

# S.C.O.R.E

*Service Core of  
Retired Executives*

## Delaware Libraries



# Delaware Libraries



## Metrics / Challenges

- Engagement
- Relevance
- Special events
- Budget/funding
- Community outreach
- ?
- ?
- ? (add metrics during zoom discussion)
- ?
- ?



Tianjin Binhai Library 2017

## Library Structure Goals:

- Space for collaboration
- Space to improve productivity
- Convenient URL for digital resources
- Literacy and social programs
- ? (add goal during zoom discussion)



# Service Core of Retired Executives

Who We Are:

**Over 10,000  
Volunteers**

serving clients in over  
1,500 communities

SCORE helps a diverse range of American  
Small Businesses and Entrepreneurs.

Of SCORE's 2022 client base...

**64%** were women

**46%** were minorities

**9%** were veterans

POWERED BY



U.S. Small Business  
Administration



# 2022

## National Impact



**SCORE** is a uniquely American organization that synthesizes two historic national ideals: entrepreneurial spirit and volunteerism.

Since 1964, SCORE has helped more than 11 million entrepreneurs start, grow or successfully exit a business. SCORE's 10,000 volunteers provide free, expert mentoring, resources and education in all 50 U.S. states and territories. Visit SCORE at [www.score.org](http://www.score.org).

**\$459.72** SCORE's cost to help create one business

**\$170.49** SCORE's cost to help create one job

**\$41.98** Amount SCORE clients return to the Federal Treasury for every federal dollar appropriated to SCORE

---

**30,453**  
New Businesses Started

---

---

**82,117**  
Non-owner Jobs Created

---

---

**112,570**  
Total Jobs Created

---

# 2022

## 0042 SCORE Delaware



Impact on the community:

**148** New Businesses Started

**1,099** Total Jobs Created

**2,728** Total Chapter Services

(Total mentoring sessions provided + total workshop attendees)

**Strengthening  
America's Economy:**

SCORE is a direct and effective catalyst for businesses and job creation. Small businesses need mentoring and educational support to be successful. SCORE is the most effective source of small business mentoring in the U.S.

# 2022

## 0042 SCORE Delaware



Number Chapter Volunteers: **59**

SCORE is of notable value to entrepreneurs and small businesses:

**86%** of clients would recommend SCORE to family and friends

**90%** of 'in business' clients were still in business at the end of 2022

**55%** of 'in business' clients reported an increase in revenue

Small business clients who receive 3+ hours of mentoring report higher revenues and increased business growth.



# SCORE Delaware Website

- Successful and experienced volunteer executives acting as mentors
- Seminars and workshops focused on small business success
- Free Mentoring
  - Confidential
  - Personal
  - Face-to-face, email, video, Telephone
- Resources for small business

[score.org/delaware](https://score.org/delaware)

The screenshot shows the SCORE Delaware website homepage. At the top left is the SCORE logo with the tagline "FOR THE LIFE OF YOUR BUSINESS". To the right are links for "Translate", "Login", and "Donate". Below these are navigation links: "View by Business Stage", "Find a Mentor", "Business Education", "Volunteer", and "About". A search icon is also present. The main navigation bar includes "Delaware" and "Local Mentors", "Local Workshops", "Local Resources", and "About". The main content area features the heading "SCORE Delaware" and the text "Serving New Castle, Kent, and Sussex Counties, and Coastal DelMarVa." Below this is a paragraph describing the mentors and a call to action: "SCORE Delaware mentors are highly successful and seasoned business professionals and entrepreneurs with the experience and knowledge to help you achieve your small business goals. Browse resources, take a workshop, or find your business mentor today!". There are four buttons: "FIND A MENTOR", "TAKE A WORKSHOP", "OUR RESOURCE PARTNERS", and "SCORE START-UP ROADMAP". The page includes several images: a beach path, a city street with a lamppost, and a large brick building. At the bottom, there is a banner for "National Women's History Month" and a chatbot icon with the text "Need help? Chat with us!".

# Delaware Libraries



## S.C.O.R.E

### *Service Core of Retired Executives*

#### Library Goal:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.

*Add library goals  
then match-up  
with SCORE's  
offering*

#### SCORE Offering:

- Knowledgeable executives from every industry.
- Deep relationships with SBA, Banks & Politicians.
- LaPlaza, Haitian Business Owners, Black Biz
- Score.org - classes, webinars, templates.
- Score.org - personal mentoring.
- Access to successful business owners.
- Access to (\$) grants for new ideas.
- Money, grants or loans, from CDO (not banks)
- Career mentoring & coaching
- Pitch competitions (pitch your idea for real \$)
- SBA loans for growth



# Social Media – Please Like / Follow Us

## Facebook:

<https://www.facebook.com/scoredelaware/>

- LIKE us
- Post testimonial or comments in the REVIEWS section (about our workshop if positive).
- If less than positive, let us know in person so we can promptly address / fix the gaps).
- SHARE our posts with your friends (to get our posts/workshops greater reach)

## Twitter <https://mobile.twitter.com/scoredelaware>

- Follow us
- Retweet (share our tweets with your friends to get our posts/workshops greater reach)