

SBA Scorecard

June 2012 (Ending 6/30/2012)					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	↑	8	6	Red	↑	25	25	12	Dark Blue	100	75	101	135%
# of Business Starts	Dark Blue	↑	1	2	Dark Blue	↑	3	3	3	Yellow	10	8	6	80%
Capital Infusion \$ - 000	Yellow	↑	42	36	Green	↑	125	125	126	Dark Blue	500	375	437	117%

State Scorecard

June 2012 (Ending 6/30/2012)					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	6	Red	↑	30	30	6	Dark Blue	118	118	150	127%
% of existing business clients to initial	Red	→	10%	0%	Red	→	10%	10%	0%	Dark Blue	10%	10%	37%	370%
Average Hours/Client	Red	↓	7.38	4.97	Dark Blue	↑	7.38	7.38	9.93	Dark Blue	7.38	7.38	17.45	237%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				3					15				28	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

June 2012 (Ending 6/30/2012)				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	↑	2	2	Green	↑	7	7	7	Yellow	27	20	18	89%
# of Business Starts	Red	↓	1	0	Red	→	4	4	2	Red	14	11	6	57%
Capital Infusion \$ - 000	Dark Blue	↑	63	120	Dark Blue	↑	188	188	468	Dark Blue	750	563	943	168%

State Scorecard

June 2012 (Ending 6/30/2012)				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	7	Red	↑	40	40	19	Yellow	160	160	140	88%
% of existing business clients to initial	Yellow	↓	50%	40%	Green	↓	50%	50%	50%	Green	50%	50%	49%	98%
Average Hours/Client	Red	↓	6.67	1.28	Green	↓	6.67	6.67	7.03	Green	6.67	6.67	6.10	91%
Satisfy Client needs					Green		95%	95%	87%	Green	95%	95%	96%	101%
Jobs Created				1					17				37	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				240	



110% - 90% - 75% - 0%

SBA Scorecard

June 2012 (Ending 6/30/2012)					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	█	↑	9	9	7	█	34	26	15	59%
# of Business Starts	█	→	1	1	█	↑	3	3	3	█	10	8	6	80%
Capital Infusion \$ - 000	█	↑	125	107	█	↑	375	375	143	█	1500	1125	203	18%

State Scorecard

June 2012 (Ending 6/30/2012)					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	█	→	10	13	█	↑	30	30	34	█	120	120	119	99%
% of existing business clients to initial	█	↓	51%	50%	█	↑	51%	51%	69%	█	51%	51%	57%	112%
Average Hours/Client	█	↑	4.98	1.94	█	↑	4.98	4.98	2.26	█	4.98	4.98	3.80	76%
Satisfy Client needs					█		95%	95%	93%	█	95%	95%	97%	102%
Jobs Created				2					15				32	
Jobs Retained				14					40				43	
Sales Increased \$-000				7					857				1177	



110% - 90% - 75% - 0%

SBA Scorecard

June 2012 (Ending 6/30/2012)					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	4	█	↑	10	10	13	█	40	30	31	103%
# of Business Starts	█	→	2	0	█	→	5	5	0	█	18	14	5	37%
Capital Infusion \$ - 000	█	↓	300	0	█	↓	900	900	0	█	3600	2700	1200	44%

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	13	█	↑	27	27	36	█	108	108	152	141%
% of existing business clients to initial	█	↓	55%	50%	█	↑	55%	55%	47%	█	55%	55%	46%	83%
Average Hours/Client	█	↓	7.30	2.50	█	↑	7.30	7.30	4.20	█	7.30	7.30	5.33	73%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	97%	102%
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	█	↑	6	9	█	↑	17	17	26	█	68	51	41	80%
# of Business Starts	█	↑	3	13	█	↑	9	9	24	█	36	27	26	96%
Capital Infusion \$ - 000	█	↑	150	351	█	↑	450	450	737	█	1800	1350	1558	115%

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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	26	█	↑	34	34	68	█	137	137	166	121%
% of existing business clients to initial	█	↓	40%	48%	█	↓	40%	40%	57%	█	40%	40%	60%	150%
Average Hours/Client	█	↓	7.97	1.64	█	↓	7.97	7.97	3.18	█	7.97	7.97	4.84	61%
Satisfy Client needs					█		95%	95%	96%	█	95%	95%	98%	103%
Jobs Created				13					30				68	
Jobs Retained				1					1				10	
Sales Increased \$-000				15					171				758	



110% - 90% - 75% - 0%

SBA Scorecard

June 2012 (Ending 6/30/2012)					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	5	█	↑	13	13	14	█	52	39	44	113%
# of Business Starts	█	↓	2	1	█	↑	5	5	6	█	19	14	11	77%
Capital Infusion \$ - 000	█	→	125	0	█	→	375	375	81	█	1500	1125	587	52%

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	█	↑	22	40	█	↑	65	65	92	█	260	260	286	110%
% of existing business clients to initial	█	↓	40%	18%	█	↓	40%	40%	35%	█	40%	40%	39%	97%
Average Hours/Client	█	↓	3.50	2.15	█	↑	3.50	3.50	2.55	█	3.50	3.50	3.55	101%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	98%	104%
Jobs Created				4					9				38	
Jobs Retained				0					0				3	
Sales Increased \$-000				0					316				555	



110% - 90% - 75% - 0%

SBA Scorecard

June 2012 (Ending 6/30/2012)					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	█	↑	12	15	█	↑	35	35	46	█	140	105	122	116%
# of Business Starts	█	↓	3	6	█	↑	10	10	20	█	41	31	55	179%
Capital Infusion \$ - 000	█	↓	458	45	█	↑	1375	1375	522	█	5500	4125	9337	226%

State Scorecard

June 2012 (Ending 6/30/2012)					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	█	↓	45	26	█	↑	134	134	93	█	537	537	508	95%
% of existing business clients to initial	█	↑	35%	45%	█	↑	35%	35%	41%	█	35%	35%	42%	120%
Average Hours/Client	█	↑	4.66	2.85	█	↑	4.66	4.66	3.53	█	4.66	4.66	4.97	107%
Satisfy Client needs					█		90%	90%	100%	█	90%	90%	100%	111%
Jobs Created				46					111				266	
Jobs Retained				6					24				59	
Sales Increased \$-000				3454					4470				10775	



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	Green	↑	7	7	7	Red	28	21	14	67%
# of Business Starts	Dark Blue	↑	1	2	Dark Blue	↑	4	4	6	Dark Blue	14	11	12	114%
Capital Infusion \$ - 000	Red	↓	83	12	Red	↑	250	250	105	Red	1000	750	109	15%

State Scorecard

June 2012 (Ending 6/30/2012)					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	3	Red	↑	39	39	15	Red	156	156	86	55%
% of existing business clients to initial	Red	→	50%	0%	Red	→	50%	50%	0%	Red	50%	50%	29%	57%
Average Hours/Client	Red	↓	4.00	1.90	Red	↑	4.00	4.00	2.82	Yellow	4.00	4.00	3.12	78%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				2					9				34	
Jobs Retained				0					4				7	
Sales Increased \$-000				0					0				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	█	↑	8	17	█	↑	24	24	34	█	96	72	133	185%
# of Business Starts	█	↑	4	3	█	↑	11	11	7	█	42	32	23	73%
Capital Infusion \$ - 000	█	↓	1167	0	█	→	3500	3500	229	█	14000	10500	10946	104%

State Scorecard

June 2012 (Ending 6/30/2012)					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	31	█	↑	188	188	111	█	750	750	586	78%
% of existing business clients to initial	█	↑	50%	42%	█	↑	50%	50%	36%	█	50%	50%	39%	77%
Average Hours/Client	█	↓	3.60	2.17	█	↑	3.60	3.60	3.27	█	3.60	3.60	5.11	142%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				11					34				202	
Jobs Retained				1					2				59	
Sales Increased \$-000				185					190				21958	



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	↑	8	8	Yellow	↑	24	24	20	Green	95	71	69	97%
# of Business Starts	Red	→	1	0	Red	→	4	4	1	Red	16	12	8	67%
Capital Infusion \$ - 000	Red	↓	583	50	Red	↑	1750	1750	55	Red	7000	5250	1479	28%

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	↓	19	15	Yellow	↑	56	56	51	Yellow	225	225	192	85%
% of existing business clients to initial	Red	↓	50%	23%	Red	↓	50%	50%	31%	Green	50%	50%	46%	92%
Average Hours/Client	Red	↑	6.88	3.49	Red	↑	6.88	6.88	3.92	Dark Blue	6.88	6.88	12.49	182%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	103%
Jobs Created				0					2				104	
Jobs Retained				0					0				2	
Sales Increased \$-000				7					10				3306	



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	Dark Blue	↑	6	6	7	Red	25	19	12	64%
# of Business Starts	Red	→	1	0	Red	→	3	3	0	Red	10	8	5	67%
Capital Infusion \$ - 000	Red	↓	192	0	Red	→	575	575	316	Green	2300	1725	1655	96%

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	↑	10	11	Green	↑	30	30	32	Green	119	119	126	106%
% of existing business clients to initial	Dark Blue	↑	33%	45%	Yellow	↑	33%	33%	29%	Green	33%	33%	33%	101%
Average Hours/Client	Red	↓	5.02	1.41	Red	↓	5.02	5.02	2.46	Red	5.02	5.02	2.48	49%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									0				18	
Jobs Retained									0				0	
Sales Increased \$-000									0				130	



110% - 90% - 75% - 0%

SBA Scorecard

June 2012 (Ending 6/30/2012)					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	74		↑	176	176	194		705	529	630	119%
# of Business Starts		↑	19	28		↑	58	58	72		230	173	176	102%
Capital Infusion \$ - 000		↑	3288	720		↑	9863	9863	2782		39450	29588	28919	98%

State Scorecard

June 2012 (Ending 6/30/2012)					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	191		↑	673	673	557		2690	2690	2618	97%
% of existing business clients to initial		→	42%	33%		→	42%	42%	36%		46%	46%	43%	94%
Average Hours/Client		↓	5.63	2.39		↑	5.63	5.63	4.11		4.85	4.85	6.38	132%
Satisfy Client needs						↓	95%	95%	98%		95%	95%	99%	104%
Jobs Created				82					241				1153	
Jobs Retained				22					71				196	
Sales Increased \$-000				3668					6013				38929	



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	529	630	119%
# of Business Starts	■	230	173	176	102%
Capital Infusion \$ - 000	■	39450	29588	28919	98%

State Scorecard

State Year 7/1/2011 - 6/29/2012					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	■	2690	2690	2618	97%
% of existing business clients to initial	■	46%	46%	43%	94%
Average Hours/Client	■	4.85	4.85	6.38	132%
Satisfy Client needs	■	95%	95%	99%	104%
Jobs Created				1153	
Jobs Retained				196	
Sales Increased \$-000				38929	



110% - 90% - 75% - 0%