

SBA Scorecard

August 2012 (Ending 8/31/2012)					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	█	↑	8	19	█	↑	25	17	24	█	100	92	125	136%
# of Business Starts	█	↑	1	3	█	↑	3	2	3	█	10	9	9	98%
Capital Infusion \$ - 000	█	↑	42	29	█	↑	125	83	29	█	500	458	467	102%

State Scorecard

August 2012 (Ending 8/31/2012)					Quarter (2 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	█	↑	10	109	█	↑	30	20	186	█	118	20	109	554%
% of existing business clients to initial	█	↑	10%	50%	█	↑	10%	10%	29%	█	10%	10%	29%	286%
Average Hours/Client	█	↑	7.38	11.12	█	↑	7.38	7.38	14.26	█	7.38	7.38	14.26	193%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				4					47				47	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				56	



110% - 90% - 75% - 0%

SBA Scorecard

August 2012 (Ending 8/31/2012)					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	Yellow	↑	2	2	Red	↑	7	5	2	Yellow	27	25	20	81%
# of Business Starts	Dark Blue	↑	1	3	Dark Blue	↑	4	2	4	Yellow	14	13	10	78%
Capital Infusion \$ - 000	Red	→	63	0	Red	→	188	125	0	Dark Blue	750	688	943	137%

State Scorecard

August 2012 (Ending 8/31/2012)					Quarter (2 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	33	Dark Blue	↑	40	27	47	Dark Blue	160	27	47	174%
% of existing business clients to initial	Green	↑	50%	50%	Green	↑	50%	50%	46%	Green	50%	50%	46%	92%
Average Hours/Client	Red	↑	6.67	1.68	Red	↑	6.67	6.67	1.79	Red	6.67	6.67	1.79	27%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				3					4				7	
Jobs Retained				0					0				4	
Sales Increased \$-000				6					6				0	



110% - 90% - 75% - 0%

SBA Scorecard

August 2012 (Ending 8/31/2012)					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	2	Red	34	31	17	55%
# of Business Starts	Red	↓	1	0	Red	→	3	2	1	Yellow	10	9	7	76%
Capital Infusion \$ - 000	Red	↑	125	48	Red	↑	375	250	75	Red	1500	1375	278	20%

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	25	Dark Blue	↑	30	20	42	Dark Blue	120	20	25	125%
% of existing business clients to initial	Red	↓	51%	0%	Yellow	↓	51%	51%	40%	Yellow	51%	51%	40%	78%
Average Hours/Client	Red	↓	4.98	1.12	Red	↑	4.98	4.98	1.38	Red	4.98	4.98	1.38	28%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				0					1				1	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				48	



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	↑	3	2	Red	↑	10	7	3	Green	40	37	34	93%
# of Business Starts	Red	↓	2	0	Red	→	5	3	1	Red	18	17	6	36%
Capital Infusion \$ - 000	Red	↓	300	0	Red	→	900	600	0	Red	3600	3300	1200	36%

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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	35	Dark Blue	↑	27	18	61	Dark Blue	108	18	35	194%
% of existing business clients to initial	Yellow	↑	55%	43%	Yellow	↑	55%	55%	45%	Yellow	55%	55%	45%	83%
Average Hours/Client	Red	↑	7.30	2.45	Red	↑	7.30	7.30	2.81	Red	7.30	7.30	2.81	39%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									1				1	
Jobs Retained									0				0	
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	█	↑	9	11	█	↑	27	18	21	█	109	100	92	92%
# of Business Starts	█	↓	4	3	█	↑	11	7	7	█	43	39	46	117%
Capital Infusion \$ - 000	█	↑	400	15	█	↑	1200	800	20	█	4800	4400	3274	74%

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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	█	↑	29	98	█	↑	87	58	179	█	347	58	98	169%
% of existing business clients to initial	█	↑	53%	55%	█	↑	53%	53%	60%	█	53%	53%	60%	113%
Average Hours/Client	█	↑	7.50	2.71	█	↑	7.50	7.50	3.02	█	7.50	7.50	3.02	40%
Satisfy Client needs					█		95%	95%	100%	█	95%	95%	100%	105%
Jobs Created				3					6				6	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					4				4	



110% - 90% - 75% - 0%

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August 2012 (Ending 8/31/2012)					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	█	↑	4	7	█	↑	13	9	11	█	52	48	55	115%
# of Business Starts	█	↓	2	0	█	→	5	3	2	█	19	17	13	75%
Capital Infusion \$ - 000	█	↑	125	260	█	↑	375	250	260	█	1500	1375	847	62%

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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	64	█	↑	65	43	140	█	260	43	68	158%
% of existing business clients to initial	█	↓	40%	33%	█	↓	40%	40%	45%	█	40%	40%	45%	112%
Average Hours/Client	█	↑	3.50	2.55	█	↑	3.50	3.50	2.72	█	3.50	3.50	2.72	78%
Satisfy Client needs					█		95%	95%	91%	█	95%	95%	91%	96%
Jobs Created				7					9				9	
Jobs Retained				0					0				0	
Sales Increased \$-000				200					200				200	



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	↓	12	7	Red	↑	35	23	17	Green	140	128	139	108%
# of Business Starts	Red	↓	3	1	Dark Blue	→	10	7	8	Dark Blue	41	38	64	168%
Capital Infusion \$ - 000	Red	↓	458	57	Yellow	↑	1375	917	707	Dark Blue	5500	5042	10044	199%

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August 2012 (Ending 8/31/2012)					Quarter (2 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	↓	45	140	Dark Blue	↑	134	90	301	Dark Blue	537	90	175	194%
% of existing business clients to initial	Dark Blue	↑	35%	54%	Dark Blue	↑	35%	35%	50%	Dark Blue	35%	35%	50%	143%
Average Hours/Client	Red	↑	4.66	2.35	Red	↑	4.66	4.66	2.93	Red	4.66	4.66	2.93	63%
Satisfy Client needs					Dark Blue		90%	90%	100%	Dark Blue	90%	90%	100%	111%
Jobs Created				1					22				24	
Jobs Retained				0					1				1	
Sales Increased \$-000				70					692				692	



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	↑	2	2	Red	↑	7	5	2	Red	28	26	16	62%
# of Business Starts	Dark Blue	↓	1	2	Dark Blue	↑	4	2	5	Dark Blue	14	13	18	140%
Capital Infusion \$ - 000	Red	→	83	0	Red	→	250	167	0	Red	1000	917	109	12%

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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	↑	13	34	Dark Blue	↑	39	26	53	Dark Blue	156	26	34	131%
% of existing business clients to initial	Red	→	50%	0%	Red	→	50%	50%	0%	Red	50%	50%	0%	0%
Average Hours/Client	Red	↑	4.00	1.73	Red	↑	4.00	4.00	1.83	Red	4.00	4.00	1.83	46%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				8					9				9	
Jobs Retained				5					7				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	Red	↓	8	2	Red	↑	24	16	7	Dark Blue	96	88	140	159%
# of Business Starts	Red	↓	4	2	Red	↑	11	7	5	Red	42	39	28	73%
Capital Infusion \$ - 000	Dark Blue	↑	1167	1660	Red	↑	3500	2333	1699	Green	14000	12833	12646	99%

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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	↑	63	153	Dark Blue	↑	188	125	286	Dark Blue	750	125	153	122%
% of existing business clients to initial	Red	↑	50%	29%	Red	↑	50%	50%	30%	Red	50%	50%	30%	60%
Average Hours/Client	Red	↑	3.60	1.77	Red	↑	3.60	3.60	2.03	Red	3.60	3.60	2.03	57%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				10					30				30	
Jobs Retained				0					0				0	
Sales Increased \$-000				246					267				267	



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	14	Green	95	87	83	95%
# of Business Starts	Dark Blue	↑	1	6	Dark Blue	↑	4	3	7	Green	16	15	15	102%
Capital Infusion \$ - 000	Dark Blue	↑	583	2129	Dark Blue	↑	1750	1167	2139	Red	7000	6417	3618	56%

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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	52	Dark Blue	↑	56	38	83	Dark Blue	225	38	52	139%
% of existing business clients to initial	Red	↓	50%	22%	Yellow	↓	50%	50%	38%	Yellow	50%	50%	38%	75%
Average Hours/Client	Red	↑	6.88	3.29	Red	↑	6.88	6.88	4.07	Red	6.88	6.88	4.07	59%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				101					102				102	
Jobs Retained				4					4				4	
Sales Increased \$-000				2357					2357				2357	



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	4	3	Red	25	23	15	65%
# of Business Starts	Red	→	1	0	Red	→	3	2	0	Red	10	9	5	55%
Capital Infusion \$ - 000	Red	↓	192	0	Red	↓	575	383	0	Yellow	2300	2108	1655	79%

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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	30	Dark Blue	↑	30	20	102	Dark Blue	119	20	30	151%
% of existing business clients to initial	Yellow	↓	33%	25%	Green	→	33%	33%	33%	Green	33%	33%	33%	101%
Average Hours/Client	Red	↑	5.02	2.58	Red	↑	5.02	5.02	2.45	Red	5.02	5.02	2.45	49%
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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August 2012 (Ending 8/31/2012)					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	Green	↓	62	60	Yellow	↓	187	124	107	Dark Blue	705	647	736	114%
# of Business Starts	Green	↑	20	20	Green	↑	59	40	43	Green	230	211	220	104%
Capital Infusion \$ - 000	Dark Blue	↑	3538	4198	Red	↑	10613	7075	4929	Green	39450	36163	35081	97%

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	↑	242	773	Dark Blue	↑	725	483	1480	Dark Blue	2900	483	821	170%
% of existing business clients to initial	Dark Blue	↑	43%	33%	Dark Blue	↑	43%	43%	38%	Yellow	46%	46%	38%	82%
Average Hours/Client	Red	↑	5.59	3.03	Red	↑	5.59	5.59	3.57	Red	4.85	4.85	3.57	74%
Satisfy Client needs					Green	↓	95%	95%	99%	Green	95%	95%	99%	104%
Jobs Created				137					231				235	
Jobs Retained				9					12				16	
Sales Increased \$-000				2878					3525				3630	



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	647	736	114%
# of Business Starts	Green	230	211	220	104%
Capital Infusion \$ - 000	Green	39450	36163	35081	97%

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	483	821	170%
% of existing business clients to initial	Yellow	46%	46%	38%	82%
Average Hours/Client	Red	4.85	4.85	3.57	74%
Satisfy Client needs	Green	95%	95%	99%	104%
Jobs Created				235	
Jobs Retained				16	
Sales Increased \$-000				3630	



110% - 90% - 75% - 0%