From the stockroom to the boardroom, SCORE supports small business in America.
Supporting America’s Small Business Community

They say it takes a village to raise a child and that concept certainly translates to building and sustaining a small business — it truly takes a community. Not only are small businesses critical to supporting a local economy through employment, taxes and localized services but these contributions add up to have huge impacts on a national scale. The 23 million small businesses in America have provided 55% of all jobs and 66% of all net new jobs since the 1970s, according to the U.S. Small Business Administration (SBA). For the past 23 years, big business eliminated 4 million jobs while small businesses added 8 million new jobs. Local and national communities have flourished thanks to small enterprises.

For 49 years, SCORE mentors have been by the side of these entrepreneurs, helping give birth to their ideas and grow them into full-fledged, sustainable businesses. SCORE is a way for communities to connect for people who live close but may exist in different spheres to share their experience, wisdom and knowledge in a way that benefits all. Since 1964, these relationships have resulted in the success of more than 10 million small business owners.

Over this nearly half a century, SCORE has refined the ways it reaches and serves entrepreneurs to best fit their needs. Our network of more than 11,000 volunteer business mentors now interact with small business owners via face-to-face and online mentoring sessions, educational workshops and by providing extensive, current business resources. These direct, personalized contacts allow small business owners to receive the exact guidance they are seeking.

And we’ve seen firsthand that these methods result in success. SCORE once again partnered with PricewaterhouseCoopers (PwC), thanks to the support of Constant Contact, to quantify the impact of our services on small businesses. This census-style survey revealed that in 2013, SCORE’s clients started 38,630 new businesses and created 67,319 new jobs. Since 2009, this results in a total of 616,268 SCORE clients who have started businesses, started 38,630 new businesses and created 67,319 new jobs. Since 2009, this results in a total of 616,268 SCORE clients who have started businesses, increased revenues or created jobs in their communities.

Considering the vibrant communities these two businesses have fostered, it is truly incredible to think of what an impact SCORE clients as a whole have on populations throughout America every year. These results are only possible thanks to the work of our 11,000+ volunteers working in over 320 chapters across the country. In 2013, SCORE volunteers donated more than 1.1 million hours providing 457,472 services to small business clients.

Our Vision:
Strengthen small businesses, local communities and America by supporting our nation’s proud heritage of entrepreneurs seeking opportunities and building success.

Our Mission:
SCORE grows successful small businesses across America, one business at a time.

With sincere appreciation,

Ken Yancey
CEO of SCORE

Jerry Glenn
Board Chair

SCORE is a resource partner of the U.S. Small Business Administration
**Surveying Client Needs and Outcomes**

In 2009, SCORE began a yearly survey of its small business clients, administered by PwC and made possible thanks to funding from Constant Contact. Five years later the data has revealed information that is helping shape SCORE’s approach to the future. In better understanding client needs, SCORE is becoming more effective and efficient.

The 2013 client survey found that SCORE’s client engagement index is high, measuring 4.02 out of a 5.00 scale. It reinforced the notion that SCORE clients want more engaged, relationship-oriented experiences with their mentors: 80% of respondents agreed that they would return to SCORE if they needed further support. This reiterates the importance of SCORE’s motto of “For the Life of Your Business” and goal to help businesses throughout every point of their life cycle.

Overall, the survey found that clients are engaged and satisfied with SCORE’s services; 81% of SCORE clients agree that they would recommend SCORE to friends or associates and such referrals remain the highest driver bringing clients to SCORE: 25% of new clients were referred by friends or family.

In 2013 SCORE developed the SCORE Marketing Cookbook for Small Businesses as just one example of how SCORE works to meet the needs of its clients. The cookbook is a guide filled with recipes to help small business owners improve their business, grow their customer base, and stay abreast of the marketing trends that will help them succeed. Recipes fall into the categories of:

- Developing Your Marketing Strategy
- Promote Your Products and Services
- Online Marketing
- Community Outreach and Visibility

Clients can pick and choose from over 40 recipes to receive step-by-step instructions in the exact marketing initiative they are interested in pursuing.

---

**SCORE Supports the American Entrepreneur**

During 2013, SCORE clients across the country worked to enhance their local entrepreneur communities by fostering partnerships and creating spaces for these interactions that benefitted all involved. SCORE mentors aided these efforts by providing the guidance and experience necessary to creating successful ventures that made this possible. SCORE’s network of 1,100+ volunteers nationwide assisted a total of 330,796 small business clients, 56% of whom were women, 28% minorities and 12% military veterans, start and grow their small businesses throughout the year. The following are just two stories of the hundreds of thousands of SCORE clients who enhanced not only their own lives through entrepreneurship but those of their surrounding community members, too.

**Linking the Small Business Community**

Liz Elam had a long, successful career at a tech company that involved many hours of telecommuting from the seclusion of her home, the crowded tables of a coffee shop or expensive rental office space. The situation opened her eyes to the possibility of creating a space that would be convenient, affordable and foster not only creativity and productivity but also a connected community of local entrepreneurs.

She created Link Coworking, a membership club located in Austin, Texas that brings people together who share the need for a place to conduct their business in an interactive space. Members choose to work from Link not only because it provides them with a comfortable work environment and boosts their productivity, but also because they gain a new community of coworkers and the ability to network with people in many different industries. It is truly a hub of the local entrepreneur community.

Liz says, “Link is not only a place where people come to work; Link is a place where businesses are invented and where connections are made.”

**Small Business: An Outstanding Citizen**

In 1990, Christine Osborne had a dream of opening a retail toy store that showcased the “wonder and magic of fun.” Since those early days, Wonder Works has become a model citizen of the Charleston, South Carolina community with 4 locations that greatly enhance the enjoyment and success of locals’ lives.

Knowing very little pertaining to the retail world, Christine Osborne and her former partner, Dan Morris, reached out to volunteer SCORE mentor Bud Garforth who helped them lay the groundwork for the store’s continued success. Christine says, “The unwinding support in those early years was extremely formative in helping develop Wonder Works into what it symbolizes for the community today…a place of wonder for individuals of all ages, where hopes and dreams do become reality.”

A truly unique toy store, the mission of Wonder Works is four-pronged: to inspire its employees, customers, community and charities. It succeeds in inspiring its community through extensive support of local organizations like Happy Wheels at MUSC Children’s Hospital, Abby’s Friends, Hugs for Hope, and Keys for Hope. Christine notes, “The kids and the community run my store, literally.”

In 2013, Mayor Joseph P. Riley Jr. announced that Thursday, May 16 would be “Christine Osborne Day” in Charleston due to the inspirational contributions she has made over the years to the community, its children and its local charities. Later that year, Wonder Works was honored with the 2013 SCORE Award for Small Business with Outstanding Citizenship thanks to the enterprise’s longtime bonds with its local communities.

“You can make that magic happen in your community. It all starts off with a simple business plan and SCORE,” says Christine.

---

**Who We Are**

- 11,148 volunteers
- 56% women clients
- 28% minority clients
- 12% veteran clients

**Service Performance**

1.1+ million volunteer hours

**Mentoring**

- 128,416 new clients
- 124,676 follow-on sessions

**Training**

- 10,533 local workshops
- 202,390 attendees
- 102,746 online workshop attendees

**How We Impact**

SCORE has served 10.4 million entrepreneurs since 1964

- 38,630 new businesses created in 2013
- 67,319 jobs created in 2013
- 330,796 clients served in FY13
The 5th Annual SCORE Award Winners

1. Minority-Owned Small Business
   Sponsored by The UPS Store
   Angie’s Bookkeeping & Tax, San Antonio, TX
   Tom Scherwitz | Mentor: Hap Appleman
   “Hap has been a big help in guiding me through this transition into franchise ownership.”

2. Small Business Launched by an Individual 50+
   Sponsored by FranNet
   Mich-Stuart, Inc., Miami Beach, FL
   Michelle Cohen & Stuart Paskow | Mentor: Alvin Roselin
   “Alvin understood our business right away. He understood how we wanted to grow. And he’s been a tremendous help to us.”

3. Young Entrepreneur Award
   Sponsored by Deluxe Corporation
   Kombuchick, Norfolk, VA
   Leslie Crews | Mentor: Tom Vaughan
   “Tom Vaughan has been really instrumental in helping our business through some of the specific detail issues we’ve had but overall in supporting our company by being there for me to bounce ideas off of.”

4. Non-Profit Organization
   Sponsored by The Office Depot Foundation
   Bad Girl Ventures, LLC, Cincinnati, OH
   Corey Drushal | Mentor: Carlin Stamm
   “SCORE has played an extremely important role both for me personally and for my company.”

5. Woman-Owned Small Business
   Sponsored by Constant Contact
   Dogtown Cincinnati, Cincinnati, OH
   Megan Prather | Mentors: Dennis Murphy, Frank Raeon
   “My business would not be open if it wasn’t for Dennis. He never did the work for me but always gave me the guidance.”

6. Franchise Small Business
   Sponsored by The UPS Store
   The UPS Score #4997, San Antonio, TX
   Tom Scherwitz | Mentor: Hap Appleman
   “Hap has been a big help in guiding me through this transition into franchise ownership.”

7. Veteran-Owned Small Business
   Sponsored by Inqty
   Dog Is Good, LLC, Los Alamitos, CA
   Jon and Gila Kurtz | Mentors: Tom Patty, Malcolm Geffen
   “The common element among our SCORE mentors is that they’re really strongly committed to helping small business owners, no matter what the business is.”

8. Green Small Business
   Sponsored by The Office Depot Foundation
   SunTactics, San Jose, CA
   Dean Sall | Mentors: Ray Muzzy, Frank De Turris
   “My SCORE mentors are very driven. They have a passion for my company.”

9. Small Business with Outstanding Citizenship
   Sponsored by Net/Neural
   Wonder Works, Mt. Pleasant, SC
   Christine Osborne | Mentor: Bud Garforth
   “It made us feel good that we had that big partner behind us that had that background, that expertise. And we thank Bud for that.”

10. Innovative Small Business
    Sponsored by GoDaddy
    Culinary Kids, LLC, Mandeville, LA
    Sherri and Larry Hansen | Mentor: Mack Deloney
    “Mack Deloney is our superstar. He’s our sounding board, he’s our sanity check, he’s the one that keeps us honest to make sure we’re not just looking through rose-colored glasses.”

SCORE Partners with Organizations Serving Our Entrepreneurial Neighbors

Sam’s Club and SCORE Boost Local Communities
A dedication to America’s small businesses and their communities is a shared interest of both Sam’s Club and SCORE. The Sam’s Club Holiday Giving “Cheer Is” campaign was one way both organizations supported small businesses to make smart choices that lead to healthy and bright futures in 2013 and beyond. The Sam’s Club campaign awarded 102 selected small businesses — two in every state and in Washington, DC — with a $1,000 gift card to purchase Sam’s Club merchandise critical to run their business. These businesses were nominated because they expressed a desire for help to grow, were deemed by their local communities to be deserving of such a reward and showed that they would seriously benefit from $1,000 put towards expanding their business. Additionally, a Sam’s Club grant to SCORE totaling more than $500,000 provided each business owner with access and travel to a two-day “High Speed Growth Seminar,” a special training program featuring key executives and workshops on attracting customers, branding, online marketing and developing a sales plan. The grant also funded three regional educational workshop events hosted by SCORE for any small business in those regions. Combined, these events reached nearly one thousand small businesses. A participant in one of these events, Jessica McMurtrie, owner of Stepping Stones Occupational Therapy, commented saying, “SCORE and Sam’s Club have put together an inspirational, educational and amazing event for small business owners. I feel really fortunate and honored to be able to participate in this event. No matter what type of business you’re in, you can take something from this conference.”

GoDaddy Shares Expertise with Clients and Mentors
Throughout the year, SCORE and GoDaddy teamed up to present 6 live webinars aimed at educating SCORE clients and volunteers on topics including online marketing, social media and website building. The SCORE LIVE webinar audience turned out in droves for these events — these 6 presentations garnered over 5,000 live participants and over 2,500 playbacks of the archived recordings. Feedback from both clients and mentors was extremely positive including comments such as:

• “I am new to SCORE and just in the beginning stages of planning my own business. This webinar was VERY helpful and much appreciated.”

• “Fantastic! Extremely helpful. I feel more confident to start designing my website.”

Lou Campanelli
Award Winner
Jana Bailey, President & COO of FranNet

2013 Senate Small Business Champion
Sen. James E. Risch, Idaho

2013 House Small Business Champion
Rep. Scott Tipton, 3rd District of Colorado
Webinars Make Learning Easy and Convenient

The weekly SCORE LIVE webinar series achieved great success in educating both small business clients and volunteer mentors this past year. In 2013, over 100,000 participants joined these live events, gaining timely, useful business knowledge and interacting with business topic matter experts and SCORE mentors. The ultimate goal of these webinars is not only to share knowledge but to encourage small business owners to reach out to a SCORE mentor for further information and assistance. And they did just that - 28% of these online workshop participants went on to request a SCORE mentor in 2013.

Post-event survey feedback from these events has been overwhelmingly positive including comments like “Very informative. It sparked lots of new ideas. Thank you!” and “Really great at making the whole time count. SCORE webinars that I have attended thus far have all been of great value for this reason and for the information presented. Thank you!!!!”

Volunteers Train Online

Webinars also served as a useful vehicle for internal learning during 2013. Technology trainings covered topics including email mentoring best practices, database training, and our new client relationship management system. These training sessions are recorded and then housed on the SCORE Support Knowledgebase (support.score.org/knowledgebase) for easy access.

The SCORE Volunteer Center (volunteer.score.org) was also redesigned during 2013 with the help of SCORE chapters. These new online workshop participants went on to request a SCORE mentor in 2013.

Local Chapters Innovate to Share Knowledge within Communities

Two SCORE chapters identified and implemented new ways to meet their client needs and shared these new practices with their fellow chapter leadership at the National Leadership Conference in August.

The SCORE Chicago chapter took note of a specific sector of small businesses that could benefit from a modification in their standard mentoring methods. Targeting business in the $3-$50 million revenue range, the chapter developed a format of sharing their expertise that closely mirrors the methods of a traditional business consulting relationship. The 5-step process includes:

• Conducting a business assessment to identify a company’s challenges
• Developing tailored solutions to address those challenges
• Preparing an integrated action plan as the roadmap to success
• Providing hands-on support to implement the roadmap
• Building a partnership to ensure continuing success

Utilizing this new model, one client saw a 35% increase in gross profit over a 2-year period.

The Orange County chapter created a CEO Forum program consisting of monthly half-day meetings of 12 small business owners that are facilitated by two SCORE mentors. CEO’s from a variety of business types come together to present their questions to one another and develop solutions in a proven, roundtable format. SCORE Orange County has hosted 7 of these events and the concept has now been successfully utilized in a number of other locations, including the Minneapolis and San Diego SCORE chapters.

A&E Audiology, a Pennsylvania Success Story

A&E Audiology was founded in 2000 by audiologist Dr. Kamal Elliot. From the start, Dr. Elliot’s goal was to provide a needed service within her community by offering a full range of audiology and hearing aid services within the Lancaster area, so that patients would not have to travel to Hershey or Philadelphia. In the initial stages of her business, Dr. Elliot worked with SCORE Lancaster mentor Everett Williams to find out the steps for setting up a private practice and how to write an effective business plan.

Up and running, A&E Audiology was on its way to success. A strong member of the local community, the practice was voted #1 Hearing Specialists in the Lancaster Newspaper’s Readers’ Choice Awards 7 years in a row. Women after her initial SCORE meetings, Dr. Elliot turned to the Lancaster chapter again. She met with mentor Jerry Glenn who aided her in developing realistic and useful financial plans that would help her sustain the business in the long-term. Developing a plan for how Dr. Elliot could work on her business in addition to her business. One of the collaborative efforts of SCORE Lancaster mentors who worked together with Dr. Elliot to brainstorm ways to increase her revenues.

A&E Audiology and Hearing Aid Center, Inc. has now grown to three full-time locations with five Doctors of Audiology and one Doctoral Extern on staff. “I am indebted, I couldn’t have started this business without Everett’s help,” said Elliot. “SCORE has been one of the most helpful resources when starting and now growing, my business.”
SCORE is headquartered in Herndon, VA and has 11,000+ volunteers in 320+ chapters across the nation. Office space is generously donated by SBA district offices, Chambers of Commerce and other community supporters. SCORE received a federal grant of $7.04 million via the U.S. Small Business Administration (SBA) which provides the primary financial support for SCORE’s operations. SCORE generated $3.99 million of its revenue from the field.

The SCORE Association thanks the generous individuals and organizations that have helped small business entrepreneurs across the country with their support.

### FY13 SCORE Association Statement of Financial Position – Year ended Sept. 30

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$8,453,648</td>
<td>$7,533,571</td>
</tr>
<tr>
<td>Receivables &amp; Prepaid Expenses</td>
<td>161,366</td>
<td>208,674</td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>246,201</td>
<td>341,505</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$8,861,215</strong></td>
<td><strong>$8,083,750</strong></td>
</tr>
<tr>
<td>Accounts Payable &amp; Accrued Expenses</td>
<td>$608,183</td>
<td>$376,444</td>
</tr>
<tr>
<td>Advances from SBA</td>
<td>235,593</td>
<td>800</td>
</tr>
<tr>
<td>Accrued Vacation &amp; Payroll</td>
<td>88,872</td>
<td>82,952</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>932,648</strong></td>
<td><strong>460,396</strong></td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>7,928,567</strong></td>
<td><strong>7,623,354</strong></td>
</tr>
<tr>
<td><strong>Total Liabilities &amp; Net Assets</strong></td>
<td><strong>$8,861,215</strong></td>
<td><strong>$8,083,750</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Net Assets</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted &amp; Board Designated</td>
<td>1,602,067</td>
</tr>
<tr>
<td>Temporarily Restricted</td>
<td>6,326,500</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>7,928,567</strong></td>
</tr>
</tbody>
</table>

### FY13 SCORE Association Revenues, Expenses and Net Assets – Year ended Sept. 30

<table>
<thead>
<tr>
<th></th>
<th>Unrestricted</th>
<th>Restricted</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue, Support and Other Changes</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grant - U.S. Small Business Administration</td>
<td>7,044,407</td>
<td>-</td>
<td>7,044,407</td>
</tr>
<tr>
<td>Chapter Program Revenue</td>
<td>523,887</td>
<td>2,074,278</td>
<td>2,598,165</td>
</tr>
<tr>
<td>Gifts &amp; Grants</td>
<td>1,396,961</td>
<td>-</td>
<td>1,396,961</td>
</tr>
<tr>
<td>Donated Office Space, Goods &amp; Services</td>
<td>2,590,298</td>
<td>-</td>
<td>2,590,298</td>
</tr>
<tr>
<td>Other</td>
<td>42,930</td>
<td>-</td>
<td>42,930</td>
</tr>
<tr>
<td><strong>Total Revenue and Other Support</strong></td>
<td>11,598,483</td>
<td>2,074,278</td>
<td>13,672,761</td>
</tr>
<tr>
<td><strong>Satisfaction of Restrictions</strong></td>
<td>3,044,535</td>
<td>(3,044,535)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Revenue and Other Support</strong></td>
<td>14,643,018</td>
<td>(970,257)</td>
<td>13,672,761</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Expenses</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter Expense</td>
<td>3,637,539</td>
</tr>
<tr>
<td>Donated Office Space, Goods &amp; Services</td>
<td>2,590,298</td>
</tr>
<tr>
<td>Salaries &amp; Fringe Benefits</td>
<td>1,980,518</td>
</tr>
<tr>
<td>Volunteer - Chapter Services and Travel</td>
<td>1,754,227</td>
</tr>
<tr>
<td>Technology &amp; Website</td>
<td>882,636</td>
</tr>
<tr>
<td>Chapter Clerical Support</td>
<td>634,716</td>
</tr>
<tr>
<td>National Leadership Conference</td>
<td>432,520</td>
</tr>
<tr>
<td>Marketing</td>
<td>227,064</td>
</tr>
<tr>
<td>Professional Services</td>
<td>208,260</td>
</tr>
<tr>
<td>Office Supplies, Postage &amp; Equipment</td>
<td>115,273</td>
</tr>
<tr>
<td>Board of Directors</td>
<td>98,254</td>
</tr>
<tr>
<td>Communications &amp; Publications</td>
<td>95,703</td>
</tr>
<tr>
<td>Amortization</td>
<td>95,304</td>
</tr>
<tr>
<td>Other</td>
<td>28,722</td>
</tr>
<tr>
<td>Insurance</td>
<td>22,106</td>
</tr>
<tr>
<td>Hurricane Sandy Relief Program</td>
<td>564,408</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>13,367,548</strong></td>
</tr>
<tr>
<td><strong>Change in Net Assets</strong></td>
<td>1,275,470</td>
</tr>
<tr>
<td><strong>Net Assets - Beginning of Year</strong></td>
<td>326,597</td>
</tr>
<tr>
<td><strong>Net Assets - End of Year</strong></td>
<td>1,602,067</td>
</tr>
</tbody>
</table>
The SCORE Foundation was established to serve as the philanthropic support of SCORE and to assist in raising vital funds to extend SCORE's mentoring and training across the country. The foundation has cultivated partnerships with corporations to increase SCORE's outreach in the entrepreneurship community with impact on American small business growth and development. During FY13 more than $2.83 million was raised by the foundation to support SCORE programs. Establishing national corporate alliance partnerships aids SCORE's efforts to provide outstanding services to clients. The SCORE Foundation secured several crucial donors, including The UPS Store, Deluxe Corporation, and Regus. Constant Contact continues to support SCORE as well through its many workshop events and product donations to SCORE chapters.

The SCORE Foundation would like to recognize and thank the many corporate partners and individuals that have assisted in helping strengthen small businesses in America with their unwavering commitment to SCORE during 2013.

### FY13 The SCORE Foundation Statement of Financial Position – Year ended Sept. 30

<table>
<thead>
<tr>
<th>Assets</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$1,807,188</td>
<td>$1,182,244</td>
</tr>
<tr>
<td>Promises to Give: Net</td>
<td>656,155</td>
<td>900,931</td>
</tr>
<tr>
<td>Due from SCORE Association</td>
<td>47,633</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$2,510,976</td>
<td>$2,083,175</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liabilities</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable &amp; Accrued Expenses</td>
<td>$149,461</td>
<td>$60,513</td>
</tr>
<tr>
<td>Due to SCORE Association</td>
<td>-</td>
<td>100,000</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>$149,461</td>
<td>$160,513</td>
</tr>
</tbody>
</table>

| Total Net Assets | 2,361,515 | 1,922,662 |
| **Total Liabilities & Net Assets** | $2,510,976 | $2,083,175 |

<table>
<thead>
<tr>
<th>Net Assets</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Fund</td>
<td>$1,431,798</td>
<td>$325,864</td>
</tr>
<tr>
<td>Board Designated</td>
<td>130,580</td>
<td>130,580</td>
</tr>
<tr>
<td>Total Unrestricted</td>
<td>1,562,378</td>
<td>456,444</td>
</tr>
<tr>
<td>Restricted</td>
<td>799,137</td>
<td>1,466,218</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td>$2,361,515</td>
<td>$1,922,662</td>
</tr>
</tbody>
</table>
Baumann, Martin F
Martin Baumann of Tampa, FL, a CPA, has more than 30 years of experience in public accounting with PricewaterhouseCoopers, serving as one of the largest U.S. and international banking insurance and other financial services companies. Since 2006, he has served in Washington, D.C. as a director of regulatory review and compliance in the accounting sector.

Blankie, Gail
Gail Blankie of New York, is founder, president, and chief executive officer of Lifesdesigns, LLC, a company whose vision is to empower men and women worldwide to live truly exceptional lives. A renowned executive coach and presentation skills trainer, Blankie has advised CEO’s, presidential candidates, college presidents – and even a jazz musician. Considered one of the finest motivational speakers in the country, she has delivered keynote speeches for corporations including GE, MasterCard, Morgan Chase, Lipscomb University, UBS, AXA Financial, and Citigroup, and at events such as the “Global Summit of Women,” in Taiwan, the “Decade to Democracy” conference in Budapest and Cornell University’s symposium, “Contracting Out: Danger Signal for Working Women and Men” chaired by Betty Friedan.

Campbell, John Vai Guir
John Campbell of Monument Beach, MA, is currently director of WAM Systems, Inc. and a director of Constant Contact. He has more than 30 years of experience in the high-tech field. His extensive industry experience includes the co-founding of Marscan Corporation, a leading developer of ERP software, in 1980. He sits on the board of both Canopy International, an e-business service provider specializing in enterprise and business-to-business integration, and WAM Systems, Inc., a company that provides supply chain management software for the chemical industry. John is also on the advisory boards of Vanguard Solutions, Inc., Vase, Inc. and e-tractions, Inc.

Caranza, Jovita
Jovita Caranza of Skokie, IL, is founder and president of The JCR Group, a consulting firm serving corporations and NGOs on issues of business development and profit and loss management. She served as the Deputy Administrator for the U.S. Small Business Administration from December 2006 to January 2009 and previously as vice president of air operations for UPS where she led the cutting-edge automated package processing operation. As Vice-Chair of both The American Cancer Society Corporate Advisory Council and the Hispanic Health Coalition of Georgia, Caranza helps non-profits create sustainable business models to meet the demands of their missions. In 2004, she received the title of “Woman of the Year” by Hispanic Business Magazine.

Carroll, Tim
Tim Carroll of Minneapolis, MN is the Vice President of Small Business Marketing at Deluxe Corporation. As a seasoned marketing leader with over 20 years of general management experience in B2C and B2B markets, he has expertise in growing online audiences, generating leads and sales, and driving customer retention and loyalty via SEO/SEM, email marketing & CRM, UX/UI, e-commerce merchandising and web analytics. Prior to Deluxe, Carroll was SVP and General Manager at North American Membership Group.

Evers, Ridgely
Ridgely Evers of Healdsburg, CA, started his first business in the early 1970s. In 1988, he joined Intuit, where he was responsible for the creation of QuickBooks and later instrumental in creating their online banking system. After Intuit, he was CEO of several successful technology start-ups. Since 2003, he has been a managing partner at Tjp Partners, providing assistance to both start-ups and Global 500 companies.

Glenn, Jerry
Jerry Glenn of Lancaster, PA is principal of G Squared Consulting, specializing in mergers and acquisitions for medium to large companies. He held several prominent positions throughout his 35 year tenure with Armstrong World Industries, Inc., including President and CEO of Armstrong International Floor Covering businesses based in Buechel-Bauingen, Germany. He earned a Bachelor of Science in Business Administration from the University of Arkansas. An active member of SCORE, he has served in several roles within the organization including Chair of the Lancaster SCORE chapter, District Director and as a member of the Finance Committee.

Goodman, Gail
Gail Goodman of Waltham, MA, is the CEO of Constant Contact, a leading provider of email marketing, social media marketing, event marketing and online survey tools for small organizations. Since joining Constant Contact, Goodman has led the company to more than 300,000 customers worldwide and an initial public offering in October 2007. Gail was named “Executive of the Year” at the 2009 American Business Awards and was the 2008 New England Regional Winner of Ernst & Young Entrepreneur of the Year. Goodman develops and tracks best practices in small business success, email marketing, customer communications and entrepreneurship.

Hartman, Sue
Sue E. Hartman of Evergreen, CO is President of The Hartman Group. Sue has over 30 years of diversified experience in strategic planning, business management, organizational design, mergers and acquisitions, organizations and international business development. She began her career with Eastman Kodak Company working her way up from Research Scientist to General Manager, Worldwide Film Manufacturing and Supply Chain. Through guest lectures she has shared her expertise with numerous academic institutions, including RPI and University of Michigan, as well as professional organizations including Agilit Forum and IEEE.

Ogala, Keith
Keith Ogala of Honolulu, HI, is the president of J.K Financial Corporation in Nevada, a private investment and consulting firm. Prior to that, he was chief financial officer and treasurer of the National Education Corporation in Irvine, Calif., a leading education, training and publishing company. His responsibilities included accounting and finance, strategic planning, investor and public relations, human resources, risk management and information systems.

Radewald, Laura
Laura Radewald of Hopkins, MN currently serves as Chief Marketing Officer at Dunn Brothers Coffee. Throughout her many years in the marketing industry working with firms including General Mills, American Express Financial Advisors, IBM, and multiple software and technology start-ups, she has specialized in the repositioning and reinventing of brands. In 1999, she co-founded ExperienceArt.com which was chosen to be a member of the highly-selective Austin Technology Incubator. She is a member of the Advisory Board for the Deluxe Foundation which contributes to education, human services & cultural organizations.

Strojny, Nancy
Nancy Strojny of Cape Elizabeth, ME is the principal of Beauty Vintage Consulting, focusing on building brands in the hospitality channel in the U.S. and the Middle East. Her broad experience includes Fortune 100 companies and business start-ups. Strojny has been a Sales & Marketing Executive with Procter & Gamble, CVS, Outsource Services Group, and most recently Power Brands. She maintains strategic alliances with MGM Resorts International in Las Vegas. Strojny is a Certified SCORE Mentor and the Chair of the Portland Chapter of SCORE. She was honored in March of 2012 as a White House Champion of Change for entrepreneurial mentorship. She is a member of the Maine Marketing Association and the SCORE National Advisory Board.

Toflar, Margie
Margie Toflar of Temple, AZ is Chief Executive Officer of both Steiwee, an interactive marketing agency that connects customers and brands through meaningful digital experiences, and The Whale Hunters, a strategic sales coaching company that helps small businesses grow by making bigger sales to bigger customers. In 2010, she was named Arizona’s Small Business Person of the Year by the U.S. Small Business Administration (SBA) and is also a recipient of the Distinguished Women Award from Northwood University. She also serves as a Director for the John C. Lincoln Health Network.

Weite, Rob
Rob Weite is Managing Director and member of the Board of Advisors of Allen + Associates, a senior executive search firm. Rob also holds advisory board seats with Solutis Technologies and Alpine Air Provisions. He was previously the CEO of a successful private equity backed firm that was recognized by Inc Magazine as one of America’s fastest growing privately held companies. Rob has held CEO and Senior Executive positions with other privately held and Fortune 500 companies. Rob authored the internationally acclaimed book, “The Lost Art of General Management” and is often tapped to keynote various business events. Rob resides in Louisville, KY with his wife Karen. They have three children and four grandchildren.

Weiss, Ronald D.
Ron Weiss of Nashua, NH has been a SCORE volunteer since 1998 and the past District Director of New Hampshire SCORE. He is a SCORE-certified mentor, a past Chapter President of Merrimack Valley SCORE, the current Assistant NH Director and a current member of SCORE’s National Advisory Council. He is also the CEO/CTO of Allviva Technology Corporation, a leading technology company in the field of magnetic and cancer research. He holds several degrees in Physics and has been CEO of several High Technology startups, companies that include an IPO and a leveraged buyout.
Generous Donors Support Entrepreneurship & SCORE Mentoring

National Corporate Patrons
FY2013 donors who contributed $50,000 or more to The SCORE Foundation
AT&T, Inc.
The Company Corporation
Constant Contact
Deluxe Corporation Foundation
Liberty Tax Service
The UPS Store
VeriSign
Wal-Mart Foundation/Sam’s Club

National Corporate Sponsors
8X8 Corporation
Bank of America National Office
Dell
EDDM2GO.com
GoDaddy
Google
Groupon
Intuit
MassMutual
McAfee
Paychex
Red Wing Shoes
Regus Group, The
Skyline Exhibits
VistaPrint
Yext
ZipCar

SCORE Chairman’s Circle
FY2013 individual donors who contributed $1,000 or more to The SCORE Foundation
Martin F. Baumann
Gail Blanke
John Campbell
John D. Carden
Jovita Carranza
William Finnerty
Edie Fraser
Gerard Glenn
Gail Goodman
Gregory S. Nelson Trust
Keith Ogata
Lawrence Pelka
Richard N. Priest
Laura Radewald
Henry (Hal) Shelton
Margie Traylor
Rob Waite
Ken Yancey
Buffalo Niagara SCORE
Fairfield County SCORE
Houston SCORE
Orange County SCORE
San Francisco SCORE
Upper Valley SCORE

SCORE Titley Legacy Society
Pledges as bequests in wills and estate planning. Titley Society pledges do not appear on the statement of income.
Anonymous (3)
Herb Ausderau
Christine Banning
Patrice Barnes
Sandy Britt
Nancy Brown
Duncan Brown
Lou Campanelli
John Carden
Sewright Carden
Marjorie Christiansen
Gene Cowen
Phyllis Cowen
Martha Davidson
Richard Davidson
Rose D'Alessandro
Patty DeDominic
Mark Dobosz
Stephanie Dobosz
Niels H. Fischer
Edie Fraser
Kasey Freeland
Kristine Gabel
Roz Goldmacher
Claude Hegelberg
Dick Hannis
Jan Hannis
Sue Hartman
Elaine Holtzman
Michael Holtzman
Jerry Jensen
Devin Jopp
Doug Kindred
Bobbi Kindred
Paul Kopelcheck
Edith Kopelcheck
Richard F. Leslie
Lyne-Anne Lombardi
Douglas Martin
Ronnie McClure
Mike Mendez
Stephanie Mendez
Billie Moreland
Cynthia Mostle
Ellwyn & Marjorie Nells
Gregory Nelson
Keith Ogata
Joseph Oppenheimer
Betsy Otte
Roger Otte
Norman Paige
Donald Patience
Dick Priest
Karen Priest
James Pyles
Vernese Pyles
Alvin Rosalin
Arnold Sandness
Alan Simon
Mel Spiegelman
Bob St. Angelo
Dorothy St. Angelo
Marilyn Tam
Edith Titley
John Titley
Carl Truettmann
Joe Wollenberger
Alicia Yancey
Ken Yancey
Chuck Zellner

SCORE 2013 Chapter Champions
Generous Donors Fund Growth through Expert Advice & Training

East Carolina SCORE
Upper-Valley SCORE
SW Illinois SCORE
San Francisco SCORE
Orange County SCORE
Kansas City SCORE

Rochester SCORE
Midlands SCORE
Coastal SCORE
Houston SCORE
Fairfield County SCORE
Buffalo Niagara SCORE

San Luis Obispo SCORE
Pittsburgh SCORE
Louisville SCORE
SCORE East Central Iowa
**SCORE Supporters (continued)**

Generous Donors Support Entrepreneurship & SCORE Mentoring

**FY2013 Annual Fund Donors**

These generous individuals, organizations and companies helped expand SCORE’s outreach and services in 2013.

- **SCORE East Central Iowa**
- Walter H. Abbott, Jr.
- Muna Abu-Shaar
- Suzanne Ackler
- Casey Ahlbum
- Krishna C. Baranwal
- Janet and Joel Bauer
- Harold Berry
- Robert Blaney
- Jane Boorman
- Bruce Bowen
- Fred J. Bricketto
- R. Duncan Brown
- Louis Campanelli
- Paul & Boneda Carron
- Elmer O. Cheney
- William Craig
- David Crowley
- Mark & Stephanie Dobosz
- Arty and Amy Finkelman
- David E. Fisher
- Peter J. Fluesch
- John Fuqua
- Krista Galbraith
- Gerard Glenn
- Oscar Goldberg
- Roslyn Goldmacher
- Lorne Greenwood, Jr.
- Loren Don Herbst
- William M. Huff
- William R. Jansen
- Bryan Jones
- H. Glyn Jordan
- Ilene Kinsley
- Julian B. Lewis
- Long Island Development Corporation
- Jim Martin
- Frank Joseph McGinity
- Henry R. Meil
- Jeffrey Mesquita
- Gregory S. Nelson Trust
- Joe Oliczak
- OnPromotional Partners
- Veronika Orlovskaya
- Norman Paige
- Wallace L. Pensgen
- Richard Perez
- David L. Pickard
- BridgeWeston Pollack
- Darlene Pollard
- Richard N. Priest
- Stephen Records
- Joseph Reger
- Sonia Reynolds
- William P. Ritter
- Sam D. Roth
- Mark D. Rothenberg
- Pamela Ruble
- East Carolina SCORE
- Upper Valley SCORE
- SW Illinois SCORE
- San Francisco SCORE
- Orange County SCORE
- Kansas City SCORE
- Rochester SCORE
- Midlands SCORE
- Coastal SCORE
- Houston SCORE
- Fairfield County SCORE
- Buffalo Niagara SCORE
- San Luis Obispo SCORE
- Pittsburgh SCORE
- Louisville SCORE
- Charles A. Sawicki
- Nikur and Minhima Shah
- Amanda Shams
- Kristen Smith
- Peter W. Stick
- Candice Stennett
- Ivan Tarnopol
- United Way of the Capital Region
- Peter Van
- Thomas B. Wilson
- Gail Blanke
- John Campbell
- JoVita Carranza
- William Finnerty
- Edie Frasier
- Gerald Glenn
- Gail Goodman
- Keith Ogaza
- Lawrence Pelka
- Laura Radewald
- Henry (Hal) Shelton
- Margie Taylor
- Rob Waite
- John D. Carden

**FY2013 Annual Fund Chapter Designated Gifts**

- Bob Bailey
- Mary Jane Good
- Jason Gray
- Richard Eugene Gross
- David R. Hanaker
- Ralph E. Hayman
- Caitlin L. Higgins Joy
- William M. Huff
- Joe Clarke
- Janis Johnson
- Nancy R. Kappler-Foster
- David Michael Kidd
- Terry Kramer
- John LaFond
- Larry E. Goldrick, Sr.
- Robert B. Lillie
- Edward Lynd
- Frank Lyons
- Dan Lypkout
- Brad Margol
- William A. Mather
- Susan McCloskey
- Linda Miller
- Christine H. Mooney
- Cynthia W. Mottle
- Gene Murtha
- Harvey M. Nusbaum
- Orleans County (JEC)
- Joyce Pearl
- Quad Cities C of C
- Mr. & Mrs. Perry Reiter and Daughters
- Richard Reller
- Sonia Reynolds
- Stan Ribich
- George Rivard
- Gary Rosenblooom
- Jeffery and Elinor Ross
- Ruth A. Kelley
- Mart Sachs
- Leonard Sedlin
- Joel Simons
- John G. Small
- Cheryl M. Tokarski
- Lorell A. Tripleil
- David G. Turner
- Frank Ullman
- John Richard Vincenti
- Robert Van De Voorde
- Paul Wallace
- Gregory Warner
- Terry Weaver
- Margaret (Peggy) A. Wengen
- John Westel
- William M. Winton
- Julian Tidelson
- Mark Rothenberg

**2013 SCORE Awards**

- AT&T, Inc.
- Bank of America National Office
- Richard Barkley
- Annette Bills
- Robert J. Breaux
- Eileen Steets Buchanan
- Business Matchmaking, Inc.
- Gordon Butler
- William D. Carter
- Peter Carvell
- The Company Corporation
- Constant Contact
- Dell
- The Deluxe Corporation
docs.org.com
- Joe Dove
- William Ellison
- FranNet
- Gary Geschwind
- Gerard Glenn
- GoDaddy
- Google
- Mark Hay
- Jeff Hendy
- Inspurry
- Intuit
- Michael Johnston
- John Jones III
- Noel Jones
- Bob Kasprzak
- Dan Logan and Carrie Kish
- MassMutual
- McAfee
- Rodney Means
- Robert Moore
- William Morland
- NFLPA
- Wallace Nigbur
- Office Depot Corporation
- Office Depot Foundation
- Dominic Orsini
- Palo Alto Software
- Patch Media Corporation
- Andrew Perla
- Vincent Puccio
- Geoffrey Raymond
- ReadyTalk
- The Regus Group
- Steve Rineltart
- SPIKEDTV
- Leonard Sedlin
- Liberty Tax Service
- Linda Sherman
- Frank Sorrentino
- The UPS Store
- Dean Swanson
- Ron Tucker
- Verizon
- VisaPrint
- Ann Whitty
- Karl Williams
- Carl Woodard
- Yext
- ZipCar