

SBA Scorecard

January 2012 (Ending 01/31/2012)					Quarter (1 mos.)					Federal Year 10/01/2011 - 09/29/2012				
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	9	Green	↓	25	8	9	Red	100	33	22	66%
# of Business Starts	Dark Blue	→	1	1	Dark Blue	↓	3	1	1	Green	10	3	3	90%
Capital Infusion \$ - 000	Yellow	↓	42	33	Yellow	↓	125	42	33	Dark Blue	500	167	198	118%

State Scorecard

January 2012 (Ending 01/31/2012)					Quarter (1 mos.)					State Year 07/01/2011 - 06/29/2012				
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	↑	10	7	Red	↓	30	10	7	Dark Blue	118	69	136	198%
% of existing business clients to initial	Dark Blue	↓	10%	57%	Dark Blue	↑	10%	10%	57%	Dark Blue	10%	10%	50%	500%
Average Hours/Client	Red	↑	7.38	1.83	Red	↓	7.38	7.38	1.83	Yellow	7.38	7.38	6.54	89%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				2					2				19	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

January 2012 (Ending 01/31/2012)					Quarter (1 mos.)					Federal Year 10/01/2011 - 09/29/2012				
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	↓	7	2	0	Red	27	9	3	33%
# of Business Starts	Red	→	1	0	Red	↓	4	1	0	Red	14	5	1	21%
Capital Infusion \$ - 000	Dark Blue	↑	63	262	Dark Blue	↑	188	63	262	Dark Blue	750	250	474	190%

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	Dark Blue	↑	13	15	Dark Blue	↓	40	13	15	Green	160	93	84	90%
% of existing business clients to initial	Green	↑	50%	50%	Green	↑	50%	50%	50%	Yellow	50%	50%	42%	84%
Average Hours/Client	Red	↓	8.34	1.53	Red	↓	8.34	8.34	1.53	Red	8.34	8.34	3.91	47%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				0					0				17	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				210	



110% - 90% - 75% - 0%

SBA Scorecard

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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	↑	3	2	Red	↓	9	3	2	Red	34	11	4	35%
# of Business Starts	Dark Blue	↑	1	1	Dark Blue	↓	3	1	1	Green	10	3	3	90%
Capital Infusion \$ - 000	Red	→	125	0	Red	↓	375	125	0	Red	1500	500	60	12%

State Scorecard

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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 Unique Clients	Yellow	↑	10	8	Yellow	↓	30	10	8	Green	120	70	70	100%
% of existing business clients to initial	Red	↓	51%	29%	Red	↓	51%	51%	29%	Dark Blue	51%	51%	59%	115%
Average Hours/Client	Red	↑	4.98	2.41	Red	↑	4.98	4.98	2.41	Red	4.98	4.98	3.51	70%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				2					2				17	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				320	



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	↑	3	3	Green	↓	10	3	3	Yellow	40	13	11	83%
# of Business Starts	Red	↑	2	1	Red	↓	5	2	1	Red	18	6	4	67%
Capital Infusion \$ - 000	Red	→	300	0	Red	→	900	300	0	Red	3600	1200	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	↑	9	13	Dark Blue	↓	27	9	13	Dark Blue	108	63	88	140%
% of existing business clients to initial	Yellow	↓	55%	42%	Yellow	↓	55%	55%	42%	Yellow	55%	55%	45%	83%
Average Hours/Client	Red	↑	7.30	4.48	Red	↑	7.30	7.30	4.48	Red	7.30	7.30	4.99	68%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	93%	98%
Jobs Created				0					0				306	
Jobs Retained				0					0				5	
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	Red	↓	6	2	Red	↓	17	6	2	Red	68	23	10	43%
# of Business Starts	Green	↓	3	3	Green	↓	9	3	3	Red	36	12	7	58%
Capital Infusion \$ - 000	Red	↑	150	26	Red	↓	450	150	26	Dark Blue	1800	600	1212	202%

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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 Unique Clients	Dark Blue	↑	11	17	Dark Blue	↓	34	11	17	Dark Blue	137	80	97	121%
% of existing business clients to initial	Dark Blue	↓	40%	53%	Dark Blue	↓	40%	40%	53%	Dark Blue	40%	40%	55%	136%
Average Hours/Client	Red	↑	7.97	4.04	Red	↓	7.97	7.97	4.04	Red	7.97	7.97	4.95	62%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	103%
Jobs Created				5					5				38	
Jobs Retained				1					1				6	
Sales Increased \$-000				15					15				2	



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	5	█	↓	13	4	5	█	52	17	17	98%
# of Business Starts	█	↑	2	2	█	→	5	2	2	█	19	6	4	63%
Capital Infusion \$ - 000	█	↑	125	90	█	↑	375	125	90	█	1500	500	179	36%

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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	█	→	22	16	█	↓	65	22	16	█	260	152	151	100%
% of existing business clients to initial	█	↓	40%	43%	█	↑	40%	40%	43%	█	40%	40%	41%	102%
Average Hours/Client	█	↓	3.50	2.55	█	↓	3.50	3.50	2.55	█	3.50	3.50	3.57	102%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	97%	102%
Jobs Created				4					4				27	
Jobs Retained				0					0				3	
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	█	↑	12	18	█	↓	35	12	18	█	140	47	49	105%
# of Business Starts	█	→	3	4	█	↓	10	3	4	█	41	14	16	117%
Capital Infusion \$ - 000	█	↓	458	522	█	↓	1375	458	522	█	5500	1833	7002	382%

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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	█	↑	45	49	█	↓	134	45	49	█	537	313	317	101%
% of existing business clients to initial	█	↓	35%	32%	█	↓	35%	35%	32%	█	35%	35%	39%	111%
Average Hours/Client	█	↑	4.66	2.09	█	↓	4.66	4.66	2.09	█	4.66	4.66	4.32	93%
Satisfy Client needs					█		90%	90%	100%	█	90%	90%	100%	111%
Jobs Created				35					35				110	
Jobs Retained				9					9				21	
Sales Increased \$-000				3524					3524				4804	



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	→	2	0	Red	↓	7	2	0	Red	28	9	4	43%
# of Business Starts	Yellow	↑	1	1	Yellow	↓	4	1	1	Red	14	5	3	64%
Capital Infusion \$ - 000	Red	↓	83	0	Red	→	250	83	0	Red	1000	333	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	Yellow	↑	13	10	Yellow	↓	39	13	10	Red	156	91	61	67%
% of existing business clients to initial	Red	↑	50%	29%	Red	↑	50%	50%	29%	Red	50%	50%	24%	48%
Average Hours/Client	Red	↑	4.00	0.91	Red	↓	4.00	4.00	0.91	Red	4.00	4.00	2.29	57%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				1					1				22	
Jobs Retained				0					0				3	
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	█	↑	8	18	█	↓	24	8	18	█	96	32	54	169%
# of Business Starts	█	→	4	1	█	↓	11	4	1	█	42	14	10	71%
Capital Infusion \$ - 000	█	↑	1167	1030	█	↓	3500	1167	1030	█	14000	4667	3502	75%

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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	█	↑	63	47	█	↓	188	63	47	█	750	438	411	94%
% of existing business clients to initial	█	↑	50%	33%	█	↓	50%	50%	33%	█	50%	50%	34%	69%
Average Hours/Client	█	↓	3.60	2.16	█	↓	3.60	3.60	2.16	█	3.60	3.60	3.87	108%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				26					26				103	
Jobs Retained				40					40				55	
Sales Increased \$-000				665					665				19154	



110% - 90% - 75% - 0%

SBA Scorecard

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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	↓	8	6	Yellow	↓	24	8	6	Green	95	32	34	107%
# of Business Starts	Red	↓	1	0	Red	↓	4	1	0	Green	16	5	5	94%
Capital Infusion \$ - 000	Red	↓	583	0	Red	↓	1750	583	0	Red	7000	2333	274	12%

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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	↓	19	13	Red	↓	56	19	13	Yellow	225	131	103	78%
% of existing business clients to initial	Red	↓	50%	33%	Red	↓	50%	50%	33%	Dark Blue	50%	50%	56%	111%
Average Hours/Client	Red	↓	6.88	4.78	Red	↓	6.88	6.88	4.78	Dark Blue	6.88	6.88	14.77	215%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	96%	102%
Jobs Created													70	
Jobs Retained													2	
Sales Increased \$-000													2344	



110% - 90% - 75% - 0%

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# of Long Term clients	Red	↑	2	1	Red	→	6	2	1	Red	25	8	2	24%
# of Business Starts	Dark Blue	↑	1	2	Dark Blue	→	3	1	2	Dark Blue	10	3	4	120%
Capital Infusion \$ - 000	Dark Blue	↓	192	805	Dark Blue	↑	575	192	805	Dark Blue	2300	767	861	112%

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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	10	16	Dark Blue	119	69	78	112%
% of existing business clients to initial	Red	↓	33%	14%	Red	↓	33%	33%	14%	Dark Blue	33%	33%	38%	117%
Average Hours/Client	Red	↑	5.02	2.50	Red	↑	5.02	5.02	2.50	Red	5.02	5.02	2.13	42%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				5					5				11	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				130	



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	↓	59	64	Green	↓	176	59	65	Green	705	235	221	93%
# of Business Starts	Yellow	→	19	16	Yellow	↓	58	19	16	Yellow	230	77	63	82%
Capital Infusion \$ - 000	Yellow	↓	3288	2767	Yellow	↓	9863	3288	2767	Green	39450	13150	13700	104%

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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	↑	224	211	Yellow	↓	673	224	211	Green	2690	1569	1657	106%
% of existing business clients to initial	Dark Blue	↓	42%	38%	Dark Blue	↑	42%	42%	38%	Green	46%	46%	44%	96%
Average Hours/Client	Red	↑	5.78	2.66	Red	↓	5.78	5.78	2.66	Yellow	4.85	4.85	5.02	104%
Satisfy Client needs					Green	↓	95%	95%	100%	Green	95%	95%	99%	104%
Jobs Created				80					80				748	
Jobs Retained				50					50				101	
Sales Increased \$-000				4204					4204				26979	



110% - 90% - 75% - 0%

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Federal Year 10/01/2011 - 09/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term Clients	Green	705	235	221	93%
# of Business Starts	Yellow	230	77	63	82%
Capital Infusion \$ - 000	Green	39450	13150	13700	104%

State Scorecard

State Year 07/01/2011 - 06/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Green	2690	1569	1657	106%
% of existing business clients to initial	Green	46%	46%	44%	96%
Average Hours/Client	Yellow	4.85	4.85	5.02	104%
Satisfy Client needs	Green	95%	95%	99%	104%
Jobs Created				748	
Jobs Retained				101	
Sales Increased \$-000				26979	



110% - 90% - 75% - 0%