

SBA Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	↓	8	4	Red	↓	25	8	4	Dark Blue	100	58	93	159%
# of Business Starts	Red	→	1	0	Red	↓	3	1	0	Red	10	6	3	51%
Capital Infusion \$ - 000	Dark Blue	↑	42	96	Dark Blue	↓	125	42	96	Dark Blue	500	292	428	147%

State Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	0	Red	↓	30	10	0	Dark Blue	118	98	144	146%
% of existing business clients to initial	Red	→	10%	0%	Red	↓	10%	10%	0%	Dark Blue	10%	10%	41%	409%
Average Hours/Client	Red	↑	7.38	4.02	Red	↓	7.38	7.38	4.02	Dark Blue	7.38	7.38	12.94	175%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				11					11				24	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)				Quarter (1 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	4	█	↓	7	2	4	█	27	16	15	95%
# of Business Starts	█	↓	1	0	█	↓	4	1	0	█	14	8	4	49%
Capital Infusion \$ - 000	█	↑	63	237	█	↓	188	63	237	█	750	438	712	163%

State Scorecard

April 2012 (Ending 4/30/2012)				Quarter (1 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	█	↓	13	5	█	↓	40	13	5	█	160	133	126	95%
% of existing business clients to initial	█	↓	50%	25%	█	↓	50%	50%	25%	█	50%	50%	48%	95%
Average Hours/Client	█	↑	6.67	12.73	█	↑	6.67	6.67	12.73	█	6.67	6.67	6.37	95%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	95%	100%
Jobs Created				0					0				22	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				240	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	3	0	Red	34	20	8	40%
# of Business Starts	Red	→	1	0	Red	↓	3	1	0	Red	10	6	3	51%
Capital Infusion \$ - 000	Red	↓	125	0	Red	↓	375	125	0	Red	1500	875	60	7%

State Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	↑	10	8	Yellow	↓	30	10	8	Green	120	100	93	93%
% of existing business clients to initial	Dark Blue	↑	51%	80%	Dark Blue	↑	51%	51%	80%	Green	51%	51%	53%	103%
Average Hours/Client	Red	↓	4.98	1.68	Red	↓	4.98	4.98	1.68	Red	4.98	4.98	3.71	75%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	96%	101%
Jobs Created													17	
Jobs Retained													3	
Sales Increased \$-000													320	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	4	█	↓	10	3	4	█	40	23	22	94%
# of Business Starts	█	→	2	0	█	↓	5	2	0	█	18	11	5	48%
Capital Infusion \$ - 000	█	↓	300	0	█	↓	900	300	0	█	3600	2100	1200	57%

State Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	█	↑	9	12	█	↓	27	9	12	█	108	90	128	142%
% of existing business clients to initial	█	↓	55%	30%	█	↓	55%	55%	30%	█	55%	55%	44%	80%
Average Hours/Client	█	↑	7.30	3.61	█	↓	7.30	7.30	3.61	█	7.30	7.30	5.29	72%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	95%	100%
Jobs Created													310	
Jobs Retained													9	
Sales Increased \$-000													0	



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		↓	6	11		↓	17	6	11		68	40	29	73%
# of Business Starts		↑	3	5		↓	9	3	5		36	21	16	76%
Capital Infusion \$ - 000		↑	150	347		↑	450	150	347		1800	1050	1218	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		↓	11	21		↓	34	11	21		137	114	138	121%
% of existing business clients to initial		↑	40%	45%		↓	40%	40%	45%		40%	40%	54%	136%
Average Hours/Client		↑	7.97	3.02		↓	7.97	7.97	3.02		7.97	7.97	4.93	62%
Satisfy Client needs							95%	95%	100%		95%	95%	100%	105%
Jobs Created				8					8					48
Jobs Retained				0					0					10
Sales Increased \$-000				156					156					758



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)				Quarter (1 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	Dark Blue	↓	4	6	Dark Blue	↓	13	4	6	Dark Blue	52	30	36	119%
# of Business Starts	Red	→	2	1	Red	↓	5	2	1	Red	19	11	6	54%
Capital Infusion \$ - 000	Red	↓	125	81	Red	↓	375	125	81	Red	1500	875	587	67%

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	↑	22	21	Yellow	↓	65	22	21	Green	260	217	215	99%
% of existing business clients to initial	Dark Blue	↑	40%	50%	Dark Blue	↑	40%	40%	50%	Green	40%	40%	43%	106%
Average Hours/Client	Red	↓	3.50	1.93	Red	↓	3.50	3.50	1.93	Green	3.50	3.50	3.68	105%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	103%
Jobs Created				1					1				30	
Jobs Retained				0					0				3	
Sales Increased \$-000				16					16				256	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)				Quarter (1 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	█	↑	12	22	█	↓	35	12	22	█	140	82	98	120%
# of Business Starts	█	↓	3	5	█	↓	10	3	5	█	41	24	40	167%
Capital Infusion \$ - 000	█	↓	458	192	█	↓	1375	458	192	█	5500	3208	9019	281%

State Scorecard

April 2012 (Ending 4/30/2012)				Quarter (1 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	█	↓	45	29	█	↓	134	45	29	█	537	448	444	99%
% of existing business clients to initial	█	↑	35%	55%	█	↑	35%	35%	55%	█	35%	35%	43%	124%
Average Hours/Client	█	↓	4.66	2.23	█	↓	4.66	4.66	2.23	█	4.66	4.66	4.72	101%
Satisfy Client needs					█		90%	90%	100%	█	90%	90%	100%	111%
Jobs Created				36					36				197	
Jobs Retained				3					3				40	
Sales Increased \$-000				760					760				7065	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)				Quarter (1 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	↓	2	0	Red	↓	7	2	0	Red	28	16	7	43%
# of Business Starts	Yellow	↑	1	1	Yellow	↓	4	1	1	Red	14	8	6	73%
Capital Infusion \$ - 000	Red	↓	83	14	Red	↑	250	83	14	Red	1000	583	19	3%

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April 2012 (Ending 4/30/2012)				Quarter (1 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	8	Red	↓	39	13	8	Red	156	130	79	61%
% of existing business clients to initial	Red	→	50%	0%	Red	↓	50%	50%	0%	Red	50%	50%	24%	47%
Average Hours/Client	Red	↓	4.00	1.29	Red	↓	4.00	4.00	1.29	Red	4.00	4.00	2.51	63%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				2					2				27	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	█	↓	8	10	█	↓	24	8	10	█	96	56	109	195%
# of Business Starts	█	→	4	2	█	↓	11	4	2	█	42	25	18	73%
Capital Infusion \$ - 000	█	↓	1167	89	█	↓	3500	1167	89	█	14000	8167	10806	132%

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	█	↑	63	40	█	↓	188	63	40	█	750	625	515	82%
% of existing business clients to initial	█	↓	50%	36%	█	↓	50%	50%	36%	█	50%	50%	38%	77%
Average Hours/Client	█	↓	3.60	2.11	█	↓	3.60	3.60	2.11	█	3.60	3.60	4.70	131%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				13					13				183	
Jobs Retained				0					0				57	
Sales Increased \$-000				5					5				21773	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	→	8	6	Yellow	↓	24	8	6	Green	95	55	55	99%
# of Business Starts	Yellow	↑	1	1	Yellow	→	4	1	1	Yellow	16	9	8	86%
Capital Infusion \$ - 000	Red	↓	583	5	Red	↓	1750	583	5	Red	7000	4083	1479	36%

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	Red	↓	19	13	Red	↓	56	19	13	Yellow	225	188	154	82%
% of existing business clients to initial	Red	↓	50%	33%	Red	↓	50%	50%	33%	Green	50%	50%	51%	102%
Average Hours/Client	Red	↓	6.88	3.20	Red	↓	6.88	6.88	3.20	Dark Blue	6.88	6.88	14.19	206%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	103%
Jobs Created				2					2				104	
Jobs Retained				0					0				2	
Sales Increased \$-000				3					3				3299	



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	█	↑	2	4	█	→	6	2	4	█	25	15	9	62%
# of Business Starts	█	→	1	0	█	↓	3	1	0	█	10	6	5	86%
Capital Infusion \$ - 000	█	↓	192	0	█	↓	575	192	0	█	2300	1342	1339	100%

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	13	█	↓	30	10	13	█	119	99	107	108%
% of existing business clients to initial	█	↓	33%	25%	█	↑	33%	33%	25%	█	33%	33%	35%	105%
Average Hours/Client	█	↑	5.02	2.43	█	↓	5.02	5.02	2.43	█	5.02	5.02	2.36	47%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				0					0				18	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				130	



110% - 90% - 75% - 0%

SBA Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	71	█	↓	176	59	72	█	705	411	508	123%
# of Business Starts	█	→	19	15	█	↓	58	19	15	█	230	134	118	88%
Capital Infusion \$ - 000	█	↑	3288	1061	█	↓	9863	3288	1061	█	39450	23013	27281	119%

State Scorecard

April 2012 (Ending 4/30/2012)					Quarter (1 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	170	█	↓	673	224	170	█	2690	2242	2231	100%
% of existing business clients to initial	█	→	42%	34%	█	↓	42%	42%	34%	█	46%	46%	43%	94%
Average Hours/Client	█	↑	5.63	3.48	█	↓	5.63	5.63	3.48	█	4.85	4.85	6.04	124%
Satisfy Client needs					█	↓	95%	95%	100%	█	95%	95%	98%	103%
Jobs Created				73					73				995	
Jobs Retained				3					3				130	
Sales Increased \$-000				940					940				33856	



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	411	508	123%
# of Business Starts	■	230	134	118	88%
Capital Infusion \$ - 000	■	39450	23013	27281	119%

State Scorecard

State Year 7/1/2011 - 6/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	■	2690	2242	2231	100%
% of existing business clients to initial	■	46%	46%	43%	94%
Average Hours/Client	■	4.85	4.85	6.04	124%
Satisfy Client needs	■	95%	95%	98%	103%
Jobs Created				995	
Jobs Retained				130	
Sales Increased \$-000				33856	



110% - 90% - 75% - 0%