

SBA Scorecard

November 2010 (Ending 11/30/2010)					Quarter (2 mos.)					Federal Year 10/01/2010 - 09/30/2011				
Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	Red	↓	8	1	Red	↓	23	15	1	Red	90	15	3	20%
# of Business Starts	Red	↓	2	0	Red	↓	5	3	0	Red	20	3	0	0%
Capital Infusion \$ - 000	Red	↓	42	0	Red	→	125	83	0	Red	500	83	0	0%

State Scorecard

November 2010 (Ending 11/30/2010)					Quarter (2 mos.)					State Year 07/01/2010 - 06/30/2011				
Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Dark Blue	↓	11	101	Dark Blue	↑	33	22	122	Dark Blue	130	54	150	277%
% of existing business clients to initial	Red	→	10%	0%	Red	→	10%	10%	0%	Red	10%	10%	3%	30%
Average Hours/Client	Red	↓	9.20	1.16	Red	↑	9.20	9.20	2.20	Red	9.20	9.20	4.00	44%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									1				5	
Jobs Retained									0				0	
Sales Increased \$-000									0				0	



110% - 90% - 75% - 0%

SBA Scorecard

November 2010 (Ending 11/30/2010)					Quarter (2 mos.)					Federal Year 10/01/2010 - 09/30/2011				
Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	Red	↓	2	0	Red	↓	5	4	0	Yellow	21	4	3	86%
# of Business Starts	Red	↓	1	0	Red	↓	3	2	0	Red	10	2	0	0%
Capital Infusion \$ - 000	Red	↓	32	0	Red	→	95	63	0	Red	380	63	0	0%

State Scorecard

November 2010 (Ending 11/30/2010)					Quarter (2 mos.)					State Year 07/01/2010 - 06/30/2011				
Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Dark Blue	↑	10	18	Dark Blue	↑	31	21	28	Dark Blue	125	52	74	142%
% of existing business clients to initial	Red	↑	49%	25%	Red	↑	49%	49%	17%	Red	49%	49%	32%	64%
Average Hours/Client	Dark Blue	↑	6.00	6.91	Green	↑	6.00	6.00	6.36	Red	6.00	6.00	3.77	63%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									0				6	
Jobs Retained									0				0	
Sales Increased \$-000									0				2	



110% - 90% - 75% - 0%

SBA Scorecard

November 2010 (Ending 11/30/2010)					Quarter (2 mos.)					Federal Year 10/01/2010 - 09/30/2011				
Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	█	↑	2	3	█	↑	7	4	3	█	26	4	4	92%
# of Business Starts	█	↓	1	0	█	↓	2	1	0	█	6	1	0	0%
Capital Infusion \$ - 000	█	↑	125	1478	█	↑	375	250	1578	█	1500	250	1578	631%

State Scorecard

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	█	↑	10	26	█	↑	29	19	36	█	114	48	60	126%
% of existing business clients to initial	█	↓	51%	0%	█	↓	51%	51%	8%	█	51%	51%	28%	55%
Average Hours/Client	█	↓	5.20	2.27	█	↑	5.20	5.20	2.93	█	5.20	5.20	3.96	76%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				2					2				8	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

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Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	Dark Blue	↑	3	4	Red	↑	9	6	4	Yellow	34	6	5	88%
# of Business Starts	Red	↓	1	0	Dark Blue	→	2	1	2	Dark Blue	8	1	2	150%
Capital Infusion \$ - 000	Dark Blue	↑	23	176	Dark Blue	↑	69	46	211	Dark Blue	274	46	211	462%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Dark Blue	↑	10	16	Dark Blue	↑	30	20	26	Dark Blue	120	50	69	138%
% of existing business clients to initial	Dark Blue	↑	50%	56%	Green	↑	50%	50%	50%	Dark Blue	50%	50%	56%	111%
Average Hours/Client	Red	↑	4.50	2.88	Red	↑	4.50	4.50	3.10	Yellow	4.50	4.50	3.58	80%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				2					3				13	
Jobs Retained				0					5				13	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

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Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients		↓	4			↓	13	9			51	9		
# of Business Starts		↓	2	0		↓	5	3	0		20	3	0	0%
Capital Infusion \$ - 000		↓	1135	0		↓	3406	2271	0		13625	2271	0	0%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients		↓	0	0		↓	0	0	0		0	0	0	
% of existing business clients to initial		↓	0%	0%		↓	0%	0%	0%		0%	0%	0%	
Average Hours/Client		↓	0.00	0.00		↓	0.00	0.00	0.00		0.00	0.00	0.00	
Satisfy Client needs							95%	95%	0%		95%	95%	0%	
Jobs Created														
Jobs Retained														
Sales Increased \$-000														



110% - 90% - 75% - 0%

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# of Long Term clients	Red	↓	4	2	Red	↓	11	8	2	Green	45	8	7	93%
# of Business Starts	Dark Blue	↑	2	7	Dark Blue	↑	5	3	11	Dark Blue	20	3	11	330%
Capital Infusion \$ - 000	Red	↓	133	70	Dark Blue	↑	400	267	560	Dark Blue	1600	267	560	210%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Dark Blue	↓	12	22	Dark Blue	↑	37	25	54	Dark Blue	147	61	89	145%
% of existing business clients to initial	Red	→	50%	33%	Red	→	50%	50%	33%	Yellow	50%	50%	40%	80%
Average Hours/Client	Red	↑	6.80	3.42	Red	↑	6.80	6.80	3.24	Red	6.80	6.80	4.46	66%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				12					29				47	
Jobs Retained				2					2				2	
Sales Increased \$-000				124					2124				2828	



110% - 90% - 75% - 0%

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Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	Red	→	4	2	Red	→	12	8	2	Red	47	8	4	51%
# of Business Starts	Dark Blue	→	1	2	Dark Blue	↑	4	2	4	Dark Blue	14	2	4	172%
Capital Infusion \$ - 000	Dark Blue	↓	40	82	Dark Blue	↑	119	79	169	Dark Blue	475	79	169	213%

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# of Unique Clients	Dark Blue	↑	19	30	Dark Blue	↑	58	39	50	Dark Blue	233	97	142	146%
% of existing business clients to initial	Red	↑	45%	25%	Red	↑	45%	45%	20%	Red	45%	45%	33%	74%
Average Hours/Client	Red	↓	4.00	1.83	Red	↑	4.00	4.00	2.36	Yellow	4.00	4.00	3.08	77%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				5					17				32	
Jobs Retained				0					0				4	
Sales Increased \$-000				0					0				45	



110% - 90% - 75% - 0%

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Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	█	↑	11	23	█	↑	32	21	23	█	128	21	34	159%
# of Business Starts	█	↑	3	8	█	↑	10	7	14	█	41	7	14	205%
Capital Infusion \$ - 000	█	↓	417	206	█	↑	1250	833	542	█	5000	833	542	65%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	█	↓	38	121	█	↑	113	75	195	█	450	188	354	189%
% of existing business clients to initial	█	↑	25%	50%	█	↑	25%	25%	44%	█	25%	25%	47%	189%
Average Hours/Client	█	↑	2.60	2.50	█	↑	2.60	2.60	2.97	█	2.60	2.60	4.45	171%
Satisfy Client needs					█		90%	90%	100%	█	90%	90%	100%	111%
Jobs Created				18					36				85	
Jobs Retained				0					4				13	
Sales Increased \$-000				279					429				688	



110% - 90% - 75% - 0%

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Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	█	↑	1	6	█	↑	4	3	6	█	17	3	9	318%
# of Business Starts	█	↓	1	0	█	↓	4	3	0	█	15	3	0	0%
Capital Infusion \$ - 000	█	↓	75	0	█	↓	225	150	0	█	900	150	0	0%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	█	↑	21	29	█	↑	63	42	40	█	250	104	56	54%
% of existing business clients to initial	█	↑	50%	50%	█	↑	50%	50%	25%	█	50%	50%	33%	67%
Average Hours/Client	█	↑	4.40	2.43	█	↑	4.40	4.40	2.89	█	4.40	4.40	3.25	74%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				15					15				16	
Jobs Retained				16					16				16	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

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# of Long Term clients		↑	6	12		↑	18	12	12		70	12	17	146%
# of Business Starts		↓	2	2		↑	5	3	6		20	3	6	180%
Capital Infusion \$ - 000		↓	583	1852		↑	1750	1167	7769		7000	1167	7769	666%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients		↑	38	130		↑	115	77	221		460	192	466	243%
% of existing business clients to initial		↑	37%	41%		↑	37%	37%	39%		37%	37%	40%	108%
Average Hours/Client		↓	3.80	1.74		↑	3.80	3.80	2.01		3.80	3.80	2.70	71%
Satisfy Client needs							95%	95%	100%		95%	95%	100%	105%
Jobs Created				14					40				83	
Jobs Retained				0					6				6	
Sales Increased \$-000				2142					9041				11732	



110% - 90% - 75% - 0%

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Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients	Green	↓	8	7	Red	↓	23	15	7	Green	92	15	15	98%
# of Business Starts	Red	↓	1	0	Red	↓	4	3	0	Red	16	3	0	0%
Capital Infusion \$ - 000	Red	↓	458	0	Red	↓	1375	917	0	Red	5500	917	0	0%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Dark Blue	↓	19	21	Green	↑	56	38	39	Green	225	94	97	103%
% of existing business clients to initial	Dark Blue	↓	50%	56%	Dark Blue	↓	50%	50%	58%	Green	50%	50%	46%	92%
Average Hours/Client	Dark Blue	↑	6.90	8.46	Dark Blue	↑	6.90	6.90	8.12	Dark Blue	6.90	6.90	11.23	163%
Satisfy Client needs					Green		95%	95%	95%	Green	95%	95%	99%	104%
Jobs Created													23	
Jobs Retained													9	
Sales Increased \$-000													2380	



110% - 90% - 75% - 0%

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# of Long Term clients	Dark Blue	↑	0	2	Dark Blue	↑	1	1	2	Dark Blue	5	1	3	361%
# of Business Starts	Red	↓	1	0	Dark Blue	→	3	2	2	Dark Blue	10	2	2	120%
Capital Infusion \$ - 000	Red	↓	62	0	Dark Blue	→	187	124	1060	Dark Blue	746	124	1060	852%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Green	→	10	10	Yellow	↑	30	20	19	Yellow	120	50	43	86%
% of existing business clients to initial	Red	↓	25%	17%	Red	↓	25%	25%	18%	Green	25%	25%	24%	96%
Average Hours/Client	Yellow	↑	3.30	2.55	Yellow	↑	3.30	3.30	2.53	Yellow	3.30	3.30	2.82	85%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									6				6	
Jobs Retained									0				0	
Sales Increased \$-000									0				0	



110% - 90% - 75% - 0%

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Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term clients		→	52	62		→	157	104	62		626	104	104	100%
# of Business Starts		↓	17	19		↓	50	33	39		200	33	39	117%
Capital Infusion \$ - 000		↓	3125	3863		→	9375	6250	11888		37500	6250	11888	190%

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Measure	Status	Status	Target	Current	Status	Status	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients		↓	198	524		↑	594	396	830		2374	989	1600	162%
% of existing business clients to initial		→	37%	32%		→	37%	37%	28%		37%	37%	35%	94%
Average Hours/Client		↓	9.20	3.29		↑	9.20	9.20	3.52		9.20	9.20	4.30	47%
Satisfy Client needs						↓	95%	95%	100%		95%	95%	100%	105%
Jobs Created				68					149				324	
Jobs Retained				18					33				63	
Sales Increased \$-000				2545					11594				17675	



110% - 90% - 75% - 0%

SBA Scorecard

Federal Year 10/01/2010 - 09/30/2011					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term Clients		626	104	104	100%
# of Business Starts		200	33	39	117%
Capital Infusion \$ - 000		37500	6250	11888	190%

State Scorecard

State Year 07/01/2010 - 06/30/2011					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients		2374	989	1600	162%
% of existing business clients to initial		37%	37%	35%	94%
Average Hours/Client		9.20	9.20	4.30	47%
Satisfy Client needs		95%	95%	100%	105%
Jobs Created				324	
Jobs Retained				63	
Sales Increased \$-000				17675	



110% - 90% - 75% - 0%