

SCORE Act of 2023

The Service Corps of Retired Executives is a well-intentioned program in need of modernization. The SCORE model is contingent on the expertise of retired business leaders, many of which are not equipped with the knowledge and experience necessary to thrive in a modern and digitized business landscape. The SCORE Act of 2023 modernizes the SCORE program and ensures that the program reaches its full potential in serving entrepreneurs.

- **Coaching Model:** SCORE will adopt a new name, Supporting Coaching Opportunities for Resilient Entrepreneurs, to retool as a modern champion for small business owners.
- **Coach Certification:** Establishes a process for volunteers to receive certification as SCORE coaches, ensuring their knowledge is relevant to the challenges of a modern-day start-up, e.g. familiarity with online business platforms, social media, and/or ecommerce.
- **Servicing Rural Clients:** Each SCORE chapter must develop and implement plans and goals to provide services in rural areas, including virtual and web-based initiatives, chapter expansion, partnerships, and the development of new skills by coaches participating in the program. Upon enactment, GAO will also conduct a one-time study on how well SCORE is servicing rural areas.
- **Accountability:** The bill establishes performance standards for coaches and allows for the OIG to conduct an audit of the program every three years.
- **Protecting Healthy Competition:** Currently in statute, the only entity eligible for the SCORE cooperative agreement is the organization that currently receives the contract. The SCORE Act of 2023 levels the playing field by recompeting the cooperative agreement and requires the recompetite process to take place every five years. The SCORE program will be subject to reauthorization every four years in order to ensure Congress can make changes to update and refresh the program.

Further Enhancements

National Women's Business Coaches: The National Women's Business Council (NWBC) will rebrand as the National Women's Business Coaches to further support the SCORE program.

- The new NWBC will oversee a **Coach-Match Program** where SCORE clients are matched with coaches that have the industry experience to specifically fit their needs.
- NWBC will diversify the SCORE program by recruiting diverse business leaders to join the program as coaches.
- NWBC will share information with SBA entrepreneurial resource partners on best practices for developing and implementing materials and programs for women entrepreneurs.

Interagency Committee on Women's Business Enterprise: The ICWBE, while authorized in statute, has been dormant for the past 15 years. This bill takes the NWBC's original purpose and allows the no cost ICWBE to take on this role of advising SBA, Congress, and the White House on the obstacles facing women's business formation.