

# SCORE Advisory Council Charter

## June 2021

### Mission and Purpose

Support the Vice President of Field Operations (VP/OPS) by acting primarily as a research and development group to support development of operational plans for SCORE. At the direction of the VP/OPS, the Council identifies, researches, evaluates, and recommends future infrastructure, products, and services to increase or maintain the capabilities and relevance of SCORE. In general, projects to study and recommend operational initiatives address operations 1 to 3 years in the future, although longer range impact projects are also within the scope of the NAC.

The Council also provides VP/OPS a sounding board for identifying strategies to address future operational opportunities or issues, and it is used to augment the Operations Staff for special events or projects (e.g., staffing and supporting the annual National Leadership Conference). The Council acts in an advisory capacity only and does not have an operations responsibility or a management role.

### Goals

The primary goals of the Council map directly to the mission of SCORE to serve the needs of its clients and to make the service experience of our volunteer members as effective and rewarding as possible. The specific projects the Council undertakes are designed to:

- Research and recommend tools, techniques or processes to improve the client experience for interacting with SCORE and getting from our members the information, support, and other help needed to successfully start and run their businesses.
- Understand and recommend changes to ease operational difficulties and issues at all levels (especially chapters)
  - Examine capacity limits and recommend tools or techniques to increase operations capabilities
- Understand and recommend changes to improve the volunteer operations capabilities
  - Recommend and support improved operations and management training
- Improve goals, metrics, and volunteer recognition

## Membership

The Council is a permanent body, with a rotating membership selected by the Vice President of Field Operations. It is composed of experienced SCORE volunteers, who have served in a SCORE field leadership position or have made other significant operational contributions to SCORE. To encourage new perspectives, members accept an invitation to serve initially for a 2 year commitment, with memberships renewed at the beginning of each fiscal year at the discretion of VP/OPS. Members are selected to create a group with diverse past business experiences, SCORE field experience, technical expertise, geographic location, ethnicities, and gender. The size of the Council is determined by VP/OPS, normally 12-14 members. See Attachment 1 for the current list of members.

## Member Responsibilities and Expectations

- Actively participate on committees to address specific projects assigned by the Vice President of Operations. Present project results and recommendations to VP/OPS and the Advisory Council for consideration of their applications within SCORE. When decided by VP/OPS, present to ELT and/or Field Leaders, especially RVPs and DDs.
- Provide a sounding board for brainstorming, problem solving, and identifying institutional strengths and weaknesses as well as external opportunities and threats.
- Work with SCORE Leadership and staff to identify and develop themes, topics and speakers for the National Leadership Conference.
- Attend the Spring and Fall in-person Advisory Council meetings. These are normally two day working meetings, incorporating presentation of project results, analysis, and decision making activities.
- Participate in monthly conference calls, normally scheduled on Zoom for the first Thursday of every month. Participate in additional calls as necessary.



Douglas Nohe  
Vice President of Field Operations  
SCORE Association

**Advisory Council Members**  
**Doug Nohe, Vice President Field Operations**

**Attachment 1**

<b>Name</b>	<b>Region</b>	<b>Chapter</b>	<b>Joined AC</b>	<b>Background</b>
Rod Casavant	Southeast	SC/Low Country	2019	Chapter Chair; Pharmaceutical Business Development, B2B, Sales Leadership and Account Management
Joy Clarke-Holmes	West	CA/Inland Empire	2021	District Director; Business Plans/Startup Assistance; Government Regulations & Contracting; Operations
Howard Fineman	Northeast	MA/Boston	2018	Chapter Chair; IT Industry – Strategy, Product Mgt, Marketing, Analytics; Aerospace/Defense – Development/Marketing of Test and Measurement Systems
Frances Fisher	Southeast	FL/Jacksonville	2019	Chapter Chair; E-Commerce, Marketing Plans, Non Profits, Cottage Law.
Jay Gladney	West	AZ/Greater Phoenix	2018	Operations Committee Chair; Chapter Chair. Enterprise software development; technical consulting services management; government contracting
Donna LeBreux	Northeast	ME/Portland	2021	Assistant District Director; Retail & Wholesale. Product and product line development, operations, internal communications
Steve Martin	Northeast	NY/Buffalo	2014	Northeast Regional Specialist; past Chapter Chair (3-year turnaround SCORE Buffalo Niagara). 25 years sole proprietor business consultant, expertise in research & data analysis, multiple NAC projects including Onboarding
Hugh McMaster	Mid-Atlantic	PA/Lancaster	2016	Chapter Workshop Chair, Chapter Chair and District Director; Co-own family farm. Career in engineering and product development for a global manufacturer of farm equipment.
Bill Morland	West	CA/Long Beach	2011	Workshop Presenter; Top 5 Mentor; Marketing Chair; Speakers Bureau Chair; developed Saturday mentoring program; 2 Year Chapter Chair Orange County SCORE; 3 year District Director--District 920; West Region RVP 2011; Acting District Director Districts 912, 988; Created new chapters 715, 725; Chair Long Beach/South Bay Chapter
Pat Ripple	Central	OH/Canton	2014	SCORE Chapter treasurer and Chair, District Director, currently Director of Diversity, Equity and Inclusion. BA Accounting; Masters of Taxation. Big 8 accounting firm; corporate taxation at Goodyear Tire & Rubber. American Greetings Corporation, Corporate Controller; Sr VP Retailer Logistics.
Lorraine Wardy	West	CA/Orange County	2020	Chapter Chair; Chair of The Women in Business Breakfast Series; National's Women's Committee. Women's clothing manufacturing, Wholesale/Retail, Home furnishings and Portable Sanitation. Fluent in English and Spanish
Karen Williams	Mid-Atlantic	DC/Washington	2017	Chapter Chair; member of the SCORE DEI Advisory Council and the SCORE Women's Council; government contracting and small business certifications