



Solutions for Loans up to \$100,000: Loan Guarantee Program Optimal Design

From “Maximizing the Impact of SSBCI on Small-Dollar Small
Business Loans: Program Design Recommendations”

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Introduction

These briefs provide recommendations on how State Small Business Credit Initiative (SSBCI) administrators, at the jurisdiction level, may be able to increase collaboration with community development financial institutions (CDFIs) with the goal to increase small business loans of under \$100,000 to socially and economically disadvantaged individuals (SEDI).¹ The Aspen Institute and Scale Link, with support from the Initiative for Inclusive Entrepreneurship, have reviewed current SSBCI offerings and how they intersect with the work of high-volume CDFI small business lenders. Recommendations are provided for three separate SSBCI product solutions: capital access programs, loan guarantee programs, and loan participation programs. **All statements in these briefs about a program's value or success are made through the lens of small business loans of less than \$100,000.** The focus on small-dollar loans is driven by the importance of this product type to SEDI business owners.

To date, collaboration between microlending CDFIs and SSBCI administrators on loans under \$100,000 has had uneven success. Our assessment is that this is due in large part to limited understanding among the three key parties – US Department of the Treasury, jurisdictions, and CDFI microlenders – of each other's incentives and priorities. SSBCI administrators may not always understand how the size, sophistication, product selection, and geographic and mission focus of a CDFI affect its perspectives on what it "needs" from SSBCI. In seeking feedback from CDFIs, administrators may receive input that is vastly different and confusing, making it hard to implement solutions or perhaps obfuscating the challenge most worthy of focus. Although there is clear strategy fatigue on the part of both CDFIs and administrators because of the uneven success to date, conversations with administrators and with CDFIs revealed a desire, and willingness, to find more effective solutions.

Participation in these new capital tools has both mission and financial implications for the CDFI, and decisions about whether and how to engage are complex to navigate. To assist CDFIs in making these choices, Scale Link and the Business Ownership Initiative have created this decision guide and financial modeling tool. It can be useful in making an initial decision on whether (or how much) to participate in a particular program or fund—or in assessing how to negotiate with a private or public funder about the parameters and economics of the program. This resource can also help CDFIs reassess the extent of their participation as they learn more over time about the financial and mission implications of a particular program.

¹ Although it is titled the State Small Business Credit Initiative, the current version of SSBCI also provides funding to tribal governments and US territories. As a result, we refer to the implementing entities as jurisdictions.

Understanding the Target Market of High-Volume CDFI Microlenders

Crafting successful programs begins with an understanding of the diversity of CDFIs in terms of size, sophistication, and mission focus. More than a thousand CDFIs exist across the country, many of which do not engage in small business lending. Among CDFIs that lend to small businesses, many do little to no volume of loans in amounts less than \$100,000. All CDFI small business lenders are bringing important products and services to firms that have lacked access to capital.

However, to design programs and solutions that can be used effectively at the scale required under SSBCI, it is essential to differentiate among CDFI needs and capacities and to match solutions to specific product offerings. Thus, in our work with IIE, BOI and Scale Link have focused on the CDFIs that we believe have the greatest potential to use SSBCI resources to originate loans of less than \$100,000 at high volumes. We refer to these CDFIs as high-volume microlenders.² Focusing on CDFIs that can make these loans at large volumes (e.g., can do large numbers of loans) is important in the context of SSBCI for two reasons. First, because of their targeted outreach efforts, product design, and focus on average loan sizes below \$100,000, high-volume CDFI microlenders reach high levels of SEDI borrowers. Typically, 80% or more of their clients qualify under the SEDI definition in SSBCI regulations. Thus, SSBCI administrators who partner with microlenders can expect high levels of SEDI impact (even if the program is not solely or specifically targeted to SEDI borrowers). Second, even though these CDFIs are making small loans, their ability to originate at high volumes (e.g., to originate hundreds or thousands of loans annually) means that they can still contribute meaningfully to the program's deployment goals.

We define high-volume microlenders as CDFIs that originate hundreds or thousands of small business loans of less than \$100,000 annually. Although hundreds of CDFIs originate small business loans of this size, a relatively small number (we estimate around 20) fit the description of high-volume microlenders. Four factors distinguish these lenders from other CDFI microlenders:

- Their target market is based on serving specific populations rather than a specific community; thus, they operate with large geographic footprints – at least statewide and typically multistate.
- They are willing to take on the financial challenge of making large numbers of microloans, which do not generate sufficient income to cover their costs when made at affordable interest rates.
- They have built the complex operational capacity required to originate and manage many hundreds or thousands of loans each year.
- They face competition in the marketplace. High-volume CDFI microlenders find themselves competing with lenders in the market that may be willing to sacrifice affordability, transparency, and even the borrower's ability to repay to achieve profitability. These lenders offer quick approval and funding times that are attractive to small business owners, and as such, CDFIs in this part of the market work to offer quick approvals and funding.

² In the United States, microloans are typically described as loans of less than \$50,000. This is the case in most industry definitions as well as in several federal programs. For this work, BOI and Scale Link were specifically asked to focus on loans of \$100,000 or less. Although this focus includes somewhat larger loans, many of the cost and market factors related to loans of less than \$50,000 also exist for loans of less than \$100,000.

CDFIs – and, frankly, any lenders that originate smaller-dollar loans – face a complex decision about how they will structure and make microloans. They must balance (1) a high volume of transactions, (2) affordability to the customers, and (3) profitability. Empirically and historically, achieving two of these three adversely affects the third. Given the costs involved in originating and servicing these loans, they can achieve a high volume and profitability, but they must sacrifice affordability to the borrowers. CDFIs that make smaller-dollar loans at high volumes generally decide to prioritize volume and affordability and are willing to sacrifice profitability. As a result, they must consistently raise subsidy.³ **This has important implications for SSBCI programs that support this form of lending, as lenders will focus as much or more on the revenue and operational cost implications of the program as its potential to help them manage losses and liquidity. They will also highly value speed, efficiency, and clarity for all parties when considering whether to participate in a particular funding program.**

A Tool to Guide Decision-Making and Program Design

Given the variety of new federal and state lending programs being created (many as part of SSBCI), CDFIs must make sound decisions about the impact of each program. In addition to these program design briefs, our work with IIE has involved the creation of a tool to assist CDFIs, donors, and others in understanding the relative financial and mission impact of lending programs as they are developed. This tool is available free of charge on the [Scale Link](#) and [BOI](#) webpages. We encourage those considering or designing new lending programs that might involve CDFIs to use the tool to evaluate their implications.



³ See Joyce Klein and Timothy Ogden, “Lessons for Global Microfinance from... the United States? – Working Paper,” Business Ownership Initiative, Economic Opportunities Program, The Aspen Institute, December 2023, <https://www.aspeninstitute.org/publications/lessonsfor-global-microfinance-from-the-united-states-working-paper/>, and also Adam J. Levitin, “The Financial Inclusion Trilemma,” *Yale Journal on Regulation* 41, no. 109 (2024): 109-163.

Critical Program Constraints and Design Factors

Because SSBCI provides federal funding to states, tribal governments, and territories to use in creating programs to support private sector lending, the product or program solutions must meet the needs of the US Treasury, the jurisdictions, and the lenders. To craft solutions, we wanted to ensure we had a clear understanding of the critical constraints and factors for each of these parties so that our recommended solutions could solve for them. They are as follows:

Key Federal Requirements

- SSBCI was originally designed and funded in 2011. Although SSBCI “2.0” is similar to the original program, it contains a variety of statutory changes. The US Treasury must operate within the bounds of the statute authorizing the program.
- The statute requires SSBCI funds to “cause and result in” private financing. Funds are expected to be additive to enable new lending. Refinancing of a lender’s existing debt is generally not allowed.
- Capital must continue to revolve within a Treasury-approved program until the end of the federal program.
- Funds cannot be used to make “grants” to CDFIs during the federal period, but contract agreements with jurisdictions can allow CDFIs to retain funds after the federal period ends.
- Key decision-making power resides at the jurisdiction level, but new product solutions proposed by jurisdictions must be approved by the Treasury. This can take several months.
- The Treasury has made, and continues to make, decisions on how the statute is applied across the many jurisdictions, and it is motivated to support capital flowing as deeply into communities as it can.

Note that BOI and Scale Link believe that the following recommendations fit within the guidelines and statutes of the Treasury, although they may require jurisdiction approval by the Treasury.

Key Priorities (of Varied Levels of Importance) for Administering Jurisdictions

- **Compliance:** Each jurisdiction expects to be audited by the Treasury’s Office of Inspector General, putting its ability to receive and retain funds at risk if noncompliance with program criteria is found.
- **Capacity:** Most jurisdictions have limited staff and technology capacity. As a result, they generally have limited capacity to quickly process, and ensure compliance, on a high volume of small-dollar transactions.
- **Meeting drawdown timelines:** Funds not allocated by the required timelines (33% within three years and 66% within six years) will be lost. As a result, there is a very clear incentive for jurisdictions to prioritize large-dollar transactions as opposed to smaller dollars, at least in the early years of the program.

- **Maximizing incentives:** Jurisdictions are required to hit targets for reaching certain percentages of SEDI and very small business customers. If a jurisdiction overperforms, it may have access to additional funds. If goals are not hit by the end of the second or third of three tranche of funding, those incentive funds will be lost. (Note that early reporting shows that achieving SEDI goals has not been difficult for most jurisdictions. This is because the SEDI definition is quite broad. Although SEDI goals have been met, many states have room to improve in reaching business owners of color; increasing smaller-dollar lending has strong potential to improve these results.)

Key Priorities of High-Volume CDFI Microlenders

As detailed previously, lending up to \$100,000 requires trade-offs. Lenders must choose between significant lending volume, profitability, and providing affordable capital. Because high-volume CDFIs trade profitability for volume and affordability, and they compete against high-cost lenders that offer rapid turnaround, they are rigorous in their focus on efficiency and cost reduction wherever possible. As such, they have the following needs and expectations for participating in a lending program such as SSBCI:

- Revenue and expense impacts at CDFIs are positive and seen quickly. Programs that do not reduce fundraising needs for CDFIs will have little interest.
- Enrollment approvals are received within 24 to 48 hours of submission of a completed application.
- They are able to participate in SSBCI programs in a state or territory regardless of whether they have an office there.
- They can manage borrower loan modifications for small-dollar loans quickly and flexibly.
- They are able to sell some, or all, of the loans they originate and enroll in SSBCI programs to increase leverage and, in some cases, expand limited revenue. Note that at least 5% of a loan balance must be retained by the lender per SSBCI guidelines.
- Nondepository institutions are able to participate.
- They have a high level of predictability regarding which loans will or will not be approved for enrollment.
- Consistent product criteria across jurisdictions reduce complexity and cost in participating.

Summary

With \$10 billion at stake, SSBCI is an enormous opportunity to transform how capital is deployed to small businesses seeking less than \$100,000 in financing across the country. CDFIs that have had limited access to credit enhancements and tools to strengthen their balance sheets see potential in SSBCI, but the path forward has not been clear. Initial efforts at expanding lending under \$100,000 between CDFIs and SSBCI administrators at the jurisdiction level have had uneven success, but great potential still exists. SSBCI is approximately a 10-year program, and we are at approximately the 2-year mark. Capital retained by the jurisdiction at the end of the federal program can be used at the discretion of that jurisdiction, so opportunities for collaboration between CDFIs and administrators will go well beyond the 10 years. Implementation of this program is a marathon, not a sprint.

We believe there is a willingness to work together to find solutions. And we are excited about the next steps, as we continue to work to quantify and assess the potential impact of these changes for individual jurisdictions and to support CDFIs and jurisdictions as they consider the following recommendations.



Solutions for Loans up to \$100,000: Loan Guarantee Program Optimal Design

General Description

Guarantee programs allow CDFIs to manage loan loss risk and open a multitude of options for managing both their balance sheets and profit and loss statements. Loans are enrolled based on qualification criteria set by the jurisdiction and then receive a guarantee to cover a percentage (typically 50% to 80%) of potential loan losses after any collateral has been collected and liquidated. To enroll loans, the lender typically submits a full loan package and an application, pays an enrollment fee, and, in some cases, pays an annual fee to maintain the guarantee. When losses occur, a lender can file a claim on the amount of the guarantee available on a per-loan basis. Administrators typically expect guarantee programs to be sustainable, so set guarantee fees must cover program operating costs. This often leads to minimum guarantee amounts that limit the program's access for loans below \$100,000. Twenty-eight states initially dedicated \$1.4 billion for loan guarantee programs.

Benefits for Loans Under \$100,000 via CDFIs

Much like CAP, guarantees allow CDFIs to manage loss exposure and reduce provision expenses. But in the case of guarantees, those benefits come with lower postloan administrative costs because cash does not change hands until a loss actually occurs. Given that provision expense is a primary cost driver for CDFIs and guarantees help manage this cost, losses can be reduced by 50% to 80% (higher than a maximum of 50%, based on 1:1 match rates up to 7%, for a CAP). With these better economics, and no need to tie up cash, CDFIs can do more loans with their existing resources. Additionally, where jurisdictions have allowed secondary market sales of the guaranteed loans to third parties, CDFIs have been able to raise capital and generate premiums as loan buyers have more confidence in the underlying credit quality of the asset. This provides significant financial benefit to the CDFI through loss avoidance, new premiums on sales, cost of fund reductions, and the ability to deleverage their balance sheets. With secondary markets, administrators can significantly leverage the impact of their guarantees in terms of total capital raised and deployed.

Challenges in Current Programs for Loans Under \$100,000 via CDFIs

Designed with scale in mind, guarantees would be the preferred mechanism for most CDFIs given the benefits and opportunities they create. Unfortunately, many jurisdictions have designed this solution for larger loans (some even maintaining a minimum loan size). For larger loans, a longer average time from application to funding and a longer and more manual enrollment process are not a significant issue for lenders or borrowers, who expect the origination process will take weeks. Unfortunately, although that process may not create much friction for larger loans, it becomes cumbersome and/or impossible to enroll smaller loans. Administrators often re-underwrite loans one at a time, creating uncertainty about enrollment and moving too slowly for most high-volume CDFI microlenders making loans up to \$100,000 (who need approvals in one to two days rather than two to four weeks, which is the current norm in current SSBCI guarantee programs). In some cases, jurisdictions have also created

fee structures for enrollment that render the program worthwhile only for catastrophic loss scenarios (e.g., when suddenly 15% to 25% of the portfolio is being charged off). In terms of the economics at enrollment, the resulting fee structure in noncatastrophic scenarios means the fees entirely offset the potential financial benefits of loss avoidance. Finally, loan modifications and restructuring have been difficult to implement given administrative and compliance oversight required by jurisdictions.

Although guarantee programs are administratively more efficient than CAP, the lack of consistency across jurisdictions also means that CDFIs seeking to work in multiple jurisdictions face significant administrative challenges with these programs as well.

Following is a set of modifications that significantly improve the way that a guarantee program could function for CDFIs originating loans of less than \$100,000. In the proposed process map at the end of this section, green text indicates new steps that improve the program design.

Changes to Current Programs to Accelerate Loans Under \$100,000 via CDFIs

Specific Actionable, Near Term

- Ensure systems and processes for bulk enrollment of the loans by the administrator.
- Push the initial SSBCI compliance check to CDFIs.
- Allow loans originated for the purpose of the SSBCI program to be enrolled within a reasonable time frame after closing provided that all requirements are met at the time of closing and that the lender is operating under an agreement with the administrator.
- Create modification and claim filing processes that defer more authority to the CDFI.
- Eliminate minimum loan sizes for participation. Allow lenders to determine which loans sizes are worth enrolling and which are not based on their own administrative cost.
- Where possible, align program guidelines and legal agreements with neighboring jurisdictions.
- Reexamine fee structures in light of appropriate loss expectations to ensure the program design works for all parties.
- Allow CDFIs to sell guaranteed and unguaranteed portions of loans to third-party investors. Based on SSBCI guidelines, lenders must retain 5% of any loan.

Unique, New Design Adjustments

- Use advanced credit risk scoring mechanisms to provide lenders with a quick window into enrollment eligibility.
- Work with a third-party guarantee administrator. Note that this may require an amendment to the Treasury's agreement with participating administrators.

	Current Process	Proposed Process
Lender Scoring	None.	Lenders run the loan through a credit risk scoring system to determine what guarantee is available for that loan.
Lender Compliance	None.	If guarantee possible, lender does initial SSBCI compliance.
Enrollment Request	Lender submits underwriting package to Administrator for approval. Lender decisions are conditioned on approval.	API or similar tool, with simplified underwriting file, used to ease a high volume of requests.
Compliance Review	Administrator performs compliance check, ensures loan meets SSBCI guidelines and credit risk targets.	Credit scoring system used to determine if acceptable credit risk.
Enrollment Approval	Jurisdiction notifies lender of approvals.	Approvals provided in 48 hours.
Loan Closing	Lender closes loan, collects certifications, and pays guarantee fees.	No change.
Enrollment	Administrator enrolls loan.	No change.
Loan Management	Lender seeks permission from Administrator to modify or charge-off loan(s).	Lender given authority to make 2 modifications, replace collateral, and charge-off loan.
Guarantee Payment	If loan is charged-off, lender applies to Administrator to exercise the guarantee. If approved, payment made.	Decision made in less than 5 days, payment made in less than 15 days.

Our view: What is the probability that this type of program with adjustments can significantly expand CDFI lending under \$100,000?

Loan guarantees, such as the SBA 7a program, have a long history and clear upside to lenders, especially after accounting for benefits of secondary market sale of the guaranteed portion of the loans. These benefits present clear opportunities for lenders to expand their lending. Loan guarantees also require cash to change hands only in the case of losses, significantly simplifying administration. These two facts – historic precedent and administrative structure – lend themselves to expanded use of guarantees. The key challenges to guarantees – better and faster enrollment, proper fee structures, and simpler loan modifications – also have clear solutions.

Although the SBA 7a program has worked effectively for larger loans, it has not been a good solution for loans of less than \$100,000. SSBCI guarantee programs can be that solution. One of the best ways to take advantage of guarantees and to solve the administrative challenges for both jurisdictions and CDFIs is for jurisdictions to allocate funds to a third party to manage a guarantee program for loans up to \$100,000 on their behalf. This approach has many benefits. Guarantees across jurisdictions would be administered the same way; a centralized effort would achieve significant economies of scale; and a third party with experience in loans of this size would be better able to create streamlined credit risk models, eligibility criteria, and fee structures. This approach is particularly beneficial for jurisdictions and lenders because the ease of use would allow jurisdictions to quickly gain lenders and volume through a common process, thus expanding access and funding to local firms and likely strengthening local CDFIs in the process.



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IIE's 18-month pilot was incubated by [Hyphen](#), a leading national public-private partnership accelerator. The initiative's implementation partners include: [Aspen Institute's Business Ownership Initiative](#), [Founders First Capital Partners](#), [JumpStart](#), [Mission Driven Finance](#), [Next Street](#), [Nowak Metro Finance Lab](#), and [Scale Link](#). Starting in July 2024, the [Milken Institute](#) began serving as IIE's new home.

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About

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Business Ownership Initiative

The [Business Ownership Initiative](#) (BOI) at the Aspen Institute works to build understanding and strengthen the role of business ownership as an economic opportunity strategy. We work closely with micro- and small business practitioners and the institutions that invest in them around the United States to build knowledge and strengthen practice by exploring innovation, conducting research, evaluating new ideas, and supporting leaders. BOI is an initiative of the Institute's [Economic Opportunities Program](#) and houses the program's longstanding work to support the US microenterprise development industry. BOI also serves as a resource to donors and investors interested in microenterprise in the US. Learn more at [aspeninstitute.org/boi](https://www.aspeninstitute.org/boi).

Scale Link

[Scale Link](#) created and manages an innovative secondary market for microloans from community development financial institutions (CDFIs). By enabling CDFIs to sell loans, Scale Link's secondary market helps CDFIs expand their impact while also helping commercial banks meet their Community Reinvestment Act lending goals. Scale Link's secondary market provides CDFIs with consistent, unrestricted funding that complements public sector and philanthropic support and helps the CDFI sector scale. Learn more at scalelink.org.