

SBA Scorecard

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	Dark Blue	↑	25	25	76	Dark Blue	100	50	89	178%
# of Business Starts	Red	→	1	0	Red	→	3	3	1	Red	10	5	3	60%
Capital Infusion \$ - 000	Red	↓	42	6	Dark Blue	→	125	125	173	Dark Blue	500	250	338	135%

State Scorecard

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	5	Red	↑	30	30	15	Dark Blue	118	89	144	163%
% of existing business clients to initial	Red	↓	10%	0%	Dark Blue	↓	10%	10%	38%	Dark Blue	10%	10%	41%	409%
Average Hours/Client	Red	↓	7.38	3.18	Yellow	↑	7.38	7.38	6.55	Dark Blue	7.38	7.38	10.32	140%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				0					6				23	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

**SBA Scorecard**

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	█	↑	2	6	█	↑	7	7	8	█	27	14	11	81%
# of Business Starts	█	↑	1	3	█	↑	4	4	3	█	14	7	4	57%
Capital Infusion \$ - 000	█	→	63	0	█	→	188	188	262	█	750	375	474	127%

**State Scorecard**

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	█	↓	13	11	█	↑	40	40	52	█	160	120	121	101%
% of existing business clients to initial	█	↓	50%	44%	█	↓	50%	50%	53%	█	50%	50%	49%	97%
Average Hours/Client	█	↑	8.34	6.33	█	↑	8.34	8.34	4.23	█	8.34	8.34	4.74	57%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				4					5				22	
Jobs Retained				0					0				0	
Sales Increased \$-000				30					30				240	



110% - 90% - 75% - 0%

**SBA Scorecard**

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	↓	3	0	Red	→	9	9	6	Red	34	17	8	47%
# of Business Starts	Red	→	1	0	Red	→	3	3	1	Red	10	5	3	60%
Capital Infusion \$ - 000	Red	↓	125	0	Red	→	375	375	0	Red	1500	750	60	8%

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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	↓	10	5	Yellow	↑	30	30	23	Green	120	90	85	94%
% of existing business clients to initial	Red	↓	51%	25%	Red	↓	51%	51%	26%	Green	51%	51%	51%	100%
Average Hours/Client	Red	↓	4.98	2.13	Red	↑	4.98	4.98	3.63	Yellow	4.98	4.98	3.85	77%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									2				17	
Jobs Retained									0				3	
Sales Increased \$-000									0				320	



110% - 90% - 75% - 0%

**SBA Scorecard**

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	█	↑	3	6	█	↑	10	10	10	█	40	20	18	90%
# of Business Starts	█	↓	2	0	█	→	5	5	2	█	18	9	5	56%
Capital Infusion \$ - 000	█	↓	300	0	█	→	900	900	1200	█	3600	1800	1200	67%

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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	█	↓	9	11	█	↑	27	27	41	█	108	81	116	143%
% of existing business clients to initial	█	↓	55%	33%	█	↓	55%	55%	44%	█	55%	55%	46%	83%
Average Hours/Client	█	↑	7.30	3.46	█	↑	7.30	7.30	4.18	█	7.30	7.30	5.00	68%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	94%	99%
Jobs Created									3				310	
Jobs Retained									4				9	
Sales Increased \$-000									0				0	



110% - 90% - 75% - 0%

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March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	█	↑	6	13	█	↑	17	17	26	█	68	34	23	68%
# of Business Starts	█	↓	3	2	█	↑	9	9	8	█	36	18	9	50%
Capital Infusion \$ - 000	█	↑	150	34	█	↑	450	450	65	█	1800	900	1218	135%

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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	█	↑	11	27	█	↑	34	34	64	█	137	103	122	118%
% of existing business clients to initial	█	↓	40%	38%	█	↓	40%	40%	53%	█	40%	40%	54%	135%
Average Hours/Client	█	↑	7.97	2.67	█	↑	7.97	7.97	4.34	█	7.97	7.97	4.93	70%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				5					15				47	
Jobs Retained				2					5				10	
Sales Increased \$-000				0					615				602	



110% - 90% - 75% - 0%

**SBA Scorecard**

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	█	↑	4	9	█	↑	13	13	18	█	52	26	30	115%
# of Business Starts	█	↑	2	1	█	↑	5	5	3	█	19	10	5	53%
Capital Infusion \$ - 000	█	↑	125	327	█	↑	375	375	417	█	1500	750	506	68%

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March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	█	↓	22	20	█	↑	65	65	59	█	260	195	194	99%
% of existing business clients to initial	█	↑	40%	47%	█	↑	40%	40%	41%	█	40%	40%	41%	102%
Average Hours/Client	█	↑	3.50	2.87	█	↑	3.50	3.50	3.17	█	3.50	3.50	3.69	105%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	97%	103%
Jobs Created				2					6				29	
Jobs Retained				0					0				3	
Sales Increased \$-000				38					240				240	



110% - 90% - 75% - 0%

SBA Scorecard

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	↓	12	9	Dark Blue	↑	35	35	45	Green	140	70	76	109%
# of Business Starts	Dark Blue	↓	3	8	Dark Blue	↑	10	10	22	Dark Blue	41	21	35	171%
Capital Infusion \$ - 000	Dark Blue	↑	458	1650	Dark Blue	↑	1375	1375	2360	Dark Blue	5500	2750	8830	321%

State Scorecard

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	Dark Blue	↑	45	55	Green	↑	134	134	147	Green	537	403	415	103%
% of existing business clients to initial	Green	↓	35%	33%	Dark Blue	↓	35%	35%	41%	Dark Blue	35%	35%	42%	119%
Average Hours/Client	Red	↓	4.66	2.25	Red	↑	4.66	4.66	3.14	Green	4.66	4.66	4.53	97%
Satisfy Client needs					Dark Blue		90%	90%	100%	Dark Blue	90%	90%	100%	111%
Jobs Created				29					89				162	
Jobs Retained				15					27				38	
Sales Increased \$-000				1408					5026				6305	



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	7	3	Red	28	14	7	50%
# of Business Starts	Red	→	1	0	Red	→	4	4	2	Red	14	7	4	57%
Capital Infusion \$ - 000	Red	↓	83	0	Red	→	250	250	5	Red	1000	500	5	1%

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March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	↓	13	2	Red	↑	39	39	20	Red	156	117	71	61%
% of existing business clients to initial	Red	→	50%	0%	Red	↓	50%	50%	25%	Red	50%	50%	23%	47%
Average Hours/Client	Red	↑	4.00	1.75	Red	↑	4.00	4.00	1.52	Red	4.00	4.00	2.45	61%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									3				24	
Jobs Retained									0				3	
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	█	↓	8	18	█	↑	24	24	63	█	96	48	99	206%
# of Business Starts	█	↓	4	2	█	↑	11	11	7	█	42	21	16	76%
Capital Infusion \$ - 000	█	↓	1167	1501	█	↑	3500	3500	8261	█	14000	7000	10717	153%

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March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	█	↓	63	27	█	↑	188	188	111	█	750	563	475	84%
% of existing business clients to initial	█	↑	50%	55%	█	↑	50%	50%	40%	█	50%	50%	38%	76%
Average Hours/Client	█	↑	3.60	2.27	█	↑	3.60	3.60	3.18	█	3.60	3.60	4.63	129%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				14					101				170	
Jobs Retained				0					42				57	
Sales Increased \$-000				1539					3279				21768	



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	↓	8	6	Yellow	↑	24	24	21	Green	95	48	49	103%
# of Business Starts	Red	↓	1	0	Red	→	4	4	1	Yellow	16	8	6	75%
Capital Infusion \$ - 000	Dark Blue	↑	583	805	Red	↑	1750	1750	1275	Red	7000	3500	1474	42%

**State Scorecard**

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	Yellow	↓	19	16	Yellow	↑	56	56	51	Yellow	225	169	141	84%
% of existing business clients to initial	Yellow	↓	50%	38%	Yellow	↑	50%	50%	43%	Green	50%	50%	52%	104%
Average Hours/Client	Red	↓	6.88	4.89	Dark Blue	↑	6.88	6.88	9.03	Dark Blue	6.88	6.88	14.85	216%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	97%	102%
Jobs Created				21					30				95	
Jobs Retained				0					0				2	
Sales Increased \$-000				702					952				3296	



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	↑	6	6	4	Red	25	13	5	40%
# of Business Starts	Red	↓	1	0	Dark Blue	→	3	3	3	Green	10	5	5	100%
Capital Infusion \$ - 000	Red	↓	192	0	Dark Blue	→	575	575	1284	Dark Blue	2300	1150	1339	116%

**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	Yellow	→	10	8	Green	↑	30	30	32	Green	119	89	94	105%
% of existing business clients to initial	Yellow	↑	33%	29%	Red	↑	33%	33%	21%	Green	33%	33%	36%	110%
Average Hours/Client	Red	↑	5.02	2.30	Red	↓	5.02	5.02	2.64	Red	5.02	5.02	2.30	46%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									12				18	
Jobs Retained									0				0	
Sales Increased \$-000									0				130	



110% - 90% - 75% - 0%

## SBA Scorecard

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					Federal Year 10/1/2011 - 9/29/2012				
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	■	↓	59	78	■	↓	176	176	281	■	705	353	437	123%
# of Business Starts	■	→	19	16	■	→	58	58	53	■	230	115	101	88%
Capital Infusion \$ - 000	■	↓	3288	4322	■	→	9863	9863	15300	■	39450	19725	26229	133%

## State Scorecard

March 2012 (Ending 3/31/2012)					Quarter (3 mos.)					State Year 7/1/2011 - 6/29/2012				
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	■	↑	224	187	■	↑	673	673	615	■	2690	2018	2061	102%
% of existing business clients to initial	■	↓	42%	31%	■	↓	42%	42%	39%	■	46%	46%	43%	94%
Average Hours/Client	■	↓	5.78	3.10	■	↑	5.78	5.78	4.15	■	4.85	4.85	5.63	116%
Satisfy Client needs					■	↓	95%	95%	100%	■	95%	95%	99%	104%
Jobs Created				75					272				926	
Jobs Retained				17					78				128	
Sales Increased \$-000				3717					10141				32916	



110% - 90% - 75% - 0%

### SBA Scorecard

Federal Year 10/1/2011 - 9/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Long Term Clients	■	705	353	437	123%
# of Business Starts	■	230	115	101	88%
Capital Infusion \$ - 000	■	39450	19725	26229	133%

### State Scorecard

State Year 7/1/2011 - 6/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	■	2690	2018	2061	102%
% of existing business clients to initial	■	46%	46%	43%	94%
Average Hours/Client	■	4.85	4.85	5.63	116%
Satisfy Client needs	■	95%	95%	99%	104%
Jobs Created				926	
Jobs Retained				128	
Sales Increased \$-000				32916	



110% - 90% - 75% - 0%