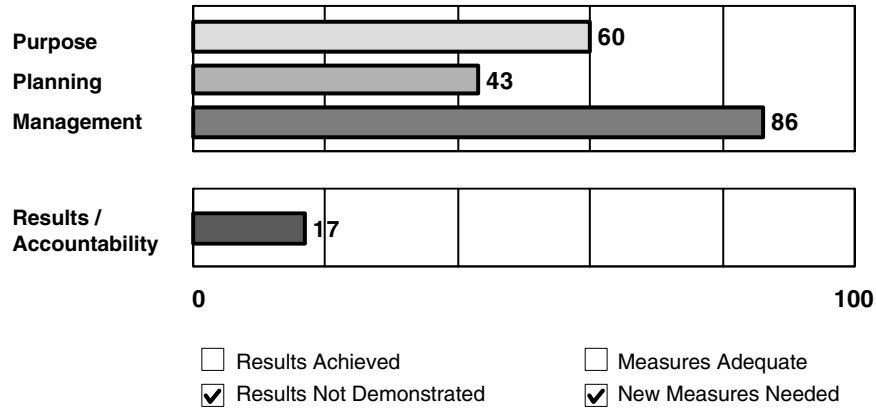


Program: Business Information Centers

Agency: Small Business Administration

Bureau:



Key Performance Measures

Year Target Actual

Measure	Year	Target	Actual
Long-term Measure: Measures under development			
Annual Measure: Customer Satisfaction rate	2001		93%
	2003	91-93%	
Annual Measure: Cost of providing services per client (Targets under development)	2001		\$85.35
	2002		\$88.51

Rating: Results Not Demonstrated

Program Type: Direct Federal

Program Summary:

SBA provides grant to 80 existing Business Information Centers (BICs) to assist small businesses, particularly, start-up businesses, by providing information, and access to resources and technology.

The assessment found that the program lacks a clear purpose or outcome goals to measure performance. Additional findings include:

1. There are no data to show that the program has resulted in long-term benefits to small businesses.
2. There are no evaluations to assess the agency's management of the program. Based on SBA's preliminary cost allocation data, the agency spent approximately \$12 million in 2002 to manage and support \$500,000 in grants. Inclusion of these direct administrative funds would significantly increase cost per recipient, thereby reducing efficiency.
3. Surveys of recipients of BIC services show a high satisfaction rate of 93 percent.
4. Planning is significantly lacking. SBA does not have outcome-based annual or long-term goals.

In response to these findings, the Administration will:

1. Develop outcome-oriented annual and long-term goals and measures.
2. Undertake an evaluation of the program's effectiveness and measure whether it duplicates other federal and non-federal mentoring programs.
3. Revisit the cost allocation methodology to determine if current estimates accurately represent true program related expenditures.

(For more information on this program, please see the Small Business Administration chapter in the Budget volume.)

Note: Program funding levels: \$500,000 in 2002, \$475,000 in 2003, and \$475,000 in 2004.

Program Funding Level (in millions of dollars)

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
0	0	0