Generating Economic Impact

SCORE Maine provides free small business mentoring and workshops across the state. We serve clients at all stages of the business lifecycle, from pre-start to exit.

SCORE Maine is the largest mentoring organization in the state, with a network of more than 135 volunteers. Our volunteers are the lifeblood of SCORE and we graciously thank them for making our work possible.

2019 was a year of record-breaking success: we had 3,768 client sessions—and, we held 179 workshops on topics ranging from e-commerce to finance. In 2019, SCORE Maine’s work helped to create 356 new business starts and 923 jobs. Our clients’ success is our success—we’ve featured some of their stories in this report.

In addition, SCORE Portland was named the 2019 Chapter of the Year by the Small Business Administration (SBA), out of more than 300 chapters, for outstanding service, innovation, and volunteer dedication. We look forward to another year of serving Maine’s business communities!

-Nancy Strojny, Chapter Chair, SCORE Portland
Who We Are

We Help Small Businesses
Since 1964, SCORE has provided expert volunteer mentoring to more than 11 million entrepreneurs and small business owners in the United States. Today, SCORE has more than 300 chapters and 10,000 volunteers nationwide. SCORE is a 501(c)(3) nonprofit organization and a resource partner of the U.S. Small Business Administration (SBA).

Our Mission
Foster vibrant small business communities through mentoring and education.

Our Vision
We aim to give every person the support they need to thrive as a small business owner.

With 7 locations in Maine, we seek to serve our state’s small business communities.

Pictured: SCORE Mentor Jewel Church and SCORE Maine District Director Steve Veazey
SCORE Portland is the 2019 Chapter of the Year!

Out of more than 300 chapters nationwide, the Small Business Administration named SCORE Portland Chapter of the Year.

This award is for a SCORE chapter that demonstrates exceptional innovation, volunteer dedication and community impact.

The Portland chapter was recognized due to their effectiveness in mentoring and educating current and prospective small business owners in Southern Maine.

Who do we serve?

SCORE helps clients at all stages of the business cycle, from pre-start to exit.

Our services are available to all, and there is no cap for how often a client can use SCORE services. Most of our mentoring services are measured in years, not months.

By the numbers:

- Grew total client services by 6%
- Mentoring clients grew by 5%
- Clients rate our services above 90% on our surveys

Our Impact

- 3,076 people attended 179 workshops with topics on everything from business plans and financial projections, to social media.
- 3,768 current and aspiring small business owners received counseling from 135+ volunteers across the state.
- 18,705 hours were donated by our dedicated volunteers. We helped create one new job every 20 hours!
Our Clients’ Success is Our Success

SCORE Maine Success Awards

Dustin Manocha,
Nearpeer
MTI Innovation Award

Heather Ashby,
coworkHERS
Innovative Small Business Award

Märgen Soliman,
Mug Buddy Cookies
Woman-Owned Business Award

Jodi Breau,
Dental Lace
Encore Entrepreneur Award

Stephanie Sands,
Upcycle Maine Home Furnishings
Green Small Business Award

Suzanne Fox,
The Yellow Tulip Project
Nonprofit Award

Tessa Holbrook,
Ivy Berlin
Young Entrepreneur Award

Meghann Carrasco,
Seedlings to Sunflowers
Business Plan Execution Award

Christina Charette,
La Cebolla Roja
Home-Based Business Award

Pictured: SCORE National Young Entrepreneur of the Year, Maddie Purcell, Fyood Kitchen
SCORE Maine Success Stories

Dental Lace, Inc.

Jodi Breau
Dental Lace
Cape Elizabeth
Cumberland County

CLIENT SINCE
2014

CHAPTER
Portland

MENTORS
Alan Shaver
Nancy Strojny
Donna LeBreux
Kathleen O’Donnell
Leigh Reynolds
Whit Ford
Jeff Emerson
Adriano de Cardenas
Charles Grossman

Encore Entrepreneur Award
SCORE American Small Business Champion

Today, Dental Lace Refillable Floss is the only fashionable refillable eco-friendly dental floss on the market. Dental Lace is a 99% zero waste product. Every time the company sells one glass container, it replaces seven plastic containers. This woman-led, family owned and operated business sells its products in stores in 39 countries around the world, with seven distributors serving 12 countries.

“I came to SCORE with what some thought was a crazy idea. My experience with SCORE has been amazing. From day one, my mentor thought my better dental floss would work. Alan Shaver has guided me for nine years...I’m now running a global, award-winning oral care company.”

- Jodi Breau, President, Dental Lace

Bill Benson
Boots2Roots
Portland
Cumberland County

CLIENT SINCE
2016

CHAPTER
Portland

MENTORS
Thomas Leonhardt
Francis Eberle
Kathleen O’Donnell
Nancy Strojny

Nonprofit Award

Boots2Roots is on the front lines of Maine’s workforce development efforts. The organization partners with military members transitioning from active duty to find meaningful work in Maine. Their clients are employed at more than 50 companies across the state. Boots2Roots is generating significantly better results for their clients than national averages, with an 88% rate of employment within two months of arriving in Maine and a 90% first year post-military employment retention rate. Boots2Roots has generated more than $15 million for the state of Maine in the past two years.

“Tom and the SCORE Portland team’s breadth of experience and sound mentoring were instrumental in helping Boots2Roots create a thriving program that is producing outstanding results for Maine’s newest veterans, residents, and businesses throughout the state.”

- Jen Fullmer, Board Chair & Former Executive Director, Boots2Roots
Joel and his wife Melissa have a family farm in the foothills of Western Maine, in Livermore Falls. In addition, in 2018, the couple opened Berry Fruit Farm Bakery and Market in the same town.

Berry Fruit Farm is combining homemade and homegrown products for a wholesome customer experience. The U-Pick farm has strawberries, raspberries, peaches, cherries and apples. In the family’s year-round retail store in Livermore Falls, they have a full service bakery and offer menu items, preserves and other quality Maine-made products.

“We are so fortunate to work with our SCORE Mentor Steve Robinson. Steve challenges, teaches, and encourages us to keep growing in our work. He is always available to coach us through difficult decision-making.”
- Joel and Melissa Gilbert, Berry Fruit Farm

In addition to what’s on the menu, there are another forty plus varieties of tea to purchase and take home. The Tea & Tarts menu features vegetarian and vegan offerings, ranging from breakfast sandwiches and house-made scones—to sandwiches, grain bowls, salads, and tarts. The tea house offers live acoustic music, storytelling, poetry, and dance workshops.

“WeSCORE Mentor Paul Weeks helped us with legal and business questions when we were starting our downtown Bangor business. We thank him and SCORE Bangor for their support.”
- Sara Moreshead and Caity Brown, Tea & Tarts
Nearpeer

Nearpeer is a SaaS company founded in 2016, and is built on a proprietary student platform that includes mobile apps and peer matching algorithms. A Maine Technology Institute client, Nearpeer partners with colleges and universities nationally to increase enrollment, through working to solve the large, fast-growing problem of student isolation.

Nearpeer’s social networking mobile app and recommendation engine connects incoming students based on what they have in common, such as: interests, sports, major, hometown, and life experience. Nearpeer is a catalyst for peer engagement. With Nearpeer, users are over six times more likely to enroll versus non-users, which helps colleges and universities meet enrollment growth goals.

“The combination of general business feedback, funding/investment guidance, and higher ed market advice from SCORE Mentor Paul Edmonds has been extremely valuable.”
- Dustin Manocha, Nearpeer

Zen Bear Honey Tea

Zen Bear Honey Tea is Maine honey with the tea and herbs blended in—simply add hot water! The Maine company works to have a small impact on the planet and use locally foraged and farmed herbs and honey as often as possible, as well as organic products.

The company has been a vendor at major shows including: the New York Coffee & Tea Festival, the Great Food Expo, The Boston Christmas Festival, as well as local favorites like the Freeport Fall Festival at L.L. Bean, and the Common Ground Fair.

“Working with SCORE is probably the single biggest business asset we have. Our mentor’s legal and food production background are ideally suited to our needs.”
- Frank and Lisa Ferrel, Zen Bear Honey Tea
Our Workshops

Along with mentoring, SCORE workshops are a cornerstone of our small business education mission. With the help of our sponsors and community partners, all seven SCORE Maine locations hold workshops to best serve their business communities.

SCORE workshop presenters represent a wide range of expertise, from marketing professionals to accountants, to lawyers specializing in business law. We offer workshops that cover essential topics such as writing a business plan and specialized topics, such as logo design and social media marketing.

Achievements:
• Hosted 179 workshops
• Partnered with local co-working spaces, including Cloudport, Think Tank, and coworkHERS to offer workshops
• Implemented 9 agriculture-focused workshops for Maine’s farm businesses
• Launched 3 new workshops covering e-commerce and website topics

“SCORE’s mentoring process is helping me bring my business to life. The mentors are very knowledgeable, approachable, and thoughtful. SCORE is an amazing resource for entrepreneurs, and the organization has provided me with tools and resources that I wouldn’t have found on my own.”

– SCORE Client Feedback, 2019
Thank you to our sponsors for their continued support. SCORE Maine provides free, confidential mentoring and education to more than 3,000 small businesses and entrepreneurs each year. Support provided by corporations and businesses allows for the development and implementation of SCORE programs, projects, and resources. These partnerships make it possible for entrepreneurs to receive an outstanding array of tools, education, and workshops.

*Nationwide donations are managed through the SCORE Foundation, a 501(c)3 nonprofit organization and the philanthropic arm of SCORE.

Special Thanks to the Maine Tax Forum!
The Maine Tax Forum is a workshop program run by a committee of dedicated SCORE volunteers who create an opportunity for tax professionals to earn their continuing education credits. The funds generated by their hard work provide funding support to all SCORE Maine chapters!

SCORE Gives Back
For every $1 the federal government appropriated to SCORE nationally, clients returned $47.32 to the federal treasury in tax revenues.
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