

## Inclusive Business Resource Network – Lessons Learned (2017-2021)

The information below summarizes lessons learned and feedback received regarding the framework and programming of the Inclusive Business Resource Network (IBRN).

**What is happening now?** Approximately every five years, Prosper Portland issues a Request for Proposals (RFP) seeking business technical assistance service providers to implement the Inclusive Business Resource Network. We go through this process to ensure the programming is responsive to feedback and provides opportunities for new service providers to be part of the network.

**Theory of Change:** Prosper Portland aims to help traditionally underserved business owners build wealth and develop assets for themselves and their community by: centering the needs of business owners of color, prioritizing outcomes in program and budget decisions, and convening an inclusive community of practice. IBRN will focus on the following outcomes:

- Idea to Launch
- Stability & Resiliency
- Grow & Scale
- Expand Pathways
- Access to Professional Services

**Process Overview** – Internal feedback, current partner feedback, focus groups, results-based accountability, root cause analysis, data analysis, evaluation committee

	<b>Lessons Learned and Feedback</b>	<b>Proposed Adaptations</b>
<b>Program</b>	<p>The Network was intended to create a broader ecosystem, but utilizing separate scopes created silos. Business owners do not access resources this way.</p> <p>High demand and requests for:</p> <ul style="list-style-type: none"> <li>• Peer-to-peer networking and mentoring</li> <li>• Quick access to specialized professional services</li> <li>• Online resource hub for businesses and partners</li> </ul>	<p>Programming based on outcome objectives</p> <p>Blending of service types (intensive, light-touch, navigation, cohorts, professional services, etc)</p>
<b>Data &amp; Outcomes</b>	<p>Data collection and entry is burdensome.</p> <p>There is no opportunity to acknowledge business owner-defined success.</p>	<p>Explore how to better tell the story of business successes, track movement toward self-identified goals.</p> <p>Reduce data points while still collecting meaningful data and explore data entry by client.</p>