

SBA Scorecard

September 2012 (Ending 9/30/2012)					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	1	Green	↑	25	25	25	Dark Blue	100	100	126	126%
# of Business Starts	Dark Blue	↓	1	1	Dark Blue	→	3	3	3	Green	10	10	9	90%
Capital Infusion \$ - 000	Dark Blue	↑	42	60	Red	↑	125	125	60	Green	500	500	526	105%

State Scorecard

September 2012 (Ending 9/30/2012)					Quarter (3 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	117	Dark Blue	↑	30	30	303	Dark Blue	118	30	117	390%
% of existing business clients to initial	Red	↓	10%	0%	Dark Blue	↓	10%	10%	22%	Dark Blue	10%	10%	22%	222%
Average Hours/Client	Dark Blue	↑	7.38	16.35	Dark Blue	↑	7.38	7.38	24.72	Dark Blue	7.38	7.38	24.72	335%
Satisfy Client needs					Green		95%	95%	95%	Green	95%	95%	95%	100%
Jobs Created				5					49				51	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				56	



110% - 90% - 75% - 0%

SBA Scorecard

September 2012 (Ending 9/30/2012)					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	Red	↑	7	7	4	Yellow	27	27	22	81%
# of Business Starts	Dark Blue	→	1	3	Dark Blue	↑	4	4	7	Green	14	14	13	93%
Capital Infusion \$ - 000	Red	→	63	0	Red	→	188	188	0	Dark Blue	750	750	1243	126%

State Scorecard

September 2012 (Ending 9/30/2012)					Quarter (3 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	51	Dark Blue	↑	40	40	98	Dark Blue	160	40	65	163%
% of existing business clients to initial	Red	↓	50%	30%	Yellow	↓	50%	50%	39%	Yellow	50%	50%	39%	78%
Average Hours/Client	Red	↓	6.67	1.65	Red	↑	6.67	6.67	1.87	Red	6.67	6.67	1.87	28%
Satisfy Client needs					Green		95%	95%	97%	Green	95%	95%	97%	102%
Jobs Created				2					6				9	
Jobs Retained				1					1				1	
Sales Increased \$-000				0					6				6	



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	0	Red	→	9	9	2	Red	34	34	17	50%
# of Business Starts	Red	→	1	0	Red	→	3	3	1	Red	10	10	7	70%
Capital Infusion \$ - 000	Red	↓	125	0	Red	→	375	375	75	Red	1500	1500	278	19%

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	32	Dark Blue	↑	30	30	74	Green	120	30	32	107%
% of existing business clients to initial	Red	↑	51%	17%	Red	↓	51%	51%	27%	Red	51%	51%	27%	53%
Average Hours/Client	Red	↑	4.98	1.73	Red	↑	4.98	4.98	1.62	Red	4.98	4.98	1.62	32%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									1				1	
Jobs Retained									0				0	
Sales Increased \$-000									48				48	



110% - 90% - 75% - 0%

SBA Scorecard

September 2012 (Ending 9/30/2012)					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	→	3	2	Red	↑	10	10	5	Green	40	40	36	90%
# of Business Starts	Dark Blue	↑	2	2	Red	↑	5	5	3	Red	18	18	9	50%
Capital Infusion \$ - 000	Red	↓	300	11	Red	↑	900	900	11	Red	3600	3600	1211	34%

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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	57	Dark Blue	↑	27	27	118	Dark Blue	108	27	57	211%
% of existing business clients to initial	Yellow	↑	55%	47%	Yellow	↑	55%	55%	46%	Yellow	55%	55%	46%	84%
Average Hours/Client	Red	↑	7.30	2.46	Red	↑	7.30	7.30	3.24	Red	7.30	7.30	3.24	44%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				4					4				4	
Jobs Retained				0					0				0	
Sales Increased \$-000				5					5				5	



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	↓	9	8	Green	↑	27	27	29	Green	109	109	100	92%
# of Business Starts	Yellow	→	4	3	Green	↑	11	11	10	Dark Blue	43	43	49	114%
Capital Infusion \$ - 000	Red	↑	400	152	Red	↑	1200	1200	172	Red	4800	4800	3481	73%

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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	126	Dark Blue	↑	87	87	305	Dark Blue	347	87	126	145%
% of existing business clients to initial	Green	↑	53%	57%	Dark Blue	↑	53%	53%	62%	Dark Blue	53%	53%	62%	117%
Average Hours/Client	Red	↓	7.50	1.89	Red	↑	7.50	7.50	3.29	Red	7.50	7.50	3.29	44%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				15					20				27	
Jobs Retained				0					0				0	
Sales Increased \$-000				60					64				64	



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	↓	4	3	Green	↑	13	13	14	Dark Blue	52	52	58	112%
# of Business Starts	Red	→	2	0	Red	→	5	5	2	Red	19	19	13	68%
Capital Infusion \$ - 000	Red	↓	125	0	Red	→	375	375	260	Red	1500	1500	847	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	↑	22	81	Dark Blue	↑	65	65	221	Dark Blue	260	65	86	132%
% of existing business clients to initial	Red	↓	40%	20%	Green	↓	40%	40%	40%	Green	40%	40%	40%	99%
Average Hours/Client	Red	↓	3.50	1.78	Yellow	↓	3.50	3.50	2.65	Yellow	3.50	3.50	2.65	76%
Satisfy Client needs					Green		95%	95%	93%	Green	95%	95%	93%	98%
Jobs Created				3					12				12	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					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	6	Red	↑	35	35	23	Green	140	140	145	104%
# of Business Starts	Red	↑	3	2	Green	↑	10	10	10	Dark Blue	41	41	66	161%
Capital Infusion \$ - 000	Dark Blue	↑	458	4280	Dark Blue	↑	1375	1375	4887	Dark Blue	5500	5500	14324	260%

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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	↑	45	173	Dark Blue	↑	134	134	474	Dark Blue	537	134	208	155%
% of existing business clients to initial	Dark Blue	↓	35%	44%	Dark Blue	→	35%	35%	50%	Dark Blue	35%	35%	50%	143%
Average Hours/Client	Red	↓	4.66	2.34	Red	↑	4.66	4.66	3.38	Red	4.66	4.66	3.38	72%
Satisfy Client needs					Dark Blue		90%	90%	100%	Dark Blue	90%	90%	100%	111%
Jobs Created				59					69				83	
Jobs Retained				0					1				1	
Sales Increased \$-000				1215					1907				4987	



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	7	4	Red	28	28	18	64%
# of Business Starts	Red	↓	1	0	Dark Blue	↑	4	4	7	Dark Blue	14	14	20	143%
Capital Infusion \$ - 000	Red	↓	83	0	Red	→	250	250	0	Red	1000	1000	109	11%

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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	45	Dark Blue	↑	39	39	98	Dark Blue	156	39	45	115%
% of existing business clients to initial	Red	↑	50%	17%	Red	↑	50%	50%	13%	Red	50%	50%	13%	27%
Average Hours/Client	Red	↓	4.00	1.15	Red	↑	4.00	4.00	1.92	Red	4.00	4.00	1.92	48%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created									13				13	
Jobs Retained									7				7	
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	Green	↑	8	8	Red	↑	24	24	15	Dark Blue	96	96	148	154%
# of Business Starts	Yellow	↑	4	3	Yellow	↑	11	11	8	Red	42	42	31	74%
Capital Infusion \$ - 000	Red	↓	1167	514	Red	↑	3500	3500	2213	Green	14000	14000	13559	97%

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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	193	Dark Blue	↑	188	188	479	Green	750	188	193	103%
% of existing business clients to initial	Yellow	↑	50%	43%	Red	↑	50%	50%	36%	Red	50%	50%	36%	72%
Average Hours/Client	Red	↑	3.60	2.03	Red	↑	3.60	3.60	2.29	Red	3.60	3.60	2.29	64%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				5					35				35	
Jobs Retained				2					2				2	
Sales Increased \$-000				0					267				2613	



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	Yellow	↑	24	24	21	Green	95	95	90	95%
# of Business Starts	Dark Blue	→	1	6	Dark Blue	↑	4	4	13	Dark Blue	16	16	21	131%
Capital Infusion \$ - 000	Dark Blue	↓	583	863	Dark Blue	↑	1750	1750	3002	Red	7000	7000	4481	64%

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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	71	Dark Blue	↑	56	56	154	Dark Blue	225	56	71	126%
% of existing business clients to initial	Yellow	↑	50%	43%	Yellow	↑	50%	50%	42%	Yellow	50%	50%	42%	84%
Average Hours/Client	Yellow	↑	6.88	5.78	Yellow	↑	6.88	6.88	5.75	Yellow	6.88	6.88	5.75	84%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				44					146				146	
Jobs Retained				12					16				16	
Sales Increased \$-000				50					2407				2407	



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	Yellow	↑	6	6	5	Red	25	25	17	68%
# of Business Starts	Dark Blue	↑	1	1	Red	↑	3	3	1	Red	10	10	6	60%
Capital Infusion \$ - 000	Red	↓	192	50	Red	↓	575	575	50	Red	2300	2300	1705	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	Dark Blue	↑	10	40	Dark Blue	↑	30	30	142	Dark Blue	119	30	40	134%
% of existing business clients to initial	Dark Blue	↑	33%	38%	Green	↑	33%	33%	34%	Green	33%	33%	34%	104%
Average Hours/Client	Red	↑	5.02	3.23	Red	↑	5.02	5.02	2.81	Red	5.02	5.02	2.81	56%
Satisfy Client needs					Green		95%	95%	100%	Green	95%	95%	100%	105%
Jobs Created				4					4				4	
Jobs Retained				0					0				0	
Sales Increased \$-000				0					0				0	



110% - 90% - 75% - 0%

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September 2012 (Ending 9/30/2012)					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	↓	62	41	Yellow	↓	187	187	148	Dark Blue	705	705	777	110%
# of Business Starts	Green	↓	20	21	Green	→	59	59	65	Green	230	230	245	107%
Capital Infusion \$ - 000	Dark Blue	↑	3538	5929	Green	↑	10613	10613	10729	Green	39450	39450	41464	105%

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	986	Dark Blue	↑	725	725	2466	Dark Blue	2900	725	1041	143%
% of existing business clients to initial	Dark Blue	↓	43%	32%	Dark Blue	↓	43%	43%	38%	Yellow	46%	46%	38%	82%
Average Hours/Client	Red	↑	5.59	3.67	Yellow	↑	5.59	5.59	4.87	Green	4.85	4.85	4.87	100%
Satisfy Client needs					Green	↓	95%	95%	99%	Green	95%	95%	99%	104%
Jobs Created				141					358				382	
Jobs Retained				15					27				27	
Sales Increased \$-000				1330					4855				10386	



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	705	777	110%
# of Business Starts	Green	230	230	245	107%
Capital Infusion \$ - 000	Green	39450	39450	41464	105%

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	725	1041	143%
% of existing business clients to initial	Yellow	46%	46%	38%	82%
Average Hours/Client	Green	4.85	4.85	4.87	100%
Satisfy Client needs	Green	95%	95%	99%	104%
Jobs Created				382	
Jobs Retained				27	
Sales Increased \$-000				10386	



110% - 90% - 75% - 0%