



Business Assistance Task Force

Resource Booklet

(Rev. 04/2004)

The mission of the "Business Assistance Task Force" (BATF) is to facilitate access to appropriate resources for existing businesses in Billerica.

Early in 2003 the Billerica Chamber of Commerce Board of Directors identified a need to provide support to the local business community by facilitating access to appropriate resources for businesses who might be struggling with issues that were affecting their business but were beyond their control.

It was important to help these businesses survive, grow, and continue to contribute to the Billerica community.

As a result the Billerica Chamber of Commerce joined forces with representatives from The Billerica Plan, the Town of Billerica, the Office of State Representative William Greene, the Office of State Senator Robert Havern, the Office of US Congressman Marty Meehan, Middlesex Community College, the Shawsheen Valley Technical High School, as well as several area businesses to form the Business Assistance Task Force (BATF).

The Task Force meets on the third Wednesday of each month at 8AM at the Shawsheen Valley Technical High School to brainstorm ways to get the word out to the business community, to continually update information, and to identify additional areas of concern.

The BATF has identified several key components to the success of the project:

1. A [Resource List](#) has been created and is updated on a regular basis as new information is available. The intent is to reissue this document quarterly. There is a [Resource Identification Form](#) available to businesses, organizations, and others who identify themselves as potential resources for this project.
2. A [Local Business Survey](#) has been created to identify additional areas of concern that the Task Force may have overlooked. This form is available through the Billerica Chamber of Commerce, The Billerica Plan, as well as the Town Clerk's office at Town Hall. *Businesses are encouraged to complete a survey as this feed back is important to keep the Task Force current on potential problems.*
3. And, for the business who is in need of assistance, the Task Force has developed a [Business Support Request Form](#) that the business must complete and which will be used as the initial working document for the facilitation process that will follow. This is available through the Billerica Chamber of Commerce and through The Billerica Plan.

This is your Task Force, for your benefit, to allow you to be a thriving business in the Billerica community.

Help us make this a model that other communities can emulate to help their businesses as well.

Resource List (Rev. 04/2004)

Capital Funding Resources

- Boston Federal Savings Bank** www.bfsb.com
459 Boston Road Billerica MA 01821 978-667-4106
- Economic Stabilization Trust** www.commcorp.org
Commonwealth Corp 617-727-8158
The Schrafft Center 529 Main St Suite 110 800-439-0183
Boston MA 02129 Fax 617-242-7660
- Enterprise Bank & Trust Company** www.ebtc.com
674 Boston Road Billerica MA 01821 978-262-0123
223 Boston Road Billerica MA 01862 978-262-0100
- Fleet Bank** www.fleetbank.com
464 Boston Road Billerica MA 01821 800-225-5353
- K2 Unlimited Inc.** www.k2unlimited.biz
Contact: Diane Glatfelter
55 Glad Valley Drive Billerica MA 01821 978-362-1904
- Lowell Five Cent Savings Bank** www.lowellfive.com
700 Boston Road Billerica MA 01821 978-663-4411
- Northern Bank & Trust Company** www.nbtc.com
482 Boston Road Billerica MA 01821 978-667-4107
- Small Business Administration** www.sba.gov/ma
10 Causeway Street Room 265 Boston MA 02222 617-565-5590
- Small Business Service Bureau** 800-222-5678
544 Main Street Worcester MA 01608-2014 508-756-3513
- Sovereign Bank** www.sovereignbank.com
508 Boston Road Billerica MA 01821
- Stoneham Bank** www.stonehambank.com
490 Boston Road Billerica MA 01821 978-667-2197
- US Department of Commerce Minority Business Development Agency (MBDA)** www.mbda.gov
Provides access to markets, access to capital, management and technical assistance, as well as education and training.

Labor and Training Resources

Billerica School Administration (Superintendent)
Town Hall 365 Boston Road Billerica MA 01821

978-436-9500

Career Center of Lowell
Contact: Bruce Akashian
18 John Street Lowell MA 01852

978-459-2336

Fax 978-459-2111

www.careercenteroflowell.org

Career Place
Contact: George Moriarty
Trade Center Park 100 Sylvan Road G100
Woburn MA 01801

781-932-5520

Fax 781-932-5566

www.careerplacejobs.com

Department of Labor and Workforce Development
One Ashburton Place Room 2112 Boston MA 02108

978-727-6573

Division of Career Services
Ken Messina, Field Management Office
340 Main Street Suite 650A Worcester MA 01608

508-890-3218

www.commcorp.org

Fax 508-792-7327

kmessina@detma.org

Gerard Group International
Contact: Ilana Freedman

laborinfo@gerardgroup.com

978-649-4575

Keystone Associates
67 South Bedford Street Burlington MA 01803
Employment & retraining support - \$\$

www.keystoneassociates.com

781-221-7900

Lowell Small Business Assistance Center
Contact: Russell Smith, Executive Director
169 Merrimack Street Lowell MA 01852

978-441-1806

rsmith@comteam.org

Fax 978-441-6824

www.lowellsbac.org

Created in December, 1998 by Community Teamwork Inc, The City Of Lowell and Middlesex Community College "to provide entrepreneurs from ethnically and economically diverse groups with the education, tools and resources needed to create, sustain, or expand viable small business." In the past has received funding from Community TeamWork, the City of Lowell, Middlesex Community College, The Parker Foundation, FleetBoston, BankNorth, and Sovereign Bank. Offer a broad range of services, including Right Start (a six week entrepreneurship training program), as well as an extensive business library that may be used with a community library card. Also offers business plan counseling, financing assistance, means tested free legal assistance, and on-going counseling through the first year of operation. Organizations active at the Center include: US Small Business Administration, ACCION USA, the Jericho Road Project, the Economic Justice Project of the Massachusetts Bar Association, and the Small Business Center at Salem State.

Massachusetts Business Development Corp

50 Milk Street Boston MA 02109
600 Suffolk Street 5th Floor
Lowell MA 01854
Contact: Ken Goode

800-445-8030
617-350-8877
617-451-2477
www.massdevelopment.com
978-459-6100
Fax 978-459-1888

Provides the financial tools and real estate expertise needed to stimulate economic growth across the state of Massachusetts (address blighted areas, help create jobs, and address overarching issues that impact economic development).

Merrimack Valley Economic Development Council

Contact: Robert Halpin
60 Island Street Lawrence MA 01840

978-975-8811
rhalpin@mvcouncil.com
www.merrimackvalley.info

Offers affordable Development Opportunities, highly-skilled and motivated workforce.

Middlesex Community College

591 Springs Road Bedford MA 01730-1197
33 Kearney Square Lowell MA 01852-1987

www.middlesex.cc.ma.us
781-280-3200
978-656-3200

Business & Industry Program As well as online learning opportunities.

Project Vision

Contact: Ilana Freedman

978-362-2140
www.projectvision.org

A collaborative with the Billerica Chamber of Commerce to provide support to laid off workers, to help define the "new economy" and how to survive in it as well as to assist in providing an incubator environment for startups.

Shawsheen Valley Technical High School

100 Cook Street Billerica MA 01821
Peter Quirk – Cooperative Education Placement

978-667-2111
www.shawsheen.tec.ma.us
978-671-3619
quirk@shawsheen.tec.ma.us
978-671-3679
Callahan@shawsheen.tec.ma.us

Ray Callahan - Evening School Director

With the support and advice of its Craft Advisory Committee members which represent local businesses throughout its 5 town coverage area and its cooperative education placement program, the Shawsheen provides trained and in training employees for local area businesses.

The Massachusetts Worksharing Program

18 John Street Lowell MA 01852

978-458-2503
www.detma.org/worksharing

Provides a way for companies to retain their workforce while reducing payroll costs in the short term by allowing workers (in an entire company, a department within a company, or small unit within a company) to share reduced work hours while also collecting unemployment benefits to supplement their reduced wages.

Growth & Development Resources

Department of Environmental Protection

One Winter Street
Boston MA 02108

www.state.ma.us/dep

617-654-6682

Fax 617-292-5850

judy.barber@state.ma.us

Regulatory and general information about environmental issues, permits, licenses, including air, hazardous waste, storage, wetlands, and site contamination issues and more.

Institute of Management Consultants

IMC USA Inc 2025 M Street NW Suite 800
Washington DC 20036

www.imcne.org

800-222-2557

Fax 202-367-2134

Mass Bay Organizational Development Learning Group

c/o Jim Murphy 472 Beacon Street Boston MA 02115

www.learninggroup.org

Massachusetts Office of Business Development

75 Federal Street Boston MA 02110
600 Suffolk Street 5th Floor Lowell MA 01854

800-445-8030

617-451-2427

978-459-6100

978-970-1193

www.massdevelopment.com

Provides the financial tools and real estate expertise needed to stimulate economic growth across the state of Massachusetts, address blighted areas, help create jobs, and address overarching issues that impact economic development.

Merrimack Valley Economic Development Council Inc

Contact: Robert Halpin
60 Island Street Lawrence MA 01840

978-975-8811

rhalpin@mvcouncil.com

www.merrimackvalley.info

Affordable development opportunities, highly skilled, motivated workforce.

Government Constituent Services

Committee on Commerce and Labor

Kenneth Owens, Research Director
State House Boston MA 02133-1053

617-722-2030

Kenneth.Owens@hou.state.ma.us

State Representative William Greene

Aide – Anthony Siraco

617-722-2210

Rep.WilliamGreene@hou.state.ma.us

Fax 617-722-2215

Anthony.siraco@hou.state.ma.us

www.mass.gov

State Senator Robert Havern

Aide – George Laite

617-722-1432

781-646-5080

Rhavern@senate.state.ma.us

www.mass.gov

US Congressman Marty Meehan

Aide – Ken Willis

978-459-0101

Ken.Willis@mail.house.gov

978-459-0224

Fax 978-459-1907

www.firstgov.gov

US Senator Edward M Kennedy

Room 240 JFK Federal Building Boston MA 02203

OR

315 Russell Senate Office Building

Washington DC 20510

617-565-3170

202-224-4543

senator@kennedy.senate.gov

www.firstgov.gov

US Senator John Kerry

One Bowdoin Square 10th Floor

Boston MA 02114

OR

304 Russell Building 3rd Floor

Washington DC 20510

617-565-8519

Fax 617-248-3370

202-224-2742

Fax 202-224-8525

www.firstgov.gov

Local Business Support

Anti-terrorism Preparedness

Gerard Group International

Contact: Ilana Freedman

164 Westford Rd #15 Tyngsboro MA 01879

978-649-4575

ilana@gerardgroup.com

www.gerardgroup.com

Architect

Kendall Taylor & Co Inc

Contact: Peter Blaisdell

381 Boston Rd Billerica MA 01821

978-667-2900

Fax 978-667-2960

Business Insurance

Merrimack Valley Insurance Agency

Attn: Tony Lucacio

655 Boston Road Unit #1A Billerica MA 01821

978-667-2541

Fax 978-671-4514

info@mvins.com

www.mvins.com

*Business Property, liability, worker's compensation,
umbrella, group and individual health and life insurance,
bonds, and more*

Cash Flow Consultant

Advanced Capital Solutions Inc

Attn: Thomas Berrigan
52 Fardon Street
Billerica MA 01821

978-852-8080

Fax 978-667-4263

www.advancedcapitalsolutions.com

TomBerrigan@AdvancedCapitalSolutions.com

Certified Cash Flow Consultant representing investors with trillions of \$ to invest in the local economy. We underwrite over 60 different types of cash flows, including funding for private mortgage notes, business invoices, health and country club memberships, timeshare and vacation club memberships, class action awards, and many other income streams

Employer/Employee Benefits

New England Advisory Group

Contact: Sandy Bazza

330 Boston Road #8 Billerica MA 01821

978-667-1906

Simple, Sep, 401K Plans, IRAs, educational IRAs, key man and individual insurance, long term care insurance, as well as exit counseling assistance for terminated employees and more.

Employer/Employee Benefits

Primerica

Contact: Joan Parcewski

352 Park St No Reading MA 01864 OR
OR 61 Cook Street Billerica MA 01821

978-376-3978

JParcewski@comcast.net

978-664-8410

cell 978-376-3978

www.primerica.com

Simple, Sep, 401K and IRA plans, educational IRAs and 529 Plans, key man insurance and individual insurance, Long Term Care insurance, first mortgages, debt consolidation with Second mortgages, complimentary Financial Needs Analysis (FNA), as well as exit counseling assistance for terminated employees and more.

Marketing

Surette Creative

Contact: Jeff Surette

10 Moseley Street Billerica MA 01821

978-670-4788

www.surette.biz

Handling all phases of graphic design, including logos, brochures, websites, signage, advertising, and visual wizardry, from concept through production.

Marketing

Printing & Graphic Services

Contact: Neelam Wali

505 Middlesex Turnpike Units #7 & 8
Billerica MA 01821

978-667-6950

awali@gis.net

www.gis.net/~awali/print.html

Graphic services, brochures, stationary and more as well as black and white and 1, 2, and 4 color printing.

Web Based Assistance and Cost Savings

[Thrifty Yankee NE.com](http://ThriftyYankeeNE.com)

978-663-5201

Contact: Joan Parcewski

JParcewski@comcast.net

P O Box 442 Billerica MA 01821

www.ThriftyYankeeNE.com

Through sister site www.joansthriftymall.com access is provided to such business aid websites as Successories (employee motivation and recognition), Brain Bench (skills assessment), Jobs.com, Monster.com, GTC Telecomm (internet access), Hostsave.com (website hosting), Iomega Corporation (storage solutions), Circuit City, Dell.com, Ask Dr Tech, Cheap Tickets, Enterprise Rent A Car, Expedia.com, Orbitz.com, and more.

Local Government Resources

Town Hall 365 Boston Road Billerica MA 01821

www.town.billerica.ma.us

Board of Appeals

978-671-0964

Board of Assessors

978-671-0971

Board of Health

978-671-0931

Board of Selectman

978-671-0939

Building Department

Building Commissioner

978-671-0959

Plumbing Inspector

978-671-0960

Wiring Inspector

978-671-0961

Zoning Officer

978-671-0959

Planning Board

978-671-0962

Peter Kennedy – Town Planner

Note: First Stop for Zoning and Building Issues

Public Works Department

Director

978-671-1313

Highway

978-671-0951

Tax Collector

978-671-0920

Excise and real estate bills

Town Accountant

978-671-0922

Town Clerk

978-671-0924

Business certificates and licenses

Note: for directions to appropriate departments within Town Hall

Town Manager

978-671-0942

Richard Montuori

Town Treasurer

978-671-0928

Tax title and water bills

Utility Billing Administration

978-671-0954

Veterans Services

978-671-0968

Marketing Resources

Better Business Bureau

235 West Central Street Natick MA 01760

508-652-4800

Boston College Small Business Development Center

142 Beacon Street Chestnut Hill MA 02467

Contact: Joe Andrews

617-552-4091

Fax 617-552-2730

sbdcmail@bc.edu

www.bc.edu/centers/sbdc

Provides management, financial and technical assistance and training to small business people throughout the Greater Boston area.

Provides Planning Assistance in the areas of Finance, Marketing, Operations, Strategic Planning, as well as developing a Business Plan.

As well as Analysis Assistance in the areas of Profitability, Cash Flow, Break Even, Feasibility, Advertising, and Marketshare. Services include: Business Counseling, Management Training, Business Planning, and Staffing. Counseling and referral services are free of charge. Nominal fee may be charged for training services

Boston Entrepreneur's Network

www.boston-enet.org

MIT Entrepreneurship Center

One Amherst Street E40-196 Cambridge MA 02139

ecenter@mit.edu

617-253-8653

Fax 617-253-8633

ecenter-sloan.mit.edu

Provides content, context, and contacts that enable entrepreneurs to design and launch successful new ventures based on innovative technologies. They help MIT students, alumni, and colleagues access an array of educational programs, networking opportunities, technologies and resources both at MIT and around the world.

North Shore Business Forum

www.nsbforum.org

Score (Service Corps of Retired Executives)

11 Kearney Square Lowell MA 01852

www.score.org

978-459-9899

Fax 978-454-7637

Resource partner with the US Small Business Administration (SBA)

Small Business Administration

10 Causeway Street Room 265 Boston MA 02222

www.sba.gov/ma

617-565-5590

Small Business Service Bureau

544 Main Street Worcester MA 01608-2014

www.sbsb.com

800-222-5678

508-756-3513

U Mass Lowell – CSCDE

One University Avenue Lowell MA 01854

978-934-2144

Fax 978-934-2028

Organizations

ADA Technical Assistance Program

www.adata.org

Comprehensive resource for information on the Americans with Disabilities Act.

Billerica Chamber of Commerce

978-663-0036

574 Boston Road Unit #1 Billerica MA 01821

Billerica Rotary

www.rotary7910.org/billerica

Department of Veterans Affairs

www.va.gov

The Billerica Plan

978-667-4174

655 Boston Road Unit #4A Billerica MA 01821

Massachusetts Technology Collaborative

www.mtpc.org

Red Cross Disaster Planning

www.redcross.org/services/disaster/beprepared

Smaller Business Association of New England (SBANE)

781-890-9070

Fax 781-890-4567

1601 Trapelo Road Suite 212 Waltham MA 02451

sbane.org

A nonprofit organization that promotes and protects small business. Holds management education seminars, conferences and programs to strengthen skills and sharpen strategies. Legislative activities protect financial interests by monitoring state and federal government.

Tie-Atlantic (aka Tie-Boston)

www.tie-boston.org

128 Wheeler Road

781-272-3875

Burlington MA 01803

Fax 781-272-3880

Contact: Rama Pairiwala

rama@tie-atlantic.org

tieadmin@tie-boston.org

Non-profit with a mission to foster and support entrepreneurship mainly in the technologies arena. Through objectives:

- 1. To network and to facilitate networking among members.*
- 2. To foster entrepreneurship and to nurture entrepreneurs.*
- 3. To help membership integrate with the mainstream community.*

USAHomeBusiness.com

Online access to independent websites and links for home based businesses.

Other Government Resources

- Fema Emergency and Management Guide** www.fema.gov/pdf/library/bizindst.pdf
- GSA Office of Small Business Utilization**
Contact: Deborah Tarleton
OR France Lopez
Thomas P O'Neill Jr Federal Building
10 Causeway Street Boston MA 02222-1047
Advocates for small, minority, veteran, HUBzone, and women owned businesses. Its mission is to promote increased access to GSA's nationwide procurement opportunities.
- 617-565-8100
Deborah.tarleton@gsa.gov
Fax 617-565-8101
France.lopez@gsa.gov
www.gsa.gov
- Internal Revenue Service**
Problem Resolution Department
Contact: Wendy Campbell
JFK PO Box 912 Stop 21300 Boston MA 02203
- 800-829-1040
Fax 617-316-2240
617-316-2486
- Public Health**
Commonwealth of Massachusetts 365 East Street
Tewksbury MA 01876
- 978-851-7261
- Public Safety**
Commonwealth of Massachusetts 365 East Street
Tewksbury MA 01876
- 978-851-9813
- SBA's Disaster Planning Assistance**
Tool kit
Website information and links
- www.ibhs.org/docs/openforbusiness.pdf
www.sba.gov/beawareandprepare
- Small Business Assistance Center Network**
Provides assistance for starting new proprietorships, partnerships, or corporate business.
- www.sbacnetwork.org
- Social Security Administration**
US Department of Commerce Minority Business
Development Agency (MBDA)
Access to markets, access to capital, management and technical assistance, education and training
- 800-772-1213
www.mbda.gov
- US Department of Energy** www.doe.gov
- US Environmental Protection Agency** www.epa.gov

**US Department of Treasury, Office of Small
Business Development (OSBD)**

www.ustreas.gov

Counsels and advises small businesses of all types (small businesses, small disadvantaged businesses, women owned small businesses, veteran owned small businesses, and small businesses located in historic underutilized business zones on procurement for contracting with the Treasury.

Veterans Administration Office

978-934-9124

US Government Veterans Affairs
130 Marshall Road Lowell MA 01853

Tax Incentives Programs

Town of Billerica Economic Development Area

Town Assessor (Rich Scanlon)

978-671-0971

Through DET (Division of Employment and Training) companies are provided with information about work opportunity tax credits and other tax benefits that may be available to them.



**Business Assistance Task Force
Resource Identification Form**

Organization: _____

Contact Name: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Website: _____

Public or Private Resource _____

Is there a cost for your service: Y or N

Services Provided: _____

Other Potential Resources: _____

Other Comments: _____

Please return this form to the Billerica Chamber of Commerce:

By Fax: 978-670-1020

By Mail: 574 Boston Road, Unit #1

Billerica MA 01821



**Business Assistance Task Force
Local Business Survey**

The mission of the Business Assistance Task Force (BATF) is to facilitate access to appropriate resources for existing businesses in Billerica. The Task Force is made up of representatives from the Billerica Chamber of Commerce, The Billerica Plan, the Town of Billerica, the Office of State Representative William Greene, the office of State Senator Robert Havern, the Office of US Congressman Marty Meehan, Middlesex Community College, Shawsheen Valley Technical High School, as well as several area businesses.

The purpose of this survey is to assist the Task Force in identifying areas of concern and to determine appropriate resources to address those concerns. Please contact the Billerica Chamber of Commerce (978-663-0036) OR The Billerica Plan (978-667-4174) with any questions regarding this survey or the Task Force.

Business Name _____
 Contact/Title _____
 Address _____
 Phone _____ Fax _____
 Email: _____
 Website _____
 Organization Affiliation(s) if any: _____

Please identify **ALL** areas of support that would aid your business. Please be specific as to how.

Business Development _____

Capital _____

Labor _____

Marketing _____

Other _____

Comments are welcome _____

Please return this survey to:
Business Assistance Task Force, Attn: Joan Parcewski (Committee Chair)
C/o Billerica Chamber of Commerce, 574 Boston Road, Billerica MA 01821

Additional copies of this survey may be obtained from the Billerica Chamber of Commerce, The Billerica Plan, the Town Clerk's office as well as several area businesses.



Billerica Business Assistance Task Force Support Request



Name _____ Title _____ Date _____

Company _____

Address _____

Telephone _____ Fax _____ e-mail _____

Website _____ Best time to call: _____

Area of concern:

- Financial Labor Insurance Taxes Permits
- Local Resources Legal Other _____

Please describe the areas of concern: _____

Please describe whatever remedies you have already tried: _____

How would you like to see your concerns resolved? _____

**Business Assistance Task Force
Committee Members**

(Rev 03/2004A)

Joan Parcewski (Task Force Chair) JParcewski@comcast.net	Phone 978-663-5201 Cell 978-376-3978
Billerica Chamber of Commerce (Edna Chalmers) edna@exithomestead.com	Phone 978-663-0036 www.billericachamber.com
Board of Selectman – Town of Billerica (Ellen Rawlings) elrawlings@comcast.net	Phone 978-667-8132 www.town.billerica.ma.us
Enterprise Bank & Trust Company (Doris Pearson) Doris.pearson@ebtc.com	Phone 978-262-0123 x 4718 www.ebtc.com
Gerard Group International (Ilana Freedman) ilana@gerardgroup.com	Phone 978-649-4575 www.gerardgroup.com
Jeff Surette Graphic Design (Jeff Surette) Jeff@surette.biz	978-670-4788 www.surette.biz
K2 Unlimited Inc. (Diane Glatfelter) K2Unlimited@comcast.net	Phone 978-362-1904 www.K2Unlimited.biz
Office of State Representative William Greene (Aide - Anthony Siraco) Anthony.siraco@hou.state.ma.us Rep.WilliamGreene@hou.state.ma.us	Phone 617-722-2210 Fax 617-722-2215 Phone 978-663-8192 www.mass.gov
Office of State Senator Robert Havern (Aide - George Laite) Rhavern@senate.state.ma.us	Phone 781-646-5080 Phone 617-722-1432 www.mass.gov
Office Of US Congressman Marty Meehan (Aide Ken Willis) Ken.Willis@mail.house.gov	Phone 978-459-0101 Phone 978-459-0224 Fax 978-459-1907 www.firstgov.gov
Middlesex Community College (Alice Rouse) rousea@middlesex.cc.ma.us	Phone 781-280-3541 www.middlesex.cc.ma.us
Printing & Graphic Services (Neelam Wali) awali@gis.net	Phone 978-667-6950 Fax 978-667-5167
Shawsheen Valley Technical High School (Charlie Lyons, Superintendent) (Roger Bourgeois, Community Relations)	Phone 978-671-3602 Lyons@shawsheen.tec.ma.us rogerb@shawsheen.tec.ma.us www.shawsheen.tec.ma.us
The Billerica Plan (Jen Casco, Executive Director) jcasco@billericaplan.com	Phone 978-667-4174 www.billericaplan.com