SCORE Lancaster-Lebanon is an organization designed with one purpose...
TO HELP SMALL BUSINESSES SUCCEED!

Whether we are working with a budding entrepreneur who has a future business idea, a small business that wants to take its results higher, or a non-profit organization working hard to deliver against their mission, we strive to make sure all have the support they need to thrive. Our local Lancaster-Lebanon SCORE Chapter is part of the SCORE National organization, the leading non-profit dedicated to providing mentoring and education to small businesses.

THE MAJORITY OF OUR SERVICES ARE COMPLETELY FREE FOR OUR CLIENTS
With over 300 chapters serving 1,000+ communities nationally, our work is founded in the following core beliefs:

- CLIENTS MATTER
- SMALL BUSINESS MATTERS
- GIVING BACK MATTERS
- EXPERIENCE MATTERS
- RELATIONSHIPS MATTER
- LIFELONG LEARNING MATTERS

ONE-TO-ONE MENTORING
One-to-One mentoring to address the unique needs of our clients.

EDUCATION
Workshops, roundtables, and online tools to help our clients learn business basics and how to grow.

“My mentor has helped me feel confident in the direction my business was going. I was able to narrow my focus, create systems, and discuss ideas for future plans. Just having a SCORE mentor there to listen was a huge help to my success today. My SCORE mentor was 200% on my side in planning for my business to succeed.”

- Inna Aleksey Kondramashin, owner of Tanya’s Pastry Shop

The Lancaster-Lebanon SCORE Chapter is made up of over 70 volunteers coming from many sectors of the business community, all dedicated to helping our clients achieve their dreams.
Sometimes classes or online resources don’t address the unique needs of our clients. So, our successful, experienced, and formally trained business mentors spend one-on-one time with our clients in confidential sessions. The goal is to learn what type of resources are needed to support our clients, and often includes assistance in:

1. Business Planning
2. New Business Funding
3. Financial Analysis
4. Budgeting
5. Sales and Marketing
6. Human Relations Issues
7. Growth Strategies

Business mentors are assigned to a client and often establish long-term relationships lasting for years. When a client needs help that goes beyond their mentor’s experience, other subject matter experts within the chapter, and national resources stand ready to help. Frequently, a client finds a team of people at their disposal. Our mentors are committed to listening, assessing, encouraging, and providing sound guidance. This confidential, business advice is provided at no cost to our clients.

**Education**

SCORE Lancaster-Lebanon offers a wide variety of quality seminars, workshops, and virtual learning sessions designed to meet our clients’ needs.

Our flagship program, Simple Steps for Starting a Business, is designed for those who are considering starting a business as well as those who have recently launched a business. The program is taught by experienced professionals covering business planning, funding, legal considerations, and marketing.

Workshops and Lunch and Learns are held frequently throughout Lancaster and Lebanon Counties, designed to go in-depth into a business subject, such as hiring, insurance needs, sales strategies, cybersecurity, social media and website development. Visit www.lancaster.score.org to find out about upcoming seminars.

In addition, SCORE has online learning opportunities and business templates and tools. No need to reinvent the wheel or search for hours online.
Volunteer With SCORE

Do you have business experience to share? Are you looking for an impactful way to give back to the community? Would you like to use your talents to help others succeed?

If so, consider volunteering with SCORE. We need business mentors, specific subject matter mentors, workshop leaders, seminar speakers, and administrative support. We are looking for individuals who are currently working or retired, and are willing to commit at least 5-10 hours a month to SCORE. The best part, your volunteer hours can be scheduled to fit your calendar and activities.

AS A SCORE MENTOR YOU CAN:

• Provide mentoring in person or via email, phone or video meetings
• Lead educational workshops and seminars
• Serve in a leadership capacity in our local chapter
• Have flexibility with your volunteering time

Many of our volunteers also find that their SCORE experience led them to discover new sources of insight and knowledge that have helped their personal development.

For more information on these exciting opportunities, visit our website at www.lancaster.score.org

MEET A MENTOR: JENNY MURPHY-SHIFLETTE

Meet SCORE Mentor Jenny Murphy-Shiflette. For 30 years, Jenny was the President/CEO of SARCC (Sexual Assault Resource and Counseling Center) of Lebanon and Schuylkill counties. She has the benefit of 37 years of experience working in nonprofits in Central Pennsylvania. Now that Jenny has begun a well-deserved retirement, she has turned to SCORE Lancaster-Lebanon to lend her time and talents as a volunteer mentor and share the lessons and experiences of a long and successful career.
Being a floral artist, I am constantly surrounded by opportunities to enjoy natural beauty. What I don’t necessarily enjoy is the business part of my business. Numbers have always confused and frustrated me. Profit/loss sheets, record keeping, and financials are not my strength. I sought a mentor to direct and encourage me in this area. Fred has been a great encourager and I trust him to guide me toward success. He is humble and has never made me feel like my very small business isn’t important or filled with potential. Knowing that Fred and the rest of SCORE are behind me is motivation to be successful in every part of my design business, even the parts which are not my favorite.”

Marla Bixler, owner of Bixler’s Blooms

“Marla is successful because she is so passionate about what she does, and she truly cares about her brides and their families. Her personality is her biggest selling point. But she has also worked hard to learn SCORE’s financial template and P&L statements. It is not always easy to take on subjects that are not a strength, but Marla made the effort and it paid off.”

Fred Engle, SCORE volunteer mentor
“Having a SCORE mentor means a lot to me, especially as we were just coming over the bridge of starting our business. Eric came to us at just the right moment. He brought me a lot of ideas & strategies for managing all aspects of the restaurant. This is one of the closest relationships I have ever had, and I know I can always trust his advice.”
Harry Chen, owner of Yuzu Asian Cuisine

“Their food at Yuzu is simply outstanding, and Harry and Jessica are warm and welcoming hosts. They introduce themselves to you when you come the first time and welcome you by name when you return. Their SCORE mentors helped them meet the challenge of growing the business in a location just outside the city limits with a Guerilla marketing campaign that targeted the nearby Amtrak station with thousands of take-out menus with coupons over a period of months. Now five years later, many of those commuters are regulars, who are greeted warmly by name when they bring their family and friends in for one of Harry’s special Asian fusion meals.”
Eric Parker, SCORE volunteer mentor
### ANNUAL REPORT 2020

#### Income:
- SBAL Income: $45,050
- Government Funding: $11,625
- Contributions and Grants: $1,360
- Extraordinary Give: $27,723
- Gifts in Kind: $18,271
- Workshop & Seminar Income: $7,474
- Other Income: $6,322
- **Total Income**: $117,825

#### Expense:
- Office Rent: $15,029
- Clerical Expense: $23,726
- SBAL Expense: $1,960
- Workshop & Seminar Expense: $277
- Marketing Expense: $25,444
- Gifts in Kind: $18,271
- Office Equipment and Software: $7,537
- Operational Expense: $1,608
- Volunteer Training: $2,921
- Other Expense: $4,861
- **Total Expense**: $101,634

#### Net Income
- **$16,191**

#### 2020 Fiscal Year In Review

- **3,869** Mentor Volunteer Hours in 2020
- **5,485** Local Entrepreneurs Served
- **1616** Workshops Attendees
- **650** New Clients
- **1016** Unique Clients Served
- **3,869** Mentoring Sessions Conducted

#### Our Clients
- 47% are in business and are looking toward expansion and growth.
- 53% are considering starting a business.
- 19% are in the process of starting a business.
2020 SPONSORS

We couldn’t do our work without the support of our sponsors. This sponsor listing reflects gifts made during the SCORE Lancaster-Lebanon Fiscal Year beginning October 1, 2019 and ending September 18, 2020.

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