



Chester & Delaware Counties

ANNUAL
PROGRESS
REPORT



2021 SCORE CHAPTER PERFORMANCE

Our Mission:

To foster vibrant small business communities through confidential mentoring and education.

Our Vision:

That every person has the support necessary to thrive as a small business owner.



As the pandemic crisis continued in 2021, our volunteers continued to stay 'laser focused' on four key initiatives:

SMALL BUSINESS RESILIENCE

COURAGE TO ADAPT.
STRENGTH TO SUCCEED.

- ✓ Support small business **'recovery and resilience'** to facilitate staying open and getting back to growth
- ✓ Initiate programs to **address undeserved populations**
- ✓ **Recognize success** of small business award winners
- ✓ **Exploit technology** to enable virtual face-to-face connections

CLIENT SATISFACTION



RECOMMENDED SCORE TO FAMILY AND FRIENDS



'IN BUSINESS' CLIENTS STILL IN OPERATION



'IN BUSINESS' CLIENTS REPORTED REVENUE INCREASE

CLIENT SERVICES



2,000+
WORKSHOP
ATTENDEES



4,149
SERVICE
HOURS*

* Includes total mentoring sessions and workshop attendees

ECONOMIC IMPACT



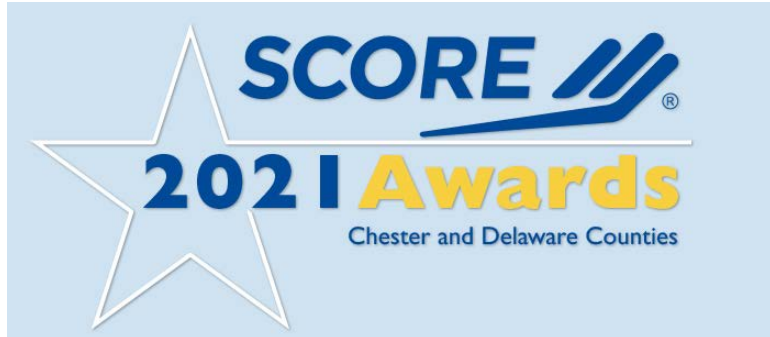
135 VOLUNTEERS



22%
NEW VOLUNTEERS

2021 SCORE SMALL BUSINESS AWARD WINNERS

Celebrating Small Business Success in Our Communities



The SCORE Awards is an annual event that celebrates the outstanding achievements of America's small business. Each year, SCORE Chester and Delaware Counties recognizes owners and entrepreneurs who have demonstrated unique vision, innovation and achievement in support of our local economy and small business community.

Congratulations to our 2021 SCORE Business Achievement Award winners! Below, you can learn from their inspiring stories, how SCORE mentoring helped especially during a pandemic crisis. These four small businesses and nonprofits were honored for their ability to pivot, grow and bring new products and services to their target customers.



[Chester Community Improvement Project \(CCIP\)](#)

CCIP was founded as a community-based housing development group to assist low- and moderate-income families with buying their first home.

EXEC DIRECTOR: Annette Pyatt

MENTOR: Mike DiLeo, Len Feehan

[Click to See their Success Story](#)



[Philadelphia Integrative Medicine](#)

Philadelphia Integrative Medicine was launched to provide personalized and healing-oriented healthcare to improve the quality of patients' lives.

FOUNDER: Georgja K. Tetlow, MD

MENTOR: John Hess

[Click to See their Success Story](#)



[Resch Enterprises](#)

A Veteran owned and family-owned business waterproofing basements since 1967, Resch Enterprises is growing revenues and new jobs.

OWNER: Andy Resch

MENTOR: Mike DiLeo

[Click to See their Success Story](#)



[RGF Materials: Form-A-Tread](#)

Form-A-Tread was developed based on sound science to raise the safety standard in public venues delivering dependable, long-lasting solutions.

OWNER: Bob Finkenaur

MENTORS: John Nelson, Steve Crumrine

[Click to See their Success Story](#)

ENGAGING AND EDUCATING OUR SMALL BUSINESS COMMUNITY

Every day our volunteers help small businesses and nonprofits find success – to be resilient, open businesses and add jobs that support our local economy. Our workshop program continues to offer new training topics in our virtual platform to reach our communities most efficiently.



Leanstack Canvas – Business Plan on a Page



Launching your eCommerce Store the Right Way



How to Start and Operate a Small Business



What it Takes to Start and Run a Successful Non-profit



Getting Started with QuickBooks Online



How to Create “Killer Content” for Social Media and Your Website



Have Your Best Sales Year Ever: How to Avoid Unpaid Consulting



How to Create Snazzy Graphics for LinkedIn & Social Media

VOLUNTEER SPOTLIGHT

Recognizing the ‘Above and Beyond’ service of our talented members is a priority focus at SCORE. We thank them for adjusting their schedules to lead a project, develop programs, coach volunteers, share their expertise and more!



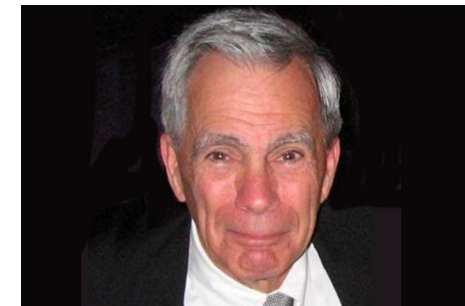
STEVE CRUMRINE

Mentor, Mentor Development
Experienced sought-out SCORE Mentor and prior Chapter Chairman and Volunteer Engagement Leader



PAULA PAISLEY

Workshop Presenter, Subject Matter Expert, Small Business Owner
SCORE Volunteer for 20+ years. Expert at Quickbooks and full-service bookkeeping.



ROGER FLEMING

Mentor, Chapter IT Manager
Dedicated Mentor for ~20 years and local expert with SCORE systems and Google tools.



CHARLES CULLUM

Mentor, Community Engagement
Supports community diversity initiatives to increase networking and volunteers in underserved communities.

Focus on mentoring and business training for diverse entrepreneurs and owners



WCU
WEST CHESTER UNIVERSITY

WOMEN'S ENTREPRENEURSHIP CONFERENCE

START, BUILD, PIVOT & GROW

An educational conference focused on how to seize opportunities, face challenges, find support when needed, and continue to grow your business.



SMALL BUSINESS SPOTLIGHT

HSN zulily In Partnership with the NRF FOUNDATION



SCORE Chester and Delaware Counties is fortunate to have many partners and sponsors, more than we can show here! Some provide needed funds to cover costs of education programs and events. Others provide free space for our mentoring and seminar sessions.

We are grateful for all of their contributions.

THANK YOU PARTNERS AND SPONSORS



FOR THE LIFE OF YOUR BUSINESS

Chester & Delaware Counties

Mercedes Diaz

Chairperson

mercedes.diaz@scorevolunteer.org

David Houseman

Vice Chairman

david.houseman@scorevolunteer.org

SCORE of Chester & Delaware Counties

601 Westtown Road #281

West Chester, Pa, 19382

Phone: 484-356-8624

Email: contact.0544@scorevolunteer.org

Office Hours: 9:30 am – 2:30 pm

www.chesterdelco.score.org

SCORE, the nation's largest network of volunteer business experts, is dedicated to helping small businesses get off the ground, grow and achieve their goals. Since 1964, we have provided education and mentorship to more than 12 million entrepreneurs nationwide.

SCORE Chester and Delaware Counties has been operating since 1985, 100 dedicated volunteers today who provide confidential mentoring at no charge and offer business seminars, workshops and webinars to benefit the local community.



U.S. Small Business
Administration

SCORE is a 501(c)(3) nonprofit organization and a resource partner of the U.S. Small Business Administration (SBA).