

CAMEO MEMBER SURVEY- 2010 Data

Organizational Information

1.) Contact information

First Name: _____

Last Name: _____

Title: _____

Company Name: _____

Street Address: _____

Apt/Suite/Office: _____

City: _____

State: _____

Postal Code: _____

Country: _____

Email Address: _____

Phone Number: _____

Fax Number: _____

Mobile Phone: _____

Website: _____

2.) What was the total amount of your entire organization's budget in FY2010?

3.) What percent of your total budget is used for Micro Enterprise program services and lending? (Provide your best estimate of services to businesses with

5 or fewer employees. Enter 100% if you only provide Micro Enterprise services and lending.)

Definition: Micro Enterprise Development Organization's provide comprehensive services to micro-businesses that may include: business planning, management training, market research, networking, business incubation, loan packaging, and financing.

4.) What percent of your Micro Enterprise income came from the following sources in FY2010:

Must add up to 100%

_____ Government Funding

_____ Private Funding (banks, foundations and individuals)

_____ Program Funding

_____ Other

If you selected other, please specify:

5.) Account ID

Program Performance

6.) How many total individuals/participants did your program serve in FY2010.

Definition: Individuals or participants include anyone who receives any amount of service on the topic of starting, growing, or improving their business from your Micro Enterprise program in the fiscal year.

7.) Rank the biggest challenges for your organization, where 1 is the most challenging and 9 is the least challenging.

_____Income/revenue/fund raising

_____Strategic planning

_____Staff turnover/capacity

_____Ability to provide culturally competent services to the diverse population in your geographic area

_____Increased demand for services

_____Technology (IT, social media, etc.)

_____Achieving mission-driven outcomes and results

_____Data collection

_____Other

How can CAMEO help you address these challenges ranked above?

8.) What top 5 indicators of success do you and/or your program use on a regular basis and find to be most effective in making the case for successful small business and Micro Enterprise development? Check 5.

[] Business starts

[] Business revenue increase

[] Job creation

[] Job retention

[] Business survival/longevity rates

- ☐ Increased business profits and profitability
- ☐ Increase in entrepreneur's income
- ☐ Increased owner's draw/contribution to household income
- ☐ Other, please describe

9.) What are the sources of the information in question 7? Check all that apply.

- ☐ Projections in loan applications
- ☐ Individuals we track who voluntarily report this data
- ☐ Survey results based on a sample of individuals served
- ☐ Survey of all individuals served
- ☐ Other, please describe

10.) Do you track client and/or business outcomes after program completion?

Generally this is understood to be changes a year or more after loan closing or business development training. Check all that apply.

- ☐ We do not track and are not interested in tracking outcomes.
- ☐ We participate in MicroTest Program Outcomes data collection on a regular basis.
- ☐ We have our own internal systems. List the databases or CMS you use and/or how you track outcomes.
- ☐ We are interested in participating in a CAMEO working group to explore more efficient and effective ways for CAMEO members to track and analyze client outcomes.

Client Characteristics

11.) How many *clients* did your small- and micro-business program serve in FY2010?

12.) Enter the number of your FY2010 clients by age. If you do not collect information about age, leave blank or enter your best estimate below.

Answer should total the number of clients served

_____ No. Between 18-35 years

_____ No. Between 36-50

_____ No. Between 51-64

_____ No. 65 years and over

If you do not collect information about age, enter your best estimate of the percentage of your FY2010 clients by age, else leave blank.

Must add up to 100

_____ % Between 18-35 years

_____ % Between 36-50

_____ % Between 51-64

_____ % 65 years and over

13.) Enter the number of your FY 2010 clients by race/ethnicity. If you do not collect information about age, leave blank.

Answer should total the number of clients served

_____ No. of African American

_____ No. American Indian/Alaskan Native

_____ No. Asian/Pacific Islander

_____ No. Caucasian

_____ No. Latino/Hispanic

_____ No. Other

If you selected other, please specify

If you do not collect information about race/ethnicity, enter your best estimate of the percentage of your FY2010 clients by age, else leave blank.

Must add up to 100.

_____ % African American
_____ % American Indian/Alaskan Native
_____ % Asian/Pacific Islander
_____ % Caucasian
_____ % Latino/Hispanic
_____ % Other

If you selected other, please specify

14.) Enter the number of your clients during FY2010 who belong to the following categories at entry or intake to your program. If you do not collect this information, leave blank. (Clients can belong to more than one category, therefore the numbers will not add up to the total number of clients.)

Veterans: _____

Disabled: _____

Formerly incarcerated: _____

Low income (80% or below HUD Low and Moderate Income): _____

Jobless: _____

Immigrants: _____

Refugees: _____

If you do not collect information about these categories, enter your best estimate of the percent of your clients during FY2010 who belong to the following categories at entry or intake to your program.

% Veterans: _____

% Disabled: _____

% Formerly incarcerated: _____

% Low income (80% or below HUD Low and Moderate Income):

% Jobless: _____

% Immigrants: _____

% Refugees: _____

15.) Enter the percentage of your FY2010 clients from rural areas and urban areas.

Rural areas include cities with a population of less than 50,000; urban areas have cities with a population of 50,000 or more.

_____ Urban

_____ Rural

16.) What are the most commonly requested services by clients in FY2010?

1: _____

2: _____

3: _____

4: _____

5: _____

17.) Rank the biggest barriers to business strengthening and expansion faced by your clients in FY2010. Start with the biggest challenge, end with the smallest challenge.

- _____ Management expertise
- _____ Marketing capability
- _____ Discrimination
- _____ Business location
- _____ Poor credit
- _____ Lack of home equity
- _____ Loan capital
- _____ Other

If you selected other, please specify

Outcomes

18.) How many start-up businesses did your program assist in FY2010?

Definition: A start-up business is one that has been in operation less than twelve months at the time of their intake into your program.

19.) How many ongoing businesses did your program assist in FY2010?

Definition: An ongoing business is one that has been in operation twelve months or more at the time of their intake into your program.

20.) What were the total annual gross sales of all your clients' businesses in FY2010? If you do not collect this then give best estimate

21.) How many total paid workers (including owner, employees and contractors) were supported by the businesses you assisted?

in FY2010: _____

22.) How many total new jobs were created by your clients' businesses (include owners of start-ups) in FY2010? If you do not collect this then give best estimate.

Of the jobs created how many were....?

The answer to this question must add up to the amount entered in question 22. If you do not have this information, leave blank.

_____ Full-time

_____ Part-time (includes seasonal)

23.) What is the focus of your program or organization?

☐ Training

☐ Lending

☐ Both

For Programs Focused on Training

24.) What is the total number of loans packaged in FY2010?

25.) What is the total amount of loans funded (leveraged) in FY2010 (\$)?

For Microlenders

26.) How many microloans (under \$50,000) did your program(s) disburse in FY2010?

27.) What was the total dollar value of all microloans disbursed in FY2010?

28.) If you have a loan portfolio, estimate the percent of loans in the following categories as of the end of FY2010.

must add up to 100

_____ % current (payments within 30 days)

_____ % delinquent (payments within 30 - 60 days)

_____ % default (no payments for over 60 days)

29.) Do you offer loans to clients with Individual Taxpayer Identification Numbers (ITINs)?

Definition: An ITIN, or Individual Taxpayer Identification Number, is a tax processing number only available for certain nonresident and resident aliens, their spouses, and dependents who cannot get a Social Security Number (SSN). It is a 9-digit number, beginning with the number "9", formatted like an SSN (NNN-NN-NNNN).

() Yes

() No

Feedback

30.) CAMEO welcomes your feedback. Tell us what you like about CAMEO's services and/or what you would like to see added or improved

Thank You!

Thank you for taking our survey. Your response is very important to us.
