

SBA Scorecard

July 2012 (Ending 7/31/2012)				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	5	Red	↓	25	8	5	Dark Blue	100	83	106	127%
# of Business Starts	Red	↓	1	0	Red	↓	3	1	0	Red	10	8	6	72%
Capital Infusion \$ - 000	Red	↓	42	27	Red	↓	125	42	27	Green	500	417	438	105%

State Scorecard

July 2012 (Ending 7/31/2012)				Quarter (1 mos.)						State Year 7/1/2012 - 6/30/2013				
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	76	Dark Blue	↑	30	10	76	Dark Blue	118	10	76	773%
% of existing business clients to initial	Red	→	10%	0%	Red	→	10%	10%	0%	Red	10%	10%	0%	0%
Average Hours/Client	Green	↑	7.38	6.84	Green	↓	7.38	7.38	6.84	Green	7.38	7.38	6.84	93%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				43					43				43	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

July 2012 (Ending 7/31/2012)					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	↑	2	17	Dark Blue	↑	7	2	17	Yellow	27	23	18	78%
# of Business Starts	Yellow	↑	1	1	Yellow	↓	4	1	1	Red	14	12	7	60%
Capital Infusion \$ - 000	Red	↓	63	0	Red	↓	188	63	0	Dark Blue	750	625	943	151%

State Scorecard

July 2012 (Ending 7/31/2012)					Quarter (1 mos.)					State Year 7/1/2012 - 6/30/2013				
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	↑	13	26	Dark Blue	↑	40	13	26	Dark Blue	160	13	26	195%
% of existing business clients to initial	Red	↓	50%	25%	Red	↓	50%	50%	25%	Green	50%	50%	50%	100%
Average Hours/Client	Red	↑	6.67	2.17	Red	↓	6.67	6.67	2.17	Red	6.67	6.67	2.17	33%
Satisfy Client needs					Green		95%	95%	87%	Green	95%	95%	96%	101%
Jobs Created				4					4				4	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

SBA Scorecard

July 2012 (Ending 7/31/2012)				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	1	Red	↓	9	3	1	Red	34	28	16	56%
# of Business Starts	Dark Blue	→	1	1	Dark Blue	↓	3	1	1	Yellow	10	8	7	84%
Capital Infusion \$ - 000	Red	↓	125	27	Red	↓	375	125	27	Red	1500	1250	230	18%

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	17	Dark Blue	↓	30	10	17	Dark Blue	120	10	17	170%
% of existing business clients to initial	Dark Blue	↑	51%	67%	Dark Blue	↓	51%	51%	67%	Dark Blue	51%	51%	67%	131%
Average Hours/Client	Red	↓	4.98	1.18	Red	↓	4.98	4.98	1.18	Red	4.98	4.98	1.18	24%
Satisfy Client needs					Green		95%	95%	93%	Green	95%	95%	97%	102%
Jobs Created				1					1				1	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

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July 2012 (Ending 7/31/2012)					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	1	Red	↓	10	3	1	Green	40	33	32	96%
# of Business Starts	Red	↑	2	1	Red	↑	5	2	1	Red	18	15	6	40%
Capital Infusion \$ - 000	Red	↓	300	0	Red	↓	900	300	0	Red	3600	3000	1200	40%

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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	24	Dark Blue	↓	27	9	24	Dark Blue	108	9	24	267%
% of existing business clients to initial	Red	↓	55%	25%	Red	↓	55%	55%	25%	Green	55%	55%	50%	102%
Average Hours/Client	Red	↓	7.30	2.17	Red	↓	7.30	7.30	2.17	Red	7.30	7.30	2.27	31%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	97%	102%
Jobs Created				1					1				1	
Jobs Retained				0					0				0	
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	↑	9	10	Dark Blue	↓	27	9	10	Dark Blue	68	57	81	142%
# of Business Starts	Yellow	↓	4	3	Yellow	↓	11	4	3	Dark Blue	36	30	42	140%
Capital Infusion \$ - 000	Red	↓	400	5	Red	↓	1200	400	5	Dark Blue	1800	1500	2023	198%

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	↑	29	50	Dark Blue	↓	87	29	50	Dark Blue	347	29	50	173%
% of existing business clients to initial	Green	↑	53%	54%	Green	↓	53%	53%	54%	Green	53%	53%	54%	102%
Average Hours/Client	Red	↑	7.50	2.23	Red	↓	7.50	7.50	2.23	Red	7.50	7.50	2.23	30%
Satisfy Client needs					Green		95%	95%	96%	Green	95%	95%	98%	103%
Jobs Created				3					3				3	
Jobs Retained				0					0				0	
Sales Increased \$-000				4					4				4	



110% - 90% - 75% - 0%

SBA Scorecard

July 2012 (Ending 7/31/2012)					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	Green	↓	4	4	Green	↓	13	4	4	Dark Blue	52	43	48	111%
# of Business Starts	Dark Blue	↑	2	2	Dark Blue	↓	5	2	2	Yellow	19	16	13	82%
Capital Infusion \$ - 000	Red	→	125	0	Red	↓	375	125	0	Red	1500	1250	587	47%

State Scorecard

July 2012 (Ending 7/31/2012)					Quarter (1 mos.)					State Year 7/1/2012 - 6/30/2013				
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	36	Dark Blue	↓	65	22	36	Dark Blue	260	22	39	166%
% of existing business clients to initial	Dark Blue	↑	40%	59%	Dark Blue	↑	40%	40%	59%	Dark Blue	40%	40%	59%	177%
Average Hours/Client	Red	↑	3.50	2.21	Red	↓	3.50	3.50	2.21	Red	3.50	3.50	2.21	63%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	104%
Jobs Created				2					2				2	
Jobs Retained				0					0				0	
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	■	↑	12	75	■	↑	35	12	75	■	140	117	132	113%
# of Business Starts	■	↑	3	8	■	↓	10	3	8	■	41	34	63	184%
Capital Infusion \$ - 000	■	↑	458	650	■	↑	1375	458	650	■	5500	4583	9987	218%

State Scorecard

July 2012 (Ending 7/31/2012)					Quarter (1 mos.)					State Year 7/1/2012 - 6/30/2013				
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	114	■	↑	134	45	114	■	537	45	114	255%
% of existing business clients to initial	■	↓	35%	42%	■	↑	35%	35%	42%	■	35%	35%	42%	120%
Average Hours/Client	■	↓	4.66	2.47	■	↓	4.66	4.66	2.47	■	4.66	4.66	2.47	53%
Satisfy Client needs					■		90%	90%	100%	■	90%	90%	100%	111%
Jobs Created				23					23				23	
Jobs Retained				1					1				1	
Sales Increased \$-000				622					622				622	



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	0		↓	7	2	0		28	23	14	60%
# of Business Starts		↓	1	1		↓	4	1	1		14	12	14	120%
Capital Infusion \$ - 000		↓	83	0		↓	250	83	0		1000	833	109	13%

State Scorecard

July 2012 (Ending 7/31/2012)				Quarter (1 mos.)						State Year 7/1/2012 - 6/30/2013				
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	18		↑	39	13	18		156	13	18	138%
% of existing business clients to initial		→	50%	0%		→	50%	50%	0%		50%	50%	0%	0%
Average Hours/Client		↓	4.00	1.32		↓	4.00	4.00	1.32		4.00	4.00	1.32	33%
Satisfy Client needs							95%	95%	100%		95%	95%	100%	105%
Jobs Created				0					0				0	
Jobs Retained				2					2				2	
Sales Increased \$-000				0					0				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	↓	8	4	Red	↓	24	8	4	Dark Blue	96	80	137	171%
# of Business Starts	Yellow	→	4	3	Yellow	↓	11	4	3	Red	42	35	26	74%
Capital Infusion \$ - 000	Red	↑	1167	39	Red	↓	3500	1167	39	Green	14000	11667	10985	94%

State Scorecard

July 2012 (Ending 7/31/2012)				Quarter (1 mos.)						State Year 7/1/2012 - 6/30/2013				
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	↑	63	85	Dark Blue	↓	188	63	85	Dark Blue	750	63	85	136%
% of existing business clients to initial	Red	↓	50%	31%	Red	↓	50%	50%	31%	Red	50%	50%	31%	62%
Average Hours/Client	Red	↓	3.60	1.79	Red	↓	3.60	3.60	1.79	Red	3.60	3.60	1.79	50%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				20					20				20	
Jobs Retained				0					0				0	
Sales Increased \$-000				21					21				21	



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	Green	↓	24	8	8	Green	95	79	77	97%
# of Business Starts	Yellow	↑	1	1	Yellow	→	4	1	1	Red	16	13	9	68%
Capital Infusion \$ - 000	Red	↓	583	10	Red	↓	1750	583	10	Red	7000	5833	1489	26%

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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	31	Dark Blue	↓	56	19	31	Dark Blue	225	19	31	165%
% of existing business clients to initial	Green	↑	50%	47%	Green	↑	50%	50%	47%	Green	50%	50%	47%	93%
Average Hours/Client	Red	↓	6.88	3.12	Red	↓	6.88	6.88	3.12	Red	6.88	6.88	3.12	45%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	98%	103%
Jobs Created				1					1				1	
Jobs Retained				0					0				0	
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	Green	↑	2	2	Green	↓	6	2	2	Red	25	21	14	67%
# of Business Starts	Red	→	1	0	Red	→	3	1	0	Red	10	8	5	60%
Capital Infusion \$ - 000	Red	↓	192	0	Red	↓	575	192	0	Yellow	2300	1917	1655	86%

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	19	Dark Blue	↓	30	10	19	Dark Blue	119	10	19	192%
% of existing business clients to initial	Dark Blue	↓	33%	38%	Dark Blue	↑	33%	33%	38%	Dark Blue	33%	33%	45%	136%
Average Hours/Client	Red	↑	5.02	2.24	Red	↓	5.02	5.02	2.24	Red	5.02	5.02	2.29	46%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created														
Jobs Retained														
Sales Increased \$-000														



110% - 90% - 75% - 0%

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# of Long Term clients	■	↓	62	127	■	↓	187	62	128	■	705	588	675	115%
# of Business Starts	■	↓	20	21	■	↓	59	20	21	■	230	192	198	103%
Capital Infusion \$ - 000	■	↓	3538	758	■	↓	10613	3538	758	■	39450	32875	29646	90%

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	■	↑	242	496	■	↑	725	242	496	■	2900	242	496	205%
% of existing business clients to initial	■	→	43%	35%	■	→	43%	43%	35%	■	46%	46%	35%	77%
Average Hours/Client	■	↑	5.59	2.52	■	↓	5.59	5.59	2.52	■	4.85	4.85	2.52	52%
Satisfy Client needs					■	↓	95%	95%	98%	■	95%	95%	99%	104%
Jobs Created				98					98				98	
Jobs Retained				3					3				3	
Sales Increased \$-000				647					647				647	



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	Dark Blue	705	588	675	115%
# of Business Starts	Green	230	192	198	103%
Capital Infusion \$ - 000	Green	39450	32875	29646	90%

State Scorecard

State Year 7/1/2012 - 6/30/2013					
Measure	Status	Annual Target	YTD Target	Year to Date	% Goal
# of Unique Clients	Dark Blue	2900	242	496	205%
% of existing business clients to initial	Yellow	46%	46%	35%	77%
Average Hours/Client	Red	4.85	4.85	2.52	52%
Satisfy Client needs	Green	95%	95%	99%	104%
Jobs Created				98	
Jobs Retained				3	
Sales Increased \$-000				647	



110% - 90% - 75% - 0%