

CHELSEA CENTER FOR RECYCLING AND ECONOMIC DEVELOPMENT
UNIVERSITY OF MASSACHUSETTS

February 2003



**Massachusetts
Guide to
Services for
the Recycling
Industry**

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MASSACHUSETTS GUIDE TO SERVICES FOR THE RECYCLING INDUSTRY

COMPILED BY

THE CHELSEA CENTER FOR RECYCLING AND ECONOMIC DEVELOPMENT

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Additions, Corrections, and Additional Copies

Additional copies can be ordered from the Chelsea Center for Recycling and Economic Development; there is a \$10 charge for out of state requests. Make checks payable to the University of Massachusetts.

The data in this directory has been reviewed by the Chelsea Center and approved for publication. While every attempt has been made to be as precise as possible, due to the magnitude and constantly changing nature of this industry, and our inability to verify data with certainty, we cannot ensure complete accuracy. We urge you to send comments, changes or additions for future Directory updates (see form in back of guide) to: the Chelsea Center for Recycling and Economic Development, 80 Everett Avenue, Suite 221, Chelsea, MA 02150, fax to: (617) 887-0399, or email to: info@chelseacenter.org. Information in this Directory can be found on the Chelsea Center website, www.ChelseaCenter.org and will be updated regularly.

INTRODUCTION

The Importance of the Recycling Industry in Massachusetts

In 1999, Massachusetts businesses and residents generated over 13 million tons of garbage, close to one third more than ten years ago. The Beyond 2000 Solid Waste Master Plan, developed by the Massachusetts Department of Environmental Protection, establishes a goal to reduce the amount of solid waste we annually dispose by 70% by the year 2010. This would happen through recycling, reuse, and waste reduction. The state is promoting this goal because keeping waste out of landfills and incinerators is good for public health and the environment. As it turns out, recycling is also good for the economy. It creates jobs, brings revenues into our communities, and tax revenues to the state.

A recent study completed by R. W. Beck for the Northeast Recycling Council demonstrates that Massachusetts hosts more than 1,400 recycling and reuse establishments employing almost 20,000 people, generating an annual payroll of \$558 million, \$3.6 billion in annual receipts, and over \$140 million in annual tax revenues.

SUMMARY OF ESTIMATES OF DIRECT ECONOMIC ACTIVITY					
<i>(REI June 2000 Study)</i>					
Annual Payroll and Estimated Receipts are in \$million.					
Recycling Activity	Recycling Collection	Recycling Processing	Recycling Manufacturing	Reuse and Remanufacturing	Industry Total
Establishments	156	387	271	623	1,437
Employment	1,310	3,234	11,457	3,444	19,445
Annual Payroll	48	88	354	67	558
Estimated Receipts	54	870	2,314	342	3,580

Massachusetts, along with other states, created its recycling goals because recycling reduces the pressure on disposal facilities; reduces the need to harvest virgin materials; and saves energy, water, and natural resources, as well as reduces pollution in certain manufacturing processes. Using recyclables can help reduce disposal costs for the generator, support local recycling programs, and reduce transportation costs for the end user. In addition, recycling provides opportunities to strengthen the economy by providing jobs in the collection, processing, and manufacturing of new products from locally “mined” materials. Given the State’s recycling goals, tremendous opportunity exists to use even more of these materials to support the economy and the environment.

Why This Guide?

The purpose of this guide is to inform technical, financial, and economic development service providers, and those seeking assistance from them, about the resources available in Massachusetts to new and expanding businesses working on all aspects of recycling, particularly manufacturing. This assistance may include business plan review, financing, referrals to additional sources of information, technical assistance in identifying and maximizing the use of recycled feedstock, materials sourcing, identifying and obtaining required permits, tax credit opportunities, setting up recycling programs, etc. The idea for this guide came from a group of service providers attending a Recycling Technology Assistance Partnership workshop sponsored by the Chelsea Center for Recycling and Economic Development, and it is now in its third edition.

Who is Included?

The organizations listed in this guide represent, for the most part, state agencies and not-for-profit entities that cover a large region of or the whole state, and that provide a range of technical and business services to new or expanding companies. Those included are only the tip of the iceberg of available resources. In addition to those listed here, other resources include:

- local recycling officials: for assistance with sources of feedstock
- local economic development officials: for assistance with site location and information about local business incentives, such as those provided in Economic Target Areas;
- utility companies: for assistance in site location and information about energy costs;
- banks: for loans and financing;
- community colleges and universities: for research assistance and interns; and
- consulting firms and other private entities: for a range of legal, business, and technical services.

There are also numerous trade associations that deal with specific types of recyclable materials, such as organics, metals, paper, textiles, glass, plastics, etc. Some of them are listed in this guide. These trade associations can be helpful in providing technical information about their material of expertise, and may also be helpful in such ways as finding sources of scrap material or equipment, finished product marketing and finding sources of financing.

Inclusion in this Guide does not imply endorsement by the Chelsea Center. All information listed with each agency was provided by that agency; the Chelsea Center is not responsible for their claims. Please note that information provided by those listed in this directory might change over time. Always talk to an agency to clarify their services and prerequisites for assistance. Please let the Chelsea Center know of any changes or additional service providers not listed, or any ways to make this guide more useful in the future.

Massachusetts Tax Incentives

In addition to the services listed, Massachusetts also has a number of tax credits available to businesses:

- **Investment Tax Credit:** Massachusetts gives businesses a 3% Investment Tax Credit to any manufacturer or research and development company located in Massachusetts. The credit applies to buildings, structural components, personal and other property. To be eligible, the investment must be in Massachusetts and must be a depreciable asset. The credit also applies to depreciable lease hold improvements.
- **Research & Development Tax Credit:** Permanent 10% and 15% R&D tax credits with a fifteen-year or indefinite carry-forward provision for companies investing in research and development. This constitutes the highest R&D tax credit in the nation.
- **Economic Development Incentive Program (EDIP):** Qualified businesses operating within areas designated as Economic Target Areas (ETA's) are eligible for a 5% Investment Tax Credit; a 10% Abandoned Building Tax Deduction (at least 75% vacant for at least 24 months); local property tax benefits; and priority status for state capital funding.

Contact the Massachusetts Office of Business Development for more information.

Terms Used in this Guide

Most of the terms used in the listings should be fairly self explanatory. However, here are a few clarifications:

requirements: what agencies require from businesses who are seeking their assistance

assistance: services the agency provides

restrictions: restrictions on who the agency works with

length: length of time the agency typically works with a client

success measured: how the agency organization measures its success

other resources: other agencies/organizations/resources the agency works with on a regular basis

comments: how the agency can support manufacturers who use recyclables, and/or other points not covered in the previous information

Who Compiled This Guide?

The Chelsea Center for Recycling and Economic Development was created by the Commonwealth in 1995 to link recycling and economic development by providing technical and businesses assistance to manufacturers interested in using scrap materials as feedstock in Massachusetts. The Chelsea Center was formed under the state's Strategic Envirotechnology Partnership (STEP), and is part of the Lowell Center for Sustainable Production at the University of Massachusetts, Lowell. Funding comes from the University, as well as the Executive Office of Environmental Affairs, through the Clean Environment Fund, which is comprised of unredeemed bottle deposits.

SUMMARY OF MAJOR SERVICES BY AGENCY

Agency Name	grants/loans/ venture capital	technical assistance/ research	product procurement	site finding	materials sourcing	business plan review	education and training	export help	minority assistance	energy/waste audits	page #
ACCION USA											1
Advanced Technology & Manufacturing Center		x				x	x			x	2
Boston College Small Business Development Center											3
Boston Community Capital	x										4
Boston Empowerment Center	x	x				x	x	x		x	5
Boston Gas Eastern Enterprises	x	x								x	6
CEERE Industrial Assessment Center (IAC)		x					x				7
Center for Advanced Materials		x					x				8
Center for Ecological Technology, Inc. (CET)		x	x		x		x			x	9
Center for Environmental Engineering, Science & Technology (CEEST)		x				x					10
Center for Environmental Industry and Technology, US EPA		x				x	x				11
Center for Industrial Competitiveness		x					x				12
Center for Technology Commercialization		x				x					13
Center for Women and Enterprise							x				14
Chelsea Center for Recycling and Economic Development		x		x	x	x	x				15
Commonwealth Corp											16
Community Economic Development Assistance Corporation	x			x							17
Donahue Institute (UMass Amherst)											18
Environmental Business and Technology Center (EBTC)		x				x		x			19
Environmental Business Council of New England							x				20
Environmental Capital Network						x					21
Gordon Institute		x					x				22
ICA Group, The											23
Jewish Vocational Services	x	x					x				24
Mass Ventures	x					x					25
Massachusetts Alliance for Economic Development				x							26
Massachusetts Business Development Corporation	x										27
Massachusetts Community Capital Fund	x										28
Massachusetts Community Development Finance Corporation	x								x		29
Massachusetts Department of Environmental Protection	x	x	x		x						30
Massachusetts Electric Company										x	31
Massachusetts Export Center								x			32
Massachusetts Highway Department		x									33

SUMMARY OF MAJOR SERVICES BY AGENCY

Agency Name	grants/loans/ venture capital	technical assistance/ research	product procurement	site finding	materials sourcing	business plan review	education and training	export help	minority assistance	energy/waste audits	page #
Massachusetts Manufacturing Extension Partnership (MEP)		x					x				34
Massachusetts Operational Services Division		x	x				x				35
Massachusetts Small Business Development Center Network		x				x	x	x	x		36
Massachusetts Technology Development Corp. (MTCD)	x					x					37
Massachusetts Trade Office (MassTrade)	x							x			38
MassDevelopment	x					x		x			39
MassRecycle, Inc.					x		x				40
National Environmental Technology Institute (NETI)		x									41
National Technology Transfer Center (NTTC)		x				x	x				42
Northeast Business Environmental Health & Safety Network (NBEN)		x					x				43
Northeast Recycling Council (NERC)		x					x				44
Northeast Waste Management Officials' Association (NEWMOA)		x					x				45
NSTAR										x	46
Office of Assistance and Pollution Prevention, US EPA		x					x				47
Office of Technical Assistance for Toxics Use Reduction		x					x			x	48
RHI, Northeast Rural Community Assistance Program											49
Service Corps of Retired Executives (SCORE)						x	x				50
State Office of Minority and Women Business Assistance							x		x		51
STrategic Envirotechnology Partnership (STEP)		x	x			x					52
Sustainable Jobs Development Corporation	x					x	x				53
Technology Capital Network, Inc.	x	x					x				54
Technology Transfer Center		x									55
United States Department of Agriculture	x					x					56
University of Massachusetts - Boston, Small Business Development Ctr.		x				x	x	x	x		57
University of Massachusetts - Dartmouth, Department of Textile Sciences		x									58
University of Massachusetts - Lowell, Plastics Engineering Department		x					x				59
University of Massachusetts - Lowell Center for Sustainable Production											60
USDA Forest Service, Forest Products Laboratory	x					x					61
WasteCap of Massachusetts			x		x		x				62

ACCION USA

***56 Roland Street, Suite 300
Boston, MA 02129***

Phone: 617-625-7080 **Fax:** 617-625-7020

E-mail: loans@accionusa.org

Web Site: www.accionusa.org

Contact: Ms. Erika Eurkus, Boston Program Director

Agency Summary: ACCION USA is a non profit, community-based organization that was established to make access to credit permanent resource for small business owners. By providing small business loans to self-employed individuals and microentrepreneurs who are unable to access bank financing, ACCION USA helps individuals strengthen businesses, increase their incomes and contribute to the economic health of their communities. ACCION USA loan range from \$500 to \$50,000 with first time loans of up to \$15,000.

Services Provided To: Microentrepreneurs and start-ups within targeted communities in Greater Boston.

Requirements:

Assistance: Loans, networking opportunities and business training. Legal assistance and scholarships available for training, marketing, bookkeeping and finance.

Restrictions: Greater Boston area with focus on low and moderate-income communities.

Fee: No application or membership fee. Interest and service fees apply to loans.

Length of Service:

Success Measured: Business success and community impact.

Other Resources:

Comments: In New England, formerly Working Capital. ACCION USA and Working Capital joined forces in a friendly merger in October 2001.

Advanced Technology & Manufacturing Center

*151 Martine Street
Fall River, MA 02723*

Phone: 508-999-9121 **Fax:** 508-999-9120

E-mail: rdluhy@umassd.edu

Web Site: www.umassd.edu/advtechctr

Contact: Mr. Robert D. Dluhy, Assistant Director

Agency Summary: The ATMC acts as an interface with the resources of industry and the University to affect a combined effort in education, economic development, and the environment. The primary mission of the ATMC is to contribute to education of students. The vehicle of this is the Center's position as an enabling resource for both the University community and community interests at large. The ATMC is committed to the support of local and regional industry in their effort to continue leading the world in technology development, quality of product, and competitiveness. The ATMC also stands committed to the advancement of the rich educational tradition and excellence at UMass Dartmouth, with its faculty, staff, and student body. The most important assets that a university can lay claim to are its faculty and students, their expertise, insight, innovation, curiosity, integrity, and commitment. The UMass Dartmouth Advanced Technology & Manufacturing Center boasts a recognized, experienced and committed campus community to work towards the advancement of regional issues. By combining our efforts in cooperative research and development agreements, facilities, equipment, and personal assets, the faculty and students of UMass Dartmouth are able to make concrete contributions in venues previously open and help advance economic development in the region. Funding comes from the state legislature and through research contracts.

Services Provided To: Any business that needs assistance and demonstrates a commitment: start-ups, expansions, manufacturers, environmental businesses, etc.

Requirements: A project plan is helpful.

Assistance: Through its laboratories, technicians and linking to all University groups, ATC brings student and faculty talent to assist in business training, business plan review, technical and waste management assessments, assistance referrals, education and training, technology validation, product claim testing, financial referrals, recycling program assistance, research and development, and equipment evaluation and testing.

Restrictions:

Fee: In-kind industrial commitment is usually required; fees depend on the project and the economic strength of industry.

Length of Service: Varies-- can last over one year.

Success Measured: Jobs created, new technology or process developed, number of deals made, number of clients served, recognize the contribution made to the industry by the industry.

Other Resources: State environmental and economic development agencies, university researchers.

Comments: ATMC can promote manufacturer's use of scrap materials by researching secondary materials applications, educating businesses on the use of recycled feedstock, identifying potential generators/users of scrap materials, testing of product claims, product marketing, and financing referrals.

Boston College Small Business Development Center

*142 Beacon Street
Chestnut Hill, MA 02467*

Phone: 617-552-4091 **Fax:** 617-552-2730

E-mail: sbdcmail@bc.edu

Web Site: www.bc.edu/centers/sbdc

Contact:

Agency Summary: As part of the Massachusetts Small Business Development Center Network, operating under the SBA and Boston College we provide management, financial and technical assistance and training to small business people throughout the Greater Boston area.

Services Provided To: New Businesses, Existing Businesses, Expanding Businesses, Troubled Businesses and Entrepreneurs.

Requirements: Call our office and schedule an appointment with a counselor and answer some basic questions.

Assistance: Offer one-on-one management counseling free of charge. Assistance is available for all types of planning, financial, marketing, operational, strategic and developing a business plan. In addition profitability analysis, cash flow and break even analysis assistance as well as feasibility and advertising assistance are offered. Workshops on various topics are offered throughout the academic year. They are half-day workshops held here on campus and held at minimal cost.

Restrictions: Small to medium sized businesses, we serve the greater Boston area, but do not refuse on geographic basis.

Fee: Counseling is free of charge and the workshops are \$35.00 per person.

Length of Service: Varies with each client. Some require a lengthy time period, others need one or only a few meetings and therefore are finished the process more quickly.

Success Measured: We conduct a written evaluation from every client that are monitored and reviewed. In addition, the State Office conducts an more extensive evaluation from random selections of clients and forward results to us. Of course, success of our clients and their ability to raise funds because of the assistance provided here is the measurement.

Other Resources: We are part of the US SBA and work with SCORE. Bankers, angel investors and venture capitalists, economic development corporations are all part of our networking. There are other centers within our network that specialize in minority assistance, government contracting and import/export business that we utilize as well.

Comments:

Boston Community Capital

*56 Warren Street
Palladio Hall
Boston, MA 02119*

Phone: 617-427-8600 x214 **Fax:** 617-427-9300
E-mail: djones@bostoncommunitycapital.org
Web Site: www.bostoncommunitycapital.org
Contact: Mr. Dewitt Jones, President

Agency Summary: The mission of Boston Community Capital is to build healthy communities where low-income people live and work.

Services Provided To: Boston Community Capital provides debt financing through the Loan Fund to organizations for the purpose of linking affordable housing and other social services that benefit low income communities.

Requirements: A business seeking an equity investment from Boston Community Capital Venture Fund would need to initiate and provide a business plan that details the management structure, product, marketing, financials, projections, sources of funds and uses of funds and submit an application.

Assistance: Boston Community Venture Fund ("BCVF") could make an equity investment between \$50,000 to \$500,000, or more. It also helps leverage additional investment partners.

Restrictions: The organizations seeking to obtain financing from Boston Community Venture Fund need to be operating and have a registered place of business within the Commonwealth of Massachusetts. Please note that exceptions may apply. The organization needs to meet both the financial and social return criteria of Boston Community Capital.

Fee: The fee structure depends on the project size, complexity of the closing, exit strategies, number of parties involved, equity investment size, industry, returns on investments, amortization, etc.

Length of Service: Typically, loans take approximately 30 to 60 days and equity investments take about three to six months depending on the complexity of the project, applicants' responsiveness of providing pertinent information, industry research, parties involved in the financing structure, etc.

Success Measured: Boston Community Venture Fund measures its success through various self-imposed benchmarks. These benchmarks measure both financial and social return, such as rate of return on investment, number of jobs created and retained, types of jobs created and/or retained, access to capital leveraged, overseeing the growth and success of the company, and labor force utilized, etc.

Other Resources: Boston Community Capital works with various city, state and federal government agencies, financial institutions, community development corporations, foundations, insurance companies, universities and colleges.

Comments:

Boston Empowerment Center

*20 Hampden Street
Boston, MA 02119*

Phone: 617-445-3413

Fax: 617-445-5675

E-mail:

Web Site: www.cityofboston.com/business

Contact: Ms. Erica Anthony, Program Manager

Agency Summary: A government agency run in partnership with the Small Business Administration's One Stop Capitol Shop and other agencies. The primary missions are economic development, job creation and retention, and increasing competitiveness of businesses. Funding comes from the federal government and the City of Boston.

Services Provided To: Start-ups and expansions.

Requirements: None

Assistance: Technical and financial referrals, business plan review, loans over \$250,000 (through Empowerment Zone business training, other business counseling and education. Clients have unlimited use of SBA's computer research library.

Restrictions: The target population is within Boston's Enhanced Enterprise Community ("Empowerment Zone"), but people and businesses from throughout New England are also helped.

Fee: Free.

Length of Service: Varies, clients have no restrictions on use of computer and research library facilities.

Success Measured: Jobs retained and created, number of clients served, number and amount of projects financed.

Other Resources: Private consultants, banks.

Comments:

Boston Gas Eastern Enterprises

*201 Rivermore Street
West Roxbury, MA 02132*

Phone: 978-322-3310 **Fax:** 978-322-3333

E-mail: sfitzgerald@bostongas.com

Web Site: www.bostongas.com

Contact: Ms. Susan Fitzgerald, Program Manager

Agency Summary: Boston Gas encourages business and property owners to adopt new energy saving heating technologies that reduce operating costs.

Services Provided To: Commercial/industrial customers.

Requirements: The Boston Gas Economic Development program requires up to 50% matching funds.

Assistance: Energy Audits, High Efficiency Heating Rebates, Technology Demonstrations, and Economic Development Programs.

Restrictions: Must be located within Boston Gas service territory.

Fee:

Length of Service: Varies depending on project/program; can be as long as 18 months.

Success Measured: Energy savings (how many therms are saved).

Other Resources: Conservation Services Group, Northeast Energy Efficiency Council, Honeywell DMC.

Comments: Boston Gas helps customers to conserve energy and natural gas.

CEERE Industrial Assessment Center (IAC)

***Dept. of Mechanical & Industrial Engineering
University of Massachusetts at Amherst
Box 32210 Engineering Laboratory
Amherst, MA 01003-2210***

Phone: 413-545-0684 **Fax:** 413-545-1027
E-mail: kosanovi@ecs.umass.edu
Web Site: www.ceere.org
Contact: Dr. Larry Ambs, Director
Dr. Beka Kosanovic, Asst. Director

Agency Summary: The Industrial Assessment Center within the Center for Energy Efficiency & Renewable Energy (CEERE) UMASS Amherst is one of 30 Industrial Assessment Centers (IAC) sponsored by the U.S. Department of Energy through its Office of Industrial Programs. Its mission is to increase the competitiveness of manufacturing businesses through energy efficiency and waste reduction. Since its inception in 1984, the UMASS IAC assisted over 460 manufacturers, and has identified over 1900 recommendations with annual cost savings of \$1 million per year and an average simple pay back of 1.2 years. Funding comes from the Federal Department of Energy. Companies' proprietary information is protected.

Services Provided To: Small and medium sized New England manufacturers with gross annual sales of \$75 million or less, paying between \$100,000 and \$1.75 million/year for energy, employing not more than 500 persons, and with no in-house energy expertise.

Requirements: Data on manufacturing operations and waste and energy use.

Assistance: The Industrial Assessment Center provides waste management, manufacturing process, and energy assessment. Manufacturers provide the Center with 18 months of energy and water bills, which will be analyzed. A team of faculty and graduate students will spend a day on site at the plant, identify areas of potential savings, and take measurements to help quantify savings. Manufacturers will then receive a detailed written report summarizing and justifying the Center's findings and recommendations.

Restrictions:

Fee: No fee.

Length of Service: 1 to 6 months.

Success Measured: Follow up interviews are conducted with clients to ascertain satisfaction.

Other Resources: University research facilities, CEERE, STEP Program.

Comments: The Industrial Assessment Center can promote manufacturers' use of scrap materials through research in secondary materials applications, identifying potential generators and users of scrap materials, and identifying manufacturers to refer to appropriate agencies, and testing of product claims.

Center for Advanced Materials

*UMass Lowell Dept. of Chemistry
One University Avenue
Lowell, MA 01854*

Phone: 508-934-3835 **Fax:** 508-934-9571
E-mail: daniel_sandman@uml.edu
Web Site: www.uml.edu/centers/CAM
Contact: Prof. Daniel J. Sandman, Associate Director

Agency Summary: The Center for Advanced Materials brings together scientists, engineers, and students from chemistry, physics, and engineering to carry out advanced research and training. The focus of the Center is the design, synthesis, characterization, and processing of advanced materials in the areas of polymers, ceramics, biomaterials, and composites. The Center has major instrumentation in the areas of microscopy, spectroscopy (including X-ray diffraction), and surface analysis. Funding comes from the federal government, university, and private sources.

Services Provided To: Start-ups, manufacturers.

Requirements: Product sample, financial statements.

Assistance: The Center for Advanced Materials provides technical assessments, education and training, technology validation, product claim testing, manufacturing process assessment, and research and development.

Restrictions:

Fee: A fee will be negotiated to cover the Center's costs for a collaborative research/development project.

Length of Service: Varies a lot.

Success Measured: Dollars leveraged, clients served, publications, patents, reports.

Other Resources: University research facilities.

Comments: The Center can promote manufacturer's use of scrap materials by researching secondary materials applications and testing product claims.

Center for Ecological Technology, Inc. (CET)

*112 Elm Street
Pittsfield, MA 01201*

Phone: 413-445-4556

Fax: 413-443-8123

E-mail: cet@cetonline.org

Web Site: www.cetonline.org

Contact: Ms. Laura Dubester, Director

Agency Summary: CET is a not-for-profit organization active in the fields of energy and resource conservation, solid waste management, sustainable development, and indoor air quality. Founded in 1976, CET's goal is to "develop, demonstrate and promote those technologies with the least disruptive impact on the natural ecology of the Earth." CET is funded through a combination of public and private grants, contracts and donations, as well as fee-for-service activities.

Services Provided To: Businesses, individuals and communities: generators of recyclables, recycling related businesses, environmental businesses, etc.

Requirements: No formal requirements.

Assistance: CET provides information and referrals, education, technical assistance, waste management assessments, program services.

Restrictions: None.

Fee: Fees may be charged where funding does not cover service.

Length of Service: Varies.

Success Measured: Varies by contract and/or funding source-- generally recycling program set up, tons of material diverted, client business is more competitive, number of clients served.

Other Resources: Private consultants, state environmental and regulatory agencies, university research facilities.

Comments: CET promotes manufacturers' use of scrap materials through its Massachusetts Materials Exchange, which provides sources and/or outlets for scrap materials to use as feedstock. CET provides affordable and convenient office paper recycling services to Berkshire businesses. CET services also include sales of competitively priced recycled-content copy paper and promotes recycled product procurement through the Massachusetts and National Buy Recycled Business Alliances. The ReStore Home Improvement Center, a CET enterprise based in Springfield, accepts quality donated home improvement materials and re-sells them at low cost. CET facilitates organic waste recycling through work with businesses, haulers and composters. CET provides recycling and waste management planning services and assistance to businesses, schools and municipalities.

Center for Environmental Engineering, Science & Technology

CEEST
UMass Lowell
One University Avenue
Lowell, MA 01854

Phone: 978-934-2285 **Fax:** 978-934-3092
E-mail:
Web Site: www.eng.uml.edu/Dept/CEEST/
Contact: Director

Agency Summary: CEEST is a research/technology transfer institute within the University of Massachusetts. It conducts sponsored research for government agencies and private companies, and serves as a clearinghouse for technical information on waste utilization, waste site cleanups, solid waste disposal technology (including landfills), air pollution and water treatment. CEEST operates five laboratories and its personnel are nationally recognized technical experts. They are currently researching the use of waste materials in construction. Funding comes from the federal government, other state agencies, and industry. CEEST research focuses on strength testing and mix design for plastics, metal contaminated soils, and glass as aggregates and for use in concrete and asphalt mixes and high strength concrete facilities.

Services Provided To: Start-ups, generators of recyclables, recycling related businesses, environmental businesses, manufacturer and state agencies.

Requirements: Financial resources to collaboratively fund technology development tests.

Assistance: Waste management assessment, technical assistance and referrals, education and training, technology validation, product claim testing, recycling program assistance, research and development, equipment evaluation and testing, and recycled content product optimization.

Restrictions:

Fee: Cost of services for product evaluation and analysis of technical issues

Length of Service: 6 months to 1 year.

Success Measured: New technology/process developed, client's business is more competitive.

Other Resources: STEP program, major industries, government agencies and testing labs, university research facilities.

Comments: CEEST can promote manufacturer's use of scrap materials through research on secondary materials application and construction and testing of product claims.

Center for Environmental Industry and Technology

*US EPA-New England Regional Office
One Congress Street, Suite 1100
Boston, MA 02114-2023*

Phone: 617-918-1783 **Fax:** 617-918-1810
E-mail: theroux.maggie@epa.gov
Web Site: www.epa.gov/region01/steward/ceit
Contact: Maggie Theroux-Fieldsteel, Director

Agency Summary: The mission of the Center is to be a window to resources, people, and programs for the environmental technology industry in New England, and to promote the acceptance of innovative environmental technologies to solve most significant environmental problems in New England. Through extensive collaboration and networking with other state and federal agencies, the Center offers services for environmental technology developers in the following areas: access to information, and assistance in overcoming regulatory and institutional barriers. In order to promote the acceptance of innovative technologies, the Center also provides access to technology information for the regulated and non-regulated community.

Services Provided To: EnviroTech companies.

Requirements: Must be envirotech company.

Assistance: Referrals to federal programs for technology R&D, funding, testing, and verification. CEIT also offers a listserve, EnvirotechNews.

It's a free monthly electronic newsletter. EnvirotechNews provides technology developers with : 1) the opportunity to connect with potential technology users, and 2) time critical information relevant to the environmental technology industry. The newsletter covers the following topics: Government Funding Opportunities, Technology Opportunities, Future Needs, Environmental Technology Verification (ETV) Opportunities, and Upcoming Events. The monthly issue which is released at the beginning of each month covers all the topics except the Future Needs and Technology Opportunities which are presented in special issues of EnvirotechNews. These sections offer technology developers the unique opportunity to connect with people and companies that may be looking for new solutions to specific environmental problems. Please visit CEIT's web page for subscription information.

Restrictions: Assistance provided primarily to New England based companies.

Fee: No fee.

Length of Service: Varies.

Success Measured: For our advisory service, the measurement is based on the number of clients served. For EnvirotechNews, the measurement is based on the number of subscribers and the improvement of the environment through the use of technologies proposed in response to environmental problems announced in EnvirotechNews.

Other Resources: Within EPA, CEIT refers businesses to the Small Business Innovation Research Program (SBIR), the Environmental Technology Verification (ETV) Program and the Office of Research & Development's Cooperative Research & Development Agreements Program. CEIT also directs businesses to various funding programs offered by the U.S. Department of Energy. In addition, CEIT refers companies to New England state economic development contacts and the MA-STEP program.

Comments:

Center for Industrial Competitiveness

UMass Lowell
600 Suffolk Street, 5th Floor
Lowell, MA 01854

Phone: 978-934-2720 **Fax:** 978-934-3021
E-mail: william_mass@uml.edu
Web Site: www.uml.edu/centers/CIC/
Contact: Dr. William Mass, Director

Agency Summary: CIC is a research center at UMass Lowell which carries out strategic analysis of industrial sectors and their organizational sources of regional competitive advantage. CIC's primary missions are education, economic development, and to increase the competitiveness of businesses. Funding comes from the legislature; local, state and federal grants and contracts; and private foundations.

Services Provided To: Any company or organization.

Requirements:

Assistance: In addition to its research and analysis on industrial sectors, CIC provides education and training.

Restrictions:

Fee: Fee based on time needed to complete project.

Length of Service: Varies.

Success Measured: Client's business more competitive, organization can more effectively attain its own goals.

Other Resources: Thirty research centers within the University of Massachusetts at Lowell.

Comments: CIC can promote the use of scrap materials by manufacturers through identifying the competitive advantage using scrap based materials.

Center for Technology Commercialization

*1400 Computer Drive
Westboro, MA 01581*

Phone: 508-870-0042

Fax: 508-366-0101

E-mail: wgasko@ctc.org

Web Site: www.ctc.org

Contact: Mr. Bill Gasco, CEO & Chairman

Agency Summary: The Center for Technology Commercialization is a not-for-profit agency that provides technical assistance and referrals with the goals of increasing the competitiveness of businesses, creating jobs, and developing technology. Funding comes from federal sources.

Services Provided To:

Requirements: Can help start-ups, but prefer companies to have over \$5 million in sales, business plan, product sample.

Assistance: Information and referrals, business plan review, technology validation, technical assessment.

Restrictions:

Fee: Depending on need and ability to pay.

Length of Service: Varies.

Success Measured: By number of jobs created, number of clients served, dollars leveraged, and increased competitiveness of business.

Other Resources: University research facilities, government testing labs.

Comments:

Center for Women and Enterprise

*Renaissance Park
1135 Tremont Street, Suite 480
Boston, MA 02120*

Phone: 617-536-0700 **Fax:** 617-536-7373
E-mail: celder@cweboston.org
Web Site: www.cweonline.org
Contact: Ms. Cathy Elder, Boston Program Manager

Agency Summary: Founded in 1995, the Center for Women & Enterprise (CWE) is a regional economic development organization with offices in Boston and Worcester, Massachusetts and Providence, Rhode Island. CWE's mission is to empower women to become economically self-sufficient and prosperous through entrepreneurship. CWE offers courses, workshops, individualized consulting, and access to debt and equity capital to entrepreneurs at every stage of business development.

Services Provided To: Women who own or who want to start their own business.

Requirements: Depending on program, may have to apply.

Assistance: Overview of programs and services can be found at our website.

*Loan packaging to help clients prepare requests and identify the most appropriate sources of funding.

*Various classes on developing a viable business concept, on creating a feasibility analysis & business plan and financial literacy.

*WBENC certification and procurement assistance.

Restrictions: No, but focus is mainly on women.

Fee: Sliding scale.

Length of Service: Variable depending on class or service.

Success Measured: Business starts and business plans.

Other Resources: Banks and other financial institutions.

Comments:

Chelsea Center For Recycling and Economic Development

*80 Everett Avenue, Suite 221
Chelsea, MA 02150*

Phone: 617-887-2300 **Fax:** 617-887-0399

E-mail: michaeld@chelseacenter.org

Web Site: www.chelseacenter.org

Contact: Mr. Michael Dimino, Interim Director

Agency Summary: The Chelsea Center was created by the state legislature in 1995 as part of the Strategic Envirotechnology Partnership to create jobs, support recycling efforts, and help the economy and the environment by working to increase the use of recyclable materials by manufacturers. The Center is part of the University of Massachusetts Lowell, and is a charter member of the National Recycling Technology Assistance Partnership, ReTAP, which provides the Center with access to national recycling technical information and services. Funding comes from the state through the STEP Program and the Clean Environment Fund.

Services Provided To: Any manufacturer utilizing, or interested in utilizing, recyclables in Massachusetts.

Requirements: Existing technology, business plan preferred.

Assistance: Business and technical assistance, including: business plan review, referrals to appropriate sources of financing, notification of new product opportunities, industry research, product marketing, facility siting, intern placement, education and assistance in implementing best practices, identification and sourcing of recyclable feeds, optimization of use of recyclable feedstocks, material formulation development, material characterization, technology validation, product prototyping and testing.

Restrictions:

Fee: No fee, however, businesses may have to pay all or part of cost of testing.

Length of Service: Varies.

Success Measured: Jobs created, tonnage of materials diverted from landfill, value added to economy, number of manufacturers converted to or increasing use of recyclables, number of clients served, product brought to market.

Other Resources: State environmental and economic development agencies, state university researchers, Massachusetts Manufacturing Partnership, ReTAP.

Comments:

Commonwealth Corp

*529 Main Street, Suite 400
Boston, MA 02129*

Phone: 617-727-8158

Fax: 617-242-3072

E-mail:

Web Site: www.commcorp.org

Contact: Mr. Robert Baker, Director

Agency Summary: The Corporation for Business, Work, and Learning is a quasi-public agency working in the areas of economic development, workforce development, job creation, and increasing the competitiveness of business. Funding comes from the state legislature and federal governments, other state programs, private organizations, and foundations/grants.

Services Provided To: Small and medium sized manufacturing or value-added businesses.

Requirements: Business plan, equity, existing technology, financial statements. If a company does not have these, the Trust will work with them to pull together the information that would be in a business plan so they can assess their market position and projections to evaluate risk.

Assistance: Information and referrals, business plan review, loans ranging from \$50,000-\$350,000, strategic marketing and business consulting, and education and training.

Restrictions: Loans are for equipment and working capital or energy efficiency and/or environmental improvement projects. Trust will work only with small to medium sized (under 500 employees) Massachusetts businesses that are financially viable, and create or retain jobs. The Trust does not assist with the R&D stage of a start up; company must be ready to start operations. Technical assistance project funding is available in limited cases. Trust does not help companies who offer minimum wage without benefits to employees.

Fee: Varies; maximum 3%.

Length of Service: Up to 4 years, but work with them as long as is needed.

Success Measured: Jobs created or retained, client's business more competitive, number of deals made, dollars leveraged, number of clients served, loans paid back in full.

Other Resources: State environmental and economic development agencies, venture capitalists, banks, STEP.
Workplace Learning Group - Contact: Mishy Lesser
The Institute for Workforce Innovation - Contact: Lea Cabeen
Entrepreneurial Group - Contact: Peg Ryan
Employee Involvement and Ownership Program - Contact: Beth Badger

Comments: The Trust can help manufacturers define new markets for their products and possibly connect them with potential customers. Networking opportunities are presented to clients as well as leading them to resources that can help them.

Community Economic Development Assistance Corporation

*18 Tremont Street, Suite 1020
Boston, MA 02108*

Phone: 617-727-5944

Fax: 617-727-5990

E-mail: cedac@cedac.org

Web Site:

Contact: Mr. Michael Gondek, Executive Director

Agency Summary: CEDAC is a quasi-public agency that provides technical assistance to non-profit organizations for real estate development, especially housing, economic development, and child care. Funding comes from the federal government, state agencies, foundations and corporations.

Services Provided To: Non-profits who are undertaking real estate projects.

Requirements: Massachusetts not-for-profit businesses only. Need equity; financial statements; capacity, or access to capacity in real estate development.

Assistance: Loans over \$2500, technical assessment, technical assistance and referrals.

Restrictions: Real estate related activities only.

Fee: Charge government contractors who ask CEDAC to provide services to clients.

Length of Service: Usually a long term relationship, over 1 year.

Success Measured: Dollars leveraged, especially federal money leveraged into the state; number of clients served; number of housing units created.

Other Resources:

Comments:

Donahue Institute

*UMass Amherst
220 Middlesex House
Amherst, MA 01003*

Phone: 413-545-6618 **Fax:** 413-545-3420
E-mail: Leve-Cowles@donahue.umassp.edu
Web Site: www.Donahue.umassp.edu
Contact: Ms. Laura Eve-Cowles,
Ed.D., Manager of Major Grant Opps.

Agency Summary: The UMass Donahue Institute is the public service unit of the President's Office at the University of Massachusetts. The UMass Donahue Institute serves as a conduit between the expertise and resources of the campuses of the University of Massachusetts and the needs of public, private and non-profit organizations, at state and federal agencies throughout the Commonwealth and beyond.

Services Provided To: The UMass Donahue Institute provides services to public, private and non-profit agencies and state and federal government entities.

Requirements: Contact the UMass Donahue Institute for information.

Assistance: The UMass Donahue Institute's various business units provide the following services:

- Organizational Development and Training: Providing state-of-the-art management processes and solutions increase effectiveness and produce lasting results in a changing environment.
- Research and Evaluation: Helping organizations with their strategic positioning, internal management, and performance through the systematic collection and analysis of information.
- Economic Research and Analysis: Initiating and coordinating faculty-led research projects on the Massachusetts economy in collaboration with public agencies and the private sector.
- Education and Workforce Services: Promoting the systemic connection of K-12 education, business, higher education and the workforce through consultation, capacity development, infrastructure support and technical assistance.
- Polling and Communication: conducting quarterly public opinion surveys on issues of concern to business, non-political and academic leaders across the Commonwealth.
- Business and Industry: Providing strategic, programmatic and problem-solving interface between the economy of Massachusetts and the University of Massachusetts.
- Defense Management Education and Training: Developing and providing management training and education for civilian and military personnel of the Department of Defense at foreign and domestic locations.
- CareerWorks: This program represents a partnership between the Brockton Regional Employment Board, Inc and the University of Massachusetts Donahue Institute. The Center offers a variety of workforce development services geared toward improving the region's economy.
- Rt I-495 Center for Professional Education: Bringing the vast and significant educational resources of the University of Massachusetts system to the I-495 / MetroWest region of the Commonwealth.

Restrictions: None.

Fee: Contact the UMass Donahue Institute for information.

Length of Service: Varies. Many of our clients are repeat customers.

Success Measured: The definition of success varies by project. If a formal evaluation/assessment is necessary, it can be designed and implemented by our nationally recognized research and evaluation group.

Other Resources:

Comments:

Environmental Business and Technology Center (EBTC)

*UMass-McCormack Hall, 5th Floor
100 Morrissey Blvd.
Boston, MA 02125-3393*

Phone: 617-287-7723 **Fax:** 617-287-7757
E-mail: william.brah@umb.edu
Web Site: www.mgmt.umb.edu/centers/ebtc/index.html
Contact: Mr. William Brah, Director

Agency Summary: The Environmental Business and Technology Center is part of the Massachusetts State University system providing a range of services aimed at helping innovative environmental technologies move from pre-commercial viability. Funding comes from the legislature through the STEP program.

Services Provided To: Environmental businesses-- start ups or expansions.

Requirements: Massachusetts businesses only, prefer they have business plan and existing technology.

Assistance: Provide business strategy and planning, technology validation, product claim testing, technical assessment, other technical and business information and referrals.

Restrictions:

Fee: Cost sharing required for technology demonstration/validation.

Length of Service: 6 months to 1 year.

Success Measured: By client's business becoming more competitive.

Other Resources: Private consultants, venture capitalists, banks, university research facilities, government testing labs, and state agencies.

Comments: EBTC can promote manufacturer's use of scrap materials through referrals to appropriate agencies, and testing product claims.

Environmental Business Council of New England

*333 Trapelo Road
Belmont, MA 02478-1856*

Phone: 617-489-8555

Fax: 617-484-3192

E-mail: ebc@ebc-ne.org

Web Site: www.ebcne.org

Contact: Mr. Daniel K. Moon, President

Agency Summary: The Environmental Business Council is a not-for-profit trade association of environmental and energy firms. Its mission is to advance the competitiveness and growth of the New England environmental industry. The EBC helps their members build partnerships in the marketplace to achieve a clean, productive and sustainable environment, and advocates for the environmental technology industry. EBC receives its funding from members, federal grants and educational programs.

Services Provided To: Any environmental services business and environmental product manufacturer and providers of services to environmental businesses.

Requirements:

Assistance: Technical and financial assistance and referrals to members and others, education and training in environmental issues and entrepreneurial skills, technology validation, pursuit of public policy to help competitiveness in environmental business, representation with page on Web site.

Restrictions: Membership required for many services.

Fee: Membership dues ranging from \$250 to \$2,000 based on size of company and type of member; fees for program.

Length of Service: 1 year memberships.

Success Measured: By the number of jobs created, new technologies or processes developed, making a client's business more competitive, and the numbers of deals made and clients served.

Other Resources:

Comments: EBC can promote manufacturer's use of scrap materials by referring them to financing sources.

Environmental Capital Network

*416 Longshore Drive
Ann Arbor, MI 48105*

Phone: 734-996-8387 **Fax:** 734-996-8732

E-mail: dstead@recycle.com

Web Site: www.bizserve.com/ecn

Contact: Mr. David Stead, Executive Director

Agency Summary: The Environmental Capital Network is a non-profit organization offering specialized services that introduce individual, professional, and corporate investors to early and expansion stage companies and assist firms in commercializing a wide range of industrial processes, energy, and environmental technologies, products and services. ECN's goal is to be recognized as the environmental technology and service industry's most successful networking and capital sourcing service. To this end, the organization is working to become more proactive in matching promising companies with potential investors and service providers. The Environmental Capital Network creates value through its growing proprietary network of active investors specializing in this field, highly regarded products, and its growing national and international recognition by environmental technology companies and service providers.

Services Provided To: Entrepreneurs and investors.

Requirements: Executive Summary/Business Plan.

Assistance: Business plan reviews, introductions to investors.

Restrictions: None.

Fee:

Length of Service: 1 year.

Success Measured:

Other Resources:

Comments:

Gordon Institute

Tufts University
4 Colby Street
Medford, MA 02155

Phone: 617-627-3111 **Fax:** 617-627-3180
E-mail: eaqua@infonet.tufts.edu
Web Site:
Contact: Dr. Edward Aqua, Director

Agency Summary: Provides educational and research services for engineered products, process and services. Maintains accredited degree program with strong practice-oriented approach for engineers and scientists.

Services Provided To: Business and government agencies.

Requirements: Business strategy plan.

Assistance: Education, training, students for projects and on-site internships. Research projects to help achieve business

Restrictions: None, as a general rule.

Fee: Proposal basis and in-kind support for interns.

Length of Service: 3 months to 2 years.

Success Measured: Per project metrics; repeat sponsorship; student graduation.

Other Resources: US EPA

Comments:

ICA Group, The

*One Harvard Street, Suite 200
Brookline, MA 02445*

Phone: 617-232-8765

Fax: 617-232-9545

E-mail: ica@ica-group.org

Web Site: www.ica-group.org

Contact: Mr. Jim Megson, Director

Agency Summary: The ICA Group is a national not-for-profit organization which seeks to create and save jobs through the development and strengthening of employee-owned and community-based businesses. Founded in 1978, ICA provides a full range of business consulting and technical assistance services, including planning and implementing ESOP conversions, and financing to clients working in or seeking to start worker-owned and community-based businesses. ESOPs can help a business owner realize some of the equity in the company, defer capital gains taxes, develop a more motivated workforce, and attract and retain good employees.

Services Provided To: ICA helps business owners plan and implement successful strategies, as well as providing services to score employee-owned businesses in a wide range of industries and a variety of public sector and private non-profit organizations concerned with creating and retaining jobs.

Requirements: Commitment to sharing ownership with employees and/or community.

Assistance:

- Feasibility Studies & business plans
- Workforce education
- Technical assistance to businesses
- Capacity building with community partners
- Financing
- Consulting on ownership succession strategies, expansion capital, employee ownership.

Restrictions: At least 10 employees.

Fee: Varies, \$100-\$150 per hour.

Length of Service: No specified time, however long it takes to achieve the project goal.

Success Measured: Jobs created and saved; wage rates; benefit level.

Other Resources: Community development loan funds including: LEAF, Cooperative Fund of New England, Boston Community Capital, National Cooperative Bank, Local banks, CDCs and CBOs, Attorneys, Appraisers, Venture capital funds.

Comments: ICA has been advisors for R2/B2 Recycling Company in Bronx, NY and All-Ways Fibre Recycling.

Jewish Vocational Services

*105 Chauncy Street, 6th Floor
Boston, MA 02111*

Phone: 617-451-8147 x149 **Fax:** 617-451-9973

E-mail:

Web Site: www.jvs-boston.org

Contact: Loan Officer/Business Coach

Agency Summary: Jewish Vocational Services provides skills training, employment services and job placement for employers and individuals. The Microenterprise Division, under its Neighborhood Business Builders program, provides training, technical assistance, mentors and access to capital for start-ups and existing small businesses.

Services Provided To: Entrepreneurs and microenterprises up to 5 employees and less than \$1,000,000 in sales.

Requirements: To meet with JVS to determine appropriate course of action.

Assistance: One-on-one business counseling and technical assistance; Microloans: \$500 up to \$25,000; Business coaches and mentors; Training workshops and seminars; and Multicultural/Multilingual staff.

Restrictions: East of Route 495, must be microenterprise.

Fee: For eligible candidates, most services are free - some are available for a fee.

Length of Service: Varies.

Success Measured: Business starts, expansions, increased sales and employees, and by the success of businesses assisted.

Other Resources: Community Development Corporations, Boston Empowerment Center, Center for Women and Enterprise, Women's Educational and Industrial Union, City of Boston Office of Business Development, Boston Main Street Program, Mass. Office of Business Development.

Comments:

Mass Ventures

*100 Venture Way
Hadley, MA 01035-9682*

Phone: 413-587-2150 **Fax:** 413-587-2156

E-mail: info@massventures.com

Web Site: www.massventures.com

Contact: Mr. Joseph Steig

Agency Summary: Mass Ventures, established in 1995, is a venture development company dedicated to fostering economic growth in Western Massachusetts by providing high quality management services and equity financing to area businesses from start-ups to mature companies - across all industries. Mass Ventures was founded by the University of Massachusetts at Amherst, the Western Massachusetts business community, and the Commonwealth of Massachusetts. Mass Ventures' primary focus is working with companies that are in the process of raising capital for growth and/or restructuring. For companies in this process, Mass Ventures can help them determine the right capital structure, the right amount of capital, and the appropriate places to obtain capital. Mass Ventures Equity Fund may invest directly in client companies, either as a lead investor or in concert with other investors that may know a specific industry better. Mass Ventures also combines management assistance services with fundraising expertise to help client companies achieve growth and long term success. Mass Ventures' understanding of how to attract capital and build a company as well as the "investor perspective" gives them a unique ability to assist companies with marketing, strategic and financial planning needs. Mass Ventures' services enable businesses to put their "best foot forward" as they present their company to the investment community.

Services Provided To: Entrepreneurs, start ups, or expansion companies located in or considering relocating in Western Massachusetts.

Requirements: Must be growth oriented. A business plan and/or historical financials are helpful.

Assistance: Service offerings include: equity capital (the Mass Ventures Equity Fund), market research and planning, strategic planning and business plan development, financial planning, and capital acquisition (fund raising).

Restrictions: Businesses must be located in the four counties of Western Massachusetts or be willing to relocate there for financing.

Fee: Some services provided at no cost, while others provided for a fee typically including a cash contribution and equity contingent upon completion of specific milestones.

Length of Service: Depends on clients' needs.

Success Measured:

Other Resources:

Comments: Mass Ventures can assist in business plan development, market financial plan development and fund raising.

Massachusetts Alliance for Economic Development

*25 Research Drive
Westborough, MA 01582*

Phone: 617-247-7800 **Fax:** 617-247-3337

E-mail: tshamsuddin@massecon.com

Web Site: www.massecon.com

Contact: Ms. Tahmida Shamsuddin, Associate

Agency Summary: The Massachusetts Alliance for Economic Development is a private, non-profit partnership of business, industry leaders and government dedicated to the economic growth of Massachusetts. In fulfilling its mission, the Alliance is dedicated to providing timely and professional information services to businesses seeking to expand or relocate in Massachusetts.

Services Provided To: Companies seeking to establish or relocate an industrial or research operation within Massachusetts

Requirements: Companies seeking a minimum of 10,000 square feet of existing space or land to develop 20,000 SF of new construction or build-to-suit space.

Assistance: The Alliance's products and services include The Massachusetts Industrial & Research Park Directory; the Finder Service, which helps companies match their real estate needs with appropriate sites throughout Commonwealth; the Information Resource Service, which provides companies with the information they need to evaluate Massachusetts as a location for their business; and the Massachusetts Ambassadors, a network of corporate and civic leaders who help market Massachusetts as a place to do business. The Alliance also works through the Associated General Contractors of Massachusetts to provide construction information to business and offers a complimentary Cost Estimating Service including material and labor costs, and information relating to permitting and environmental regulations.

Restrictions: Services restricted to companies establishing end-user operations and are available directly or through a competitive exclusive representative.

Fee: No fee.

Length of Service: Varies.

Success Measured: By the number of companies employing the Alliance's services that successfully expand or relocate in Massachusetts

Other Resources:

Comments:

Massachusetts Business Development Corporation

*50 Milk Street, 16th Floor
Boston, MA 02109*

Phone: 617-350-8877 **Fax:** 617-350-0052

E-mail: KMichalski@mass-business.com

Web Site: www.mass-business.com

Contact: Ms. Karen Michalski, Vice President

Agency Summary: Massachusetts Business Development Corporation, commonly referred to as MassBusiness, is a private company in which many Massachusetts financial institutions pool their money to share the risks of helping promising companies expand. Since its creation in 1953, MassBusiness has been heralded as a national leader in small business and middle market lending and has invested over \$300 million in more than 2,000 companies throughout the Commonwealth of Massachusetts. MassBusiness also runs the Recycling Loan Fund, funded by the Department of Environmental Protection. The primary missions of MassBusiness are economic development and job creation.

Services Provided To: All businesses located in Massachusetts.

Requirements: Massachusetts business, business plan (if available), financial statements including projections, fixed appraisal, personal financial statements of owners.

Assistance: Information and referrals; loans ranging from \$250,000 to \$2 million for working capital, machinery and equipment purchases, the acquisition, renovation or construction of real estate, debt restructuring, and business acquisition. Recycling Loan Fund loans range from \$50,000 to \$300,000; mezzanine investments from \$150,000 to \$5 million; venture capital investments from \$1 million to \$5 million.

Restrictions: The Recycling Loan Fund is restricted to businesses adding value to non-hazardous materials which would otherwise be disposed of through the solid waste system.

Fee: Varies.

Length of Service: Varies.

Success Measured: Jobs created, number of deals made, tons of materials diverted (for Recycling Loan Fund), dollars leveraged (Recycling Loan Fund).

Other Resources: Private consultants, venture capitalists, banks, state environmental and economic development agencies.

Comments:

Massachusetts Community Capital Fund

*Dept of Housing and Community Development
One Congress Street, 10th Floor
Boston, MA 02114-2023*

Phone: 617-727-7001 x424 **Fax:** 617-727-0133
E-mail: henry.longmire@state.ma.us
Web Site: www.state.ma.us/dhcd
Contact: Mr. Henry Longmire, Program Coordinator

Agency Summary: The Massachusetts Community Capital Fund (MCCF), a component of the Massachusetts Community Development Block Grant Program (CDBG), offers private businesses, located within eligible municipalities flexible debt financing.

Services Provided To: MCCF targets those businesses which create and/or retain jobs for low - and moderate- income residents in Commonwealth.

Requirements: As with all CDBG programs, MCCF projects must meet at least one of the following federal program criteria: to benefit low- and moderate-income individuals, to remove slums and blight, or to fill a critical community need. Before submitting an application, MCCF requires a preliminary screening to determine whether the proposed project meets the minimum criteria for funding. It typically takes two-to-three months from the preliminary screening to the actual award and disbursement of funds. Often, a commercial bank will bridge the period between the town's commitment letter and MCCF funding. Applications are reviewed for public benefit, financial need, and credit worthiness.

Assistance: "Gap" financing, direct loans, and loan guarantees.

Restrictions: MCCF can fund a maximum of one-third (33%) of the total project cost, with loans of between \$100,000 - \$500,000.

Fee: Flexible depending upon needs of business; lower than prime rate if appropriate.

Length of Service: Loan terms are generally 3-5 years for working capital, 7 years for equipment, and 15-20 years for real estate.

Success Measured: Job retention/growth of businesses finances.

Other Resources: Commercial banks, MassDevelopment, Mass Business.

Comments: Please contact DHCD's Division of Municipal Development at 617-727-7001. The staff is also available by appointment to provide assistance with applications.

Massachusetts Community Development Finance Corp.

*100 City Hall Plaza, #3
Boston, MA 02108-2105*

Phone: 617-482-9141 **Fax:** 617-482-7129

E-mail: mobd@state.ma.us

Web Site: www.magnet.state.ma.us/mobd/cdfc.htm

Contact: Mr. Milton Benjamin, Jr., President

Agency Summary: The CDFC is a quasi-public investment corporation that provides financing for small business and real estate projects throughout the Commonwealth's low and moderate income communities. CDFC structures its investments to encourage private financial institutions to participate. CDFC has a nine member board representing government, business, organized labor and CDC's. Mass CDFC gets its funding from the state legislature and state sources. Its primary mission is economic development.

Services Provided To: Established businesses.

Requirements: Projects must meet CDFC's investment standards as well as assist in the creation of jobs, affordable housing development of the local business district. Business investments must be located in a community that has a Community Development Corporation (CDC) that meets Chapter 40F legal requirements.

Assistance: CDFC operates several funds and programs: the Venture Capital Fund provides debt and, occasionally, equity financing to established businesses to enable them to expand or retain employment for local residents; the Industrial Estate Fund offers flexible, short-to-medium term financing for CDC-developed residential, commercial and industrial real estate projects; the Minority and Women Contractor Bond Support Program provides technical and financial assistance to aid contractors in qualifying for surety bonding while establishing a relationship with a surety company, as well as providing letters of credit to eligible contractors; the Commonwealth Enterprise Fund (CEF), a Specialized Small Business Investment Company licensed by the U. S. Small Business Administration, provides capital for minority and disadvantaged businesses in Massachusetts in the form of senior or subordinated debt financing from \$100,000 to \$300,000; the Collateral and Technical Assistance Loan Program (CATA) provides technical assistance and working capital lines of credit to minority and women-owned businesses to assist them in completing contracts awarded to them under the HUD Demonstration Disposition Program; and the Urban Initiative Fund provides loans and technical assistance to strengthen minority owned business firms with less than \$500,000 in annual sales in targeted urban communities, and loans and grants to support minority-owned non-profit organizations for a range of innovative economic development and human services projects.

Restrictions:

Fee: No fee.

Length of Service: The length of the loan term.

Success Measured: Growth in sales, successful loan repayment, jobs created.

Other Resources: Banks.

Comments:

Massachusetts Department of Environmental Protection

*Bureau of Waste Prevention
One Winter Street, 9th Floor
Boston, MA 02108-4747*

Phone: 617-292-5734 **Fax:** 617-292-5778
E-mail: stephen.long@state.ma.us
Web Site: www.mass.gov/dep/recycle
Contact: Mr. Stephen Long, Recycling Markets Planner

Agency Summary: The DEP is the state agency responsible for ensuring clean air and water, safe management and disposal of solid and hazardous wastes, timely cleanup of hazardous waste sites and spills, and preservation of wetlands and other natural resources. DEP is responsible for the major regulations governing solid waste recycling in Massachusetts--CMR 16 and 19-- and is the lead agency responsible for helping municipalities, businesses, and citizens reach the state's Waste Reduction goals (source reduction and recycling). DEP and its parent agency, the Executive Office of Environmental Affairs, fund a number of programs managed by other agencies in this Guide, including the Recycling Loan Fund (see MassBusiness), the Buy Recycled Business Alliance (see CET & WasteCap), and the Environmentally Preferable Purchasing Program (see Operational Services Division). DEP annually provides millions of dollars in financial assistance to the state's municipalities to support their collection programs, and owns the privately operated Springfield Materials Recycling Facility, which processes recyclable materials for 90 western Massachusetts municipalities.

Services Provided To: Recycling businesses, municipalities, not-for-profits, citizens, and state agencies.

Requirements: Requirements depend on the DEP program.

Assistance: DEP provides grants for capital equipment (up to \$150,000 for high priority materials and up to \$50,000 for lower priority materials) to recycling processors and manufacturers through the Recycling Industries Reimbursement Credit.

DEP provides grants to municipalities and non-profit organizations to provide waste reduction technical assistance to generators of commercial waste such as businesses, institutions and universities.

Restrictions: None.

Fee: No fee.

Length of Service: Depends on services rendered; state fiscal year runs July 1 to June 30.

Success Measured: Increases in Massachusetts' waste reduction (source reduction and recycling) rate.

Other Resources: State agencies including, agricultural, economic development, highway, and purchasing, municipalities, STEP, colleges & universities.

Comments: DEP can promote manufacturers' use of scrap materials by providing grant monies, referring businesses to appropriate agencies, providing data on waste generation/disposal, educating businesses about recycled feedstocks, identifying potential generators & users of recyclables, and supporting technical research and services, financial and product testing and procurement through funding of other agencies.

Massachusetts Electric Company

*55 Bearfoot Road
Northborough, MA 01532*

Phone: 800-787-1706 **Fax:** 508-421-7246

E-mail: scott.mccabe@us.ngrid.com

Web Site: www.masselectric.com

Contact: Mr. Scott McCabe, Sr. Analyst

Agency Summary: Massachusetts Electric Company is a subsidiary of National Grid USA. The company's business is the delivery of electricity to retail customers. Electric service is provided to approximately 1.2 million customers in 170 communities.

The cities and towns served by the company include the highly diversified commercial and industrial cities of Worcester, Lowell, and Quincy, the Interstate 495 high technology belt, suburban communities, and many rural towns.

Services Provided To: The principal industries served include computer manufacturing and related businesses, electrical and industrial machinery, plastic goods, fabricated metals and paper, and chemical products. In addition, a broad range of professional, banking, medical, and educational institutions is served.

Requirements:

Assistance: Massachusetts Electric offers more than a dozen business energy efficiency programs and services to meet the unique needs of each business customer. Working with our customers, we can help them choose the combination of services that most effectively meet their business needs. We help customers find customized energy solutions that will lower operating costs, improve productivity, and build a competitive edge. Our nationally recognized Design 2000plus program, for example, offers engineering solutions, financial incentives, and quality assurance strategies to customers constructing a new building or renovating an existing building.

Restrictions: To take advantage of our business energy efficiency programs and services, you must be a Massachusetts Electric customer.

Fee: Massachusetts Electric's program incentives typically cover from 50% - 100% of an installation or a study.

Length of Service: Depending on the type of work involved, a project can last from two months to one year.

Success Measured: Massachusetts Electric measures the success of its energy efficiency programs based on the energy savings generated, the number of customers served, the quality and comprehensiveness of projects and customer satisfaction.

Other Resources: Collaborating with other groups and utilities and partnering with local businesses that share our mission to improve productivity have been fundamental to our success promoting energy efficiency on our customers' behalf. Massachusetts Electric's partners include the Northeast Energy Efficiency Partnerships, Energy Star, Consortium for Energy Efficiency and Conservation Law Foundation and an expansive contractor network.

Comments: For more information about our business energy efficiency programs and services, please visit www.masselectric.com/bus/effic/

Massachusetts Export Center

Boston Fish Pier

Building II West, Suite 305

Boston, MA 02210

Phone: 617-478-4133

Fax: 617-478-4135

E-mail: pmurphy@massport.com

Web Site: www.state.ma.us/export/

Contact: Ms. Paula L. Murphy, Director

Agency Summary: One-stop shop for export assistance. Through the Massachusetts Export Center, Massachusetts companies can access the numerous programs and services offered by the state's primary international service providers.

Services Provided To: Massachusetts companies.

Requirements: Commitment to exporting.

Assistance: The Export Center provides export readiness assessments, one-on-one export counseling, export publications, international market research, export workshops, training programs and conferences, international market activities, network of international offices, export financing, an informative web site featuring international business information and upcoming trade-related events, "Export-Massachusetts!" - an international business e-list meetings with visiting international business delegations.

Restrictions: The companies must be from Massachusetts.

Fee: Services are free other than training programs and the "Trade Mission Representation Program."

Length of Service: Varies depending on company.

Success Measured: Export sales.

Other Resources: Massachusetts Small Business Development Center, Massport, MassTrade, Massachusetts Office of Business Development.

Comments:

Massachusetts Highway Department

*10 Park Plaza, Room 3531
Boston, MA 02116*

Phone: 617-973-7830

Fax: 617-973-8032

E-mail:

Web Site: www.state.ma.us/mhd

Contact: Recycling Coordinator

Agency Summary: MassHighway is responsible for the design, construction and operation of 12,600 lane miles of state highway, 2,900 bridges in the Commonwealth, and spends over \$400 million on statewide construction projects every year exclusive of the Central Artery/Third Harbor Tunnel Project.

Services Provided To: Provide guidance and assistance to state agency personnel, non-profit groups, manufacturers, university researchers, and others interested in incorporating recycled materials and products into MassHighway construction projects and everyday operations.

Requirements: N/A

Assistance: Material approvals, research and demonstration projects.

Restrictions: N/A

Fee: N/A

Length of Service: N/A

Success Measured: MassHighway's pollution prevention, recycling and recycled procurement activities are measured annually through surveys. This information is published and distributed to all interested parties.

Other Resources: State environmental and regulatory agencies, state and municipal purchasers, state and federal transportation agencies, private consultants, manufacturers, university researchers.

Comments: MassHighway specifications and approved products lists are used throughout the State by the majority of transportation and construction agencies and municipalities. Therefore, products and materials used or allowed by MassHighway have a wide range of acceptance.

Massachusetts Manufacturing Extension Partnership (MEP)

*500 W. Cummings Park, Suite 6500
Woburn, MA 01801*

Phone: 617-376-0028, **Fax:** 617-376-0086

E-mail:

Web Site: www.massmep.org

Contact: Mr. Michael Prior, Lead Project Manager

Agency Summary: MassMEP offers affordable solutions to small and mid-sized manufacturers in the Commonwealth as an MEI National Institute of Standards and Technology (NIST) network affiliate. Through continual assessment improvement of products and services we offer strategic value to our clients by helping them solve technical a management problems.

Services Provided To: Small and mid-sized (SMEs) manufacturers in the Commonwealth of Massachusetts.

Requirements: Commitment to continual improvements within company.

Assistance: Areas of expertise include: Quality Systems, Lean Manufacturing, eBusiness and Information Systems, Supply Chain Initiatives, Workforce Development, Energy Conservation, Industrial Marketing, and Technology Trans

Restrictions: We serve small and mid-sized manufacturers in the Commonwealth who are willing to invest in their future.

Fee: Strictly based on client's financial and workforce constraints in mind; can be based on per hour or on pr milestones as incurred.

Length of Service: Based on needs of client and achieving results established at beginning of project(s).

Success Measured: Impact to client as results of project focus such as but not limited to increased revenues, additions to workforce reduced costs; project impact is surveyed by NIST.

Other Resources: Strong relationships with private, educational and government resources throughout the state to provide comprehensive solutions to specific client needs.

Comments: Call 1-800-MEP-4MFG for an initial visit and a free assessment of your company's needs.

Massachusetts Operational Services Division (OSD)

Environmental Purchasing Program
1 Ashburton Place, Room 1017
Boston, MA 02108

Phone: 617-720-3351 **Fax:** 617-727-4527
E-mail: dmitriy.nikolayev@osd.state.ma.us
Web Site: www.state.ma.us/osd/enviro
Contact: Mr. Dmitriy Nikolayev,
Env'l Purchasing Proj. Specialist

Agency Summary: The Environmental Purchasing Program at OSD is responsible for coordinating the Commonwealth of Massachusetts' efforts to increase Commonwealth of Massachusetts' purchases of environmentally preferable products. Environmentally preferable products (EPPs) include those that contain recycled materials, minimize waste, conserve energy and/or water, contain fewer toxic materials and/or have other environmental or public health benefits. The program is primarily funded by the Executive Office of Environmental Affairs and the Department of Environmental Protection. It works to establish Statewide contracts for environmentally preferable products, conducts outreach to the business and purchasing community and provides educational assistance and technical expertise to State agencies and political subdivisions (including municipalities).

Services Provided To: Although the core of the program's services focus on the purchasing professionals, the Pilot Purchase Program Buy Recycled and Environmentally Preferable Products (EPP) Vendor Fair and Conference both conducted annually, are designed to feature and promote suppliers of EPPs.

Requirements: A business must supply environmentally preferable products or services to receive assistance.

Assistance: OSD's Pilot Purchase Program procures small amounts of EPPs for tests at state agencies, authorities, municipalities throughout Massachusetts. The Annual Buy Recycled and Environmentally Preferable Products Vendor Fair and Conference brings together over 100 exhibitors of recycled and environmentally preferable products with over 700 public and private sector purchasers. Among the attendees are buyers and environmental managers from state and local agencies, authorities & universities as well as staff from county and municipal departments and public schools.

Restrictions: The program provides assistance only to suppliers of environmentally preferable products and/or services.

Fee: The program's services are free. Businesses are charged a small fee for the participation in the Buy Recycled and Environmentally Preferable Products Vendor Fair and Conference.

Length of Service: There is no limit to the duration of a company's relationship with the Environmental Purchasing Program as long as the purchasing community serviced by the program is interested in the products/services provided by the company.

Success Measured: The program annually tracks the increase of recycled-content and EPP purchasing by state agencies and municipalities, calculated environmental benefits, and cost savings achieved by state agencies by purchasing environmentally preferable product groups.

Other Resources: Massachusetts Department of Environmental Protection, Executive Office of Environmental Affairs.

Comments: The program also participates in the development of information resources for businesses interested in becoming Massachusetts statewide contractors.

Massachusetts Small Business Development Center Network

*Isenberg School of Management
University of Massachusetts
Amherst, MA 01003-9310*

Phone: 413-545-6302 **Fax:** 413-545-1273
E-mail: gep@msbdc.umass.edu
Web Site: <http://msbdc.som.umass.edu>
Contact: Ms. Georgianna Parkin, State Director

Agency Summary: The Massachusetts Small Business Development Center Network (MSBDC) is a partnership of the U.S. Small Business Administration, Commonwealth Department of Economic Development and a consortium of high educational institutions led by the University of Massachusetts Amherst, Isenberg School of Management. MSBDC provides a comprehensive program of high-quality counseling assistance and educational training programs to existing and prospective small businesses to increase the ability of owners to create viable businesses employing Massachusetts residents and supporting the economic health of the Commonwealth. Staff provide one-on-one counseling to prospective and existing small business throughout the Commonwealth. Services include business plan development, finance, cash flow management, international trade development, minority business assistance, and domestic and international market assessments. Also, over 150 training programs are conducted annually addressing a variety of topics and levels of sophistication. The MSBDC has established a statewide Procurement Technical Assistance Center with resources located in Amherst, Boston, Fall River, Lowell, Springfield and Worcester Massachusetts. The program manages a bid matching service to provide clients procurement opportunities from the federal and state government and municipalities.

Services Provided To: MSBDC services are provided to prospective and existing small businesses within the Commonwealth. The procurement center has no size standards.

Requirements: Counseling services are free. The MSBDC charges nominal fees for training.

Assistance: Counseling to prospective and existing small businesses; management and entrepreneurial training programs.

Restrictions: MSBDC: small prospective and existing businesses. Procurement: no size standards. The MSBDC only works with Massachusetts companies.

Fee: No fee for counseling.
No fee for PTAC training.
MSBDC training fee is nominal.

Length of Service: Until task is complete, usually 6-12 months.

Success Measured: Job creation, job retention, client financing.

Other Resources: Chambers of Commerce, Department of Economic Development, U.S. Small Business Administration, quasi-public agencies, various banks throughout the Commonwealth, universities and colleges connected with centers.

Comments:

Massachusetts Technology Development Corp. (MTDC)

*148 State Street
Boston, MA 02109*

Phone: 617-723-4920

Fax: 617-723-5983

E-mail: rcrowley@mtdc.com

Web Site: www.mtdc.com

Contact: Mr. Robert Crowley, Executive Vice President

Agency Summary: MTDC is a quasi-public state agency that provides venture capital to early stage Massachusetts technology companies with products based upon proprietary technology. It also helps identify additional sources of venture capital. Its primary mission is economic development. Funds are generated from investment returns.

Services Provided To: Start-ups.

Requirements: Massachusetts businesses with emerging technologies that create new jobs; business plan; existing technology completed working prototypes based on proprietary technology that are beginning to be introduced to beta sites.

Assistance: Information and referrals, business plan review, venture capital investments of \$200,000 to \$500,000 conditional on private co-investment generally added on a 3:1 ratio.

Restrictions: Prospects need to have an exit plan to provide investment returns in 5 to 7 years.

Fee: Investment is made conditioned upon the purchase of equity in the company. MTDC will generally purchase 5-10% of the ownership and co-investors will purchase 25-35%.

Length of Service: 5 to 7 years or more.

Success Measured: By jobs created, dollars leveraged, and investment returns.

Other Resources: Venture capital, banks.

Comments:

Massachusetts Trade Office (MassTrade)

*10 Park Plaza, Suite 3720
Boston, MA 02108*

Phone: 617-973-8600

Fax: 617-727-8797

E-mail: mobd@state.ma.us

Web Site: www.state.ma.us/mobd

Contact: Mr. John Urban, Director

Agency Summary: MOBD is the state's lead agency for business assistance and development. It provides a one stop shop for businesses planning to expand or locate in Massachusetts. MOBD acts as a liaison to other state and private resources. MOBD can provide information on tax incentives, finance options, and development programs available to businesses in the state. MOBD operates five regional offices: Boston, Southeastern MA/Cape Cod/Islands, Northeastern MA/North Shore, Worcester/North Central, and Greater Springfield/Berkshires. Funding comes from the state legislature and some limited federal grants.

Services Provided To: Start-ups, expansions located, or considering locating, in Massachusetts.

Requirements: Business plan, existing technology, Massachusetts business.

Assistance: Information and referrals; identification and assistance in obtaining funds for expansion, technical innovation, manufacturing lines, and endeavors with public benefits; technology validation; manufacturing process assessment; business plan review; loans; one stop permitting for all construction related state permits; and training programs.

Restrictions:

Fee: No fee.

Length of Service: Varies a lot-- often work with a client to develop a project before offering further resources.

Success Measured: Jobs created, client's business made more competitive, number of clients served.

Other Resources: State environmental and economic development agencies; state university researchers, venture capitalists; Massachusetts Manufacturing Extension Partnership.

Comments:

MassDevelopment

*75 Federal Street, Floor 10
Boston, MA 02110*

Phone: 617-451-2477 **Fax:** 617-451-3429

E-mail: jlee@massdevelopment.com

Web Site: www.massdevelopment.com

Contact: Mr. Jimmy Lee,
Marketing Communications Associate

Agency Summary: MassDevelopment serves the communities of the Commonwealth as their state investment bank and real estate development agency through employing a variety of financing tools. Using predevelopment assistance for tax-exempt and taxable bonds and a variety of loan and guarantee programs, the agency strengthens Massachusetts diverse communities. MassDevelopment also provides concentrated financing and technical support to large-scale real estate development projects. Above all, MassDevelopment is committed to helping build communities project by project and job by job.

Services Provided To: Manufacturers, business enterprises, health and elder care providers, educational and cultural institutions, municipalities and redevelopment agencies.

Requirements: Business plan, equity, and financial statements.

Assistance: Predevelopment assistance, bond financing, loans and guarantees, large-scale development.

Restrictions: Project must have public purpose, create or retain jobs, and/or eliminate blight.

Fee: Application and commitment fees vary with type of application.

Length of Service: Varies according to the type of financing.

Success Measured: Jobs created, new technology/process developed, client's business made more competitive, dollars leveraged, number of clients served and deals made.

Other Resources: State environmental and regulatory agencies, private consultants, and banks.

Comments:

MassRecycle, Inc.

*198 Tremont Street, Box 143
Boston, MA 02116*

Phone: 617-338-0244

Fax:

E-mail: info@massrecycle.org

Web Site: www.massrecycle.org

Contact:

Agency Summary: MassRecycle is a statewide coalition of individuals, governments, industry, businesses, institutions and non-profit organizations dedicated to promoting and realizing the vital environmental, social, and economic benefits created by reducing, reusing, and recycling waste materials, and by increasing the utilization of recycled products. Funding comes from membership fees and donations, the state's Clean Environment Fund, and grants.

Services Provided To: Anyone, particularly members.

Requirements:

Assistance: MassRecycle publishes a quarterly newsletter which keeps members informed about the latest recycling news in Massachusetts, such as changing technology, new programs, and public policy; sponsors networking and educational events, such as Current Issue Workshops, seminars, and lectures on a wide range of recycling related topics; facilitates tours of state of the art recycling, reuse, manufacturing, and composting facilities; coordinates Recycling Councils - Business, Municipal, Campus and University - which provide important educational and networking opportunities; and conducts Massachusetts Recycles Day (MRD), a public education campaign to increase awareness about recycling and buying recycled.

Restrictions:

Fee: Membership fees: \$50 individual, non-profit and institution, \$125-\$250 businesses, \$25 senior citizens/student. Additional fees may be charged for certain events. Fees are subject to change (effective 6/2002)

Length of Service:

Success Measured:

Other Resources:

Comments:

National Environmental Technology Institute (NETI)

*UMass Amherst
Blaisdell House
Amherst, MA 01003-0820*

Phone: 413-545-2842 **Fax:** 413-545-2304
E-mail: neti@tei.umass.edu
Web Site: www.umass.edu/tei/neti/
Contact: Dr. Chad Nelson, Director
Dr. Maureen O'Leary, Asst. Director

Agency Summary: NETI is an alliance between the University, industry and government to develop new research techniques to reduce waste and prevent pollution in industrial processes. Through its research programs, NETI addresses problems that industry considers to be important and designs solutions for these problems. NETI provides research relating to developing new technologies or processes that lead to pollution prevention, either at the point of use, waste generation, or waste management prior to ultimate treatment and disposal. NETI is a partner in the Strategic Envirotechnology Partnership (STEP). Funding comes from the state legislature and sharing of research costs with industry.

Services Provided To: Manufacturers, through cooperative research projects.

Requirements: Need for research and development to minimize or prevent pollution, ability to partner on projects.

Assistance: Research and development.

Restrictions: Research projects must be accomplished in collaboration with UMass faculty researchers. Projects are funded through a competitive process, reviewed by academic, industry, and state agency experts.

Fee: Cost sharing, direct or in-kind

Length of Service: Projects are funded annually.

Success Measured: New technology or process developed, dollars leveraged, importance of research results to industry.

Other Resources: State environmental and regulatory agencies, university research facilities, STEP, industrial research labs.

Comments: Companies with research needs in pollution prevention are encouraged to contact NETI to see if a match can be made between industry needs and research expertise among UMass Amherst faculty. Cost sharing is required for all projects but can be split among several industry partners.

National Technology Transfer Center (NTTC)

*Wheeling Jesuit College
316 Washington Avenue
Wheeling, WV 26003*

Phone: 800-678-6882 **Fax:** 304-243-4388
E-mail: technology@nttc.edu
Web Site: www.nttc.edu
Contact: Mr. Thomas Coleman, Marketing Administrator

Agency Summary: NTTC is a technology transfer and commercialization services provider for all domestic and certain foreign businesses and industry. NTTC is funded primarily through a cooperative agreement with NASA. Available technology for licensing is the result of research at over 700 federal laboratories residing in publicly available and proprietary databases.

Services Provided To: All domestic and certain foreign businesses can utilize NTTC.

Requirements: A contract may be required depending on the nature of services requested.

Assistance: NTTC provides technology research products as well as commercialization and business development service private sector and interested parties in the public sector as needed. Technology Transfer services include technology research; market and technology assessment; intellectual property evaluation; technology assessment training; and intellectual property negotiation training. Business Services and Assistance programs include: rapid prototyping; advanced product development; business planning assistance; Entrepreneurial Technology Apprenticeships Program (intern program for minority students); technology marketing training; and e-commerce.

Restrictions: No restrictions exist for domestic businesses and some foreign-owned businesses. NTTC services, including export of technology information to foreign entities, is subject to a case-by-case review.

Fee: Consultation and certain basic services, such as requesting a search of NASA databases, are free, as is access to most databases through the web site (www.nttc.edu). Other services are fee-based and dependent on the needs of the client.

Length of Service: Varies as to the client, the complexity of the issues, and the service requested.

Success Measured: Success is measured in several ways. First, it is measured in customer satisfaction with the product or service produced. Second, as public funding is reduced, success is measured more than ever in contract dollars acquired as a result of marketing NTTC to the private sector. Related to that is bringing products to market, and the development of strong partnerships that can work together toward the rewards of commercialization in the future.

Other Resources: NASA, Regional Technology Transfer Centers (RTTCs), and the entire federal laboratory system are used to some extent on a daily basis.

Comments: NTTC can assist by offering business planning, capital acquisition and marketing services, and provide competitive intelligence or market research about the proposed product. NTTC also provides research contacts most familiar with alternative uses for the waste material, product or contemplated product.

Northeast Business Environmental Network (NBEN)

*49 Junction Square Drive
Concord, MA 01742*

Phone: 978-521-1020

Fax: 978-521-1579

E-mail: execdirector@nben.org

Web Site: www.nben.org

Contact: Ms. Amy Stillings, Executive Director

Agency Summary:

Services Provided To: Business and industry, specialty manufacturers.

Requirements: Dedication.

Assistance: Peer Assistance to companies seeking assistance in pollution prevention. NBEN sponsors breakfast meetings, workshops and forums to get information of interest out to members.

Restrictions: None. NBEN is New England based, and has worked with hospitals in Connecticut and manufacturers in New Hampshire.

Fee: Membership and program dues are based on the size of the company beginning with \$100 and maximizing a \$1,000.

Length of Service: NBEN does not have "clients" per say. NBEN works with specific companies to identify issues and offer alternative solutions.

Success Measured: Feedback.

Other Resources: State and federal governments and other non-profits.

Comments:

Northeast Recycling Council (NERC)

*139 Main Street, Suite 401
Brattleboro, VT 05301*

Phone: 802-254-3636

Fax: 802-254-5870

E-mail: info@nerc.org

Web Site: www.nerc.org

Contact: Ms. Lynn Rubinstein, Executive Director

Agency Summary: NERC is a non-profit organization whose mission is to minimize the amount of materials requiring disposal by promoting the environmental and economic benefits of recycling and source reduction in the Northeast. Recycling and source reduction include reuse, remanufacturing, composting, and any other activity that decreases the amount and toxicity of material in the solid waste stream requiring disposal. NERC's voting membership is composed of state recycling and economic development agencies, as well as legislators from the states of Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont. Advisory members include trade associations, state recycling organizations, utilities, consultants, and private companies. NERC works as a catalyst to mobilize groups that are critical to recycling's long-term success. NERC conducts and sponsors research on regional recycling issues and acts as an information clearinghouse on recycling issues and state programs. NERC holds conferences twice a year and they are open to anyone interested in attending. NERC's funding comes from membership dues, advisory memberships and grants.

Services Provided To: State agencies, businesses and organizations involved in any aspect of recycling.

Requirements: Agencies, businesses and organizations in ten-state region (Connecticut, Delaware, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont).

Assistance: Responds to specific requests for assistance, including information, basic research, recycling market and business development and financing support.

Restrictions: None.

Fee: May be fees for service depending on size of request for assistance and whether request comes from dues paying member or state agency.

Length of Service: Not applicable.

Success Measured: Networking opportunities created, information provided, amount of investments, number of deals made, tonnage of materials diverted, and number of jobs created.

Other Resources: Individual and corporate investors, venture capital firms, state and federal recycling and economic development officials, investment intermediaries, and banks.

Comments: NERC can best be of use to recycling businesses through its Email Bulletin which provides information about NERC activities and Northeast state recycling and market development initiatives, as well as the bi-annual conferences, and technical assistance provided on an individual basis upon request.

Northeast Waste Management Officials' Association (NEWMOA)

*129 Portland Street, 6th Floor
Boston, MA 02114*

Phone: 617-367-8558 x302 **Fax:** 617-367-0449

E-mail: tgoldberg@newmoa.org

Web Site: www.newmoa.org

Contact: Ms. Terri Goldberg, Deputy Director

Agency Summary: The Northeast Waste Management Officials' Association (NEWMOA) is a non-profit, non-partisan, interstate association. The membership is comprised of the hazardous waste, solid waste, waste site cleanup, and pollutant prevention programs in Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont and New Jersey. NEWMOA's mission is to help states articulate, promote, and implement economically sound regional programs for the enhancement of environmental protection. The group fulfills this mission by providing a variety of support services that: facilitate communication and cooperation among member states and between states and EPA, and promote the efficient sharing of state and federal program resources.

Services Provided To: State agencies throughout the Northeast.

Requirements:

Assistance: NEWMOA serves as a vehicle for a variety of activities that fall within four broad categories - information sharing, training and education, developing unified policy positions, and facilitating regional strategies. Specifically, the organization provides the following functions for the eight member states: Prepares positions reflecting member-state views on federal policy issues, legislation and regulations; Facilitates communications among directors and staff; Organizes regulatory training and technology transfer activities for state staff and EPA regulatory staff; Conducts research on priority topics and publishes reports, manuals, and other material.

NEWMOA does not directly service business in general, but provides referrals to environmental assistance programs within each member state. Often technical reports generated by NEWMOA are of interest to business.

Restrictions:

Fee:

Length of Service:

Success Measured:

Other Resources: Massachusetts Department of Environmental Protection, Massachusetts Office of Technical Assistance, Massachusetts Toxics Use Reduction Institute, and Massachusetts Executive Office of Environmental Affairs

Comments:

NSTAR

***One NSTAR Way
Westwood, MA 02090***

Phone: 508-441-8592

Fax: 781-441-8721

E-mail:

Web Site: www.nstaronline.com

Contact: Mr. Edward McGlynn,
Manager-Commercial Implementation

Agency Summary: The Energy Efficiency Group at NSTAR designs, manages, and delivers programs that promote the installation and use of energy efficient equipment and techniques. Efforts are coordinated with other utilities, the Commonwealth, and other conservation groups to provide uniform programs throughout Massachusetts. Funding is provided through the energy conservation charge mandated by the Legislature.

Services Provided To: All NSTAR customers: residential, commercial, industrial, non-profit, and government.

Requirements: Customers seeking to improve the electrical efficiency of their equipment or operation.

Assistance: Residential: Energy Efficiency Group offers rebates on energy efficient products, provides in-home services such as energy audits, offers EnergyStar Home Certifications for new homes, provides educational services, and offers home products catalog.

Commercial: Energy Efficiency Group offers a Large and Small Commercial New Construction Program, a Large and Small Commercial Retrofit Program, and a Commercial and Industrial Lost Opportunities program. In addition, rebates are offered on efficient motors, light fixtures, and packaged HVAC equipment.

Restrictions: Retrofit and new construction rebate amounts vary based on project and energy use.

Fee: No fee, but customer does pay for the difference between the cost and the rebate amount.

Length of Service: Programs will run for calendar years 2002 through 2007.

Success Measured: By the amount of additional energy savings achieved each year.

Other Resources:

Comments:

Office of Assistance and Pollution Prevention

*US EPA-New England Regional Office
One Congress Street (SPP)
Suite 1100
Boston, MA 02114-2023*

Phone: 617-918-1813 **Fax:** 617-918-1810
E-mail: greenecynthia@epa.gov
Web Site: www.epa.gov/region01
Contact: Ms. Cynthia Greene, Senior Advisor

Agency Summary: The Office of Assistance and Pollution Prevention is in the regional New England office of the Federal EPA refers governments and individuals to appropriate agencies and resources related to recycling and pollution prevention, and serves as a clearinghouse for information on solid waste generation, recycling, source reduction, and integrated waste management.

Services Provided To: Anyone interested in information about recycling and integrated waste management.

Requirements:

Assistance: EPA provides information and referrals, and education and training about recycling.

Restrictions:

Fee: No fee.

Length of Service: Varies.

Success Measured: Tons of material diverted, jobs created and reduction in waste generation rate.

Other Resources:

Comments: EPA Office of Assistance and Pollution Prevention promotes manufacturers' use of scrap materials through information and referrals in recycling and financing, research on secondary materials applications, and education of businesses on the use of recycled feedstocks.

Office of Technical Assistance for Toxics Use Reduction

*251 Causeway Street, 9th Floor
Boston, MA 02114*

Phone: 617-626-1060 **Fax:** 617-626-1095

E-mail: paul.richard@state.ma.us

Web Site: www.mass.gov/ota

Contact: Mr. Paul Richard, Director

Agency Summary: OTA is a state agency providing confidential, non-regulatory technical assistance to Massachusetts businesses to reduce the use of toxics and generation of hazardous byproducts, to protect worker and public health and safety, and increase the competitiveness of Massachusetts businesses. Funding comes from the state through fees paid by industries under the Toxics Use Reduction Act.

Services Provided To: Start-ups, expansions, manufacturers, institutions, public agencies, small businesses.

Requirements: Massachusetts businesses and institutions only, and a willingness to work with OTA and to seriously consider their pollution prevention recommendations.

Assistance: OTA works with all toxics users in Massachusetts. OTA has industry sector-based teams of engineers and scientists who provide confidential, on-site technical and compliance assistance to reduce the use of toxics; provide information about the state and federal environmental laws; assess manufacturing processes; hold workshops and conferences; offer market-based incentive programs; and help with financial planning associated with process changes and recommendations. Start-ups and expansions can consult with OTA on a technology or process before change is actually made.

Restrictions:

Fee: No fee.

Length of Service: Depends on client needs.

Success Measured: Reduction in chemical use, new technology or process developed, client's business more competitive, number of clients served, reduction in waste generated, increase in productivity/quality.

Other Resources: State environmental agencies, university research facilities, private consultants, STEP program.

Comments: OTA can promote manufacturer's use of scrap materials by identifying businesses who can benefit from utilizing recyclable materials. OTA can help recycled product manufacturers reduce their use of toxic materials.

RHI, Northeast Rural Community Assistance Program

*218 Central Street
Winchendon, MA 01475*

Phone: 800-488-1969

Fax: 978-297-2606

E-mail: mpatt@the-spa.com

Web Site:

Contact: Mr. Michael Pattavina, Solid Waste Specialist
Mr. Patrick Pinkson-Burke, Solid Waste Specialist

Agency Summary: The RCAP Program is primarily a Ground Water Protection Program. Field staff in 9 northeastern states provide water resources and solid waste management services to small rural towns under 10,000 population.

Services Provided To: Rural communities under 10,000 population.

Requirements: Must be a not-for-profit.

Assistance: Usually work with town governments, districts or agencies. Can provide technical assistance in all matters related to solid waste, recycling, electronics collections, hazardous materials, education, farm waste, or any other potential water pollution deterrent.

Restrictions: Small non-profits located in small rural communities and serving populations in small towns.

Fee: None.

Length of Service: As needed.

Success Measured: When project is complete.

Other Resources: NERC, MA DEP.

Comments: Call if you have any questions.

Service Corps of Retired Executives (SCORE)

Boston Chapter

10 Causeway Street, Room 265

Boston, MA 02222

Phone: 617-565-5591

Fax: 617-565-5598

E-mail: Boston-SCORE-20@worldnet.att.net

Web Site: www.scoreboston.org

Contact: Martin Kress

Agency Summary: SCORE is the nation's largest volunteer business counseling service. It is comprised of retired men and women who have had successful business or professional careers. SCORE has six chapters in addition to the Boston chapter (see below) and 38 counseling locations throughout the state.

Services Provided To: New and existing small businesses.

Requirements:

Assistance: Advice and counseling in such areas as business planning, loan applications, marketing, advertising, bookkeeping, sales promotion, international trade, technical help, franchising, etc. SCORE also has a library, video tapes, and computers to access business services on the internet. Services are provided on a confidential basis. Pre-business workshops are available for individuals planning to start their own business.

Restrictions:

Fee: No fee for counseling services; \$40 for pre-business or special subject workshops.

Length of Service:

Success Measured:

Other Resources:

Comments: Other SCORE Chapters in Massachusetts (call for hours): SE Mass (Brockton) 508-587-2673; Bristol/Plymouth Counties (Fall River) 508-676-8226; Northeastern Mass (Danvers) 508-777-2200; Springfield 413-785-0314; Cape Cod (Hyannis) 508-775-4884; Worcester, 508-753-2924.

State Office of Minority & Women Business Assistance

*MA Transportation Building
10 Park Plaza, Suite 3740
Boston, MA 02116*

Phone: 617-973-8692 **Fax:** 617-973-8637
E-mail: contact_somwba@state.ma.us
Web Site: www.state.ma.us/somwba/
Contact: Ms. Joanne M. Thompson, Executive Director

Agency Summary: The State Office of Minority and Women Business Assistance (SOMWBA) is part of the State's Department of Economic Development. Its mission is to foster and support the development and growth of minority and women business enterprises and nonprofit organizations by facilitating their participation in the mainstream of the state economy through increased access to business and economic development opportunities.

Services Provided To: Minority and women owned and controlled firms and minority and women controlled nonprofit organizations throughout the Commonwealth.

Requirements: Attendance at a pre-certification workshop and a complete application.

Assistance: The SOMWBA certifies businesses as minority, woman, or minority-woman owned and controlled. SOMWBA certification is utilized throughout the Executive Branch of the Commonwealth to comply with affirmative purchasing goals. SOMWBA also provides federal transportation agency certification. SOMWBA offers more pre-certification workshops, publishes directories of certified firms and minority nonprofits as well as a newsletter, and provides one-on-one technical assistance referrals for constituents. SOMWBA also advises companies and government entities to enhance access and business opportunities for minority and women owned and operated firms.

Restrictions: Minority and women owned and controlled firms, and minority and women controlled nonprofit organizations.

Fee: No fee.

Length of Service:

Success Measured:

Other Resources: State Executive Branch agencies.

Comments: The State Office of Minority and Women Business Assistance can help manufacturers who use recyclables certifying those that are minority owned and controlled for doing business in the state, and by advising the increasing business opportunities for women and minorities.

Strategic Envirotechnology Partnership (STEP)

EOEA
251 Causeway Street, 9th Floor
Boston, MA 02114

Phone: 617-626-1035 **Fax:** 617-626-1180
E-mail: anna.canaday@state.ma.us
Web Site: www.state.ma.us/step
Contact: Ms. Anne Canaday

Agency Summary: STEP is a unique collaboration of the Executive Office of Environmental Affairs and the University Massachusetts system. STEP effectively helps develop and promote technology-based solutions to environmental challenges across the Commonwealth.

Services Provided To: Any company with an innovative environmental technology.

Requirements: Technology, business plan.

Assistance: Independent technology assessment, expedited permitting and guidance, technology demonstration, possible procurement of technology, technology transfer.

Restrictions:

Fee: No fee for initial assessment; potential for in-kind or shared costs for further work.

Length of Service: Minimum 3 months.

Success Measured: New technology implemented, jobs created, number of clients.

Other Resources: State environmental and economic development agencies, state university researchers, state purchasing offices, environmental agencies in other states.

Comments: The Chelsea Center for Recycling and Economic Development is the STEP partner working with non-hazardous recycling technologies. Businesses with recycling technologies who are interested in STEP services should contact the Chelsea Center (see p. 12).

Sustainable Jobs Development Corporation

*400 West Main Street, Suite 604
Durham, NC 27701*

Phone: 919-530-1177

Fax: 919-530-1178

E-mail: rlarson@sjfund.com

Web Site: www.sjfund.com

Contact: Mr. Rick Larson, Managing Director

Agency Summary: The Sustainable Jobs Fund, L.P. (SJF) helps build great companies. We invest in enterprises whose rapid growth provides quality entry-level employment. SJF invests up to \$1 million in equity or subordinated debt in portfolio companies. We partner with other community development venture capital funds as well as angel investment venture funds and lenders in financing rounds of up to \$5 million. SJF focuses on firms that provide unique products and services that are sustainable - meeting the social and environmental needs of the present without compromising the future. SJF will consider any business financing opportunity in the Eastern U.S. that offers excellent employment and financial returns. SJF is a long-term partner with portfolio firms, providing follow-on financing, board involvement, management support, and community development assistance.

Services Provided To: Enterprises in the eastern U.S. whose rapid growth provides quality entry-level employment. SJF focuses on firms that provide unique products and services that are sustainable - meeting the social and environmental needs of the present without compromising the future.

Requirements: SJF looks for businesses that create entry-level jobs for low-income individuals in the eastern U.S., need financing of \$250,000 to \$5 million, have a talented management team, have products and services with proven markets, and have a business plan for sustained, profitable growth.

Assistance: SJF provides equity or subordinated debt investments. After investment, SJF is hands on and very active in helping companies grow, through formal means such as board participation, as well as informal means such as introductions to investors and strategic partners; technology infrastructure development; employment program referrals; employee benefits, compensation and option plan assistance; follow-on financing; public relations and strategic planning.

Restrictions: SJF only funds companies in the eastern U.S. that meet its financing and job creation criteria.

Fee: N/A

Length of Service: SJF seeks to exit investments after an average of five years, usually through company sale, IPO or management buyback.

Success Measured: Through the number of quality jobs created for low income individuals and through the financial returns of the investments.

Other Resources: Our trade associations are the Community Development Venture Capital Alliance (www.cdvc.org) and National Community Capital Association (www.communitycapital.org).

Comments: SJF is happy to review any business plan that meets our criteria. See our website at www.sjfund.com for more information.

Technology Capital Network, Inc.

*P.O. Box 425936
Cambridge, MA 01242*

Phone: 617-253-2337

Fax: 617-258-7395

E-mail: info@tcnmit.org

Web Site: www.tcnmit.org/

Contact: Ms. Betty Kadis, Executive Director

Agency Summary: TCN is a not-for-profit organization providing technical and financial assistance and referrals for the purposes economic and technology development. The TCN computer matching service and venture forums provide investors and entrepreneurs with a confidential and cost-effective method for finding alternative sources of capital and discovering early stage or high growth companies. Funding comes from member fees and sponsors.

Services Provided To: Start-ups, expansions, environmental businesses, high-tech manufacturers, and biotechnology and medical companies.

Requirements: Business plan and financial statements; must go through application process.

Assistance: Information and referrals, education and training, funding through list of investors.

Restrictions: Clients must exhibit high growth potential.

Fee: One year registration fee: \$300 for entrepreneur, \$350 for private investors; \$700 for professional investors.

Length of Service: Membership is one year, with option to renew.

Success Measured: By number of deals made.

Other Resources:

Comments:

Technology Transfer Center

*UMass Lowell, TURI
One University Avenue
Lowell, MA 01854-2866*

Phone: 978-934-3390 **Fax:** 978-934-3050
E-mail: mary_vidal@uml.edu
Web Site: www.turi.org
Contact: Ms. Mary Vidal, Librarian

Agency Summary: The Technology Transfer Center at the Massachusetts Toxics Use Reduction Institute is a research library clearinghouse for information about toxics use reduction and pollution prevention. Its primary missions are environmental education and technology development. Located at UMass Lowell, the Institute is a resource for Massachusetts industry, government, municipalities, citizens and university students, faculty, and staff. The Institute has a collection of more than 15,000 books, conference proceedings, and technical papers on topics such as pollution prevention and environmental management, as well as toxic chemicals and alternatives; a number of computerized databases are housed there as well. The Institute maintains links to other regional and national pollution prevention programs, and offers a subscription service providing quarterly mailings of selected information to members. The Institute can respond to information requests through telephone, mail or fax. Institute funding comes from the state legislature and federal government.

Services Provided To: Businesses, communities, students, and researchers.

Requirements:

Assistance: The Center provides information and referrals.

Restrictions:

Fee: Service fees are charged for out-of-state clients.

Length of Service: Varies.

Success Measured: Client feedback.

Other Resources: Affiliated with the research and training programs of the Toxics Use Reduction Institute and with the Lowell Center for Sustainable Production.

Comments:

U.S. Department of Agriculture

*Rural Development Division
451 West Street
Amherst, MA 01002*

Phone: 413-253-4302 **Fax:** 413-253-4347
E-mail: dbeaudet@rurdev.usda.gov
Web Site: www.usda.gov/mission/rd.htm
Contact: Mr. Daniel Beaudette,
Community and Business Programs

Agency Summary: The USDA Rural Development is a federal agency that provides grants, loans (direct and guaranteed), and referrals for rural financial development. Funding comes from federal appropriations.

Services Provided To: Financing for public bodies, non-profits and profit corporations engaged in various enterprises, depending on program authority.

Requirements: Rural areas only, need business plan, proof of legal existence, and legal authority to apply.

Assistance: Information and referrals; business plan review; loans for water and waste disposal, community facilities, business and industry; grants for solid waste management, rural business enterprise and cooperative development.

Restrictions: Grants are not for individuals or for profit corporations; clients screened by population and median household income of service area.

Fee: No fees for direct loans and grants; guaranteed loans have a fee structure.

Length of Service: Varies by program and type of security.

Success Measured: Jobs created, recycling program set up, new technology or process developed, dollars leveraged, clients served.

Other Resources: State environmental and regulatory agencies, banks, bonds.

Comments:

University of Massachusetts - Boston SBDC

Small Business Development Ctr. & Minority Business Ctr.
100 Morrissey Blvd M-5-403
Boston, MA 02125

Phone: 617-287-7750 **Fax:** 617-287-7767
E-mail: Margaret.Somer@umb.edu
Web Site: www.sbdc.umb.edu
Contact: Ms. Margaret A. Somer, Director

Agency Summary: Through a network of regional and specialty centers, the Massachusetts Small Business Development Centers Network (MSBDCN) provide free one-to-one counseling and business workshops to prospective, existing and minority small businesses on topics such as: business plan development, finance, cash flow management, human resource issues, marketing, international trade, government procurement and other areas.

Services Provided To: All types with particular expertise is in assisting minority entrepreneurs.

Requirements: Massachusetts for profit businesses only.

Assistance: The UMass MBAC welcomes opportunities to consult with businesses in the Commonwealth and to leverage resources for minority entrepreneurs. It offers technical assistance through one on one counseling as well as through workshops and seminars. MBAC provides brokering services to assist both procurement and EEO officials to find qualified minority vendors who can fill their contract needs, bid requirements, and/or company procurement goals.

Restrictions:

Fee: No charge for counseling; fees for business workshops and courses.

Length of Service: Varies.

Success Measured: Growth of client businesses in revenues, profitability, employment, access to capital.

Other Resources: Private consultants, venture capitalists, banks, university research facilities, MSBDC network of counselors, government procurement and specialists and export trade.

Comments:

University of Massachusetts - Dartmouth

*Department of Textile Sciences
Old Westport Road
Dartmouth, MA 02747*

Phone: 508-999-8199 **Fax:** 508-999-9139
E-mail: klangley@umassd.edu
Web Site: www.umassd.edu/academic/engineering/textiles/welco
Contact: Dr. Kenneth Langley, Professor

Agency Summary: The Textile Sciences Department educates students who have the potential for leadership positions in industry. Research and outreach programs assist the regional textile and other fiber-based industries in areas such as technology development and recycling, including cutting, picking, and spinning of fiber/textiles. The Department is currently studying the properties of recycled fibers and their effect on the ability to make new products. Funding comes from the state university, grants, and contracts.

Services Provided To: Textile manufacturers, including start-ups, expansions, conversions.

Requirements: Product sample is helpful, source of funding to cover research.

Assistance: Primarily scientific/technological assistance such as: technical assessment, education and training, technical validation, product claim testing, manufacturing process assessment, research and development, recycled content product optimization; also can provide business training and business plan review.

Restrictions:

Fee: Sometimes grant assistance to companies; otherwise, client and faculty develop a proposal and fee structure.

Length of Service: 1 month to 3 years.

Success Measured: New technology/process developed.

Other Resources: University research facilities, testing labs, STEP program, sources of scrap materials, other faculty expertise, such as engineering.

Comments: The Department of Textile Sciences can promote manufacturer's use of scrap materials by researching secondary materials applications, educating businesses on the use of recycled feedstock, identifying scrap materials to use as feedstocks, identifying potential generators/users of scrap material, testing product claims, and product marketing for fibers and textiles.

University of Massachusetts - Lowell

*Plastics Engineering Department
One University Avenue
Lowell, MA 01854*

Phone: 978-934-3418 **Fax:** 978-458-4141
E-mail: robert_malloy@uml.edu
Web Site: www.eng.uml.edu/Dept/Plastics/
Contact: Dr. Robert Malloy, Professor

Agency Summary: A University based research center that provides technical assistance in materials and process development plastics, including recycled plastics. The Department receives its funding from the University and the research project sponsors.

Services Provided To: Manufacturers who utilize, or would like to utilize, recyclable plastic feedstocks.

Requirements: Business plan, existing technology, financial viability.

Assistance: Education and training in use of recyclable plastic, research and development on secondary materials application and identification of feedstock. The Department works with all kinds of plastic resins, mostly thermoplastics. Services are provided at the University.

Restrictions: Work only with recycled plastics; prefer to do projects over \$2,000 in size.

Fee: Based on time and equipment requirements

Length of Service: Varies.

Success Measured: New technology, process or materials developed.

Other Resources:

Comments:

University of Massachusetts - Lowell

*Lowell Center for Sustainable Production
One University Ave, Kitson 200
Lowell, MA 01854*

Phone: 978-934-2980 **Fax:** 978-934-2025
E-mail: Cathy_Crumbley@uml.edu
Web Site: www.uml.edu/centers/lcsp
Contact: Ms. Cathy Crumbley, Program Director

Agency Summary: The Lowell Center for Sustainable Production applies expertise in a number of fields including materials and process engineering, occupational health, environmental science, economics, and organizational management. The center conducts research and promotes forms of production that are safe, healthy, environmentally sound, and socially accountable.

Services Provided To: Businesses and industries, non-profits, citizen organizations.

Requirements:

Assistance:

Restrictions:

Fee:

Length of Service:

Success Measured:

Other Resources:

Comments:

USDA Forest Service, Forest Products Laboratory

*One Gifford Pinchot Drive
Madison, WI 53705*

Phone: 608-231-9200 **Fax:** 608-231-9562

E-mail: mailroom/fpl@fs.fed.us

Web Site: www.fpl.fs.fed.us

Contact: Mr. Christopher Risbrudt, Director

Agency Summary: The Forest Products Laboratory (FPL) provides the science and technology needed to maintain and extend forest resources of the United States. Work is concentrated in a single location to focus research expertise promote an interdisciplinary approach to solving a wide spectrum of wood utilization problems. Established 1910, the mission of the FPL is to improve the use of wood through science and technology, thereby contribute to the conservation and improved management of the Nation's forest resource. In accomplishing this mission, FPL conducts cooperative research and development projects with public agencies, universities, and of concerned with the conservation of forest resources in order to ensure the long-term sustainability of forests and forest-based economies.

Services Provided To: Communities, state and federal agencies, universities, and industry.

Requirements: To work within Federal authorities and the scope of the FPL mission.

Assistance: The FPL conducts research and development in the areas of forest mycology, wood biodeterioration, wood anatomy, wood adhesives, wood-based composites, wood surface chemistry, wood pulping and bleaching, papermaking, recycling, biochemical technologies, engineering properties of wood, use of wood in structures, engineering and drying systems, chemical modification, preservation and fire, and economic-based assessments of timber demand and the impacts of new utilization technologies. No business programs are offered.

Restrictions: There are no specific restrictions, although the focus is on US based businesses.

Fee: There is no set fee structure.

Length of Service: Six months to three years.

Success Measured: The FPL measures its success based upon quantifying the impact the technologies have in conserving forest resources through increased efficiency of conversion, reuse, and recycling of wood-based materials; increasing durability of wood-based materials in use; reducing the over-construction of wood-based materials in end applications; and developing environmentally benign conversion technologies.

Other Resources: A variety of universities, industry, federal agencies (e.g. EPA, DOE, NIST, USPS, DOD, FHWA), the American Forest & Paper Association, nonprofit groups, environmental groups, technical societies (e.g. Forest Products Society, Technical Association of the Pulp and Paper Industry, American Society for Testing and Materials, American Chemical Society).

Comments: The FPL conducts research to overcome the technical barriers to the reuse and recycling of wood-based materials in the variety of end uses in which wood-based materials are used.

WasteCap of Massachusetts

*376 Boylston Street
Boston, MA 02116*

Phone: 617-236-7715 **Fax:** 617-236-7141

E-mail: wastecap@wastecap.org

Web Site: www.wastecap.org

Contact: Mr. Marc Fournier

Agency Summary: WasteCap of Massachusetts is a non-profit organization that assists the state's business community with programs to reduce and recycle their solid waste and to purchase recycled/environmentally preferable products. WasteCap publishes and distributes--free of charge--the *Recycling Services Directory and Markets Guide for Massachusetts*, listing 600 vendors that provide recycling services and the *Recycled Products Suppliers Directory*, listing 250 vendors that sell recycled/environmentally preferable products. Other WasteCap programs include a technical assistance hotline, an office building recycling competition called the Race to Recycle, an educational website--www.wastecap.org, the Recycled Products Purchasing Cooperative which offers recycled copy paper at discount prices, the Surplus Inventory Donation Program, and a quarterly newsletter.

Services Provided To: Any Massachusetts business.

Requirements: Massachusetts businesses that want to improve waste management or increase the purchase of environmentally preferred products.

Assistance: Information and referrals, education and training, waste management assessment, and on-call technical assistance.

Restrictions:

Fee: None.

Length of Service: Varies.

Success Measured: By number of recycling programs created, tons of materials diverted, number of clients served, and results for each client.

Other Resources: Industry volunteers.

Comments: WasteCap can also promote manufacturers' use of scrap materials through referrals to appropriate agencies, through its management of the Massachusetts Buy Recycled Business Alliance for the MA Department of Environmental Protection, and by highlighting manufacturers' efforts in its publications.

Market Development Programs in Massachusetts

TECHNICAL/BUSINESS ASSISTANCE

Chelsea Center for Recycling and Economic Development (Chelsea Center)

The Chelsea Center was launched by the Commonwealth in 1995 to create jobs, support recycling efforts, and help the economy and the environment by working to increase the use of recyclable materials by Massachusetts manufacturers. The Chelsea Center's programs and services are designed to:

- assist manufacturers in overcoming technical and financial barriers to increasing the use of recyclable materials;
- facilitate the development and transfer of new recycling technologies;
- stimulate recycling industry investment throughout the Commonwealth;
- bring together the Commonwealth's recycling, economic development, and research and technology communities;
- increase the involvement of municipalities, community based organizations, the recycling industry, economic developers, and manufacturers in supporting local business opportunities for locally generated waste materials;
- promote scrap-based manufacturers in Massachusetts; and
- reduce barriers to utilizing recyclables, to starting or expanding recycling-related manufacturing, and to attracting new manufacturers to Massachusetts.

The Chelsea Center provides grants and other services to manufacturers, communities, and researchers. The Chelsea Center was formed as part of the state's Strategic Envirotechnology Partnership (STEP), and is funded primarily by STEP and by the Clean Environment Fund, through the Executive Office of Environmental Affairs. Contact: 617-887-2300. For a complete list of programs and services, visit www.chelseacenter.org.

Universities

Various campus research centers can:

- determine properties of certain scrap materials
- make recommendations on product/process improvements and feedstock choices
- test products
- provide business planning assistance

Contact the Chelsea Center for more information, 617-887-2300.

FINANCIAL ASSISTANCE

Recycling Loan Fund (RLF)

The RLF provides loans to Massachusetts companies for all types of recycling activity including collection, processing, manufacturing and retailing. The RLF provides:

- Loans of up to \$500,000 for priority materials (construction & demolition and food waste) at low-interest rates with matching funds.
- Loans from \$50,000 to \$300,000 for other materials at prime rate.

The RLF is administered by the Massachusetts Business Development Corporation under contract with the Department of Environmental Protection (DEP). Contact Karen Michalski, 617-350-8877 or <http://www.mass-business.com/site/content/recycling.asp>

Recycling Industries Reimbursement Credit (RIRC)

RIRC provides grants directly to recycling processors and manufacturers to increase the demand for a list of targeted difficult to recycle materials. DEP awards larger grants of up to \$150,000 for projects using high priority materials such as construction and demolition waste and food residuals; DEP awards grants of up to \$50,000 for second tier priority materials. A grant application can be found at <http://www.state.ma.us/dep/recycle/recycle.htm>. Contact Stephen Long, DEP, 617-292-5734; stephen.long@state.ma.us.

PROCUREMENT

Environmentally Preferable Product (EPP) Purchasing by State and Local Government

The EPP Procurement Program at the Operational Services Division (OSD) is responsible for coordinating the Commonwealth of Massachusetts' efforts to increase state purchases of environmentally preferable products, including goods that contain recycled materials, minimize waste, conserve energy and/or water, contain fewer toxic materials and/or have other environmental or public health benefits. This program, funded by the Massachusetts Executive Office of Environmental Affairs and Department of Environmental Protection, works to:

- establish Statewide contracts for environmentally preferable products,
- conduct outreach to the environmental business community and
- provide educational assistance and technical expertise to state agencies and political subdivisions (including municipalities) on EPP procurement.

The EPP staff at OSD offers workshops to procurement officials and sponsors an annual environmental products vendor fair and conference. They conduct a pilot purchase program, identifying recycled products to target for purchase and testing, and maintain a website from which most of their materials are available. In recent years, the EPP Procurement Program has received awards from the National Recycling Coalition, the US Conference of Mayors and MassRecycle for its success in increasing state purchases of recycled and remanufactured products from \$2.8 million in FY 92 to over \$68 million in FY 01. For more information please visit <http://www.mass.gov/osd/enviro/basics.htm>, or contact Marcia Deegler, Environmental Purchasing Program Manager, (617) 720-3356, marcia.deegler@osd.state.ma.us .

Buy Recycled Business Alliance

WasteCap of Massachusetts and the Center for Ecological Technology coordinate the Massachusetts Buy Recycled Business Alliance (BRBA). The BRBA:

Provides technical assistance in the form of manuals, directories, fact sheets, workshops, and a hotline to businesses to increase their purchases of recycled products. WasteCap publishes a "Buy Recycled News" page in their newsletter, which goes to 4900 Massachusetts organizations.

Contact WasteCap, 617-236-7715.

INCENTIVES FOR THE MUNICIPAL PURCHASE OF RECYCLED-CONTENT PRODUCTS

DEP's municipal grant programs include several conditions for municipal recycled product purchasing as follows:

1. Equipment/Education Grant Program: In order to be eligible for grants for recycling equipment and educational assistance, (<http://www.state.ma.us/dep/recycle/cities.htm>), cities and towns must make a commitment to buy-recycled content products by adopting an ordinance, by-law or policy to buy products made of recycled content in lieu of virgin products (when recycled products are readily available, of comparable quality and cost competitive).

2. The Municipal Recycling Incentive Program (MRIP): MRIP provides performance-based grants to municipalities that meet a set of eligibility criteria designed to increase recycling and to stimulate demand for recycled products. In FY03, municipalities must meet a minimum per capita standard for purchases of recycled products (\$0.75 per capita and \$0.50 per capita for the MRIP Advanced and Basic criteria, respectively). Municipalities that meet this and other criteria will receive a payment for each ton of designated recyclables diverted. Contact Brooke Nash 671-292-5984 or brooke.nash@state.ma.us

3. Technical Assistance Grants: Municipalities must adopt a buy-recycled policy (see above) in order to qualify for technical assistance funds to carry out a specific waste reduction pilot project. Contact DEP's Peggy Harlow, 617-292-5861 or peggy.harlow@state.ma.us.

Chelsea Center for Recycling and Economic Development
“Massachusetts Guide to Services for the Recycling Industry” Survey
Please fill out/type on form directly (not to exceed one page, 10 point type)

Agency Name: _____ public not-for-profit quasi public

Address: _____ City: _____ State: _____

Contact Name and Title: _____

Phone: _____ Fax: _____ Email: _____ web site: _____

Would you like copies of the updated Guide? Yes (# _____) No

Agency Summary:

Who do you provide services to:

What do you require from businesses seeking your assistance:

What services does your agency provide? What business assistance programs does it run?

Are there any restrictions on the businesses you work with (location, business size, etc.)

What is your fee structure, if you have one?

What is the typical length of time you work with a client?

How does your agency measure its success?

What other agencies/organizations/resources does your agency work with/utilize on a regular basis?

Other comments about how your agency can support manufacturers who use recyclables, or other points: