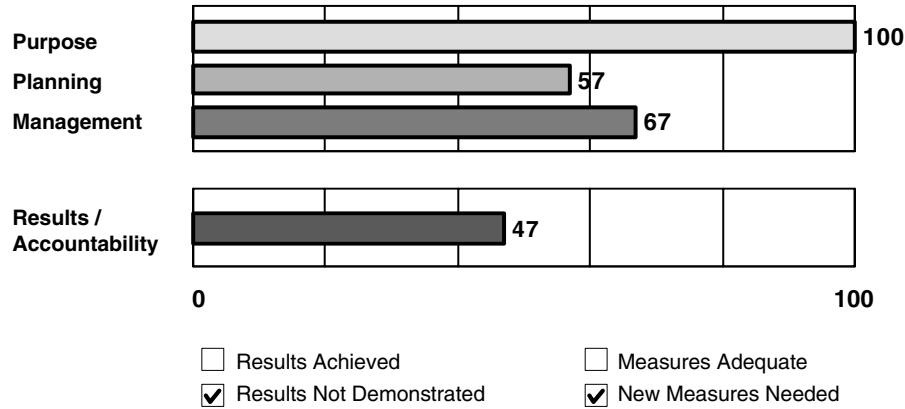


Program: *Service Corps of Retired Executives*

Agency: *Small Business Administration*

Bureau:



Key Performance Measures

Year Target Actual

Measure	Year	Target	Actual
Long-term Measure: Measure under development			
Annual Measure: Number of clients counseled or trained	2001	406,300	387,938
	2002	399,576	440,293
	2003	462,257	
	2004	510,000	
Annual Measure: Cost of providing services per client	2001		\$30.57
	2002	\$29.19	\$30.87

Rating: *Results Not Demonstrated*

Program Type: *Block / Formula Grants*

Program Summary:

The Service Corp of Retired Executives (SCORE) matches experienced business executives, who volunteer their time, to counsel and assist entrepreneurs. There are currently 389 SCORE locations. About 10,500 volunteers donated more than 1.1 million hours in 2002.

- The assessment found that the program's purpose was very clear and cost per client was relatively low relative to similar programs. Additional findings include:
1. The program has successfully brought together volunteers with entrepreneurs for mentoring.
 2. Based on SBA's preliminary cost allocation data, the agency spent nearly \$9 million in 2002 to manage and support \$5 million in grants.
 3. There are no data to show that the program has resulted in long-term benefits to recipients. SBA does not have outcome-based annual or long-term goals.

In response to these findings, the Administration will:

1. Develop outcome-oriented annual and long-term goals and measures.
2. Undertake an evaluation of the program's effectiveness and measure whether it duplicates other federal and non-federal mentoring programs.
3. Revisit the cost allocation methodology to determine if current estimates accurately represent true program related expenditures.

(For more information on this program, please see the Small Business Administration chapter in the Budget volume.)

Program Funding Level (in millions of dollars)

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
5	5	5