

# BUSINESS & ECONOMIC DEVELOPMENT RESOURCES

Listed Alphabetically

OFFICE	CONTACT	SERVICES
<b>AGAWAM SMALL BUSINESS ASSISTANCE CENTER</b> Town Hall, 36 Main St., Agawam, MA 01001 (413) 786-0172; www.asbac.net	Deborah Dachos	Services to small businesses and entrepreneurs; start-up counseling; business loan counseling; market sales counseling; business planning; employee training; works with SCORE and Mass. Small Business Development Center; hosts free workshops on business-related topics
<b>ANGEL CATALYST</b> P.O. Box 897, South Hadley, MA 01075 (413) 667-9886; www.angelcatalyst.com	Paul Silva	Builds and manages professional angel investment groups; advises entrepreneurs on how to seek and communicate with investors
<b>ASSOCIATED INDUSTRIES OF MASS.</b> 1441 Main St., Suite 136, Springfield, MA 01103 (413) 268-6128; www.buyma.org	Dawn Creighton	Employer association of more than 6,500 companies; lobbies on behalf of employers on state and federal economic issues, and also provides human-resource services and management education throughout Massachusetts
<b>BDC CAPITAL</b> 500 Edgewater Dr., Suite 555, Wakefield, MA 01880 (413) 237-6648; Fax: (781) 928-1101	Carol Cedrone Brennan	A private company funded by 40 banks, BDC Capital offers gap financing with term loans and lines of credit from \$500,000 to \$3 million, in addition to mezzanine investments; New England Certified, an affiliate company, provides Flexible Advantage SBA 504 loans for real estate and equipment. BDC Capital administers several state-sponsored programs, including the Capital Access Program, Recycling Loan Fund, and Brownfields Insurance (the BRAC program)
<b>BERKSHIRE OPPORTUNITY FUND, LLC</b> 25B Main St., Lenox, MA 01240 (413) 637-8016; www.berkshireopportunityfund.com	Roger Goldman Steven Picheny	Provides opportunity for institutional and individual investors to benefit from their investment in Berkshires businesses and share their expertise by mentoring business owners; delivers economic return for investors while helping to create jobs, retain businesses, and build the local economy
<b>BERKSHIRE STRATEGIC ALLIANCE INC.</b> 81 Kellogg St., Pittsfield, MA 01201; 14 Lynne Court, Lanesborough, MA 01237 (413) 464-0179; Fax: (413) 494-2741; www.berkshireedc.com	Michael Daly	Economic-development agency serving the business community of Berkshire County
<b>CAREER POINT</b> 850 High St., Holyoke, MA 01040 (413) 532-4900; www.careerpointma.org	David Gadaire	Nonprofit, one-stop career center providing services for employers and job seekers
<b>CENTER FOR BUSINESS AND PROFESSIONAL DEVELOPMENT AT HOLYOKE COMMUNITY COLLEGE</b> 303 Homestead Ave., Holyoke, MA 01040 (413) 552-2506; www.thecenter-hcc.org	Keith Hensley	Offers a full range of workforce-development services, including assessment, training, and education, to help individuals obtain, retain, and advance their employment; assists employers with workforce issues to enable them to compete more effectively
<b>CENTER FOR ECONOMIC DEVELOPMENT</b> 109 Hills North, UMass, Amherst, MA 01003 (413) 545-6628; www.umass.edu/larp/ced	Dr. John Mullin	Technical assistance to cities and towns; services are designed to help clients retain their employment base, and include industrial master plans, marketing, and demographic analysis
<b>CET: CENTER FOR ECOLOGICAL TECHNOLOGY</b> 112 Elm St., Pittsfield, MA 01201 (413) 445-4556; Fax: (413) 448-605; www.cetonline.org	Alan Silverstein Laura Dubester	A nonprofit organization engaging in work that demonstrates and promotes practical, affordable solutions to the environmental challenges encountered in daily activities; mission is to research, develop, demonstrate, and promote those technologies which have the least disruptive impact on the natural ecology of the Earth
<b>CENTER FOR HUMAN DEVELOPMENT</b> 332 Birnie Ave., Springfield, MA 01107 (413) 439-2252; www.chd.org	Susan Alston	Social entrepreneurship services include A New Leaf Plant Shop, which employs individuals who cope with mental illness and are not able to work in traditional settings; and Riverbend Furniture, which sells furniture and upholstery built by people with mental illnesses, who learn job and team skills from professional woodworkers
<b>COMMUNITY FOUNDATION OF WESTERN MASS.</b> 1500 Main St., P.O. Box 15769, Springfield, MA 01115 (413) 732-2858; www.communityfoundation.org	Ron Ancrum	Collects and invests funds for charitable purposes, including scholarships and grant awards to nonprofits to improve quality of life in Hampden, Hampshire and Franklin counties; provides customized services to donors and nonprofit agencies and in 2010 awarded \$8.3 million in grants, scholarships, and educational loans to benefit the community
<b>DELISO VIDEOCONFERENCING CENTER</b> Andrew M. Scibelli Enterprise Center STCC Technology Park, 1 Federal St., Springfield, MA 01105 (413) 755-6124; www.delisovideoconferencing.com	John Reynolds	Public videoconferencing center for business and individuals, offering videoconferencing, audio conferencing, streaming media, teleconferencing, multimedia, wireless computer lab, and media production services
<b>THE DISTRICT WESTFIELD</b> 53 Court St., Westfield, MA 01085 (413) 572-1260; (413) 568-1618 www.thedistrictwestfield.com	Lisa McMahan	Formed in 2006, this nonprofit organization provides services to improve and promote the Westfield business district, including landscaping and physical maintenance, business recruitment, marketing and public relations, and supplementing public services
<b>ECONOMIC DEVELOPMENT COUNCIL OF WESTERN MASS.</b> 255 Padgett St., Suite 1, Chicopee, MA 01022 (413) 593-6421; www.westernmassedc.com	Allan Blair	Business organization comprised of the region's mayors, college presidents, and CEOs of the region's 50 leading corporations; goals are to promote additional economic development and to retain existing businesses

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<b>ECONOMIC DEVELOPMENT PARTNERS</b> 255 Padgette St., Suite 1, Chicopee, MA 01022 (413) 593-6421; www.westernmassedc.com	Ann Burke	Working under the aegis of the Economic Development Council, partners are representatives of area cities and towns who assist with site selection, capital financing, and labor-force issues for existing and prospective businesses, and promote a regional approach to economic development
<b>EMPLOYERS ASSOCIATION OF THE NORTHEAST</b> 67 Hunt St., Agawam, MA 01001 (413) 789-6400 or (877) 662-6444; www.eane.org	Meredith Wise	Membership association that provides comprehensive human-resource and training services through a team of experienced HR professionals. Members enjoy unlimited access to hotline, wage and salary surveys, E-alerts, and discounts on all other human-resource and training services; membership is diverse in size and type, with more than 800 companies participating
<b>FRANKLIN COUNTY COMMUNITY DEVELOPMENT CORP.</b> 342 Wells St., Greenfield, MA 01301 (413) 774-7204; www.fccdc.org	John Waite	Aims to stimulate a more vital, rural economy, maximize community control over future economic destiny, and expand opportunities for low- and moderate-income residents; offers technical assistance, loans, and space to small, growing businesses
<b>FRANKLIN HAMPSHIRE CAREER CENTER</b> One Arch Place, Greenfield, MA 01301 (413) 774-4361; Fax: (413) 784-1170 178 Industrial Dr., Northampton, MA 01060 (413) 586-6506; www.fhcc-onestop.com	Michael Truckey	One-stop career center providing career counseling, workshops, computer and Internet access for job seekers; screening, recruitment, and workforce development for employers
<b>FUTUREWORKS</b> One Federal St., Bldg. 103-3, Springfield, MA 01105 (413) 858-2800; www.getajob.cc	Rexene Picard	Full-service, one-stop employment center serving all of Hampden County; employers can list openings at no cost; list online at www.getajob.cc; recruitment, job fairs, and HR consulting; software training featuring Windows, Word, Excel, and PowerPoint
<b>GREATER SPRINGFIELD CONVENTION &amp; VISITORS BUREAU</b> 1441 Main St., Springfield, MA 01103 (413) 787-1548; www.valleyvisitor.com	Mary Kay Wydra	Destination-marketing organization of more than 325 members. An affiliate of the EDC, the GSCVB promotes the region as a year-round destination for conventions, meetings, group tours, and leisure travel
<b>HOLYOKE ECONOMIC DEVELOPMENT AND INDUSTRIAL CORP.</b> One Court Plaza, Holyoke, MA 01040 (413) 322-5655; www.holyoke.org/hedic	Kathleen Anderson	Administers the Holyoke Foreign Trade Zone and the Holyoke Industrial Development Loan Program; can buy and sell property, hold options, manage projects, and assist private developers
<b>HOLYOKE OFFICE OF PLANNING AND DEVELOPMENT</b> One Court Plaza, Holyoke, MA 01040 (413) 322-5655; www.holyoke.org/resource/index.htm	Kathleen Anderson	A wide range of services for existing/prospective businesses, including the Holyoke Business Resource Center, an inventory of available space, technical assistance, and referrals; site-location development services
<b>HUMAN RESOURCES UNLIMITED</b> 120 Maple St., Suite 400, Springfield, MA 01103 (413) 781-5359; www.hru.org	Don Kozera	HRU provides an alternative staffing solution for area employers; a human service organization specializing in job training, job placement, and on-the-job support for individuals who are disadvantaged or disabled, HRU provides staffing solutions with a social mission, and works with more than 100 area employers to meet their business needs and create employment opportunities for its program members
<b>KITTREDGE BUSINESS CENTER</b> Holyoke Community College 303 Homestead Ave., Holyoke, MA 01040 (413) 552-2088; www.futures-hcc.org	Jeffrey Hayden Carol Patterson	HCC's 55,000-square-foot facility houses workforce-development programs, the Mass Export Center, and WISER, the World Institute for Strategic Economic Research; in addition, 4,000 square feet of conference/meeting space is available for area businesses and groups
<b>LONG RIVER VENTURES</b> 100 Venture Way, Suite 4, Hadley, MA 01035 (413) 587-2159; www.longriverventures.com	Tripp Peake	Venture-capital firm specializing in companies in the early stages of growth; more aggressive funding where appropriate; help companies establish strategic business relationships, recruit key management talent, and assemble vital resources to support growth
<b>MASS. CAREER DEVELOPMENT INSTITUTE</b> 140 Wilbraham Ave., Springfield, MA 01109 (413) 781-5640; www.mcditraining.com	Tim Sneed	Provides cost-effective, competency-based training and staff-development services to local companies either on-site or at the MCDI facility; training in areas including computer applications, office systems technology, nursing assistant, precision machining, computer repair, culinary arts, and lead/asbestos abatement; including customer services
<b>MASSDEVELOPMENT</b> 1441 Main St., Suite 201, Springfield, MA 01103 (800) 445-8030; www.massdevelopment.com	Sheri Corbeil	MassDevelopment, the state's finance and development authority, works with businesses, nonprofit organizations, financial institutions, and local officials to stimulate economic growth across Massachusetts
<b>MASS. EXPORT CENTER/WESTERN MASS. OFFICE</b> Holyoke Community College 303 Homestead Ave., Holyoke, MA 01040 (413) 552-2316; www.mass.gov/export	Ann Pieroway	Helps companies throughout the Commonwealth achieve success in global markets through a statewide network of international trade professionals; provides targeted, high-impact services for exporters, including counseling, training, research, and technical assistance
<b>MASS. OFFICE OF BUSINESS DEVELOPMENT</b> 53 Court St., Suite 203, Westfield, MA 01085 (413) 562-8780; www.state.ma.us/mobd	Michael Vedovelli	Source of economic-development information designed to unlock the full range of tax incentives and financial and development programs available to help businesses grow in the Commonwealth

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<b>MASS. SMALL BUSINESS DEVELOPMENT CENTER</b> 1 Federal St., Springfield, MA 01105 (413) 737-6712; www.msdbc.org/wmass	Dianne Fuller Doherty	A wide range of services for existing and prospective small businesses, including assistance with business plans, financing, technical assistance, marketing, exporting, and referrals; government procurement technical assistance
<b>NATIONAL ASSOC. OF MANUFACTURERS</b> 1441 Main St., Springfield, MA 01103 (413) 731-5577; www.nam.org	John Engler	Regional office of the nation's largest and most influential trade association, focused exclusively on pro-manufacturing policy advocacy
<b>NUEVA ESPERANZA</b> 401 Main St., Holyoke, MA 01040 (413) 533-9442; Fax: (413) 533-2661	Carlos Vega	Affordable housing development, adult basic education, and job-training programming through the Youthbuild Holyoke program; also offers a drop-in afterschool program for elementary-school children through El Arco Iris
<b>PIONEER VALLEY LIFE SCIENCES INSTITUTE</b> 3601 Main St., Springfield, MA 01199 (413) 794-0653; www.pvlsi.org	Dr. Paul Friedman	Partnering the resources of UMass Amherst, a major research university, with the clinical expertise of Baystate Medical Center, one of the largest teaching hospitals in New England, interactive teams of allied health professionals and life and physical scientists focus on clinical disorders, and are dedicated to developing new approaches for the diagnosis and treatment of disease
<b>PIONEER VALLEY PLANNING COMMISSION</b> 60 Congress St., Springfield, MA 01104 (413) 781-6045; www.pvpc.org	Timothy Brennan	State-designated regional planning agency serving the 43 cities and towns comprising Hampden and Hampshire counties; the PVPC manages and supports the Plan for Progress, the region's adopted regional economic-development plan, and is a major source of demographic economic data
<b>REGIONAL EMPLOYMENT BOARD OF HAMPDEN COUNTY</b> 1441 Main St., 1st Floor, Springfield, MA 01103 (413) 787-1547; www.rebhc.org	J. William Ward	One-stop resource for information on programs and funding for training, job placement, and other workforce issues
<b>REGIONAL TECHNOLOGY CORP.</b> 1441 Main St., Suite 136, Springfield, MA 01103 (413) 755-1320; www.rtccentral.com	Keith Parent	A collaboration of industry, academia, and public/nonprofit sectors in Western Mass.; comprised of three networks: the Technology Enterprise Council for information and communications companies; the Bio-Economic Technology Alliance for life sciences, biofuels, medical devices, and bioengineering technologies; and the Materials and Manufacturing Technology Network
<b>RIVER VALLEY INVESTORS</b> P.O. Box 897, South Hadley, MA 01075 (413) 667-9886; www.rivervalleyinvestors.com	Paul Silva	Western Mass.-based group of individual investors working in concert to find high-quality private-equity investment opportunities in early-stage companies with significant growth potential as well as later-stage companies; group provides a select number of companies with up to \$2 million in investment capital as well as significant advising
<b>SCORE, COUNSELORS TO SMALL BUSINESS</b> One Federal St., Springfield, MA 01105 (413) 785-0314; www.scorewesternmass.org	Richard Forgay	Provides free business consultation and mentoring to new and established businesses through educational seminars on starting a business and preparing a business plan; free counseling by appointment
<b>SMALL BUSINESS ADMINISTRATION</b> STCC Technology Park, 1 Federal St., Springfield, MA 01105 (413) 785-0484; www.sba.gov/ma	P. Edgardo Tarrats	Provides financial assistance to new and growing businesses through loan guarantees and fixed-asset financing through financial institutions and certified development companies; free one-on-one counseling and educational workshops
<b>SPRINGFIELD BUSINESS IMPROVEMENT DISTRICT</b> 1441 Main St., Springfield, MA 01103 (413) 781-1591; www.springfielddowntown.com	Maureen Pinette	Nonprofit group working to improve the image and business atmosphere in downtown Springfield through a four-pillared program: Clean It Up, Spruce It Up, Liven It Up, and Sell It!
<b>SPRINGFIELD BUSINESS INCUBATOR</b> Andrew M. Scibelli Enterprise Center at STCC 1 Federal St., Bldg. 101R, Springfield, MA 01105 (413) 755-6112; Fax: (413) 755-6101; www.springfieldincubator.com	Marla Michel	Provides facilities and services to accelerate the growth of successful IT-enabled and green businesses in their critical start-up years; services include expert mentoring from members of an esteemed advisory board, customized suites, centralized staffed reception area, conference rooms, a computer-training room, parking, and 24/7 secure access
<b>SPRINGFIELD PARTNERS FOR COMMUNITY ACTION</b> 619 State St., Springfield, MA 01105 (413) 263-6500; www.springfieldpartnersinc.com	Tanya Jones	The Individual Development Account Program is an asset-building program to assist low-income individuals and families to improve economic independence and stability through a matched savings program, case management, financial-fitness and money-management workshops, credit counseling, support, and guidance
<b>STCC ANDREW M. SCIBELLI ENTERPRISE CENTER</b> Springfield Technology Park One Federal St., Bldg. 101, Springfield, MA 01105 (413) 755-6100; www.stcc.edu/sec	Marla Michel	Provides education and support for entrepreneurs and small businesses, including business incubation office space, in one convenient location.
<b>STCC CENTER FOR BUSINESS AND TECHNOLOGY</b> One Federal St., Bldg. 101, Springfield, MA 01105 (413) 755-4502; cbt.stcc.edu	Mary Breeding	Provides workforce-development training to individuals and companies on the company site or at the college; training includes computer applications, IT/network certifications, management and business skills, health careers, technical and trades, and ESL in the workplace

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<b>UMASS AMHERST ENTREPRENEURSHIP INITIATIVE</b> P.O. Box 897, Amherst, MA 01003 (413) 667-9886; www.umassei.org	Robert Hyers Daniel Gordon	Works to inspire its students to explore the entrepreneurial career path; students who decide to take that route are provided with hands-on, experiential learning, opportunities to secure seed funding, and introductions to mentors; the program's weekly classes are open to the public
<b>UMASS AMHERST FAMILY BUSINESS CENTER</b> UMass Continuing Professional Education 100 Venture Way, Hadley, MA 01035 (413) 545-1537; www.umass.edu/fambiz	Ira Bryck	Dinner forums; roundtables; newsletters; Web site; a safe-harbor community of fellow family-business peers
<b>UMASS AMHERST INNOVATION CHALLENGE</b> 181 Presidents Dr., Amherst, MA 01003-9313 (413) 545-5270; www.umass.edu/innovation	Michael Malone	Part of the UMass Amherst Isenberg Program, this competition educates students in innovation, technology, and entrepreneurship. The competition, awarding significant cash and in-kind prizes, is designed to help students and young alumni who want to pursue a novel business idea, develop a technology into a marketable product, or have a new approach to a difficult problem or compelling opportunity
<b>UMASS AMHERST OFFICE OF COMMERCIAL VENTURES AND INTELLECTUAL PROPERTY</b> 70 Butterfield Terrace, Amherst, MA 01003-9343 (413) 545-3606; Fax: (413) 545-3632; www.umass.edu/research/cvvp	Nick DeCristofaro	Responsible for evaluating, protecting, and commercializing inventions and discoveries created by its academic researchers on the Amherst campus; these inventions can be licensed, and some are the basis of new startup companies
<b>UNITED WAY OF PIONEER VALLEY</b> 184 Mill St., Springfield, MA 01108 (413) 737-2691; for 24/7 assistance, dial 211; www.uwvp.org	Ron Copes	Provides services that support children, youth, and families and provide residents with the tools needed to improve their own lives; administers 2-1-1, a free information and referral service, and a volunteer center linking residents with volunteer opportunities
<b>VALLEY OPPORTUNITY COUNCIL</b> 35 Mount Carmel Ave., Chicopee, MA 01013 (413) 612-0206; Fax: (413) 612-0210; www.valleyopp.com	Jane Boatz	Valley Opportunity Council's Adult Education Center is a resource for adult students of all income levels entering the workforce; for students who possess valuable job skills and experience but require language education in order to fulfill their employment capabilities and job advancement, VOC has classes in basic reading and writing, as well as GED preparation, English, and citizenship; Educational Opportunity Counseling (EOC) is a community-based educational counseling center, helping students continue education at college and assisting students with financial and admission processes free of charge
<b>VILLAGE VENTURES</b> 430 Main St., Suite 1, Williamstown, MA 01267 (413) 458-1100; www.villageventures.com	Matt Harris Bo Peabody	Seed and early-stage venture-capital firm focusing on the consumer media/retail and financial-services sectors; legal and accounting services; deal-management services; brand identity; business intelligence
<b>WESTERN MASS. ENTERPRISE FUND</b> 4 Open Square Way, Holyoke, MA 01040 (413) 420-0183; www.wmef.org	Christopher Sikes	The WMEF is a nonprofit community loan fund that works with banks and other lenders to enable financing for businesses that would otherwise not qualify
<b>WESTERN MASS. FOOD PROCESSING CENTER</b> 324 Wells St., Greenfield, MA 01301 (413) 774-7204; www.fccdc.org	Larry DiLuzio	Promotes economic development through entrepreneurship; provides opportunities for sustaining local agriculture; promotes best practices for food producers
<b>WESTERN NEW ENGLAND COLLEGE LAW AND BUSINESS CENTER FOR ADVANCING ENTREPRENEURSHIP</b> 1 Federal St., Springfield, MA 01105 (413) 796-2030; www1.law.wnec.edu/lawandbusiness	Eric Gouvin	The center was established to provide graduate business and law students with an opportunity to provide practical consultation to entrepreneurs starting new and existing small businesses in the community; entrepreneur program provides workshop conferences and resource materials
<b>WESTMASS AREA DEVELOPMENT CORP.</b> 255 Padgette St., Suite 1, Chicopee, MA 01022 (413) 593-6421; www.westmassdevelopment.com	Kenn Delude	Private, nonprofit organization charged with developing four area industrial parks; also provides consulting on industrial-site inventory and development
<b>WESTOVER METROPOLITAN DEVELOPMENT CORP.</b> 255 Padgette St., Suite 1, Chicopee, MA 01022 (413) 593-6421; www.wmass-arpctcef.com	Allan Blair	Public, nonprofit organization created by the Legislature to oversee development of the former Westover Air Force Base property that now includes four industrial parks; also manages commercial airport
<b>WORK OPPORTUNITY CENTER INC.</b> 1094 Suffield St., Agawam, MA 01001 1666 Main St., Springfield, MA 01103 (413) 786-8830; www.wocinc.org	Robert MacDonald	Non-profit organization that supports local businesses through a variety of services, including employee placement, contract assembly, mailing services, fulfillment services, E-commerce, shredding, and warehousing, while employing disabled individuals
<b>WORLD AFFAIRS COUNCIL OF WESTERN MASS.</b> 1350 Main St., 2nd Floor, P.O. Box 4234, Springfield, MA 01101 (413) 733-0110; www.worldaffairsCouncil.com	Cyd Melcher	Acts as a networking tool for local companies that want to achieve global growth and individuals who want to connect with people, places, and issues internationally; programs include guest speakers and visitors, seminars, conferences, and luncheons
<b>WORLD INSTITUTE FOR STRATEGIC ECONOMIC RESEARCH</b> 303 Homestead Ave., Holyoke, MA 01040 (413) 552-2178; www.wisertrade.org	Stephen Coelen	WISER provides information on 12,000 world commodity markets for 165 countries; data is within one quarter of present time from reports on total bilateral trade everywhere, including sub-national detail; data allows companies to evaluate markets, their competition, and market-penetration rates