

SBA Scorecard

February 2012 (Ending 02/29/2012)					Quarter (2 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	█	↑	8	58	█	↑	25	17	67	█	100	42	80	192%
# of Business Starts	█	↓	1	0	█	→	3	2	1	█	10	4	3	72%
Capital Infusion \$ - 000	█	↑	42	167	█	↑	125	83	173	█	500	208	338	162%

State Scorecard

February 2012 (Ending 02/29/2012)					Quarter (2 mos.)					State Year 07/01/2011 - 06/29/2012				
Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	█	↓	10	3	█	↑	30	20	10	█	118	79	139	177%
% of existing business clients to initial	█	↑	10%	100%	█	↑	10%	10%	63%	█	10%	10%	53%	529%
Average Hours/Client	█	↑	7.38	3.23	█	↑	7.38	7.38	4.19	█	7.38	7.38	8.61	117%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				5					6				23	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

February 2012 (Ending 02/29/2012)					Quarter (2 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	Yellow	↑	2	2	Red	↑	7	5	2	Red	27	11	5	44%
# of Business Starts	Red	→	1	0	Red	→	4	2	0	Red	14	6	1	17%
Capital Infusion \$ - 000	Red	↓	63	0	Dark Blue	→	188	125	262	Dark Blue	750	313	474	152%

State Scorecard

February 2012 (Ending 02/29/2012)					Quarter (2 mos.)					State Year 07/01/2011 - 06/29/2012				
Measure	Status	Trend	Target	Current	Status	Trend	Qtr Target	QTD Target	Current QTD	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Dark Blue	↑	13	26	Dark Blue	↑	40	27	41	Green	160	107	110	103%
% of existing business clients to initial	Dark Blue	↑	50%	59%	Dark Blue	↑	50%	50%	56%	Green	50%	50%	46%	93%
Average Hours/Client	Red	↑	8.34	2.02	Red	↑	8.34	8.34	1.95	Red	8.34	8.34	3.60	43%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				2					2				19	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				210	



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	█	↑	3	4	█	↑	9	6	6	█	34	14	8	56%
# of Business Starts	█	↓	1	0	█	→	3	2	1	█	10	4	3	72%
Capital Infusion \$ - 000	█	↓	125	0	█	→	375	250	0	█	1500	625	60	10%

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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	█	↑	10	10	█	↑	30	20	18	█	120	80	80	100%
% of existing business clients to initial	█	→	51%	29%	█	↓	51%	51%	27%	█	51%	51%	53%	104%
Average Hours/Client	█	↑	4.98	3.02	█	↑	4.98	4.98	3.51	█	4.98	4.98	3.82	77%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created									2				17	
Jobs Retained									0				3	
Sales Increased \$-000									0				320	



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	1	Red	↑	10	7	4	Red	40	17	12	72%
# of Business Starts	Red	→	2	1	Red	↑	5	3	2	Red	18	8	5	67%
Capital Infusion \$ - 000	Dark Blue	↑	300	1200	Dark Blue	↑	900	600	1200	Yellow	3600	1500	1200	80%

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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	17	Dark Blue	↑	27	18	30	Dark Blue	108	72	105	146%
% of existing business clients to initial	Green	↑	55%	53%	Yellow	↑	55%	55%	48%	Yellow	55%	55%	47%	85%
Average Hours/Client	Red	↓	7.30	2.54	Red	↓	7.30	7.30	3.67	Red	7.30	7.30	4.76	65%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	94%	99%
Jobs Created				3					3				309	
Jobs Retained				4					4				9	
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	↑	6	11	Dark Blue	↑	17	11	13	Red	68	28	18	64%
# of Business Starts	Green	→	3	3	Green	↑	9	6	6	Red	36	15	8	53%
Capital Infusion \$ - 000	Red	↓	150	5	Red	↑	450	300	31	Dark Blue	1800	750	1214	162%

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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	↑	11	20	Dark Blue	↑	34	23	37	Dark Blue	137	91	107	118%
% of existing business clients to initial	Dark Blue	↑	40%	71%	Dark Blue	↑	40%	40%	63%	Dark Blue	40%	40%	58%	144%
Average Hours/Client	Red	↓	7.97	2.20	Red	↓	7.97	7.97	3.88	Red	7.97	7.97	5.02	63%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				5					10				40	
Jobs Retained				2					3				8	
Sales Increased \$-000				40					55				42	



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	↓	4	4	Green	↑	13	9	9	Green	52	22	21	97%
# of Business Starts	Red	↓	2	0	Red	→	5	3	2	Red	19	8	4	51%
Capital Infusion \$ - 000	Red	↓	125	0	Red	→	375	250	90	Red	1500	625	179	29%

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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	Green	↑	22	23	Yellow	↑	65	43	39	Green	260	173	174	100%
% of existing business clients to initial	Red	↓	40%	30%	Yellow	↓	40%	40%	35%	Green	40%	40%	39%	97%
Average Hours/Client	Red	↓	3.50	2.29	Yellow	↑	3.50	3.50	2.68	Green	3.50	3.50	3.50	100%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	97%	103%
Jobs Created				0					4				27	
Jobs Retained				0					0				3	
Sales Increased \$-000				202					202				202	



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	23	36	█	140	58	67	115%
# of Business Starts	█	↑	3	10	█	↑	10	7	14	█	41	17	27	158%
Capital Infusion \$ - 000	█	↓	458	188	█	↑	1375	917	710	█	5500	2292	7180	313%

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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	█	↓	45	43	█	↑	134	90	92	█	537	358	360	101%
% of existing business clients to initial	█	↑	35%	53%	█	↑	35%	35%	43%	█	35%	35%	43%	122%
Average Hours/Client	█	↑	4.66	2.38	█	↑	4.66	4.66	2.79	█	4.66	4.66	4.52	97%
Satisfy Client needs					█		90%	90%	100%	█	90%	90%	100%	111%
Jobs Created				30					64				138	
Jobs Retained				8					17				29	
Sales Increased \$-000				94					3618				4898	



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	1	Red	↑	7	5	1	Red	28	12	5	43%
# of Business Starts	Red	↓	1	0	Yellow	↑	4	2	2	Red	14	6	4	69%
Capital Infusion \$ - 000	Red	↑	83	5	Red	↑	250	167	5	Red	1000	417	5	1%

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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	↓	13	8	Red	↑	39	26	18	Red	156	104	69	66%
% of existing business clients to initial	Red	↓	50%	0%	Red	↓	50%	50%	27%	Red	50%	50%	24%	48%
Average Hours/Client	Red	↑	4.00	0.97	Red	↑	4.00	4.00	1.25	Red	4.00	4.00	2.33	58%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				1					3				24	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



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# of Long Term clients	█	↑	8	27	█	↑	24	16	45	█	96	40	81	203%
# of Business Starts	█	↑	4	4	█	↑	11	7	5	█	42	18	14	80%
Capital Infusion \$ - 000	█	↑	1167	5930	█	↑	3500	2333	6760	█	14000	5833	9232	158%

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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	█	↓	63	38	█	↑	188	125	85	█	750	500	449	90%
% of existing business clients to initial	█	↓	50%	28%	█	↓	50%	50%	32%	█	50%	50%	35%	69%
Average Hours/Client	█	↑	3.60	2.28	█	↑	3.60	3.60	2.93	█	3.60	3.60	4.34	121%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				59					87				157	
Jobs Retained				2					42				57	
Sales Increased \$-000				1075					1740				20229	



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	8	Yellow	↑	24	16	14	Green	95	40	42	106%
# of Business Starts	Yellow	↑	1	1	Red	↑	4	3	1	Yellow	16	7	6	90%
Capital Infusion \$ - 000	Red	↓	583	275	Red	↓	1750	1167	275	Red	7000	2917	549	19%

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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	Yellow	↑	56	38	32	Yellow	225	150	122	81%
% of existing business clients to initial	Green	↑	50%	47%	Yellow	↑	50%	50%	42%	Green	50%	50%	54%	108%
Average Hours/Client	Red	↑	6.88	5.09	Green	↑	6.88	6.88	6.39	Dark Blue	6.88	6.88	13.94	203%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	97%	102%
Jobs Created				9					9				79	
Jobs Retained				0					0				2	
Sales Increased \$-000				250					250				2594	



110% - 90% - 75% - 0%

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# of Long Term clients	Green	↑	2	2	Red	↑	6	4	3	Red	25	10	4	38%
# of Business Starts	Dark Blue	↓	1	1	Dark Blue	↑	3	2	3	Dark Blue	10	4	5	120%
Capital Infusion \$ - 000	Dark Blue	↓	192	479	Dark Blue	↑	575	383	1284	Dark Blue	2300	958	1339	140%

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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	Dark Blue	↑	30	20	24	Green	119	79	86	108%
% of existing business clients to initial	Yellow	↑	33%	25%	Red	↑	33%	33%	18%	Dark Blue	33%	33%	37%	112%
Average Hours/Client	Red	→	5.02	2.50	Red	↑	5.02	5.02	2.76	Red	5.02	5.02	2.28	45%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				7					12				18	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				130	



110% - 90% - 75% - 0%

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# of Long Term clients	Dark Blue	↓	59	136	Dark Blue	↓	176	118	201	Dark Blue	705	294	357	121%
# of Business Starts	Green	↓	19	20	Green	→	58	38	37	Yellow	230	96	85	88%
Capital Infusion \$ - 000	Dark Blue	↑	3288	8248	Dark Blue	↑	9863	6575	10789	Dark Blue	39450	16438	21808	133%

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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	215	Yellow	↑	673	448	426	Green	2690	1793	1872	104%
% of existing business clients to initial	Dark Blue	↑	42%	45%	Dark Blue	↑	42%	42%	41%	Green	46%	46%	45%	97%
Average Hours/Client	Red	↑	5.78	2.59	Red	↑	5.78	5.78	3.27	Green	4.85	4.85	5.20	107%
Satisfy Client needs					Green	↓	95%	95%	100%	Green	95%	95%	99%	104%
Jobs Created				121					202				862	
Jobs Retained				16					66				117	
Sales Increased \$-000				1661					5864				28639	



110% - 90% - 75% - 0%

SBA Scorecard

Federal Year 10/01/2011 - 09/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term Clients		705	294	357	121%
# of Business Starts		230	96	85	88%
Capital Infusion \$ - 000		39450	16438	21808	133%

State Scorecard

State Year 07/01/2011 - 06/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients		2690	1793	1872	104%
% of existing business clients to initial		46%	46%	45%	97%
Average Hours/Client		4.85	4.85	5.20	107%
Satisfy Client needs		95%	95%	99%	104%
Jobs Created				862	
Jobs Retained				117	
Sales Increased \$-000				28639	



110% - 90% - 75% - 0%