

SBA Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	2	Red	↑	25	17	6	Dark Blue	100	67	95	142%
# of Business Starts	Dark Blue	↑	1	1	Red	↑	3	2	1	Red	10	7	4	60%
Capital Infusion \$ - 000	Red	↓	42	0	Dark Blue	→	125	83	96	Dark Blue	500	333	428	128%

State Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	20	0	Dark Blue	118	108	144	133%
% of existing business clients to initial	Red	→	10%	0%	Red	→	10%	10%	0%	Dark Blue	10%	10%	45%	455%
Average Hours/Client	Red	↑	7.38	5.01	Green	↑	7.38	7.38	7.18	Dark Blue	7.38	7.38	15.56	211%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				1					12				25	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	1	Dark Blue	↑	7	5	5	Yellow	27	18	16	89%
# of Business Starts	Dark Blue	↑	1	2	Yellow	↑	4	2	2	Red	14	9	6	64%
Capital Infusion \$ - 000	Dark Blue	↓	63	111	Dark Blue	↑	188	125	348	Dark Blue	750	500	823	165%

State Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	7	Red	↑	40	27	12	Green	160	147	133	91%
% of existing business clients to initial	Dark Blue	↑	50%	60%	Dark Blue	↑	50%	50%	56%	Green	50%	50%	49%	99%
Average Hours/Client	Red	↓	6.67	1.93	Dark Blue	↓	6.67	6.67	8.73	Green	6.67	6.67	6.28	94%
Satisfy Client needs					Yellow		95%	95%	84%	Green	95%	95%	96%	101%
Jobs Created				16					16				36	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				240	



110% - 90% - 75% - 0%

SBA Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	1	Red	↑	9	6	1	Red	34	23	9	40%
# of Business Starts	Dark Blue	↑	1	1	Red	↑	3	2	1	Red	10	7	4	60%
Capital Infusion \$ - 000	Red	↓	125	36	Red	↓	375	250	36	Red	1500	1000	96	10%

State Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	↑	10	13	Green	↑	30	20	21	Green	120	110	106	96%
% of existing business clients to initial	Dark Blue	↓	51%	57%	Dark Blue	↓	51%	51%	67%	Green	51%	51%	53%	104%
Average Hours/Client	Red	↓	4.98	1.64	Red	↑	4.98	4.98	1.71	Red	4.98	4.98	3.58	72%
Satisfy Client needs					Red		95%	95%	70%	Green	95%	95%	96%	101%
Jobs Created				12					12				29	
Jobs Retained				22					22				25	
Sales Increased \$-000				850					850				1170	



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	5	█	↑	10	7	9	█	40	27	27	101%
# of Business Starts	█	→	2	0	█	→	5	3	0	█	18	12	5	42%
Capital Infusion \$ - 000	█	↓	300	0	█	↓	900	600	0	█	3600	2400	1200	50%

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	█	↓	9	11	█	↑	27	18	23	█	108	99	139	140%
% of existing business clients to initial	█	↑	55%	60%	█	↑	55%	55%	45%	█	55%	55%	45%	83%
Average Hours/Client	█	↓	7.30	3.26	█	↑	7.30	7.30	4.15	█	7.30	7.30	5.37	73%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	95%	100%
Jobs Created													310	
Jobs Retained													9	
Sales Increased \$-000													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	Green	↓	6	6	Dark Blue	↑	17	11	17	Yellow	68	45	35	78%
# of Business Starts	Dark Blue	↑	3	7	Dark Blue	↑	9	6	11	Red	36	24	16	67%
Capital Infusion \$ - 000	Red	↓	150	39	Dark Blue	↑	450	300	386	Green	1800	1200	1257	105%

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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	21	Dark Blue	↑	34	23	42	Dark Blue	137	126	150	119%
% of existing business clients to initial	Dark Blue	↑	40%	60%	Dark Blue	↑	40%	40%	58%	Dark Blue	40%	40%	57%	142%
Average Hours/Client	Red	↓	7.97	2.14	Red	↑	7.97	7.97	3.21	Red	7.97	7.97	5.01	63%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				9					17				54	
Jobs Retained				0					0				10	
Sales Increased \$-000				0					156				758	



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	↓	4	3	Green	↑	13	9	9	Dark Blue	52	35	39	112%
# of Business Starts	Dark Blue	↑	2	3	Dark Blue	↑	5	3	5	Yellow	19	13	10	79%
Capital Infusion \$ - 000	Red	↓	125	0	Red	→	375	250	81	Red	1500	1000	587	59%

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	↑	22	31	Dark Blue	↑	65	43	52	Green	260	238	246	103%
% of existing business clients to initial	Dark Blue	↓	40%	44%	Dark Blue	↓	40%	40%	47%	Green	40%	40%	43%	107%
Average Hours/Client	Red	↑	3.50	2.38	Red	↑	3.50	3.50	2.43	Green	3.50	3.50	3.65	104%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	103%
Jobs Created				3					5				34	
Jobs Retained				0					0				3	
Sales Increased \$-000				300					316				555	



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	↓	12	9	Dark Blue	↑	35	23	31	Dark Blue	140	93	107	115%
# of Business Starts	Dark Blue	↑	3	9	Dark Blue	↑	10	7	14	Dark Blue	41	27	49	179%
Capital Infusion \$ - 000	Red	↑	458	337	Red	↑	1375	917	479	Dark Blue	5500	3667	9299	254%

State Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	↑	45	38	Red	↑	134	90	67	Green	537	492	482	98%
% of existing business clients to initial	Yellow	↓	35%	31%	Dark Blue	↓	35%	35%	39%	Dark Blue	35%	35%	42%	120%
Average Hours/Client	Red	↓	4.66	2.01	Red	↑	4.66	4.66	2.74	Green	4.66	4.66	4.75	102%
Satisfy Client needs					Dark Blue		90%	90%	100%	Dark Blue	90%	90%	100%	111%
Jobs Created				29					65				226	
Jobs Retained				15					18				55	
Sales Increased \$-000				256					1016				7321	



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	█	↑	2	6	█	↑	7	5	6	█	28	19	13	70%
# of Business Starts	█	→	1	1	█	↑	4	2	4	█	14	9	10	107%
Capital Infusion \$ - 000	█	↑	83	79	█	↑	250	167	93	█	1000	667	98	15%

State Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	4	█	↑	39	26	12	█	156	143	83	58%
% of existing business clients to initial	█	→	50%	0%	█	→	50%	50%	0%	█	50%	50%	23%	46%
Average Hours/Client	█	↑	4.00	2.31	█	↑	4.00	4.00	2.43	█	4.00	4.00	2.91	73%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				4					7				32	
Jobs Retained				4					4				7	
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	Yellow	↓	8	7	Green	↑	24	16	17	Dark Blue	96	64	116	181%
# of Business Starts	Red	→	4	2	Red	↑	11	7	4	Red	42	28	20	71%
Capital Infusion \$ - 000	Red	↑	1167	140	Red	↑	3500	2333	229	Dark Blue	14000	9333	10946	117%

State Scorecard

May 2012 (Ending 5/31/2012)					Quarter (2 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	→	63	40	Red	↑	188	125	80	Yellow	750	688	555	81%
% of existing business clients to initial	Red	↓	50%	30%	Red	↓	50%	50%	33%	Yellow	50%	50%	38%	75%
Average Hours/Client	Red	↑	3.60	2.29	Red	↑	3.60	3.60	2.65	Dark Blue	3.60	3.60	4.81	134%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				10					23				191	
Jobs Retained				1					1				58	
Sales Increased \$-000				0					5				21773	



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	16	12	Green	95	63	61	96%
# of Business Starts	Red	↓	1	0	Red	→	4	3	1	Red	16	11	8	75%
Capital Infusion \$ - 000	Red	↓	583	0	Red	→	1750	1167	5	Red	7000	4667	1479	32%

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	↑	19	23	Yellow	↑	56	38	36	Yellow	225	206	177	86%
% of existing business clients to initial	Red	↑	50%	35%	Red	↑	50%	50%	35%	Green	50%	50%	48%	97%
Average Hours/Client	Red	↓	6.88	2.46	Red	↓	6.88	6.88	3.16	Dark Blue	6.88	6.88	12.88	187%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	103%
Jobs Created									2				104	
Jobs Retained									0				2	
Sales Increased \$-000									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	Green	↓	2	2	Dark Blue	↑	6	4	6	Red	25	17	11	66%
# of Business Starts	Red	→	1	0	Red	→	3	2	0	Red	10	7	5	75%
Capital Infusion \$ - 000	Dark Blue	↑	192	316	Yellow	↑	575	383	316	Green	2300	1533	1655	108%

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	20	21	Green	119	109	115	105%
% of existing business clients to initial	Red	↓	33%	13%	Red	↓	33%	33%	20%	Green	33%	33%	32%	97%
Average Hours/Client	Red	↑	5.02	2.67	Red	↑	5.02	5.02	3.00	Red	5.02	5.02	2.51	50%
Satisfy Client needs					Green		95%	95%	100%	Green	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

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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	↓	59	48	Green	↑	176	118	120	Dark Blue	705	470	556	118%
# of Business Starts	Dark Blue	↑	19	26	Dark Blue	↑	58	38	43	Green	230	153	147	96%
Capital Infusion \$ - 000	Red	↓	3288	1058	Red	→	9863	6575	2069	Green	39450	26300	28283	108%

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	→	224	196	Yellow	→	673	448	366	Green	2690	2466	2427	98%
% of existing business clients to initial	Dark Blue	→	42%	36%	Dark Blue	→	42%	42%	36%	Green	46%	46%	43%	94%
Average Hours/Client	Red	↑	5.63	2.55	Red	↑	5.63	5.63	3.76	Dark Blue	4.85	4.85	6.20	128%
Satisfy Client needs					Green	↓	95%	95%	96%	Green	95%	95%	98%	104%
Jobs Created				83					158				1076	
Jobs Retained				42					45				172	
Sales Increased \$-000				1405					2345				35261	



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	470	556	118%
# of Business Starts	■	230	153	147	96%
Capital Infusion \$ - 000	■	39450	26300	28283	108%

State Scorecard

State Year 7/1/2011 - 6/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	■	2690	2466	2427	98%
% of existing business clients to initial	■	46%	46%	43%	94%
Average Hours/Client	■	4.85	4.85	6.20	128%
Satisfy Client needs	■	95%	95%	98%	104%
Jobs Created				1076	
Jobs Retained				172	
Sales Increased \$-000				35261	



110% - 90% - 75% - 0%