



ATTACHMENT A
CY24 - SBDC SERVICE CENTER
DELIVERABLES

The following Deliverables are to be accomplished each Quarter of Program Year:

- Provide SBDC Key Services within Designated Service Area:
 - Fully document all business counseling using Neoserra for initial and each subsequent client business counseling session no later than the end of the next working day.
 - Fully record and document all trainings in Neoserra by end of fifth working day.
- Fully record and document measures on Client Growth Assessment and enter in Neoserra by the end of the next working day.
- Attendance and participation of all SBDC Program funded staff in the NMSBDC Network WIG meetings.
- SBDC Service Center Director attend the scheduled meetings for center directors.
- Attendance and participation of all SBDC Program funded staff in Quarterly Programmatic and Financial SBDC Service Center Reviews.
- Fulfillment of your SBDC Service Center's assigned action step(s) identified during Quarterly Programmatic and Financial SBDC Service Center Reviews.

The following are due EVERY Quarter to your assigned ASD normally within 10 days of the quarter end date for the ASD review and feedback. Using the ASD feedback provided submit the listed attachments to invoices@sfcc.edu with 25 days of quarter end date. Please note the 2nd Quarter (April-June) submissions have an accelerated timeline due to the state fiscal year end (7 days to ASD and 12 days to invoices@sfcc.edu). (also see page 17 of the agreement for additional instructions):

- Request for Reimbursement (Attachment C)
- Program Income Statement (Attachment D)
- Quarterly Time and Effort Report (Attachment G) for each SBDC Program funded staff member
- Quarterly Personnel Costs (Attachment V)
- Scheduled Holidays and Closures (Attachment W)

The following is due once a year (submissions by NMACC host institution Service Centers are due annually by June 15 and submission by NMICC host institution Service Centers are due annually by December 15):

- One Success Story using the 3-page SBA Form 1926 (available on the SBA website). The story must include a description of the business, the problems encountered, the assistance provided, the resources used, photos that can illustrate the story, and the actual or expected results including economic impact. The SBA Form 1926 must be signed by the client giving his/her consent for use of the success story. Attach the completed form and photos via upload to the Document box within a Success Story Narrative in Neoserra.

Measures

The NMSBDC Program measures for CY24 are listed below. Additionally, your center's fair share of the NMSBDC Program's contracted goals are also listed below with the corresponding measure:

- Cost per jobs created or saved. (\$5,000 or less): Estimated number of jobs created or saved to reach \$5,000 or less. = XXX
- Number of clients advised. (benchmarked) (SBA) = XXX
- Number of new business starts. (benchmarked) (SBA) = XXX
- Number of capital infusion transactions. (benchmarked) (SBA) = XXX
- Number of small businesses which receive counseling and/or training on innovation & intellectual property protection. (benchmarked) (SBA) = XXX
- Number of legislative visits.
- Number of third party endorsements.
- Number of media exposures.
- Number of community presentations.
- NMSBDC Client satisfaction level. (maintain 4.5 or higher on 5 point scale)

Created by: NMSBDC Lead Center

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