

SBA Scorecard

December 2010 (Ending 12/31/2010)					Quarter (3 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	5	Red	↑	23	23	5	Red	90	23	8	36%
# of Business Starts	Red	↓	2	0	Red	↓	5	5	0	Red	20	5	0	0%
Capital Infusion \$ - 000	Red	↓	42	0	Red	→	125	125	0	Red	500	125	0	0%

State Scorecard

December 2010 (Ending 12/31/2010)					Quarter (3 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	12	Dark Blue	↑	33	33	126	Dark Blue	130	65	150	231%
% of existing business clients to initial	Red	→	10%	0%	Red	→	10%	10%	0%	Red	10%	10%	3%	30%
Average Hours/Client	Red	↑	9.20	3.83	Red	↑	9.20	9.20	2.50	Red	9.20	9.20	4.31	47%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				7					8				12	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

December 2010 (Ending 12/31/2010)					Quarter (3 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	5	0	Red	21	5	3	57%
# of Business Starts	Dark Blue	↓	1	2	Yellow	↓	3	3	2	Yellow	10	3	2	80%
Capital Infusion \$ - 000	Dark Blue	↓	32	909	Dark Blue	↑	95	95	909	Dark Blue	380	95	909	957%

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	Green	↓	10	11	Dark Blue	↑	31	31	36	Dark Blue	125	63	79	126%
% of existing business clients to initial	Green	↑	49%	50%	Red	↑	49%	49%	25%	Red	49%	49%	36%	73%
Average Hours/Client	Yellow	↓	6.00	4.86	Green	↑	6.00	6.00	6.43	Red	6.00	6.00	4.20	70%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	104%
Jobs Created				0					0				6	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				2	



110% - 90% - 75% - 0%

SBA Scorecard

December 2010 (Ending 12/31/2010)					Quarter (3 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	7	3	█	26	7	7	108%
# of Business Starts	█	↓	1	1	█	↓	2	2	1	█	6	2	1	67%
Capital Infusion \$ - 000	█	↓	125	139	█	↑	375	375	1717	█	1500	375	1717	458%

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	29	50	█	114	57	72	126%
% of existing business clients to initial	█	↑	51%	60%	█	↑	51%	51%	32%	█	51%	51%	37%	73%
Average Hours/Client	█	↓	5.20	1.81	█	↑	5.20	5.20	3.05	█	5.20	5.20	3.95	76%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				1					3				9	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

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# of Long Term clients	Dark Blue	↑	3	5	Red	↑	9	9	5	Dark Blue	34	9	10	118%
# of Business Starts	Red	→	1	0	Green	→	2	2	2	Green	8	2	2	100%
Capital Infusion \$ - 000	Red	↓	23	0	Dark Blue	→	69	69	211	Dark Blue	274	69	211	308%

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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	13	Dark Blue	↑	30	30	34	Dark Blue	120	60	75	125%
% of existing business clients to initial	Green	↓	50%	50%	Green	→	50%	50%	50%	Green	50%	50%	55%	109%
Average Hours/Client	Red	↑	4.50	2.92	Yellow	↑	4.50	4.50	3.49	Yellow	4.50	4.50	3.80	85%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	97%	103%
Jobs Created									3				13	
Jobs Retained									5				13	
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	Red	↓	4		Red	↓	13	13		Red	51	13		
# of Business Starts	Red	↓	2	0	Red	↓	5	5	0	Red	20	5	0	0%
Capital Infusion \$ - 000	Red	↓	1135	0	Red	↓	3406	3406	0	Red	13625	3406	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	Red	↓	0	0	Red	↓	0	0	0	Red	0	0	0	
% of existing business clients to initial	Red	↓	0%	0%	Red	↓	0%	0%	0%	Red	0%	0%	0%	0%
Average Hours/Client	Red	↓	0.00	0.00	Red	↓	0.00	0.00	0.00	Red	0.00	0.00	0.00	
Satisfy Client needs					Red		0%	0%	0%	Red	0%	0%	0%	
Jobs Created														
Jobs Retained														
Sales Increased \$-000														



110% - 90% - 75% - 0%

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# of Long Term clients	Red	↓	4	0	Red	↓	11	11	0	Red	45	11	8	71%
# of Business Starts	Dark Blue	↓	2	3	Dark Blue	↑	5	5	14	Dark Blue	20	5	14	280%
Capital Infusion \$ - 000	Red	↓	133	20	Dark Blue	↑	400	400	580	Dark Blue	1600	400	580	145%

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# of Unique Clients	Dark Blue	↓	12	22	Dark Blue	↑	37	37	71	Dark Blue	147	74	100	136%
% of existing business clients to initial	Red	↓	50%	20%	Red	↑	50%	50%	37%	Yellow	50%	50%	41%	82%
Average Hours/Client	Red	↓	6.80	1.74	Red	↓	6.80	6.80	3.10	Red	6.80	6.80	4.42	65%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	94%	99%
Jobs Created				7					36				54	
Jobs Retained				0					2				2	
Sales Increased \$-000				23					2147				2851	



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	Yellow	↑	4	3	Red	↑	12	12	3	Red	47	12	7	60%
# of Business Starts	Dark Blue	→	1	2	Dark Blue	↑	4	4	6	Dark Blue	14	4	6	171%
Capital Infusion \$ - 000	Red	↓	40	15	Dark Blue	↑	119	119	184	Dark Blue	475	119	184	155%

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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	↓	19	19	Dark Blue	↑	58	58	65	Dark Blue	233	117	153	131%
% of existing business clients to initial	Red	↓	45%	10%	Red	↓	45%	45%	17%	Red	45%	45%	31%	69%
Average Hours/Client	Red	↑	4.00	2.37	Red	↑	4.00	4.00	2.50	Yellow	4.00	4.00	3.16	79%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	104%
Jobs Created				4					21				36	
Jobs Retained				0					0				4	
Sales Increased \$-000				0					0				45	



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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	Yellow	↓	11	9	Red	↓	32	32	9	Dark Blue	128	32	43	134%
# of Business Starts	Red	↓	3	1	Dark Blue	↑	10	10	15	Dark Blue	41	10	15	146%
Capital Infusion \$ - 000	Dark Blue	↑	417	3447	Dark Blue	↑	1250	1250	3989	Dark Blue	5000	1250	3989	319%

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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	↓	38	79	Dark Blue	↑	113	113	235	Dark Blue	450	225	391	174%
% of existing business clients to initial	Dark Blue	↓	25%	44%	Dark Blue	↑	25%	25%	44%	Dark Blue	25%	25%	47%	188%
Average Hours/Client	Yellow	↓	2.60	2.12	Dark Blue	↑	2.60	2.60	3.17	Dark Blue	2.60	2.60	4.45	171%
Satisfy Client needs					Dark Blue		90%	90%	100%	Dark Blue	90%	90%	100%	111%
Jobs Created				3					39				88	
Jobs Retained				1					5				14	
Sales Increased \$-000				1340					1769				2028	



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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	5	█	↓	4	4	5	█	17	4	14	329%
# of Business Starts	█	↓	1	0	█	↓	4	4	0	█	15	4	0	0%
Capital Infusion \$ - 000	█	↓	75	0	█	→	225	225	0	█	900	225	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	17	█	↑	63	63	53	█	250	125	67	54%
% of existing business clients to initial	█	↓	50%	0%	█	↓	50%	50%	36%	█	50%	50%	38%	76%
Average Hours/Client	█	↑	4.40	3.16	█	↑	4.40	4.40	3.28	█	4.40	4.40	3.59	82%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created									15				16	
Jobs Retained									18				18	
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	█	↓	6	8	█	↓	18	18	8	█	70	18	25	143%
# of Business Starts	█	↑	2	4	█	↑	5	5	10	█	20	5	10	200%
Capital Infusion \$ - 000	█	↓	583	112	█	↑	1750	1750	7881	█	7000	1750	7881	450%

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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	120	█	↑	115	115	302	█	460	230	511	222%
% of existing business clients to initial	█	↑	37%	59%	█	↑	37%	37%	46%	█	37%	37%	44%	117%
Average Hours/Client	█	↑	3.80	1.82	█	↑	3.80	3.80	2.20	█	3.80	3.80	2.89	76%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	96%	101%
Jobs Created				27					67				110	
Jobs Retained				0					6				6	
Sales Increased \$-000				495					9536				12227	



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	23	7	Green	92	23	22	96%
# of Business Starts	Red	↓	1	0	Red	↓	4	4	0	Red	16	4	0	0%
Capital Infusion \$ - 000	Dark Blue	↓	458	900	Red	↓	1375	1375	900	Red	5500	1375	900	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	Dark Blue	↑	19	24	Yellow	↑	56	56	51	Green	225	113	109	97%
% of existing business clients to initial	Dark Blue	↑	50%	60%	Dark Blue	↑	50%	50%	59%	Green	50%	50%	48%	96%
Average Hours/Client	Green	↓	6.90	6.38	Dark Blue	↑	6.90	6.90	9.21	Dark Blue	6.90	6.90	11.40	165%
Satisfy Client needs					Green		95%	95%	93%	Green	95%	95%	90%	95%
Jobs Created				8					8				31	
Jobs Retained				11					11				20	
Sales Increased \$-000				430					430				2810	



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	↓	0	0	Red	↓	1	1	0	Dark Blue	5	1	3	240%
# of Business Starts	Red	→	1	0	Yellow	→	3	3	2	Yellow	10	3	2	80%
Capital Infusion \$ - 000	Red	↓	62	0	Dark Blue	→	187	187	1060	Dark Blue	746	187	1060	568%

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# of Unique Clients	Red	↓	10	3	Red	↑	30	30	22	Yellow	120	60	46	77%
% of existing business clients to initial	Red	→	25%	0%	Red	↓	25%	25%	7%	Yellow	25%	25%	19%	77%
Average Hours/Client	Red	↓	3.30	1.33	Red	↓	3.30	3.30	2.37	Yellow	3.30	3.30	2.72	82%
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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# of Long Term clients	Yellow	↓	52	45	Red	↓	157	157	45	Green	626	157	150	96%
# of Business Starts	Yellow	↓	17	13	Green	↓	50	50	52	Green	200	50	52	104%
Capital Infusion \$ - 000	Dark Blue	↓	3125	5542	Dark Blue	→	9375	9375	17429	Dark Blue	37500	9375	17429	186%

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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	↓	198	346	Dark Blue	↑	594	594	1045	Dark Blue	2374	1187	1753	148%
% of existing business clients to initial	Dark Blue	→	37%	29%	Dark Blue	→	37%	37%	29%	Dark Blue	37%	37%	33%	333%
Average Hours/Client	Red	↑	9.20	2.94	Red	↑	9.20	9.20	3.75	Red	9.20	9.20	4.45	48%
Satisfy Client needs					Green	↓	95%	95%	99%	Green	95%	95%	98%	103%
Jobs Created				57					206				381	
Jobs Retained				12					47				77	
Sales Increased \$-000				2288					13883				19964	



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	157	150	96%
# of Business Starts		200	50	52	104%
Capital Infusion \$ - 000		37500	9375	17429	186%

State Scorecard

State Year 07/01/2010 - 06/30/2011					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients		2374	1187	1753	148%
% of existing business clients to initial		37%	37%	33%	333%
Average Hours/Client		9.20	9.20	4.45	48%
Satisfy Client needs		95%	95%	98%	103%
Jobs Created				381	
Jobs Retained				77	
Sales Increased \$-000				19964	



110% - 90% - 75% - 0%