

Balanced Scorecard

Perspective	Theme	Strategic Objective	Type (Lead/Lag)	Tracked by	Measure	Current Time Period				Year Comparison	
						Metric	Target	Status %	Status	YTD Trend	Metric
IMPACT											
Economic	Core	Start New Businesses	Lag	LC - EX	Business Starts						
Economic	Core	Increase Jobs Created	Lag	LC - EX	Jobs Created						
Economic	Core	Increase Jobs Retained	Lag	LC - EX	Jobs Retained						
Economic	Core	Capital Formation	Lag	LC - EX	Capital Infusion						
Economic	Core	Increase Client Sales	Lag	LC - EX	Increased Sales						
Economic	Local	Increase Client Contracts	Lag	LC - EX	Increased Contracts						
CONSULTING											
Client	Core	Provide one-on-one Consulting	Lag	LC-EX	Client Count						
Client	Core	Provide one-on-one Consulting	Lag	LC - EX	Client Sessions						
Client	Core	Provide one-on-one Consulting	Lag	LC - EX	Total C&P Hours						
Client	Core	Provide one-on-one Consulting	Lag	LC - EX	Average C&P Hours						
Client	Core	Offer valuable programs and services	Lag	LC - EX	Counseling Satisfaction						
Client	Core	Increase Repeat Clients	Lag	LC - EX	Long Term Clients						
Client	Core	Demographics	Lead	LC - EX	Target Demographics						
Internal	SWB	Increase Existing Business Clients	Lag	LC - EX	Existing Business %						
TRAINING											
Client	Core	Facilitate Valuable Trainings	Lead	LC - EX	Training Count						
Client	Core	Facilitate Valuable Trainings	Lead	LC - EX	Event Attendance						
Client	Core	Satisfy Clients	Lead	LC - EX	Attendee into Client						
Client	Core	Satisfy Clients	Lag	LC - EX	Training Satisfaction						

Core - Core Values
SWB - State Wide Breakthrough

Network Total