

# *Annual Report* 2003





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## *2003*



Above and Cover Photo: Lake Mokoma, Laporte Township, Sullivan County. Lake Mokoma is a man-made lake created when a dam was built in 1888.

*Lake Mokoma photographs provided by Patricia Miller Raff, Laporte Graphics.*



### *Our Vision*

To be a leader in developing people, businesses, and communities for a globally competitive region.

### *Our Mission*

To help businesses expand their markets, generate employment, improve the local economy, and plan for the future development of the Northern Tier Region.

# *From the Chairman*

Dear Friends,

My tenure as chairman of NTRPDC was short due to my decision not to run for a third term as commissioner of Sullivan County. My successor for the last four months of the term has been Betty Reibson, a most dedicated and conscientious Sullivan County Commissioner.



The past year was very challenging for the executive and administrative staff of NTRPDC with the continuation of existing programs and the development of new programs. A significant program was the Incentive Grant program in which funding was provided for training to small business owners and their employees; for preliminary site development work for economic development projects; and to help make local governments and small businesses more technologically competitive by providing funding for computer hardware and software purchases and training. In 2003, a total of 158 incentive grant applicants received over \$122,000. The Loan Program packaged over \$1,814,000 in loans creating or retaining 96 jobs.

The staff of NTRPDC is to be commended for their professionalism, intellect, sincerity, and courtesies in serving the five county region. Partners from all five counties in the region worked together to create a cohesive regional marketing identity for the Northern Tier, including web sites and printed material. A common theme was developed that highlights the region's greatest resource, our workforce.

The Executive Director and Deputy Directors have led the staff for another successful year in serving and representing the member counties in obtaining resources to promote the Northern Tier.

My sincere thanks to the members of the Full Commission and the Advisory Committees who gave of their time and expertise during my and my successor's tenure. Without these volunteers the NTRPDC staff would not have been able to perform to the extent that they did.

With many fond memories, I reflect back over my eight years of service to Sullivan County and NTRPDC. I consider myself fortunate to have been able to serve with the staff and the commissioners of the five county members. My sincere thanks to all for allowing me to be a part of a successful organization – NTRPDC. It has been a privilege and an opportunity never to be forgotten.

Continue to be the "best." My personal regards to all.

Sincerely,

A handwritten signature in black ink that reads "James C. Rogers".

James C. Rogers  
Chairman

# *From the Director*

Dear Friends,

It is my pleasure to present the 2003 Annual Report. The Northern Tier Regional Planning and Development Commission remains committed to improving the quality of life in our region. I take great pride in fulfilling our commitment. I take even greater pride in the cooperation and support that we receive from all of you, which is clearly indicative of the pride that you take in your respective communities. I truly believe that the partnerships that we share in the Northern Tier Region exceed those of any other region.

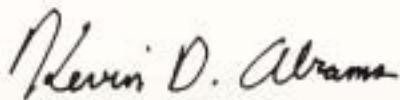
This year presented many challenges, as both state and federal programs, which are vital to our success, were proposed for significant reductions. Thanks to the efforts of our state and federal legislators, funding at both levels was restored, enabling us to continue our services at their current levels. I wish to express my sincere gratitude to our entire legislative delegation for their efforts and their recognition of our efforts.

2003 was also a year of transition both at the state and local level. On the state level, NTRPDC is committed to adapting to and implementing the new programs and goals set forth by the Rendell administration. On the local level, many new County Commissioners now oversee our day-to-day operations. I would like to extend my sincere appreciation to those former Commissioners. Their dedication played a crucial part in our successes. I would also like to welcome the newly elected Commissioners and look forward to working with you.

I wish to extend my thanks to our staff and congratulate them on another great year. I also want to thank the Executive committee, and particularly Chairman Jim Rogers, for their guidance and leadership.

Finally, a sincere thanks to all of you.

Sincerely,



Kevin D. Abrams  
Executive Director



# *Full Commission*

<u>Bradford</u>	<u>Sullivan</u>	<u>Susquehanna</u>	<u>Tioga</u>	<u>Wyoming</u>
William Farley	Pamela Arthur	Rick Soden	Walter Barnes	Norman Ball
Paul Chacona	Fred Fiester	Calvin Dean	Kerry Gyekis	Peter Butler
Kevin Rimmey	Craig Harting	Joey Franks	Erick Coolidge	Mike Castellano
Sharon Kaminsky	Michael Hufnagel	Gary Marcho	Elaine Hickey	Anthony Litwin
Janet Lewis	Richard Wienecke	William Ord	Fred LaVancher	Thomas McCullough
Tony Ventello	Norman Miller	Joyce Rudzianski	James Bogaczyk	Judy Mead
Fred Robinson	Betty Reibson	Lee Smith	Matthew Prosseda	Richard Schwoebel
Nancy Schrader	James Rogers	Justin Taylor	George Wheeler	Paul Weilage
John Sullivan	Philip Snyder	Robert Templeton	Jeff Wilson	Ronald Williams



# *2003 Advisory Committees*

<u>Economic Development</u>	<u>Rural Area Transportation</u>
Dan Close	Sharon Kaminsky
Robert Blair	Richard Wienecke
Raman Daga	Joyce Rudzianski
Fred Fiester	Chris Smith
James Rogers	David Cummings
Charles O'Hara	Justin Taylor
Michael Hufnagel	Anthony Ventello
Julie Orloski	
	Mike Castellano
	Erick Coolidge
	Calvin Dean
	Kerry Gyekis
	Michael Hufnagel
	Fred LaVancher
	Anthony Litwin
	Clyde Robbins
	Norman Miller
	William Ord
	Betty Reibson
	Raymond Stolinas, Jr.
	John Sullivan
	Robert Templeton
	Paul Weilage

<u>Workforce Investment</u>	<u>Local Loan Review</u>
Sam Anderson	Paul Kreisher
Kim Barnes	William MacDonald
Robert Blair	Brenda Apblanalp
Peter Butler	Daniel Olasin
Karen Cosner	Brenda Roberts
Lori Bogedin	Fred Robinson
Janet Kovalich	Gerald Schaffer
William Farley	Sherry Spencer
Brenda Roberts	Richard Stetz
Karen Russell	Loren Stone
Craig Harting	Chuck Lego
Sharon Herb	Dawn Swetland
Elaine Hickey	Sandy Voda
Vance Coover	Leo Walsh
Judy Cooper	Terri Zimmerman

# 2003 Funding Sources

## Federal

Appalachian Regional Commission	
Enterprise Development	\$285,000
Local Development District	82,000
ARC E-Commerce	40,000
ARC Intermodal	7,000
U.S. Department of Commerce	
Economic Development Administration	52,000
U.S. Department of Defense	
Procurement Technical Assistance	50,000
U.S. Department of Transportation	
Federal Highway Administration	75,000
Transportation Studies	32,000
U.S. Department of Labor	
Workforce Investment Act	2,400,000
U.S. Department of Health and Human Services	<u>1,800,000</u>
Total	\$4,823,000

## State

PennDot	


| Department of Community and Economic Development |  |
































































































































































































































































































































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# *Loan Program Impact*

<u>Business Name</u>	<u>Loan Amount</u>	<u>Jobs Created</u>
CQ Services	\$25,000.00	3
Doc's Irish Inn	100,000.00	15
Elkland Cubbyhole	15,000.00	2
Golis Machine Incorporated	100,000.00	16
International Designs, Ltd.	24,000.00	5
Lizza Computer Graphics	200,000.00	8
Mountain Memories	25,000.00	2
Mulligan Printing Corp.	300,000.00	10
Original Italian Pizza and Restaurant	200,000.00	10
Plantech Enterprises, LLC	25,000.00	6
R&T Technologies	300,000.00	4
Sherwood Motel	300,000.00	12 Retained
Sherwood Retirement & Personal Care Home	100,000.00	7
The Spice Shoppe	25,000.00	3
Treeline Lumber Company	25,000.00	2
Wysox Quick Lube	<u>50,000.00</u>	<u>3</u>
Total	\$1,814,000.00	96

*“NTRPDC people were excellent to work with. Could not have asked for a smoother operation.”*



Lizza Fine Art Studios is home to the only Cruse CS 285 ST Scanner in the United States. The gallery is located in Tunkhannock, Wyoming County.



Tunkhannock, Wyoming County, is now one of the few places in the world that is home to a high-tech printing process for creating fine-art reproductions.

The former Tunkhannock Rollerdom building, located at 155 Bridge Street, reopened in August 2003 as Lizza Fine Art Studios, a fine arts studio and gallery that features local, national and international artwork. It is also home to the Cruse CS 285 ST Scanner, which is the only one

of its kind in the United States, and only one of three in the world. It is able to produce the finest quality giclée prints available. “Giclée” is a French term that literally means “sprayed ink.” The digitally scanned images of artwork are reproduced by the scanner, which sprays archival inks on quality artists’ paper or canvas. Not only is this important for artists to market their art to the public, it also makes extremely expensive artwork affordable for collectors.

Owner, Bob Lizza, began working with NTRPDC, and was eventually approved for a \$200,000 Small Business First loan for purchase of the building, renovations, and equipment. The half-million dollar renovation was completed in only twelve weeks. The building’s high ceilings, original hardwood floors, and custom tile work create an impressive venue for highlighting original artwork, including sculpture, and giclée prints.

#### *NTRPDC Client Survey Results*

98% of NTRPDC clients were satisfied/very satisfied with the timeliness, quality and value of our assistance (with a 92% rate of return on the customer satisfaction surveys).

# *NTRPDC Programs Promote Business Development*

R&T Technologies, a precision mold manufacturer and machining enterprise located in Canton, Bradford County, was established for the purpose of acquiring Glenview Industries. Through the acquisition, John Terefenko and Michael Reed brought strong business, finance, and engineering skills to the company. With its aggressive plan, R&T has laid the foundation for solid growth that includes a broad cross section of NTRPDC services. Foremost, the company successfully pursued public financing from the Revolving Loan Fund and the DCED Small Business First Fund in order to inject new working capital and invest in new equipment.

In order to expand its sales base, the company initiated its entry in the global marketplace with technical assistance from NTRPDC's Export Development program and its vigorous pursuit of ISO 9000 Certification. With the assistance of a Global Standards Attainment grant from the export program, the company is on track for certification in 2004 and export sales are pending to Canada and Asia. Additionally, the company was awarded its first government contract as a result of its participation in NTRPDC's Procurement Assistance program. R&T Technologies continues to prepare for the future and utilized Northern Tier's Information Tech-

nology program to address some of the company's networking concerns and plan for an upgrade to a wireless system. R&T is also developing an internship program with the Pennsylvania College of Technology in order to cultivate its developing workforce needs and provide opportunities to young people who wish to remain in the region.

With its continued emphasis on business development, equipment upgrades, and workforce development, R&T Technologies is on track for sustainable growth and success in the future.

*"Northern Tier has been a great asset. Without their efforts we would rather not like to think of what would have happened to our company."*

# *Investing in Our Most Valuable Resource...Our Workforce*



Through federal funding from the Workforce Investment Act, NTRPDC serves as fiscal agent and provides oversight and technical assistance to Bradford County Action and Trehab, Inc. for Adult, Youth, Dislocated Worker and seven welfare programs across the region. One key concept behind all of these workforce development programs is working with clients to help remove the barriers they encounter when trying to obtain self-sustaining employment. In addition to maintenance and improvement of these programs, NTRPDC and the Workforce Investment Board strive to develop and procure funding for new and innovative programs.

In 2003, additional grants provided funding for several pilot projects:

- A transportation grant for welfare clients provided **transportation assistance** for those who needed it to get to their jobs or for training.
- **Digital Divide** was developed in conjunction with Penn College. This program provides computer training to people that have limited or no access to computer classes. 233 clients enrolled and eighty seven percent graduated.
- Two **CareerLink** Access Sites were developed in Sayre and Forest City. These sites provide another avenue for individuals to access the CareerLink System online in order to post a resume or search posted jobs.
- **Firm Foundation of Bradford County** was developed from funding under the President's Faith-Based based initiative. The funds served as seed money to start a program that provides hands-on construction skills to non-violent offenders in the Bradford County Correctional Facility. The inmates also receive mentoring and life-skills lessons in order to reach employment success following their eventual release.

## *Workforce Development Youth Activities*

- 280 Youth enrolled across the region
- 160 Youth had summer Paid Work Experiences
- 24 Youth had year-round Paid Work Experiences

## ***Training Program Participation and Enrollment in Workforce Investment Programs***

In addition to these new projects, NTRPDC continued to provide traditional programs for adults and dislocated workers. Training ranged from resume writing and job search techniques to Individual Training Accounts, which is skill-specific training in fields such as healthcare and Commercial Driver's License training. Training was provided to 50 adults and 67 dislocated workers through Individual Training Accounts.

- **On-The-Job Training** is a program that benefits employers by providing reimbursement up to 50% of the wage rate for each position. It benefits employees by providing them with skills training. Seventeen adult and dislocated workers were trained in the past year.
- The **Youth** program served more than 275 participants

<u>Total Individual Training Accounts</u>	<u>Entered Employment Rate</u>
Adult - 50	79%
Dislocated worker - 67	87%
<u>Types of Training</u>	
Commercial Driver's License/Transportation	42%
Health/Medical	23%
Computer Technology	13%
Business Administration	9%
Other	13%
<u>Total Served</u>	
Adult Program	174
Dislocated Worker	195
Youth	280

who received academic enrichment and job skills as they worked in job sites ranging from school districts to healthcare facilities.

- NTRPDC also oversaw seven welfare programs including **Pre and Post-Single Point of Contact (SPOC)**; and **Job Retention, Advancement and Rapid Re-employment (JRARRE)**, which provides services to clients with multiple barriers. Sixty-three percent of the clients who participated in the programs retained their jobs for six

months or more.

- The Commonwealth's one-stop system, **CareerLink**, also is overseen by the Local Workforce Investment Board. There is a CareerLink site in each of the region's five counties, each of which works with both clients and employers. Local employers can post job orders while clients utilize services and job search assistance. Anyone can use CareerLink and its system: underemployed, new job seekers, unemployed, employers.

# *Making an Impact One Person at a Time*

Although NTRPDC does not provide direct services to the clients, great pride is still taken in those who receive services and exit our programs with jobs that enable them to better provide for themselves and their families. The following are a few examples of those who are considered success stories:

**Walter** is married and the father of three young children. He had participated in a number of welfare to work programs over the years. Walter had been referred to SPOC (Single Point of Contact), WAEP (Work Activities Expansion Program), Returner's Initiative through the Career Link, and SPOC a second time. Each time he would find a job and then lose it due to attendance, attitude, or personal problems. In his last referral to SPOC, Walter began a paid work experience placement and worked closely with the employability staff at Bradford County Action (BCA). A local employer agreed to let Walter participate in subsidized employment placement as long as BCA staff could be available to assist. Walter managed to overcome several minor issues

and, with assistance from staff at BCA, learned how to better control his attitude and successfully deal with his personal problems. Walter was hired as a full time employee making seven dollars an hour with full benefits. He continues to work for this employer, has received a raise and was recognized by the employer as the outstanding new employee at the annual banquet.

**Chad** is married and has a young daughter. He had worked as an electrician's helper and was laid off. His wife discontinued working because paying for childcare became prohibitive on her minimum wages. Following an unsuccessful attempt at running his own business, Chad was referred to a welfare initial job search program. He worked with BCA employability staff and during his job search activities, obtained employment with a temporary agency at a local manufacturer. He also took on a second job delivering pizzas in the evenings. When a regular position became available at the manufacturing employer, Chad was hired at eight dollars an hour with benefits. With this employment, he



has been able to give up his second job, has received pay raises, and is currently making eleven dollars an hour.

**Melissa** is a divorced mother with two children. She had been working at low paying jobs since dropping out of SPOC years before to marry. She wanted to complete requirements for her business administration degree (she needed two classes to get her Bachelor's degree) and improve her chances of getting better employment. She completed activities at the Career Link and worked with BCA staff to meet program requirements for training sponsorship. While continuing to work, she completed two classes at a local college to finish her degree. Following graduation, Melissa obtained a job with a local

## CareerLink Statistics

■ New Employers	141
■ New Job Seekers	4,372
■ New Job Orders	808
■ New Hires	704

agency with a starting wage of \$9.74 and full benefits. She continues to work for this employer.

**Jennifer** is a single mother with three girls under the age of six. She worked part time in a local supermarket and received minimal assistance from the County Assistance Office. She was referred to the Job Retention, Advancement and Rapid Re-Employment program following a car accident in which her car was demolished. Jennifer continued her part time employment and worked with BCA staff to address transportation and personal issues. During her participation, her ex-husband was sent to prison and his parents pursued visitation rights with the children. Jennifer had to make numerous trips back and forth to her former home in Philadelphia to accommodate the grandparents. She had minor support from her family who had moved to the area. BCA staff helped her address her transportation and personal issues and she was then able to increase her work hours and retain her job. She participated in

and received a certificate for completing Digital Divide computer classes to improve her skills. She continues to work for the same employer full time and is considering future training.

**Nicole** participated in the out of school youth program activities at BCA. She came to BCA as a single mother with an infant son. Nicole had graduated from high school and had been able to find only a brief minimum wage job due to her lack of experience. She came to BCA requesting help in finding employment that would allow her to be self-sustaining. BCA staff placed her in a paid work experience clerical position at a local magistrate's office. Nicole liked the work and was very successful. During her placement, the director of the court employees system called BCA staff to request that Nicole be placed at another local magistrate's office due to the need for additional assistance in that office. Nicole agreed to be placed at that office. When a job became available in that office, Nicole applied. After interviewing,

Nicole was employed by the office full time at \$8.95 per hour with benefits. Nicole recently remarried and continues to work successfully at the local magistrate's office.

**Tiffany** is a single mother who has participated in out of school youth and JRARRE programs. She graduated from high school and had worked in a food service minimum wage job. Tiffany was referred to BCA for assistance in finding a better job that would allow her to support herself and her son. BCA staff worked with her and placed her in a work experience at the local legal services office. She liked the clerical work and was subsequently placed at a courthouse office for additional experience. During her placement at the courthouse office, she was hired for a full time position at \$6.87 an hour with benefits. The JRARRE program assisted her with transportation to retain her employment. She is currently working in a secretarial position in the county employment system at \$8.95 an hour with benefits.



The Welcome Center, located on US 15 in Tioga County, overlooks the Tioga/Hammond Dam.



Bridge replacement of SR 3023 in Rush Township, Susquehanna County.

## *Planning and Implementing Transportation Improvements in the Region*

Several major transportation projects took place this past year. The new Welcome Center located on US 15 in Tioga County, the Camptown Bridge replacement in Bradford County, and the State Route 3023/706 bridge and intersection replacement in Susquehanna County were all completed. In addition, construction began on another Welcome Center located on Interstate 81 in Susquehanna County.

NTRPDC also assisted in developing and updating municipal and county-wide land use and comprehensive plans including the Bradford County comprehensive plan update, Northern Tier Coalition, Eastern Susquehanna County Partnership, Lower Tioga River Valley Joint Land Use Plan, Mansfield/Richmond Land Use Plan, and the NTRPDC Long Range Transportation Plan.

*“Everyone we have worked with at NTRPDC has been very helpful and considerate of our business needs.”*

# *International Sales Create Opportunities for Local Businesses*

The past year witnessed an aggressive pursuit of international sales by Northern Tier companies in diverse industry sectors. Five companies received Market Access Grants in 2003 to support their market expansion goals.

- **County Recovery Service** received a grant of \$2300 to aid the company's spring trade mission to Panama, Costa Rica, and Nicaragua.
- **Lübbing Corporation** was awarded a grant of \$2500 to attend the Aerospace Congress & Exhibition 2003 in Montréal, Canada. The show provided an excellent introduction of the company's new line of aerospace products

and exposure to world's leading aircraft manufacturers.

- **Global Timber Products** utilized an award of \$2350 to undertake an independent trade mission to China and Hong Kong to solidify new customer relationships in China's rapidly growing wood furniture industry.
- **Oak Hill Veneer** participated in the Pennsylvania Hardwood Development Council's mission to Vietnam, China, and Furnitek 2004 to further develop the company's exports to China and expand into the emerging market of Vietnam.

Julia Diaz, PA Trade Representative from Brazil consults with John Palmer, County Recovery Systems.



Export Development Program Manager Chad Rimbey speaks at the 2003 Road Show of Pennsylvania's Overseas Representatives.

- **R&T Technologies** received a Global Standards Attainment grant in order to facilitate the company's ISO 9000 certification and consequently greatly enhance the company's marketability to larger manufacturers in Europe & Asia.

## *Pennsylvania's Overseas Representatives Visit the Northern Tier*

On the local level, the Northern Tier Export Development program organized the 6<sup>th</sup> Annual "Bringing the World to You" in conjunction with the state's Road Show of Pennsylvania's Overseas Representatives. This popular event provided 13 companies with individualized appointments with Pennsylvania's overseas representatives. New this year, the program included a foreign direct investment tour of industry sites in the region as well as an introduction to the tourism potential of the Pennsylvania Grand Canyon.

# Promoting Better Efficiency and Communication Through Technology Development

The Information Technology program provides technology assistance to local governments and small businesses. Examples of assistance include Internet grants for web site and e-commerce development, incentive grants to purchase computer hardware and software, computer training, and troubleshooting.

In 2003:

- 61 Hardware/Software Incentive grants to municipalities totaling \$22,916.38
- 40 Internet Business grants to small businesses totaling \$29,532.58 with 15 companies developing or redesigning sites and 6 using the

Internet to conduct business for the first time

- 66 Technical Assistance sessions to municipalities on-site or via phone
- 26 technical assistance sessions to small businesses
- 4 Internet Access Grants to municipalities totaling \$400
- 1 Web site development grant to a municipality totaling \$100
- 6 Training events were held on technology topics
- 105 people were trained one-on-one or in classroom settings



Individuals from local businesses and municipalities are equipped with the necessary tools to keep up-to-date on technology issues.

"The grant was a great assistance to our office and is greatly appreciated. A special thanks... for answering any of our questions promptly and... willingness to help."

—Lane Chiropractic & Medical Center

"It is great the NTRPDC recognizes the value of small businesses in PA. The assistance, support and funding help came at a time when we really needed help. We are now exploring new markets as a result of the support provided."

—Rush Computer Systems

"I have appreciated, very much the prompt and professional help of your organization... I hope that you continue to help businesses..."

—Grass Roots Lawn and Garden



# *Government Contract Procurement Assistance Impact*

Our staff acts as a liaison in exploring subcontracting opportunities for businesses interested in selling their products to the federal or state government and prime contractors. Personalized counseling, technical assistance, bulletins, and updates regarding contracting information are also provided.

NTRPDC's Procurement Program Clients attained \$5,792,317 with

eighty-seven (87) contracts awarded in calendar year 2003.

Clients include:

- HTM Precision Machining, Inc.
- McCall Masonry
- Osram Sylvania, Inc.
- R&D Precision Tooling
- R&G Sheet Metal
- Spectrum Electrical Services, Inc.
- Safe & Snuggly, Inc.
- Thomas Magnetix, Inc.



*"NTRPDC has very good knowledge of available programs and has coordinated well with other sources of funding."*

## *Community Development Program*

The Community Development Program offers assistance with writing grant and loan packages for municipal infrastructure, recreation, historic preservation, and municipal services projects. In 2003, 19 proposals were

submitted for grants or loans which leveraged over \$1.2 million dollars in funding.

Through the Pennsylvania Small Towns Environment Program (PennSTEP) several communities

were able to obtain assistance in affordably developing water and sewer infrastructure. Troy, Laporte, Great Bend Township, Blossburg, and Factoryville all received grant funding to help install water or sewer lines.

# *Joining Together to Strengthen the Region*

Each county in the Northern Tier Region varies in size, population, business base, and infrastructure. Each realizes the importance of marketing, but they all struggle to maintain a budget to reach their marketing goals. In an effort to

collaboration that will make the region more competitive as a whole.

Through a grant from the Pennsylvania Department of Community and Economic Development,

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***"By working on this Regional Marketing Grant together, we have created a foundation for future economic development collaboration that will make the region more competitive as a whole."***

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increase awareness of the Northern Tier Region and to utilize our financial resources to our best advantage, a cohesive Regional Marketing campaign was developed. By working on this Regional Marketing Grant together, we have created a foundation for future economic development

partner organizations from each of our five counties including: the Central Bradford Progress Authority located in Towanda, the Valley Economic Development Authority located in Sayre, the Sullivan County Office of Planning and Development, the Susquehanna County Depart-



ment of Economic Development, the Tioga County Development Corporation, and the Wyoming County Industrial Development Authority worked together to develop a region-wide marketing campaign.

Through the process, we realized that our one common theme is the region's best resource – people, our workforce. Print advertising, brochures, and economic development marketing web sites for each of the counties and the region were developed around this theme. Each of the counties also used a portion of the budget to develop marketing tools that are specific for their area.

***"I have referred other people to the Northern Tier."***

# *Small Businesses Receive Training Grant Assistance*

In 2003, 44 Small Business Training Grants were awarded totaling \$33,260. Through this program, business owners with fifty employees or less are eligible for a matching grant up to \$1,500 for expenses related to their training. Each participated in training events that allowed them to learn about emerging trends and technologies that affect the way they do business. Funding is made possible through the Pennsylvania Department of Community and Economic Development.

"I would like to thank Northern Tier for their dedication to small business development. The grant money that was made available to Knowlton Construction was crucial in helping us to promote safety and provided needed training throughout our company due to stringent training requirements in today's construction industry. It truly is a great feeling to know Northern Tier is someone we can count on."

—Roy Twining, Safety Director  
Knowlton Construction

"The NTRPDC grant enabled me to take training my business was unable to finance. The training has potentially expanded business by a third due to your program's availability."

—Jennifer Clifford  
*Independent Organic Inspector*

"Northern Tier Regional Planning and Development Commission funded half of our training costs to become HACCP certified. Their staff is friendly, efficient, courteous and so very helpful. Without their help, we could have never received the training. Thanks to NTRPDC we are now HACCP certified selling the best quality seafood available. They're the best!"

—Donna Esposito  
*Esposito's Seafood PLUS*

"We were able to keep on the cutting edge of what the chiro-

practic field has to offer! As a small business, training is expensive. This grant helped out enormously."

—Brent C. Levin, D.C.  
*Levin Chiropractic*

"The National BBG Convention is attended by BBG restaurateurs and caterers from all over the USA and Canada. Our attendance at the convention resulted in new recipes from Reno, Nevada, new shipping materials and a new BBG grill that will cook 250 chicken halves at once! We attended seminars on marketing, leadership and customer relationships. Our son has joined the business and it's our hope to send him to the convention in 2005. Thank You!"

—R. E. Callear,  
*Callear's Butcher Shoppe & R&R Barbeque Catering*

## *Business Assistance Impact*

- 86 Business clients receiving assistance
- \$483,980,087 Total sales
- 3,731 Full time jobs retained

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