 and 2022.

- a. D.C. Official Code § 2-218.53(b) requires each District agency to submit supplemental information with their annual SBE expenditure report, including: a description of the activities the agency engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes**

the agency intends to make during the next fiscal year to achieve their SBE expenditure goal.

Response: *See attachment Q43 – DSLBD CBE Expenditure Report (Appendix Pg. 217).*

44. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Response: DSLBD proactively promotes Percipio trainings online offered through DCHR for all staff. Additionally, staff participated in the below, in-person trainings in FY22:

Subject	Trainer	# of Employees
Planning for Racial Equity	Office of Racial Equity	57
Language Access Training	Office of Human Rights	50
PTAC Program Development	National PTAC Association	1
Main Street Program Development	National Main Street Center	3
Team Building and Employee Development	Ronald Williams	56

45. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Response: The agency conducted annual performance evaluations for its employees. Senior staff, including managers and the chief of staff, conduct the evaluations. Per DCHR guidelines, DSLBD managers meet with their staff and outline goals for the upcoming fiscal year. Evaluations continue throughout the year as managers conduct mid-year reviews with staff.

AGENCY OPERATIONS

46. Please describe any initiatives that the agency implemented in fiscal year 2022 or 2023, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

- a. **Please discuss any update of the DSLBD SBE Goal Setting Module since its release on August 15, 2019.**
- b. **Please discuss any update of the new Sports Wagering CBE Compliance Management System since its release on December 3, 2019.**

Response: The agency remains focused on streamlining processes and customizing the end-user experience for all persons who engage seeking assistance. Externally, DSLBD often engages and collaborates with a host of other agencies and branches of government, community stakeholders, and others to further its mission of retaining District-based businesses and promoting economic development in the District. Internally, continued releases and completion of modules for the DES are proving effective at both streamlining interagency information sharing and simplifying the customer/end-user experiences. For example, as reported in last year's response, with the February 2021 release of the DES' District CBE Waiver Portal, the DES continues to simplify a business's ability to more effectively and efficiently identify District procurement opportunities by empowering businesses to self-select which waiver notifications they would prefer to receive based on NIGP codes, ensuring that they receive only the information they deem relevant to them. This year, the agency completed its contracts module which will provide greater transparency for both prime contractors and CBE subcontractors on projects as it relates to fulfilling the 35% CBE law subcontracting requirements and is currently monitoring its first contract in DES as part of pilot implementation.

Response (a): Since its release in FY19, this module has streamlined the goal setting process by allowing the agency to use/import data from other data owners such as the Office of the Chief Financial Officer/System of Accounting & Reporting (SOAR) (*i.e.*, budget and expenditures), PASS/OCP for contracting data, and OCTO Pipeline data. The efficiency of this process was apparent as the agency compiled the FY22 Green Book, which relied on the new DES goal setting module.

Response (b): Since its launch, the Sports Wagering CBE Compliance Management System has been used to process and store all CBE plan and waiver requests for sports wagering license applicants. In FY22, a Quarterly Reports tracking and monitoring capability was added to the system and in FY23, the Sports Wagering capability will be added to the DES.

47. DSLBD's mission is to support the development, economic growth, and retention of District-based businesses. Can you please share how you work with other District agencies, such as DMPED, to achieve these goals? Specifically, what support and resources related to technical assistance are you currently providing to businesses in the District of Columbia?

Response: DSLBD continues to partner across the entire administration for the advancement of small and local businesses. Partners include, but are not limited to:

DMPED, DOES, DDOT, DISB, OCP, DHCD, DGS, DCRA, OCTO, MOWPI, MONC, MOLA, MOCR, ONSE, DYRS, MOVA, MORCA, OCA, MOCC, MOAAA, MOAPIA, CAH, OCTFME, ABRA among others. We believe deeply in collaboration towards the advancement of the Mayor's small and local business agenda.

Recently, the Department collaborated with DLCP, MPD, DDOT, CAH to streamline coordination for Mayor Bowser's Art All Night Festival. Art All Night 2022 was the 11th annual Arts All Night event hosted by the District and was the most successful, to date, with 22 DC Main Streets, four (4) Business Improvement Districts, and Martin Luther King, Jr. Library hosting over 600 activations at over 275 venues with 160,000 attendees across all eight (8) wards. The festival proved to be the largest display of culture, commerce, and community, to date, and incorporated a celebration of a myriad of art forms including, visual and performing arts, painting, photography, sculpture, crafts, fashion, music, dance, theater, film, and poetry, and literary arts in both indoor and outdoor public and private spaces, like local businesses, churches, parks, plazas, restaurants, embassies, and public streets.

48. What are the agency's top five priorities? Please explain how the agency is addressing these priorities, and how it will continue to do so for the remainder of Fiscal Year 2023, and in Q1 Fiscal Year 2024.

a. How did the agency address the top priorities it listed in response to this question last year?

Response: The agency addresses its priorities in all the work it undertakes to further its mission of supporting the retention of District-based businesses and promoting the economic development along the District corridors. Accordingly, DSLBD's top five priorities remain, but are not limited to:

1. Connecting local businesses to District and federal contract opportunities through the work of each division (*see response to Q8*);
2. Working with our Main Streets and Clean Teams Programs to revitalize our economic corridors and further support retailers (*see response to Q114-122*);
3. Supporting local creatives by working across government and stakeholder communities to expand the impacts of Art All Night and other creative-centered supports and services (*see response to Q47*);
4. Strengthening the integrity of the CBE Program through legislative reforms to benefit *bona fide* local businesses; and
5. Advancing executive policies through an equity lens (*see response to Q1-8*).

49. Please describe the Department's current legislative priorities, whether/why/when consideration by the Committee is warranted, and if the Department foresees introducing additional measures for the Council's consideration during the remainder of Fiscal Year 2023 and Q1 Fiscal Year 2024.

Response: Strengthening the integrity of the CBE Program to benefit *bona fide* local businesses remains a legislative priority. In Council Period 24, Mayor Bowser re-introduced the *Supporting Local Business Enterprises Amendment Act of 2021* (B24-0046). This Act closes loopholes by tightening CBE entry criteria to thwart out-of-state, larger businesses from establishing “local” offices for the purpose of gaining preference for District contracts and procurements, imposes a newer penalty structure for beneficiaries who fail to demonstrate a good faith adherence to CBE law subcontracting requirements, and espouses regular, timely payments to CBE subcontractors by requiring primes to invoice the District at a regular cadence, among other key changes.

DSLBD looks forward to working with Council in Period 25 to pass legislation because the agency consistently hears from CBEs and the local business community that they hope for permanent solutions to close loopholes in the current statute.

50. Please list each new program implemented by the agency during fiscal years 2021, 2022, and 2023, to date. For each initiative, please provide:

- a. A description of the initiative;**
- b. The funding required to implement to the initiative; and**
- c. Any documented results of the initiative.**

Response: In FY21, DSLBD joined forces with Kiva U.S., a nonprofit worldwide microlender, to offer District businesses and resident entrepreneurs no-barrier, favorable term, crowdfunding loans to help them open, operate, pivot and grow their District-based business.

In FY22 and FY23, \$300,000 was allocated to the Just Cannabusiness Grant Program. The program is aimed to build and support equitable access to DC’s legal cannabis market for local resident entrepreneurs, with a particular focus on returning citizens and veterans. Program grants will foster further innovation in direct industry and ancillary industry markets.

In FY22, \$500,000 in American Rescue Plan Act funding was allocated to the Food Waste Innovation Grant Program. These grants will provide support for restaurants, food manufacturers, shared commercial kitchens, and commercial corridors like Main Streets and Business Improvement Districts, to minimize food waste. Reducing food waste in the District’s food businesses can cut food and waste costs, reduce rodents, and reduce carbon emissions. \$500,000 was included in local funds to continue this program in FY23.

In FY22 and FY23, \$66,000 was allocated for the Public Restroom Community Incentive Pilot. The pilot program provides financial incentives for local businesses making their restrooms available to the public, regardless of patronage.

Also, in FY22, DSLBD created the Equity Impact Enterprise grant program disbursing over \$1.2M to provide direct financial support for small, resident-owned, disadvantaged certified business enterprises.

51. How does the agency measure programmatic success? Please discuss any changes to outcomes measured in fiscal years 2021, 2022, and 2023, to date.

Response: *See responses to Q33 and Q34.* The agency coordinates efforts with the Office of the City Administrator to measure programmatic success and has several quantified measures within our performance reporting system. In addition to quantitative measures, we regularly seek out qualitative feedback and encourage community members and program participants to reach out to agency staff at all levels to gain a comprehensive picture of the impact of our work. DSLBD assesses each program on its own merits, based on our legal authority and duties, our judgement of needs within the small and local business community that we are able to address, levels of engagement, and with an assessment of strengths and areas needing improvement.

52. What are the top metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.

Response: *See attachment Q34 - DSLBD FY23 Performance Plan.* The agency continues to fully utilize its annual performance plan to outline annual priorities and ensure progress is made towards completing strategic initiatives and daily operations.

53. Please list the task forces and organizations of which the agency is a member.

Response: The agency is a member of the following task forces and organizations:

- The Director represents the agency on a variety of Boards including the Public Utility Commission, the Minority Supplier Development Collaborative, and the Washington Economic Partnership.
- DC PTAC remains a member with the Association of Procurement Technical Assistance Center, which advocates for the 98 PTACs across the country. DC PTAC also carries a membership with the National Contract Management Association for professional development and extended procurement resources.
- The Innovation and Equitable Development Division participates in the Innovation and Technology Inclusion Council, Food Policy Council, the Commission on Fashion Arts & Events, and on several committees of the Workforce Investment Council.
- The Agency IT Lead continues to represent DSLBD in the CIO meetings and the Interagency Data Group meetings.

54. Please explain the impact on your agency of any legislation passed at the federal level during fiscal years 2022 and 2023, to date, which significantly affected agency operations.

Response: With the passage of the American Rescue Plan Act of 2021 (Pub L. No. 117-2) (“ARPA”), effective March 11, 2021, \$500,000 was included in the Department’s FY22 Budget to fund the Food Waste Innovation Grant Program. These FWIG grants, which were also included in the agency’s FY23 Budget as local funds, provide support for restaurants, food manufacturers, shared commercial kitchens, and commercial corridors like Main Streets and Business Improvement Districts, to minimize food waste. Reducing food waste in the District’s food businesses will cut food and waste costs, reduce rodents, and reduce carbon emissions and furthers the agency’s health equity initiatives.

55. Please explain the impact and implementation to date of legislation passed during fiscal years 2021, 2022, and 2023 to date. Specifically, please discuss the agency’s implementation of the following:

- a. **A23-0503, the “Racial Equity Achieve Results (REACH) Amendment Act of 2020.”**
- b. **A24-0176, the “Fiscal Year 2022 Budget Support Act of 2021”, particularly the DSLBD Grants subtitle and enhancements, additions, and changes made to the city’s Clean Teams and Main Street programs.**
- c. **A24-0492, the “Fiscal Year 2023 Budget Support Act of 2022”, particularly the DSLBD Grants subtitle and enhancements, additions, extensions, and changes made to the city’s Clean Teams and Main Street programs.**

Response (a): This Act established the Office of Racial Equity. Since its 2021 inception, DSLBD has actively engaged with the Office of Racial Equity (ORE) and the District’s Chief Equity Officer (*see response to Q1*). Currently, in FY23, two members of DSLBD’s leadership team volunteered to participate in ORE’s Interagency Committee on Racial Equity (ICRE), with one DSLBD staff member co-chairing ICRE’s Subcommittee on Community Engagement. Previously, as an agency member of the Racial Equity Pilot Cohort, DSLBD worked collaboratively with ORE and 11 sister agencies to develop a draft District-wide Racial Equity Action Plan which was released in November 2022 for public comment. Additionally, DSLBD invited Officer Hewitt and the ORE team to present on its mission, vision for this District, and the work of the inaugural cohort at DSLBD’s August 2022 All-Staff meeting. This invitation provided an invaluable opportunity for all staff to participate in meaningful and direct conversations with ORE staff and Officer Hewitt including how DSLBD staff’s day-to-day work fits within the overarching equity goals of the Administration as well as how to engage in open, honest, and sometimes difficult, conversations involving inequities and race, generally.

Response (b): DSLBD successfully implemented the following provisions outlined in the FY22 BSA. The FY22 BSA stipulated that DSLBD should disburse the following:

\$180,000 to support the Columbia Heights Day Initiative. \$300,000 to the Friendship Heights Alliance to support the creation of a BID, and \$250,000 to support the Ward 8 Community Investment Fund. All of these funds impacted the respective communities they served: the Columbia Heights funds were impactful in bridging community engagement and economic development opportunities for the city's homeless; the Friendship Heights funds help to create pathways to establishing a BID for that area which will further support businesses, and the community investment fund, which was new and innovative, supported businesses eat of the river and gave community members the power to support hyperlocal next-door neighbor businesses and entrepreneurs.

Response (c): DSLBD successfully implemented the following provisions outlined in the FY23 BSA. The FY23 BSA stipulated that DSLBD should disburse the following: \$180,000 to support the Columbia Heights Day Initiative, \$150,000 to the Friendship Heights Alliance to support the creation of a BID; \$250,000 to District Bridges to assist businesses and coordinate community-driven revitalization efforts in portions of Ward 3 that are outside of existing Main Streets Programs; and \$100,000 to the VIVA School to support its operating costs. The Columbia Heights funds continue to be impactful in bridging community engagement and economic development opportunities for the city's homeless; the Friendship Heights funds help to cement pathways for a BID to further support local businesses in that area; and the VIVA School grant furthered the non-profit's mission of opening doors to opportunities to young dancers for professional careers, nurtures talent and achievement through dance, and works to advance the field of professional dance in the District.

56. Please describe any steps the agency took in fiscal years 2022 and 2023, to date, to improve the transparency of agency operations.

Response: As reported last year, through progress towards completion of the DES, DSLBD continues to identify and implement new ways to increase the level of transparency both businesses and the District have into the local contracting and procurement process. Again, completion of the DES will allow greater visibility over contracts affording the District more insight into who is availing themselves of these opportunities. The DES also continues to simplify a business's ability to more effectively and efficiently identify current District government opportunities with the release of the DES' District CBE Waiver Portal. This release empowers businesses by allowing them to self-select which types of waiver notifications they would prefer to receive based on NIGP codes, ensuring that they receive only the information they deem relevant to them; this increases the likelihood that businesses will more actively engage in the waiver process. Furthermore, DSLBD foresees the DES to be a transformative tool capable of furthering the uniform collection of agency contracting and procurement data, including voluntary self-identification markers of race and gender. For example, as part of the DES functions released earlier in FY22, Ethnicity Classification and Gender Classification fields were added to the system's certification module to capture more accurate data on minority and women-owned business enterprises.

Also, in FY22, we completed the contracts module, the most comprehensive development of the system to date. As a result of this upgrade, the agency can now digitize quarterly reports, vendor verification forms, and subcontracting plans; automate the vast majority of report review processes; facilitate greater transparency among contracting officers, program teams, prime contractors, and subcontractors; and encourage interagency collaboration when adjusting subcontracting plans.

57. Please identify all electronic databases maintained by your agency, including the following:

- a. A detailed description of the information tracked within each system;
- b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
- c. Whether the public can be granted access to all or part of each system.

Response: See attachment Q57 - DSLBD IT Systems (Appendix Pg. 219).

58. Please provide a detailed description of any new technology acquired in fiscal years 2022 and 2023, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.

Response: In FY22, DSLBD acquired Canva Pro which is utilized by five divisions (InnoEd, Business Opportunities, Commercial Revitalization, Comms, and PTAC) for Eventbrite banners, infographics, and presentations. To date, there have been no issues with implementation of the tool. The cost is \$119.99/year.

59. How many in-person training programs took place in fiscal years 2022 and 2023, to date?

Response: Following the onset of COVID, some of the agency's trainings transitioned to virtual to accommodate public health guidance at the time. Some of these trainings remain virtual for ease of access and convenience for constituents; however, the Department has hosted the below in-person trainings:

- Hosted Marketing 101 for Equity Impact Enterprises.
- Hosted 44 Commercial Revitalization virtual trainings in FY22 (Main Streets comprehensive training from DCMS staff, Executive Director training, Board training, and QuickBase training); 2 Commercial Revitalization virtual trainings in FY23 Q1 (QuickBase training).
- Hosted SBTA partners at the MLK Library for in-person technical assistance.
- Participated in the Ward 8 Community Economic Development planning effort by actively participating in the steering committee, supporting working groups, and meeting with small business stakeholders seeking data, information, and support for the first community-ed plan anticipated in Winter 2022.
- Hosted joint trainings in collaboration with District and Federal agencies on topics such as resource allocation to support small business requests and federal

procurement outreach with agencies. Partners included: Small Business Administration (2022, 2023); General Services Administration (2022, 2023); Defense Logistics Agency (2022, 2023); US Treasury (2022); DCRA (2022, 2023); and OCP (2022, 2023).

- 12 Certification ‘Learn How to Become a Certified Business Enterprise (CBE)’ webinars in partnership with DCRA (now DLCP) in FY22.
- 4 ‘Learn How to Become a Certified Business Enterprise (CBE)’ webinars in partnership with DCRA (now DLCP) in FY23, to date.

60. What training deficiencies, if any, did the agency identify during fiscal years 2022 and 2023, to date?

Response: No deficiencies were identified in FY22 to FY23, to date. The agency has successfully adapted past in-person trainings into virtual formats in response to the pandemic and continues to adapt in-person trainings to meet the needs of those we serve.

AGENCY PROGRAMS

61. Please provide a detailed description of the Small Business Capital Access Fund, including any loans that were provided in fiscal years 2022 and 2023, to date. What is the agency’s criteria for approval of the loan? What was the total number of loans granted in fiscal years 2022 and 2023, to date, and what is the remaining balance in fiscal year 2022?

Response: *See response to Q16.* Pursuant to D.C. Official Code § 2–218.75, this special purpose revenue Fund shall be used for the following purposes: (1) To grant the local funds necessary to obtain federal matching funds to establish a procurement technical assistance program in the Department;(2) To make a one-time grant in an amount of \$50,000 to provide operating support to a newly formed business association in Ward 3; and (3) To provide financial assistance, including grants, loans, and loan guarantees, to eligible recipients. Preference for financial assistance from the Fund is given to small business enterprises, disadvantaged business enterprises, resident-owned business enterprises, equity impact enterprises, and enterprises with a principal office located on a DC Main Street corridor or another area identified by the Mayor for economic development or commercial revitalization. In FY22 and FY23, to date, no direct loans have been issued from the Fund; however, funds were used to support grants for Robust Retail, Equity Impact Enterprises, Art All Night, and the Commercial Property Acquisition Fund.

62. Please provide an update of the District Capitalized Program. What is the status of the agency’s plan to expand this program in fiscal year 2022 and in Q1 fiscal year 2023?

Response: In FY22, District Capitalized launched the DC Business Expo in partnership with DISB with over 250 attendees seeking to connect to access to capital resources. The need for education and support for access to capital is a major equity element for supporting

DC businesses and especially those facing barriers. Last year also marked the one-year anniversary of the DC Kiva Hub, a central resource for helping businesses start on a healthy trajectory for their access to capital ladder and pathway learning about lending at the best possible rates (zero fee, zero interest). Also, in FY22, DSLBD was able to offer our first pilot program on preparing for equity investment, offering trainings and some one-on-one support from a local CBE subject matter expert so that businesses could have more exposure to the world of equity investment to determine whether they wanted to explore it further. Lastly, in FY22, through this program, the Department administered the Ward 8 Community Investment Fund, which supported pathways to non-predatory lending opportunities for businesses in Ward 8.

In FY23, DSLBD applied for a US Treasury grant to support technical assistance to socially and economically disadvantaged micro businesses that may face barriers seeking financing support through the US Treasury backed State Small Business Credit Initiative (SSBCI), a fund operated for DC by DISB to provide collateral and underwriting support on loans. Through the SSBCI TA funding, DSLBD will build a District Capitalized Hub to help businesses better navigate the resources around capital access.

63. Please explain the goals and objectives of the Made in DC Program. Specifically, provide the Committee with:

- a. **What are the goals for the success and growth of this program that are different from the last fiscal year especially considering the pandemic and how is success being measured?**
- b. **How long does it take for applicants to apply and certify for the program? For fiscal years 2021, 2022 and 2023 to date, how many have applied each year?**
- c. **Last year, the agency reported that it was working to “overcome brand confusion,” build strategic partnerships, and “ramp up outreach and engagement.” Please discuss if the agency met these goals and the steps it took to accomplish them.**
- d. **With the challenge of the pandemic before us, how did the agency fair in promoting the program and recruiting businesses to enroll?**
- e. **How many businesses signed up in fiscal years 2022 and 2023, to date to be a part of the Made in DC program?**
- f. **How many FTEs do you currently have dedicated to this program? How many are needed for this program to be successful?**
- g. **What innovative ideas has DSLBD created or come together with small businesses to help better coordinate this program especially under the current public health emergency?**

Response (a): The agency is focused on reengagement. Specifically, in FY23, the agency will focus more on the recertification process and use that process as a reengagement tool for the certified businesses that have a longstanding membership. Additionally, the agency

will work more closely with retail stores that highlight and sell products made my certified businesses.

Response (b): The application for the Made in DC Program is a two-step process. The first step is to answer preliminary questions to determine eligibility. Based on the answers applicants will receive an invitation to the second step in the process, which is to provide complete business details and necessary attachments providing eligibility requirements. Once the completed application is received, it takes 3-5 business days to receive an updated application status or approval.

Response (c): This was a comment raised in FY20. Since then, the agency worked on building strategic partnerships, by launching in-person technical assistance at the Hive 2.0 located in the Anacostia Arts Center in FY21. DSLBD is there two days a month to work with businesses on their applications and offer general business resources. Additionally, DSLBD partnered with the then DCRA Small Business Resource Center to offer bi-monthly entitled “How to Become Officially Made in DC”.

Response (d): The agency was able to promote the program and recruit businesses to enroll predominately through our social media account. The Made in DC Program has a very robust Instagram account with 39,000 followers. The account highlights and promotes certified Made in DC businesses and the products that they offer. We have developed Shopping guides and reels to promote market and retail space opportunities and included post about the features of program to include how to enroll. We offer One-on-One Technical Assistance to businesses that need support in the application process to include how to obtain all the eligibility documents.

Response (e): In FY22, 47 signed up for Made in DC; in FY23, to date, 10 businesses.

Response (f): Currently, one (1) FTE is dedicated to the program.

Response (g): In FY21, DSLBD offered the Made in DC Market Access Grant to home-based makers, conducted the virtual Building by Learning series, offered the agency’s first return to in person technical assistance in partnership with Washington Area Community Investment Fund (WACIF, and offered holiday shopping guides on the Made in DC Instagram account.

64. Please provide an update on the Aspire to Entrepreneurship Program, including:

- a. The number of local businesses created by the program in fiscal years 2021, 2022, and 2023, to date;**
- b. A description of the types of businesses created by the program; and**
- c. The resources devoted by this agency to the program.**

Response: Aspire is DSLBD's program to support returning citizens or justice-involved individuals in the District who are aspiring to run their own businesses. The core of the program

is WeAspire, a 12-week entrepreneurship intensive, with cohort-based classes twice a week, along with additional office hours, mentorship, resources, and opportunities. Aspire culminates with participants competing in a series of pitch competitions, with winners receiving up to \$10,000, and every participant receiving at least \$2,000. In addition to the core We*Aspire cohort that happens every year, we also run shorter Aspire Prep trainings for folks with just an idea or just a vision to run their own business without knowing what kind of business they'd like to start. We also coordinate programs throughout the year to support returning citizens and Aspire alumni regardless of the stage of their business, and to connect other partners who support returning citizens with more entrepreneurship resources.

Response (a): In FY21, 20 new businesses were registered and/or created while 10 existing businesses were expanded or grew through the program. In FY22, 15 new businesses were registered and/or created while nine (9) existing businesses were expanded or grew through the program. The Aspire application process is currently open for FY23 and will close February 28, 2023.

Response (b): The types of businesses that have been created as a result of applicants completing the program, include: accounting, auto detailing, barbers, body care (hair & skin products), building renovation and repairs, catering, cleaning (interiors and exterior), coaching, copy-writing, cosmetics, data analysis, digital currency commerce, fashion design, fashion retail, film production, graphic design, green infrastructure, insect-based education, landscaping, literacy education, modeling agency, music production, printing, restaurants, self-care, sign-making, soaps, solar car and solar product design, solar cleaning, and tailoring.

Response (c): In FY22, the agency devoted \$227,000 and 1 FTE.

65. Please explain any new development on how the agency uses the Procurement Technical Assistance Program to enhance business counseling and technical assistance to assist small businesses in obtaining local, state, and federal government contracts. Please also include an analysis of the agency resources devoted to this program.

- a. Please describe how PTAC advances the Department's mission to support local and certified business enterprises?**
- b. How many CBEs or SBEs interacted with the PTAC program in fiscal years 2021, 2022, and 2023, to date?**

Response (a): The DC PTAC is an integral part of DSLBD as the program aligns with the Department's mission to support local and certified business enterprises by: determining a business's readiness and suitability for bidding on local and federal contracting opportunities, encouraging eligible clients to participate in the District's CBE program, Federal 8(a), HUBZone, and other certifications what will businesses to avail themselves to local preference points or price reductions when bidding on contracts and procurements, assisting with proposal preparation, identifying bidding opportunities, and providing networking and matchmaking opportunities for small and local businesses.

Response (b): The DC PTAC interacts with many CBEs throughout the course of the fiscal year. In FY21, 45 out of 145 new clients were CBEs; in FY22, 161 out of 366 new clients were CBEs; and in FY23, to date, 42 out of 157 new clients, to date, are CBEs.

66. Please provide an overview of DSLBD’s efforts to assist with the retention of small and local businesses. Are there any new retention initiatives envisioned for this year?

Response: All the work the agency undertakes is in furtherance of its mission to retain District businesses. As such, in FY23, DSLBD will continue to focus on the following priorities aimed to spur progress towards economic prosperity for District-based small and local businesses which include:

1. Strengthening the CBE Program by advocating for legislative reforms and promulgating updated rulemakings that further support bona fide local businesses interested in doing business with the local government;
2. Keeping more local dollars local by finding opportunities in, and preparing District-based businesses to enter into, new and burgeoning marketplaces;
3. Supporting economic corridors and retailers with more streamlined programming and continued grant opportunities;
4. Expanding growth opportunities for equity participants through innovative programming targeted towards assisting disadvantaged enterprises; and
5. Amplifying the work of retailers and local maker entrepreneurs by amplifying the creative economy through strategic partnerships and increasingly popular events such as DC Art All Night.

67. In 2020, the agency reported that there was a delay in completing the new District Enterprise System (“DES”) due to funding pressures in fiscal year 2019 and the fact that the agency had to work closely with other agencies to enable the transparency portal work effectively. Please provide an update on the system and if these issues have been fully resolved. Also, please discuss the following:

- a. Whether the Compliance Module has been completed and the implementation of the Grants Management and Business Opps Module has begun;
- b. Whether any new funding was allocated to developing or upgrading the system in fiscal years 2020, 2021, and 2022, to date;
- c. The number of FTEs devoted to managing and maintaining the system; and
- d. The output and deliverables for fiscal years 2020, 2021, and 2022, to date.

Answer: In FY21, DSLBD was able to continue development of the DES due to an intra-district transfer.

Answer (a): In FY22, DSLBD completed the development of the Contract Compliance Module in the DES. With the development of this module being completed, DSLBD intends to fully implement this module and monitor all government contracts using DES. This will enhance monitoring by bringing the reporting requirements within a singular system; will automate review points for the Compliance & Enforcement Team at DSLBD; will provide real-time access for contracting officers and program officials to see where contractors are with SBE spend. Currently, this is a pilot implementation phase. Once fully launched, DSLBD will communicate any new processes and procedures as a result of the updated module to all stakeholders via email communications. The agency is in the process of developing the Grants Management module in FY23.

Answer (b): In FY20, \$530,000 was allocated to the capital project; in FY21, \$860,000; and, in FY22, \$720,000.

Answer (c): Two (2) FTEs (Agency IT Lead and IT Specialist) manage and maintain the system.

Answer (d):

FY	Functions Completed
2019	<ul style="list-style-type: none"> • Compliance Release 2.1 (SBE Goal Setting) – FY19 Q4 • Business Opportunities Release 3.0 – FY19 Q3 • Grants Management Release 4.0 – FY19 Q3/Q4
2020	<ul style="list-style-type: none"> • Compliance Release 3.2 – FY20 Q2 • Reviewing of Budget Adjustments and Special Exception Processing by Agency users (process used for Q1 and Q3) • Compliance Release 3.3 – FY20 Q2 Reviewing of Quarterly Expenditures and Expenditure Adjustments by Agency users (process used for Q1, Q2, Q3, and Q4) • Compliance 3.4 – FY20 Q4 – completed but not released Requesting and Processing Waivers as well as public view for CBEs to view and communicate with Contracting officers
2021	<ul style="list-style-type: none"> • Released Local Business Enterprise (LBE) Update – FY21 Q1 <ul style="list-style-type: none"> ○ There was a change to the LBE definition - new legislation now requires that certified LBEs are independently owned, operated, and controlled. Various sections were updated to include the new language and logic to process the applications according to the new language. ○ Completed Q1 • Released New Equity Impact Enterprise (EIE) – FY21 Q2 <ul style="list-style-type: none"> ○ There was an addition to the CBE categories. New legislation added the EIE category for businesses that are resident-owned business enterprises (ROB), small business enterprises (SBE) and disadvantaged business enterprises (DBE). ○ Completed Q2

	<ul style="list-style-type: none"> • Released EIE Automation Update – FY21 Q3 <ul style="list-style-type: none"> ○ This addition automatically added the EIE designation to businesses that were ROB, SBE, and DBE. ○ Auto-assigned new certification number for EIE businesses ○ Completed Q3 • Released Certification Updates – Q3 <ul style="list-style-type: none"> ○ Change residence to "resident" ○ Business websites are not hyperlinks ○ Formatting error - Gross Revenues Year ○ Assets on Full Recert Application were removed ○ Business Email Address was changed to Required ○ Accept Non-integer values for Ownership % • Released the Waiver Module – Q2 <ul style="list-style-type: none"> ○ Included the Contracting Personnel Portal to input a waiver ○ Included the CBE Community Portal to respond to waivers ○ Included access for the DSLBD internal staff to process waivers • Released Improvements and Fixes to the Waivers Module – Q3 • Released End of Year (EOY) Narratives and Signoffs for the SBE Goal Setting, Special Exception and Expenditure Review processes in the initial release with additional releases for improvements and fixes – Q3 • Released Phase 1 Investigations/Site Visits for internal DSLBD staff – Q3 • Released Phase 1 Dashboards (Waivers) for internal DSLBD staff – Q3 • Released Mayor’s Order which included Agency Submission of Active Contracts and the review process conducted by internal DSLD staff (Phase 1) – Q4
2022	<ul style="list-style-type: none"> • Added Women and Minority Business Enterprise Assessment fields – FY22 Q1 <ul style="list-style-type: none"> ○ Created Business Demographics Classification Fields: Ethnicity Classification and Gender Classification to capture more accurate data for Minority Business Enterprise and women owned reporting results. ○ Completed – Q1 • Added Primary Industry and Other Industry fields <ul style="list-style-type: none"> ○ These fields will assist with matching primary industry of the businesses with primary industry of special exceptions ○ Completed – Q1 • Processing Contracts Above \$250K – Q4 • Processing Contracts Below \$250K – Q4 • Subcontracting Plan Submission – Q4

68. In 2018, the Council amended the Sports Wagering Lottery Amendment Act of 2018 to allow the Department and the Office of Lottery and Gaming to establish

small business training programs. Please provide an update on this joint effort and the specific return on investment for funds allocated to support the endeavor.

Response: DSLBD and OLG have established a strong capacity building program to support the goals of helping District-based businesses obtain sports wagering licenses as well as procurement contracts with licensees. Following passage of the Act, beginning in 2019, these efforts have resulted in the below outreach events which have been attended by several hundred interested stakeholders:

- Pre-application Training Session, April 25, 2019.
- The DC Chamber of Commerce’s Economic Development Summit, May 10, 2019, included a panel on sports betting in the District.
- District Connect 2019, May 25, 2019, included a sports wagering matchmaking session.
- Betting on Small Business Power Hour, 4 sessions conducted in FY 20:
 - Start-Up to William Hill, July 15, 2020
 - How an Idea became the Sports Book of the Future, July 23, 2020
 - Media Perspectives and Breaking Barriers, August 27, 2020
 - From Dealer to VSiN Vinny: A life in Sports Betting, September 24, 2020
- Betting on Small Business Power Hour, 4 sessions conducted in FY21.
 - Get In on the Game with William Hill, May 26, 2021
 - Exclusive Scoop to Navigating the Sports Gaming Industry, June 9, 2021
 - Selling Your Business to a Sports Book, with Infinity Solutions, June 23, 2021
 - Operating a Successful Sports Book, by Grand Central, September 29, 2021
- Inside Track with Caesar’s Sportsbook, BetMGM, and Grand Central, January 10, 2022.
- Betting on Small Business Power Hour, 2 sessions conducted in FY22
- How to Become A Class B Licensee with OLG, June 22, 2022
- Managing Risks as A Class B Operator, August 18, 2022
- Inside Track, 4 sessions conducted in FY22
- Working with Caesar’s, BetMGM, Fanduel, and Grand Central, January 11, 2022
- How to Do Business with FanDuel, June 22, 2022
- Behind the Scenes at Caesars Sportsbook, August 16, 2022
- Jumping Into Sports Wagering Joint Ventures, September 28, 2022
- Mentor-Protégé, 2 programs launched in FY22
- Security and Surveillance
- Supplier Diversity Mentorship

To date, there are three Class A and two Class B licensees in operation. The two Class B operators are CBEs. There are also 25 CBEs subcontracting with these operators.

69. The Committee previously allocated up to \$2.25 million to DSLBD and DMPED to fund the Equity Impact Enterprise Establishment Act in the BSA, as well as an additional \$750,000 to support the Disparity Study. Please provide a status report on this funding.

Response: Out of these funds, DSLBD was allocated \$120,000 to fully integrate the new Equity Impact Enterprise designation into the DES created as part of the Act. This update was completed in FY21 Q2.

70. The Committee made the following policy recommendations to the agency in its Fiscal Year 2023 Budget Report. Please provide an update on how the agency has addressed the Committee's recommendations.

- a. The Department is to use its full authority under the law to penalize agencies that failed to meet less than 80% of their SBE goals.**
- b. The Director is to confer with the District's Chief Procurement Officer and, by November 1, 2022, provide the Committee with a definition of "contracting effort" with respect to construction related contracts along with proposed legislative language to codify this definition of the law.**
- c. The Department is to continue improving its processes as it manages the Main Street program while the Office of the Inspector General review is pending.**
- d. The Department is to further study the potential need to increase the Main Street program budget with the input of Main Street program participants and share the results of its formal study along with recommendations for a way forward by November 1, 2022.**

Response (a): DSLBD understands that agency circumstances and budgets evolve and change throughout the fiscal year, so it is imperative that the Department continue to prioritize working in partnership with District agency directors, contracting officers, and CBE liaisons to understand what circumstances contributed to a failure to meet future goals. With that said, no agency that failed to meet their SBE spend goal demonstrated a willful disregard of the law's CBE goal requirements (*i.e.*, bad actors); therefore, DSLBD continues to work more closely with agencies to make progress towards achieving these goals. This approach is proving to be effective as over the last three fiscal years, no one agency has repeatedly fallen below the 80% goal mark.

Response (b): DSLBD interprets "contracting effort" to directly correlate with the contract's value measured in dollars. This allows "effort" to be quantifiable and ensures that the agency's compliance and enforcement is administered uniformly and fairly

without undue subjectivity. DSLBD is looking forward to working closely with Council to clarify provisions of the current law as part of comprehensive CBE law reform.

Response (c): Every year, DSLBD works with our Main Street partners to improve the impact and the efficiency of how the program are run. DSLBD already began taking proactive steps before the OIG review commenced in order to streamline grantmaking processes and make the process more transparent. For example, DSLBD undertook a comprehensive overhaul of its grantmaking policies and procedures in FY22 and FY23, to date, to further its goal of updating uniform agencywide rules and guidelines.

Response (d): DSLBD recognizes that many contemplations go into how programs across the District are funded. Each and every one of the Main Streets programs has requested more money, so as we contemplate how to help them meet any gaps in fundraising and the needs of the corridor, many things must be taken into account: neighborhood density, the number of businesses, the community support for the commercial corridor, and availability of philanthropic support. The current Foggy Bottom study may inform some of these questions, particularly the necessary considerations of starting a Main Street. In addition, there are opportunities among the Main Streets to collaborate that will result in greater efficiency and cost savings. A recalibration of funding allocations should include all of these various opportunities.

BUSINESS ENTERPRISE CERTIFICATION AND RECERTIFICATION

71. The agency has reported a consistent drop in CBE applications since fiscal year 2019. In fiscal year 2019, the agency received 675 CBE applications. In fiscal year 2020 it received 582 CBE applications. What is the total number of CBE applications received in fiscal years 2020, 2021, 2022, and 2023, to date?

Response: In FY20, 582 CBE applications were received; in FY21, 668; in FY22, 259; and in FY23, to date, 187.

72. Please describe any changes you have made in the last fiscal year or anticipate making to the certification process to ensure that the process and applications trend in the right direction.

a. Please discuss the steps the agency will be taking to inform the public of these changes.

Response: The certification division continued to work to improve and exceed performance as it relates to the processing of applications submitted to the Department. Internally, the division continued to implement mandatory staff trainings to assist new and existing team members with understanding the application process and program requirements. The division anticipates continuing this training in FY23 and inviting key agencies to present to division staff on areas affecting the certification process. For example, the division has worked, and will continue to work, with the Office of Tax and

Revenue (OTR) to review tax returns submitted to the Department as a part of the application process. The division also made a few enhancements in FY22 to the District Enterprise System (DES) based on law changes and feedback received from the business community and Department staff. DSLBD anticipates making additional changes in FY23 to help with the ease of processing applications submitted to the Department.

Response (a): DSLBD will inform the public of any efforts, upgrades, and changes via standard communications channels, such as: email, our website, public events, and working group meetings with CBE firms.

73. What innovative ways are you working across the city and with other agencies to support CBEs?

Response: In 2022, DSLBD created CBE Green, an initiative within DSLBD and funded by DOEE, that awarded grants to CBE service firms to provide critical back-office supports to other CBEs - certified small business enterprises (SBEs), resident-owned businesses (ROBs), or disadvantaged business enterprises (DBEs) interested in pursuing contract and procurement opportunities with and similar to the DC Sustainable Energy Utility (DCSEU), an entity committed to helping District residents, businesses, and institutions save money through energy efficiency and renewable energy programs. In addition, in 2022, DSLBD created the equity impact enterprise grant program to directly support a subset of CBEs that were small, resident-owned, and disadvantaged.

74. What level of support is your agency providing to ensure that resources and contracts are making it to CBEs?

Response: DSLBD is not a procuring agency and, as such, cannot control who is selected to be on a contract. However, the agency continues to hold the door open for CBEs through the contract waiver process and in educating agencies through annual trainings on the requirements of the CBE law. In addition, the Department establishes regular check-ins at least three times throughout the fiscal year regarding District agencies' compliance with the CBE Act.

75. How are you growing the capacity of CBEs?

Response: All of the agency's divisions, particularly the Business Opportunities and PTAC divisions, work collaboratively to help to build the capacity of CBEs. See response to Q8 for descriptions of agency divisions.

76. Currently, nonprofit organizations are not eligible to become CBEs. What is the Department's stance on this? Are there obstacles to a nonprofit becoming a CBE outside of eligibility requirements?

Response: Allowing non-profits to become CBEs appears to contradict the spirit of the CBE law when it was passed. For example, the functions of the Department, as explicitly set forth in the CBE statute, include “stimulating and expanding the local tax base of the District of Columbia.” While non-profits may pay payroll taxes in the District, they do not pay the additional property taxes, business income taxes, franchise taxes, stadium taxes, etc. that for-profit entities are subject to.

77. How have you expanded the agency’s online services over the past fiscal year? Specifically, describe how DES’s progress has helped to improve the certification process. Please note whether:

- a. The changes in DES have improved the number of applications the agency processes;**
- b. The division is making final determinations (approving or denying) faster; and**
- c. The agency has received feedback or other tangible evidence on how the DES has improved outcomes.**

Response: The District Enterprise System (DES) continues to provide a shorter, more streamlined, application for both new applicants and existing CBEs by reducing the application process from sixteen (16) steps to eight (8) steps and the recertification process from nine (9) steps to two (2) steps. In addition, businesses with no material changes (since the last approved application) may continue to receive their certification number instantly, preventing potential gaps in certification status. Lastly, the DES continues to allow businesses to conveniently make general changes to their CBE profile, such as: business email address, business description, and business contact information. While the customer experience has been streamlined, the pace of processing is tied to staffing, applications received, and workload management.

78. Please provide the committee with a chart depicting the number of business enterprises certified in each CBE category for the past three fiscal years. Please also note how many have sought to self-certify as a disadvantaged business enterprise and were denied. If any were denied, please explain why.

- a. Pursuant to DC Official Code 2-218.33 (b), a business enterprise affiliated with another business enterprise through common ownership, management, or control can also be eligible for certification if certain conditions are met. How many such DBEs affiliated with another business enterprise actually received designation as a DBE?**
- b. Please provide a list of all DBEs. Where possible, please provide a breakdown by ward, race, and gender (understanding that this information would only represent those who have chosen to self-certify by race and gender).**

Response:

CBE Designation	Approved CBE Applications (FY20-22)
Local Business Enterprise	2,068
Small Business Enterprise	1,935
Development Enterprise Zone	1,164
Resident-Owned Business	1,152
Disadvantaged Business Enterprise	999
Equity Impact Enterprise (new in FY21)	450
Longtime Resident Business	147
Veteran-Owned Business Enterprise	114
Local Manufacturing Business Enterprise	7

The self-recertification process allows businesses with no material change in address, ownership, or eligibility to attest to no change and receive their CBE number immediately. A request for the Disadvantaged Business Enterprise (DBE) subcategory is tied to the Local Business Enterprise (LBE) category that is required for certification as a CBE and any subcategory. The DBE subcategory is vetted by the certification division during the application process for CBE certification, recertification or a request to update an active CBE certificate via a Change Request application. The DBE subcategory is not granted via self-certification. The removal or denial of the DBE subcategory during an application review process is currently not tracked. Each request for the DBE category within an application submitted to DSLBD is evaluated independently and is part of the overall evaluation of whether a business meets the local requirements of the CBE program.

Response (a): This information is not specific to the DBE designation and is not tracked. Each request for the DBE category within an application for CBE certification is evaluated independently and is part of the overall evaluation of whether a business meets the local requirements of the CBE program.

Response (b): *See attachment Q78b -- DBEs (Appendix Pg. 233).*

79. How many applications for business enterprise certifications were received in fiscal years 2022 and 2023, to date? How many re-certifications?

Response: In FY22, 636 applications were received; 259 of these applications were initial CBE applications, 207 were Change Request (update) applications and 170 were Full-Recert (recertifications reporting material changes) applications. This number does not include the 457 businesses that completed the self-recertification process, as these are not applications, but affidavits received reporting no material change by the business. In FY23,

the Department has received 143 applications (as of December 31, 2022). This number includes 38 Full-Recert applications that were submitted to report a material change to DSLBD. In FY23, businesses have completed 69 self-recertifications as of December 31, 2022.

80. What is the current number of certification specialists on staff?

Response: There are two (2) Business Certification Specialists on staff. The division currently has six (6) team members. One Program Manager, two Business Certification Specialist, two Analysts and one Administrative Support Specialist.

81. What is the average monthly rate of applications reviewed by certification specialists?

Response: In FY22, the certification division processed 84% of applications in 30 business days or less and 95% in 45 business days or less.

82. How many CBE applications are processed by a certification specialist in fiscal years 2021 and 2022, respectively?

Response: In FY21, 510 applications were processed by the certification division. This total includes 242 CBE applications (initial certification), 145 Change Request applications and 123 Full-Recert applications (recertifications reporting material changes). In FY22 472 applications were processed by the certification division. This total includes 169 CBE applications (initial certification), 154 Change Request applications and 149 Full-Recert applications (recertifications reporting material changes).

83. How many certifications were revoked in fiscal years 2022 and 2023, to date, and for what reasons?

Response: In FY22, one CBE was revoked by DSLBD due to failure to meet the Local Business Enterprise (LBE) requirements for the CBE program. In FY23, as of December 31, 2022, no CBE's have been revoked to date. All revoked and rescinded CBEs are listed on the DSLBD website as they are removed from the active listing of CBEs on the DSLBD website once their respective CBE certificate is revoked or expired.

<https://dslbd.dc.gov/page/suspendedrevoked-certified-business-enterprises-list>

<https://dslbd.dc.gov/page/voluntarily-rescindedresigned-cbe-certification-list>

84. For fiscal years 2021, 2022, and 2023, to date, what was the average wait time for processing business enterprise certification applications, and what was the number and percentage of CBE certifications that were processed within the average wait time? What was the average wait time for re-certification applications? Has the DES helped reduce these numbers?

a. What has the agency done to reduce the wait time?

Response: In FY21, the Certification division processed 510 applications (CBE - 242, Full-Recertification - 123, Change Request - 145). Seventy (70) percent of applications were processed in 30 business days or less and 439 were processed in 45 business days or less. In FY22, the Certification division processed 472 applications (CBE - 169, Full-Recertification - 149, Change Request - 154). Eighty-four (84) percent of applications were processed in 30 business days or less and 450 were processed in 45 business days or less. In FY23, as of December 13, 2022, the division has processed 75 applications. Of this amount, 72 percent of applications have been processed in 30 business days or less and 91 percent were processed in 45 business days or less. The release of the DES on April 30, 2018, streamlined the customer experience and how certification specialists navigate applications. The system continues to help with the processing timelines of applications. It is important to note, the pace of application processing, however, is tied to staffing, the submission of applications and workload management, not how the system was built. Additionally, the team has added an additional specialist and an administrative assistant to improve our processing times.

85. For certification and re-certification applications found deficient, what is the average time before an applicant receives official notice of the agency's determination?

Response: DSLBD continues to address any deficiencies that are found during the processing of an application within the DES to assist in reducing the wait time for businesses seeking certification. A notable feature of the DES is that businesses can continue to work within the same application submitted to the Department when deficiencies are identified. In the old CBE Business Online System, DSLBD would close deficient applications and require a business to resubmit a new application. This affected the wait time metric for processing applications. In FY22, 92% (436 applications) were reviewed upon submission to DSLBD within 10 business days or less.

86. Please provide an analysis of the complaints received in fiscal years 2021, 2022, and 2023, to date, regarding the certification process. Please include:

- a. The number and percentages by certification and re-certification;**
- b. A description of the most common complaints;**
- c. A description of the actions taken to address and reduce these common incidences; and**
- d. A description of the process areas that remain the most problematic for clients.**

Response: For the certification division, complaints would come in the form of an appeal related to a decision made on a submitted application. All appeals related to the certification process are filed with the Office of Administrative Hearings (OAH) which in turn determines if an evidentiary hearing is necessary, and, if so, schedules a hearing in accordance with OAH policies. The Department has not received formal complaints

regarding the certification process, but rather comments related to the ease of the application process and user friendliness. Concerns that have been brought to the attention of the Department are primarily involving system access for returning CBE firms. The Department has updated its website, providing step-by-step guidance on how to access the system as well as points of contacts such as DES support team to assist with technical issues while CBE program concerns are sent to cbe.info@dc.gov.

87. Pursuant to DC Official Code 2-218.65, the DC Auditor may conduct random audits of the certification division. Where they any new audits performed in fiscal years 2021, 2022, and 2023, to date?

Response: ODCA initiated an audit on January 15, 2020 on the agency's CBE certification and recertification of seven (7) subcontractors listed on the 2019 OLG/Intralot sport wagering and lottery gaming contract. ODCA issued its final report on July 7, 2021. No new audits were performed in FY2021, FY22 or FY2023 to date.

88. In fiscal year 2020, the agency reported that the District Capitalized Program, Mentor Protégé Program, and bonding program were established to encourage Joint Ventures in the District. How many new Joint Ventures have been formed as a result of these programs? How many Joint Ventures have been awarded contracts for fiscal years 2021, 2022, and 2023, to date?

Response: DSLBD's District Capitalized and bonding programs are available for small businesses that need to grow and build capacity to perform and receive the benefits of DSLBD's joint venture program, in general. Access to capital and bonding capacity and the ability to have the insurance to cover a project/opportunity plays a significant role in a CBE's ability to participate in government contracting. DSLBD's programs are tools to assist the businesses when participating in government contracting but does not require joint ventures to be formed as a result of the programs. Additionally, DSLBD is currently working with DGS to finalize an MOU to establish a Mentor-Protégé Program for the benefit on small, local businesses.

89. How many site visits has the Certification division conducted in fiscal years 2022 and 2023, to date?

- a. How many site visits led to the agency revoking or terminating businesses' certifications due to fraudulently claiming to be a local business enterprise? Please list the name of the businesses and the fines, fees, or penalties that were imposed on the business.**

Response: The division conducted 122 virtual site visits in FY22. As of December 31, 2022, the division has conducted 77 virtual site visits to date.

Response (a): A site visit is a condition precedent to obtaining certification as part of the application process; therefore, any business that fails a visit, due to the failure to meet local

requirements, is not granted certification. In FY22, nine (9) CBE applications were denied certification as a result of site visit and the review of a CBE application submitted to determine eligibility as an LBE. In FY23, to date, zero (0) applications have been denied certification as a result of site visit and/or the review of application documents to determine eligibility as an LBE.

PROTESTS AND APPEALS

90. Please describe the process for handling client protests and appeals in response to adverse determinations made by the agency of an application for certification or recertification.

Response: DSLBD does not process protests/appeals. All protests/appeals related to the certification process are filed with the Office of Administrative Hearings (OAH) which in turn determines if an evidentiary hearing is necessary, and, if so, schedules a hearing in accordance with OAH policies. The OAH process is detailed in all denial and revocation notices to the business community.

91. How many protests and appeals were processed by the agency for fiscal years 2022 and 2023, to date?

Response: *See response to Q90.*

92. What were the most common protests/appeals handled by the agency in fiscal years 2021, 2022, and 2023, to date?

Response: Common protests and appeals are related to the denial of an application for certification or revocation of a CBE certificate.

93. How many agency decisions appealed to the Office of Administrative Hearings were overturned?

Response: No denial or revocation decisions were overturned in FY22 or FY23, to date.

ENFORCEMENT AND COMPLIANCE

Monitoring and Inspections

94. Please provide the Committee with a copy of the Compliance Division's Standard Operating Procedures and discuss the last time this was updated.

Response: *See attachment Q94 – DSLBD Compliance SOPs (Appendix Pg. 276).*

95. Please describe any changes you have made or anticipate making to the monitoring process since last fiscal year and include the efforts you have taken to inform the public and stakeholder community of these changes.

Response: In FY22, DSLBD completed the development of the Contract Compliance Module in the District Enterprise System. With the development of this module being completed, DSLBD intends to fully implement this module and monitor all government contracts using DES. This will enhance monitoring by bringing the reporting requirements within a singular system; will automate review points for the Compliance & Enforcement Team at DSLBD; will provide real-time access for contracting officers and program officials to see where contractors are with SBE spend. Currently, this is a pilot implementation phase. Once fully launched, DSLBD will communicate any new processes and procedures as a result of the updated module to all stakeholders via email communications.

96. How many total FTEs are currently in the Compliance division? What was the total number last year? Please provide a breakdown of how and which FTEs cover agency spend, PPDs, waivers, equity and participation, conduct spot checks, are assigned to enforcement and other compliance functions.

Response: There are 12 FTEs in the Compliance & Enforcement Division. The division is currently comprised of one Manager and 11 Compliance Specialists: Five specialist focus on agency compliance; three, PPDs; three, investigations. All specialists process waivers.

97. What online upgrades have you made to your compliance monitoring system over the past fiscal year? What new online upgrades are being considered for fiscal year 2023?

Response: In FY22, DSLBD completed the development and deployment of the Contracts Module and the Investigations Module in DES. The implementation of these two modules will bring 2/3 of the Compliance's primary monitoring responsibilities into a single modernized database. This new system will allow for greater transparency, automation, and better utility of human resources. In FY23, DSLBD will implement these developments. Specifically, all spot checks will be completed using DES and the Contracts Module will be used to monitor all government contracts in FY23.

98. What changes have you made to increase the performance of District government agencies, developers, and general contractors who have failed to comply with small and certified business enterprise utilization requirements?

- a. Has the agency conducted any analyses to determine their effectiveness in enhancing performance compliance?
- b. Have changes been implemented for fiscal years 2022 and 2023, to date?

Response: The Department began working with sister agencies to issue Corrective Action Plans for instances where there is non-compliance warranting higher scrutiny from the procuring authorities and the Department. Because the agency prepares to migrate to a new system and employ a more digitalized manner of compliance monitoring, the Department is currently making changes to current processes to comport with the requirements of the law. The Department is committed to ensuring that all stakeholders receive excellent service. The service for internal and external stakeholders will be increased this year as the DES Contract's Module is implemented.

99. How does the agency coordinate with other District agencies to keep abreast of CBE compliance matters and performance? Please explain.

Response: The Department establishes regular check-ins at least three times throughout the fiscal year regarding District agencies' compliance with the CBE Act. Specifically, the Department consults with each monitored agency regarding their progress towards their goal at least four times per year. During these check-ins, the Department provides agencies with the opportunity to submit special exceptions and budget adjustments to ensure the established SBE goal accurately reflects the true expendable budget. In addition, the agency holds mandatory compliance trainings each summer to update District agencies on any changes to the CBE Act, departmental policies, or system upgrades. Outside of this formal coordination, the Department informally works with procurement authorities daily on a wide variety of issues including: payment complaints; non-compliance by beneficiaries; performance issues among vendors; fine and penalties; and determining market capacities, etc.

100. Please describe the amount of outreach to private firms with CBE requirements within the past fiscal year. What is the frequency of tracking CBE compliance? How do you provide support – in identifying CBE firms beyond simply referring entities to the database.

Response: DSLBD engages developers upon receipt of notice that they are participants in PPD projects. The agency conducts compliance and monitoring activities on these firms quarterly, at a minimum. In addition, the Compliance and Enforcement division collaborates with the Business Opportunities division for specific industry outreach events such as those for small businesses and business matching opportunities.

101. Pursuant to DC Official Code § 2-218.41, how many agencies does the agency monitor? How many achieved their SBE Goal for fiscal years 2021 and 2022 respectively? Please identify which agencies did not meet their spend goal and what actions were taken against those who failed to meet their goals.

- a. **Of the agencies that met their spend goals in fiscal years 2021 and 2022, what was the total dollar amount not spent with SBEs that should have been spent with them?**

- b. By contrast, what was the total spend for CBEs in fiscal years 2021 and 2022. Please especially highlight CBEs that are not also designated as SBEs.**
- c. Please provide a list showing the total spend for firms that are SBEs and DBEs, ROBs, LRBs, VOBs, and LMBEs.**

Response (a): In FY21, \$81,056,278.84. Please note that FY22 final numbers are not yet available until the release of the Comprehensive Annual Financial Report.

Response (b)-(c):

Certificate Designation	2021	Preliminary 2022
CBE	\$1,669,614,733.40	\$1,650,387,712.83
Small Business Enterprise (SBE)	\$1,142,297,091.38	\$1,121,609,559.17
Development Enterprise Zone (DZE)	\$1,003,714,063.46	\$1,018,761,552.84
Disadvantaged Business Enterprise (DBE)	\$593,274,625.34	\$605,311,248.63
Equity Impact Enterprise (EIE)	\$331,859,695.47	\$325,756,161.92
Local Manufacturing Business Enterprise (LME)	\$163,295,698.74	\$105,280,907.23
Longtime Resident Business (LRB)	\$565,678,788.79	\$556,458,493.01
Resident Owned Business (ROB)	\$666,004,532.64	\$612,718,338.31
Veteran Owned Business (VOB)	\$40,138,395.34	\$39,283,145.66

102. DC Official Code § 2-218.42 also allows the Department to establish a set-aside program for SBEs and a set-aside program for CBEs. Please describe what these programs look like and what the outcomes have been.

Response: DSLBD energetically advocates for the inclusion of small businesses when there is capacity for small businesses to provide some or all of the required services on a given solicitation. The more evidence we are able to gather, continuing our efforts to work collaboratively with our procurement partners, the greater our opportunity to fully implement these sections through rulemaking, as required per the statute. However, the final decision on participation in a set-aside opportunity can only be effectively realized collaboratively with procuring agencies.

103. The law (D.C. Official Code § 2-218.47) also allows the for the establishment of procedures to ensure that solicitations are subdivided and unbundled and that smaller contracts are created to the extent feasible and fiscally prudent. Are there any instances in fiscal years 2021 and 2022, to date where a solicitation was subdivided and unbundled and awarded to a smaller contractor as a result of DSLBD's effort? Please discuss the general attitude or disposition of the procuring agency when going through this process.

Response: Although DSLBD is not a procurement agency, we consistently work with agencies to evaluate opportunities to hold the door open for the local business community. As such, the agency energetically advocates for the inclusion of small businesses when there is capacity for small businesses to provide some or all of the required services on a given solicitation. Also, DSLBD routinely collaborates with procuring agencies to identify areas where CBE participation can be maximized in the waiver process and deny waivers in areas that CBEs have capacity to perform. Procuring agencies have been open to the idea of unbundling contracts where the market capacity is clearly identified and the operations and services will not be significantly altered.

WAIVERS

104. Please describe the exception process and include the following:

- a. The total number of exceptions requested in fiscal years 2022 and 2023, to date;**
- b. The number of exceptions granted in fiscal years 2022 and 2023, to date and the basis for DSLBD's approval;**
- c. The total number of exceptions denied in fiscal years 2022 and 2023, to date, including the reasons for denial; and**
- d. The top agencies with the most exception requests in fiscal years 2022 and 2023, to date.**

Response: The Special Exceptions Process is the automated process used by agencies to request that certain budget items be excluded from consideration in establishment of SBE Goals. These items generally are items that are non-contractible and/or cannot be performed by CBEs. Special Exceptions are generally processed during the annual goal setting period, and quarterly following budget adjustments transmitted by the OCFO.

Response (a)-(d):

Total Number of Special Exceptions Submitted	
FY2022	2,988
FY2023	1,995

Total Number of Special Exceptions Approved	
FY2022	2,129
FY2023	1,648

Total Number of Special Exceptions Denied	
FY2022	520
FY2023	109

Top Agencies with the Most Special Exception Requests in FY22 and FY23	
Agency	Special Exceptions
Department of Health Care Finance	450
Department of Energy and Environment	435
Department of Health	249
Department of Human Services	244
Department of Transportation	217
Department of Employment Services	211
University of the District of Columbia	202
Office of the Attorney General for the District of Columbia	187
Office of the State Superintendent of Education	179
Office of the Chief Financial Officer	152
Total	2,526

105. What types of businesses/services (NAICS codes) are most waivers for (please provide a breakdown by percentage for NAICS codes for fiscal years 2022, and

2023 waivers)? What specific programs, policies, resources have you dedicated to building capacity within the CBE community to meet these requests such that waivers are no longer needed?

Response: See attachment Q105 – Approved Waivers by NIGP Code (Appendix Pg. 298). DSLBD has focused its work over the past years in continuing to build the capacity of CBEs and helping agencies find CBEs which can do the work to perform the services they need. The agency’s Business Opportunities division specifically works to identify a CBE’s skillset and can match them with appropriate solicitations. Agency representatives have responded with great enthusiasm to DSLBD’s matchmaking sessions. Efforts such as these has contributed to a record-breaking spend with small business enterprises in the District.

106. Concerning waiver requests from contracting entities, how many of such requests did DSLBD receive to waive SBE/CBE utilization requirements in fiscal years 2022 and 2023, to date? Please break the number down by the following categories and note the requesting agency:

- a. Purchases of goods and services by District government agencies;**
- b. CBE utilization on government-assisted projects, and**
- c. CBE utilization on equity participation projects.**
- d. How many waiver requests were approved? Please provide a justification for each waiver;**
- e. How many waiver requests were denied? Please explain; and**
- f. What is the average turnaround time for approving/denying a waiver request from a contracting entity?**

Response (a)-(d): See attachments Q106A – Approved Waivers (Appendix Pg. 302) and Q106B – Denied Waivers (Appendix Pg. 330).

Type	FY22 # of Waivers	FY23 # of Waivers (to date as of 1-4-23)	Total
Total	292	48	340
Approved	209	29	238
Denied	5	3	8
Partial	38	9	47
Closed/Withdrawn	40	7	47

Response (f):

	FY22	FY23 (to date as of 1-4-23)
Average # of Days to Process All Waivers	19	15
Average # of Days to Process Approved/Denied Waivers	20	17

107. In fiscal years 2021, 2022, and 2023, to date, please list specific instances when the agency has recommended to other contracting agencies to suspend, debar, levy fines or other penalties against a contractor, developer or small or certified business enterprise found not in compliance with certified business program requirements. Include in your listing the following:

- a. **The name of the contractor/developer/CBE entity involved;**
- b. **Project name;**
- c. **Contract identification;**
- d. **A description of the infraction; and**
- e. **A description of the agency's recommendation.**

Response: *See attachment Q107 – Current Suspended-Revoked CBE List.*

108. In fiscal years 2021, 2022, and 2023, to date, please list specific instances when the Department has levied fines or other penalties within the Department's authority under the CBE Act against a contractor, developer or mall or certified business enterprise found not in compliance with certified business program requirements. Include in your listing the following:

- a. **The name of the contractor/developer/CBE entity involved;**
- b. **Project name;**
- c. **Contract identification;**
- d. **A description of the infraction; and**
- e. **A description of the agency's recommendation.**

Response: KMPG LLP - DCHCF D.C. Access System Release 3; CW62227; Noncompliance with the 35% subcontracting requirement; DSLBD recommended a fine and a Corrective Action Plan. Elys Gameboard Technologies - Noncompliance with quarterly sports wagering reporting requirements; DSLBD recommended a fine.

109. How many Public Private Development (PPD) projects closed between fiscal years 2022 and 2023, to date? For each project that has been closed please provide the Committee with the following:

- a. Which projects did not meet the 35% subcontracting requirements?**
- b. Which projects that did not meet the 35% subcontracting requirement are current beneficiaries of government dollars?**

Response: There were 10 PPD projects that closed between fiscal years 2022 and 2023 to date. One project, Glenn Arms Apartments, did not meet the minimum 35% subcontracting requirement.

110. Please provide a list of all currently monitored PPDs. Please note whether each project has received and recorded a subcontracting plan on file, what is the 35% subcontracting goal, who the developer is, if the agency has already had its annually required meeting with the developer, and amount spent towards the subcontracting goal. Please provide the subcontracting plan for each currently monitored project.

Response: *See attachment Q110 – Monitored PPDs (Appendix Pg. 331).*

111. Please provide the Committee with a detailing of all DMPED, DGS, and DHCD development and construction projects with CBE requirements actively monitored by DSLBD. For each project, please identify the participating CBEs, the spend goal, the percent of goal met to date, and any actions taken with agencies and/or private entities if goals are unmet.

Response: *See attachment Q111 – DMPED-DGS-DHCD Projects (Appendix Pg. 338).*

112. Are all contracts more than \$250,000 currently being tracked through the DES? If not, please describe the status in tracking these contracts, the delay in attaining this goal, and the progress that has been achieved since the last fiscal year. If all these contracts are being tracked, please describe process from the point of receiving a contract to input and any other analysis that may take place.

Response: In FY22, DSLBD completed the Contracts module in the DES, one of the most comprehensive developments of the system to date. As a result, the agency can now digitalize quarterly reports, vendor verification forms, and subcontracting plans; automate the vast majority of report review processes; facilitate greater transparency among contracting officers, program teams, prime contractors, and subcontractors; and encourage interagency collaboration when adjusting subcontracting plans. And this past January, we officially monitored the first contract in the DES system, which means greater effectiveness and efficiency in our compliance and enforcement efforts.

113. In 2021, the agency reported that it had established a “Compliance Oversight Working Group” that consist of PPDs and procurement related entities.

- a. Please list the entities that participate in the Working Group and the title of the individuals that represent the entities.**
- b. Please provide the number of times the Working Group was able to meet in fiscal years 2022 and 2023, to date.**
- c. Please discuss various achievements the group has accomplished since it was established.**

Response:

Answer (a): When the working group was established and met in 2019, it consisted of the following members:

Participating Agencies	Titles of Participants
DSLBD	Deputy Director of Compliance and Enforcement; Manager of Compliance and Enforcement; Compliance Specialist; IT Manager; General Counsel; and Manager of Business Opportunities
DOES	First Source Manager and Program Analyst
DMPED	Community Development Manager; and Project Manager
DHCD	Housing Compliance Officer
DGS	Chief Procurement Officer; Compliance Officer; and Contract Specialist
DCHFA	Senior Director of Community and Partnership Development
OCA	Deputy Performance Director; Senior Applied Research Analyst; and Performance and Data Analyst

Answer (b) - (c): At the time, these meetings helped ensure that all projects had been identified and that all agencies are proactively working together to resolve issues that arise. Also, these meetings also helped to enhance our interagency coordination and to clarify changes in policies as they occur. In, 2021, Mayor Bowser issued Mayor's Order 2021-013 which established clear, interagency notification procedures and timelines as it relates to active contracts.

114. How many spot checks has the Compliance division conducted in fiscal years 2021, 2022, and 2023, to date? Of these spot checks:

- a. How many were physical visits?
- b. How many revealed fraudulent activity or information that the registration of a particular CBE needed updating?

Response: In FY21, 1,334; FY22, 1,336; and FY23, 135, to date. Two visits in FY23 were physical and one visit revealed a CBE was no longer in businesses.

DC MAIN STREETS AND CLEAN TEAMS

115. Main Streets are an important support for our commercial corridors. Unfortunately since the declaration of the public health emergency, many businesses have been forced to close because of the challenge of meeting their monthly revenue demands. Please share with the Committee how the agency is fostering retail investment in long standing Main Street neighborhoods? Additionally, how is the agency ensuring that the Main Streets are staying relevant to long standing and new businesses in their corridor?

Response: DSLBD fosters retail investment in new and established Main Street neighborhoods in three ways: 1) Amplifying the neighborhood to customers on behalf of businesses; 2) In-store counseling to solve internal and external problems; and, 3) Grants to businesses.

By producing events such as Art All Night and Small Business Saturday, DSLBD helps customers identify Main Street neighborhoods. Art All Night 2022 was the 11th annual Arts All Night event hosted by the District and was the most successful, to date, with twenty-two (22) DC Main Streets programs, four (4) Business Improvement Districts, and seven DC Public Library Locations, including Martin Luther King, Jr. Library. The event hosted over seven hundred (700) activations at over two hundred seventy-five (275) venues with one hundred eighty thousand (180,000) attendees across all eight (8) wards.

Each Main Street organization provides extensive coaching to business owners. Main Street staff members spend considerable time meeting with business owners in their stores and restaurants. This in-store coaching provides an important communication system for place-based owners and managers who cannot easily leave their places of business. The Main Street Directors provide valuable advice on working with DCRA, building maintenance, retail trends, and much more. These store visits are also a valuable way for DSLBD to learn about issues as they develop, because the Main Street Directors share what they have learned with the Agency.

116. Please provide detailed grant distributions for main streets for each end user and identify CBE, SBE, DBE and ward for all grants as well as contracts for each Main Street. Please provide the data for fiscal years 2021, 2022, and 2023, to date.

Response: *See attachments Q118B - DCMS Subgrants; Q118B - DCMS CBE Expenditures.* In FY21, the Main Streets programs spent \$1,314,897.16 in subgrants for eight hundred sixty-nine (869) corridor businesses. Additionally, they spent 10,805.51 hours providing counseling and technical assistance to corridor businesses. In FY22, the Main Streets programs spent \$ \$1,198,241.48 in subgrants for three hundred forty-nine (349) corridor businesses. Additionally, they spent 10,805.51 hours providing counseling and technical assistance to corridor businesses. In FY21, the Main Streets programs spent \$588,608 on services provided by CBE firms. In FY22, the Main Streets programs spent \$555,871.86 on services provided by CBE firms.

117. Please describe specific roles the DC Main Streets have played since the declaration of the public health pandemic to support hiring and entrepreneurship for District residents including returning citizens for last fiscal year specifically.

Response: In FY22 DSLBD took the following steps to support hiring and entrepreneurship for District residents including returning citizens:

- Main Streets Programs awarded sub grants totaling \$1,062,454.63 for four hundred twenty-six (426) corridor businesses. Additionally, they spent 10,000 hours providing counseling and technical assistance to corridor businesses.
- Art All Night 2022 hosted over 700 activations at over 275 venues with 180,000+ attendees across all eight (8) wards. Through this event 1,414 artists were supported at 277 different locations and 772 activations throughout the District welcoming over 180,000 attendees. This turnout resulted in Small Businesses on each Main Street Corridor reporting a 41.5% average increase in sales compared to a typical weekend and over \$300,000 of AAN funding going directly to participating artists.
- DSLBD awarded the Robust Retail Citywide grants to 134 businesses across all 8 Wards. Each business selected received a grant of \$7,500, the grand total was 134 grants totaling \$1,005,000. In FY22 the Clean Teams grew to 40 teams and they provided jobs to 171 individuals. The Clean Teams are also pathways for other careers for a number of the team members. Clean Decisions, for example, trains the team members who are most dedicated to focus on green infrastructure landscaping. Career Path DC conducts skills training for its team members, this includes classes on landscaping, general contracting, and basics they can use to learn to open their own companies.

118. Please discuss how the agency interacted with each neighborhood's Main Street organizations, stakeholders, and residents in fiscal years 2022 and 2023, to date.

- a. For each Main Street, please note how they have revitalized their corridor, how many jobs they have created (between fiscal years 2022 and 2023, to**

date, how many new businesses have been created, and how many businesses have closed.

- b. For each Main Street, please also note how each has met or exceeded their financial and community goals. Please provide the following:**
 - A. The number of grants disbursed and who was the grantee (recipient);**
 - B. Total number of contracts or MOUs the Main Street has executed and how many subcontractors are CBEs or SBEs.**
 - C. Where applicable, please provide a list of all subcontractors utilized by Main Streets between fiscal years 2021, 2022, and 2023, to date.**

Response: DSLBD has been very engaged with the Main Streets organizations in the past year. Prior to the shutdown, DSLBD's leadership made a point of attending events in every Main Street district and meeting one-on-one with the Executive Directors to understand and help address their concerns. After the shutdown, we have convened virtual meetings of the Main Street Executive Directors to engage them in discussions of how to help provide assistance to corridor businesses and help them pivot and how to plan for post pandemic shifts in the marketplace. The DCMS Coordinator and the DCMS Grant Manager regularly meet with the board and the Main Street Executive Directors and until the shutdown occurred, regularly attended in person Main Street events.

In FY22, the agency provided forty-four (44) training sessions for Main Street organizations, stakeholders, and residents. DSLBD staff stay in touch daily through conversations and meetings with Main Street staff, this resulted in two hundred ninety-eight (298) counseling hours during FY2022. They also attend evening and weekend events produced by the twenty-eight (28) Main Street organizations, including events for business owners and those produced for customers.

Response (a): *See attachments Q118A – DCMS Jobs Report (Appendix Pg. 343).*

Response: (b): *See attachments Q118B - DCMS CBE Expenditures (Appendix Pg. 348); Q118B - DCMS Subgrants (Appendix Pg. 350).*

119. What oversight does the agency provide over Main Streets? Please note:

- a. Did you have specific goals for Main Streets to accomplish in fiscal years 2022, and 2023, to date? If so, please provide the Committee with a report outlining those goals and how they were or were not met.**
- b. What are the agency's expectations of each Main Street's outreach and support for businesses especially in the light of the current public health pandemic?**
- c. How is the agency challenging the Main Streets to meet and improve upon their individual mandates especially under the current public health pandemic?**

Response (a): Each DC Main Street grantee establishes a project implementation plan, which includes strategic initiatives, at the beginning of the grant cycle. Once approved by DSLBD, the plan becomes the guide for how grantees will use the funds.

Response (b): The primary role of a Main Street organization is to support the retail stores and restaurants located within their district. As such, all of the organization's activities should benefit these business owners. In non-pandemic years Main Street organizations produce events, which are designed to pull customers into businesses. A 2018 study commissioned by H Street Main Street showed that the H Street Festival generated an average increase in sales of 117% for stores and restaurants located on H Street. A 2019 study commissioned by Shaw Main Street showed that the Art All Night Event in Shaw generated an average attendee spending of \$76.71 and total additional sales revenue of \$2,240,748 in Shaw. Main Street organizations also produce in-store events and use their social media to attract customers. They promote businesses via business directories on their websites, directories distributed on paper, and advertisements in local media.

Main Street staff members spend considerable time meeting with business owners in their stores and restaurants. This in-store coaching provides an important communication medium for place-based business operators who cannot easily leave their stores or restaurants. The Main Street directors provide valuable advice on working with DCRA, building maintenance, retail trends, and much more. These store visits are also a valuable way for DSLBD to learn about issues as they develop, because the Main Street directors bring what they have learned to the Agency. During the pandemic, Main Streets provided both live assistance as well as telephone assistance to businesses so as to not lose the momentum. Some of the most important guidance provided has been on how to negotiate leases and rent reduction. In addition, Main Streets delivered PPP supplies to businesses, particularly those in high traffic industries such as hair salons, nail salons, restaurants and laundromats.

Response (c): Each Main Street organization has a unique set of strategic goals contained within their project implementation plan which is developed every year in partnership with DSLBD. DSLBD is challenging the Main Street organizations to find immediate sources of help for businesses in addition to long-term solutions.

120. What programs/employees do you have in place to assist start-ups?

Response: DSLBD's Inno.ED division is tasked with helping build the entrepreneurial ecosystem in the District of Columbia by working with the Administration to identify and develop small businesses owners. Inno.ED has several statutory programs as well as agency initiatives under its wing, each designed with the goal of removing barriers to entrepreneurship. Also, see response to Q8a for the programs the various DSLBD divisions offer.

121. What programs/employees do you have in place to assist current businesses?

Response: See response to Q8.

122. Please provide the following for the DC Main Streets organizations:

- a. Changes in geographic area for each Main Street organization in fiscal years 2022 and 2023, to date;
- b. Budgets for each Main Street organization;
- c. A description of the economic activity (i.e. businesses and jobs) fostered by DC Main Streets organizations in fiscal years 2022 and 2023, to date;
- d. An update on all newly created Main Streets; and
- e. Identify all sources of funding for which Main Street organizations are eligible.

Response (a): The Tenleytown Main Street boundary was extended on Wisconsin Avenue from Van Ness Street to Rodman Street.

Response (b):

MSP	FY 2023 Operating Budget (\$)	FY23 Grant from DSLBD (\$)
Barracks Row	744,580.00	150,080.00
Congress Heights	150,080.00	150,080.00
CNA -The Parks	150,080.00	150,080.00
CNA -Upper Georgia Avenue	150,080.00	150,080.00
DB Chevy Chase		150,080.00
DB Cleveland Park		150,080.00
DB Columbia Heights Mt Pleasant		150,080.00
DB Logan Circle		150,080.00
DB Lower Georgia Avenue		150,080.00
DB U Street		150,080.00
	2,632,645.20	
Deanwood	494,578.00	150,080.00
HDCMS -Dupont		195,080.00
HDCMS- Woodley Park		150,080.00
	483,660.00	
Eastern Market	257,080.00	150,080.00
Georgetown	250,580.00	150,080.00
Glover Park	187,580.00	150,080.00
H Street	721,080.00	190,080.00
Minnesota Ave	150,080.00	150,080.00

North Capitol	171,080.00	150,080.00
Palisades	150,080.00	150,080.00
Pennsylvania Ave SE	206,030.00	150,080.00
RIA -Rhode Island Avenue		150,080.00
RIA -Upper Bladensburg Rd		150,080.00
	756,480.20	
Shaw	454,620.00	150,080.00
Tenleytown	836,346.00	170,080.00
UMS- Petworth		150,080.00
UMS- Uptown		150,080.00
	349,160.00	
Van Ness	221,072.00	150,080.00
TOTAL	9,516,971.40	4,307,240.00

Response (c): See response to Q118(b).

Response (d): In FY22, the Palisades Main Street and Petworth Main Street were established. The Palisades Main Street grant was awarded to the Palisades Community Association and the Petworth Main Street grant was awarded to Uptown Community Initiative. Both have hired staff and they are working in their respective communities to provide assistance to business owners.

Response (e): As independent, nonprofit organizations, all Main Streets organizations are free to seek any type of funding which would be open to any other nonprofit organization.

123. Please provide an update on the DSLBD Commercial Clean Teams. Please include with the update:

- a. A list of the current clean teams;
- b. The amount of grant funding allocated to each clean team; and
- c. The grantee designated for each clean team.

Response:

Organization Name	Clean Team Provider	Service Area Name	Grant Amount (\$)
Adams Morgan Partnership BID	Capitol Hill BID	Adams Morgan	149,862.64
Anacostia BID	Career Path DC	Anacostia	159,612.64
Barracks Row Main Street	Capitol Hill BID	Barracks Row	119,112.64
Capitol Hill BID		Mid-City	288,456.64

		Eastern Market	135,982.64
		Pennsylvania Avenue, SE	118,112.64
Career Path DC		South Dakota/Riggs Road	105,112.64
		Bladensburg Road	143,112.64
		Kennedy Street	111,730.64
		Minnesota Avenue	113,094.64
		New York Avenue, NE	130,112.64
		Upper 14th Street, NW	108,112.64
		Upper Bladensburg Road	105,112.64
		Ward 1	431,194.64
		Ward 7 Roving	287,075.00
		Ward 8 Roving	300,000.00
Clean Decisions		Glover Park	209,112.64
		Connecticut Avenue	113,094.64
		12th Street, NE	117,730.64
Deanwood Heights Main Streets (Ward 7 Business Partnership)	Central Union Mission	Deanwood Heights	145,112.64
Destination Congress Heights	Career Path DC	Congress Heights	129,612.64
	Career Path DC	Bellevue	118,612.64
	Career Path DC	Alabama Avenue	108,112.64
Emory Beacon of Light		Georgia Avenue	113,094.64
		Upper Georgia Avenue	211,112.64
H Street Main Street	Central Union Mission	H Street	137,112.64
	Central Union Mission	Benning Road (Ward 6)	108,112.64
	Central Union Mission	Benning Road (Ward 7)	118,112.64
	Central Union Mission	Ivy City	135,982.64
Historic Dupont Circle Main Streets	Central Union Mission	Historic Dupont Circle	177,112.64
Mount Vernon Triangle CID	Capitol Hill BID	Mount Vernon	137,112.64
North Capitol Main Street	Career Path DC	North Capitol Main Street	130,112.64
Rhode Island Avenue Main Street	Career Path DC	Rhode Island Avenue Main Street	131,112.64
Saving Our Next Generation		Ward 5 Roving	300,000.00
		Eckington	175,000.00
		Lower Georgia Avenue	413,201.64
		Trinidad	165,112.64
Shaw Main Streets	Career Path DC	Shaw	228,862.64
Tenleytown Main Street	Career Path DC	Wisconsin Avenue	174,633.64

COVID-19 RESPONSE

124. Unfortunately for almost three years, the District has experienced the devastating effect of Covid-19 with Black and Brown businesses feeling the brunt of the impact. The Council has in many ways tried to mitigate some of the impact on small businesses. Please discuss the efforts the Department has made to assist small businesses during the pandemic, including ways it has had to pivot in effort to more aptly address needs as they change. Please provide any new recommendations that the Department sees fit to aide in addressing this ongoing crisis.

Response: Departmental efforts to assist small business during the District’s COVID-19 response/public health emergency included:

<p><i>Increase in equitable growth opportunities for entrepreneurs in traditionally marginalized populations</i></p>	<ul style="list-style-type: none"> • Aspire: Launched WeAspire, a 12-week, cohort-based training for returning citizen entrepreneurs. • KIVA HUB: Partnered with the Kiva Hub to help unbanked, or underbanked, businesses and entrepreneurs unlock capital through creative crowdfunding loans.
<p><i>Increase in investments and support for the District’s creatives</i></p>	<ul style="list-style-type: none"> • Art All Night: Expanded the District’s Annual Art All Night festival from a one-night, single Main Street event to a two-night, District-wide event. • Made in DC: Disbursed \$213K in Market Access Grant funds to support 32 local makers who did not have brick and mortar retail locations.
<p><i>Increase in opportunities for bona fide small and local businesses</i></p>	<ul style="list-style-type: none"> • CBE Participation: The District experienced its largest number of District-based businesses participating in the Certified Business Enterprise (CBE) Program with an increase of over 400 enterprises since 2017 (for a total of over 1, 980, to date). • Sports Betting: Continued to hold the door open for CBE opportunities in the high barrier-to-entry sports betting industry. • Proposed CBE Law Reforms: Reintroduced legislation to strengthen the integrity of the District’s Certified Business Enterprise (CBE) Program by closing loopholes that allowed out-of-state

	<p>enterprises to take advantage of local preference points in the contracting and procurement process.</p> <ul style="list-style-type: none"> • DC Plug Law: Introduced legislation into law that maximizes opportunities for certified business enterprises (CBEs) on joint District/Pepeco DC PLUG projects by requiring that these contracts be awarded to CBEs or certified joint ventures in which a CBE holds a majority interest.
<p><i>Revitalization of economic corridors and support for local retailers</i></p>	<ul style="list-style-type: none"> • Robust Retail: Awarded a third round of Robust Retail grants to 106 businesses across all 8 wards totaling close to \$800,000 to continue to help local retailers combat the disruptive effects of the pandemic and a fourth round in FY22 totaling \$1,005,000 to 134 businesses. • Grow Golden: Supported the Golden Triangle BID on Grow Golden, a new initiative connecting makers, restaurateurs, and creatives to ground floor pop-up retail spaces. • Main Streets: Supported start up development of 2 New Main Streets (Petworth and Palisades) Programs, making the total 28, to date. • Clean Teams: Supported start up development of 4 new Clean Teams (Wards 5, 7, and 8 Roving, and Eckington), making the total 40, to date.
<p><i>Renewed focus on keeping local dollars local</i></p>	<ul style="list-style-type: none"> • Green Book: We continue to re-envision the way the District approaches procurement with local businesses by setting ambitious agency spend goals with small business enterprises (SBEs) and launching the first-of-its-kind annual Green Book: SBE Opportunity Guide to help local businesses best navigate the contracting and procurement opportunities available at District agencies. In December 2022, Mayor Bowser announced a \$1.16B SBE spend goal for FY23, the highest goal in District history. • SBE Spend: Under Mayor Bowser’s leadership, the amount District agencies spent with small business enterprises

	(SBEs) increased from \$600M in FY16 to over \$1B in FY20, FY21, and FY22.
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125. Under the Coronavirus Support Emergency Act of 2020, the Council increased the minimum dollar volume (from 35% to 50%) that a contract more than \$250,000 may be subcontracted to a CBE in the District. Please provide any feedback that the agency may have received from other agencies or small businesses regarding the change. Please provide any recommendations that the Department may have on a permanent change to this threshold.

Response: The impact of the law has been two-fold: first, we believe this law provided more opportunities to CBEs during the public health emergency and contributed to the over \$1 billion dollars spent with SBEs in FY20; as well as over \$1 billion in preliminary SBE spend in FY21; second, we believe that it has contributed to the number of waiver requests from contracting agencies due to the operational inability of some prime contractors to meet the 50% threshold. The Department has not received any direct substantive feedback about the change from contracting entities.

CANNABIS

126. As part of the FY22 budget, the Committee approved a \$300,000 transfer from the Alcoholic Beverage Regulation Administration (“ABRA”) to the Department to provide financial and technical assistance to social equity applicants in the medical cannabis industry. Please provide an update on how the Department has utilized this fund and any enhancements in FY 2023.

Specifically, have funds for the Just Cannabis program been spent? If so, on what? Will and/or has the assistance include grants and/or forgivable loans? Have grant recipients been identified yet? If so, please list them below and indicate whether they represent the returning citizen and/or veteran communities.

Response: The Department utilized these funds to set up a loan facility to provide lending to DC-based businesses in the cannabis industry. This is expected to come online this spring. Financial services for cannabis businesses, including basic banking and depository services, is a challenge point, and much like many traditional business services, are limited or non-existent for DC cannabis businesses. This leaves many businesses that do pursue market entry in a space of needing to self-fund or seek investment, which is a higher barrier for all businesses and particularly for entrepreneurs that may already face higher barriers to starting a new venture.

Following several stakeholder convenings in fall 2021 that engaged over 500 stakeholders and dozens of local experts, DSLBD determined that access to capital was a key, ongoing challenge for DC-based cannabis businesses and aspiring entrepreneurs that limits equitable access to market opportunities. Given the barriers we were able to assess, we started working with a local lending institution that was willing and able to determine the method for creating a new lending facility focused on equitable market access. We believe this may be a first in the nation, and we are hopeful that the lending facility will be able to fully open in Spring 2023. Given the additional challenges, it has taken some time to structure out the operations fully, but work continues apace diligently through legal and regulatory set up for a new entity that will take on this work.

127. As part of the FY 2023 Budget Support Act, the Committee and Council established the Medical Cannabis Social Equity Fund. Please provide an update on how the Department plans to work with ABRA to administer this fund. How will the money set aside for the Just Cannabusiness program differ from the uses of the funds to be expended through the Social Equity Fund?

Response: The Department has begun meeting with ABRA and is working now to draft the required Memorandum of Understanding for the fund.

We will be working closely with ABRA to identify the highest equitable impact of funds. We will also continually assess our ability to deploy funds timely, effectively, and fairly if businesses are facing barriers to traditional grant making. And we will seek to continue to build up additional service lines as it relates to the level of available funds year on year which we understand will increase as tax revenues increase and over time. DSLBD recognizes that there are several components to the industry that are young or nascent but critical to a the fully functioning local market, including but not limited to growing, manufacturing, testing, security, delivery, and marketing all of which would benefit from support through both the CBE local test as well as considerations around Made in DC certification.

At this time, funds under Just Cannabusiness do not require CBE certification, and we will assess the requirements under the social equity fund to determine the realistic deployment of funds with the timeline for CBE certification to support access to these funds for truly local, CBE-eligible businesses.

128. Please detail any early plans that the Department has to work with ABRA to provide equity, grants, and loans to social equity applicants and medical cannabis certified business enterprises as established in the Medical Cannabis Amendment Act of 2022.

Response: We have begun planning work on the Memorandum of Understanding with ABRA and are participating in monthly cross-agency meetings on the cannabis program. We are still in the development phase of the MOU and first programming, but we anticipate

that programming may adapt to meet market needs overtime while maintaining the legal requirements of the fund.

CO-OPERATIVE BUSINESSES

129. In what ways is the Department supporting co-op businesses? Does the Department have feasible recommendations on expanding capacity for this?

Response: The Department continues to think about how to best support those interested in the cooperative business space in the District and had hosted monthly cooperative stakeholder meetings in the past to gauge interest. Also, DSLBD continues to research information about cooperative ownership of commercial real estate, recognizing that the cooperative format is highly flexible and often utilized international to assist both individuals and smaller businesses in achieving economies of scale that collectively are easier to achieve.

Additionally, anyone interested in any form of business development support is welcome to attend DSLBD's weekly office hours at the MLK Library. DSLBD can offer basic guidance on exploring cooperative development as well as point to some regional and national training organizations for those who wish to pursue development or employee ownership transitions more fully. For-profit cooperatives are welcome to participate in any programming from DSLBD for local businesses provided their business type meets any other required entrance criteria.