

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



MEMORANDUM

TO: Bradley Hicks, Office of the City Administrator

FROM: Harold Pettigrew, Chief of Staff

CC: Erik Moses, Director

DATE: December 21, 2007

RE: Status Report on the Department's 100 Days and Beyond Goals

Please find below the Department of Small and Local Business Developments response to the two 100 Day and Beyond goals slated for completion within the first year of the administration. It should be noted that both of these items have been accomplished by the Department, and work continues to be done to improve these vital areas.

Develop a plan for implementing an online LSDBE certification program (1st year)

The online Certified Business Enterprise (CBE) Business Center program was created as a tool for the Department to manage the CBE certification process, and for clients and other stakeholders to search for CBEs, and apply for acceptance into the program. Working with OCTO throughout the year, steady improvements have been made to make the online program more user friendly to firms, and a greater management tool for agency staff. Some improvements to the program have included:

- ***Report Generation.*** The Department can now select customized report criteria and choose desired report output.
- ***NIGP Utilization Enhancements.*** Users now have greater search capabilities to find NIGP codes to more accurately classify their firms.
- ***Trade Division Inclusion.*** Trade Divisions have been included to further allow users to align their firms with industries that are consistent with their line of business. In addition, other stakeholders and clients are able to search by trade division to simplify their search for a CBE.

The Department plans to make greater enhancements to the program, as the three items listed above are only a few of the technical enhancements to the program.

Eliminate the entire backlog of LSDBE certification applications (1st year)

A number of actions were needed for the Department to accomplish this goal.

- ***Hiring of Key Personnel.*** At the onset of the new administration, the Department was in need of a General Counsel and a Certification Manager. Within the first 90 days, these two critical positions were filled. Hiring the General Counsel allowed the Department to respond to firms that had been denied certification, and the Certification Manager provided the day-to-day leadership needed to provide the structure for and standardize certification procedures.
- ***Transferring the Determination Process to the Department.*** Previously, certification applications were approved or denied by the Small and Local Business Opportunity Commission (SLBOC). Therefore, applications moving through the certification process were dependant upon the SLBOC meeting to vote on the firm's certification application. The board is comprised of nine (9) Commissioners; however, during the final months of calendar year 2006, there were only five (5) active members. For a vote to occur a quorum had to be present, meaning each of the five active members had to be in attendance. Throughout 2006, the backlog had begun to build, in part, as a result of the inability of the SLBOC to establish quorum and conduct business. DSLBD advocated for, and was granted, the transfer of the determination stage of the certification process; removing it as a function of the SLBOC, allowing the Department to further streamline the process.

Many of the key elements needed for the certification process to run smoothly required the attention and ability of additional staff, the transfer of the determination process to the agency, and more structure and definition around the process. The Department has instituted more training programs to assist firms, so that more businesses are well-informed and well-equipped to successfully apply for the program with complete applications.