

Mushrooms, & Semiconductors, & Boot Camp

Helping Businesses Compete

MUSHROOMS

Water, electricity and natural gas consumption cost *Creekside Mushrooms Ltd.* a lot of money until Roger Price, PENNTAP senior technical specialist, and specialists from the Electrotechnology Applications Center at Northampton Community College conducted a pollution-prevention and energy-efficiency site assessment and recommended some changes.

The suggested efficiency improvements resulted in approximately \$47,000 per year in savings, as well as a onetime initial savings of \$600,000, according to the company. Creekside has reduced its water, electric and natural gas consumption and plans to implement other changes that will increase its annual savings to \$81,000. The project was honored in the "Partnering" category.

Creekside Mushrooms Ltd. (Worthington, Pennsylvania) is one of the world's largest underground mushroom-growing facilities and the only underground mushroom farm in the United States, employing more than 500 people and producing more than 25 million pounds of fresh mushrooms annually.

SEMICONDUCTORS

Keeping the safety training of your workforce up-to-date can mean shelling out big bucks. For *Fairchild Semiconductor* that meant the company would need to hire a full-time Occupational Health and Safety Assessment Series 18001 trainer. That's where PENNTAP's expertise came into play.

Bill Paletski, PENNTAP senior technical specialist, helped Fairchild Semiconductor develop an efficient way of communicating information and training employees in Occupational Health and Safety Assessment Series 18001 Safety Management Standards. He designed multimedia computer-based instruction modules the company now uses to communicate with and train existing and new employees, eliminating the need for a full-time trainer and resulting in a savings of more than \$56,000 annually, according to the company. This project was honored as the best in UEDA's "Technology Transfer" category.

Fairchild Semiconductor, located in northeastern Pennsylvania, has about 400 employees and manufactures power devices, transistors, thyristors and rectifiers, which it ships worldwide.

BOOT CAMP

Pennsylvania's workforce development initiative has a powerful partner in the *Quehanna Boot Camp*. The Boot Camp prepares inmates to succeed when they are released, and PENNTAP had an opportunity to help out. In partnership with Penn State DuBois Continuing Education, Brian Goss and Greg Snyder, PENNTAP senior e-business consultants, provided hands-on technical instruction to inmates on the installation and repair of copper- and fiber-optic-based cabling systems. Nearly 80 young offenders participated in the program, and more than 90 percent received certification as network cabling specialists. Goss and Snyder have taught four groups of 20 students and plan to teach another three groups of 20 students this year. Goss and Snyder's project was honored in the "Special Assistance" category.



Helping Pennsylvania's Businesses Compete

PENNTAP links technical specialists with Pennsylvania businesses to help them solve business problems and stay competitive—by providing a limited amount of free technology assistance and information to help resolve specific technical questions or needs.

The program focuses on helping smaller firms that typically do not have the in-house expertise or resources. PENNTAP's technical specialists assist companies by providing technical advice, technical information, and connections to other expertise, resources, and programs.

Did You Know That PENNTAP:

- PENNTAP's network of technical specialists located across the state provide assistance on a wide range of subjects, such as e-business, the environment, food processing, information technology, materials, product development, safety, technology transfer, and wood science.
- PENNTAP, established in 1965, is one of the nation's first technical assistance programs and remains a credible and valuable resource for helping companies compete and grow.

For assistance or further information, contact PENNTAP:

E-Mail penntap@psu.edu
Phone 814-865-0427

www.penntap.psu.edu

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since 1965

The Pennsylvania Technical Assistance Program

helping businesses compete

PENNSTATE



1855

Mushrooms, & Semiconductors, & Boot Camp

2004 Year-End Review

- 580 Jobs
- \$38,000,000 in Economic Benefits

Letter from Director:

I want to thank all of our partners for their continuing support of PENNTAP. We are pleased to provide you with this report of our 2004 results.

As you look through this report, you will see that we continue to help Pennsylvania companies compete and grow. We also appreciate the positive feedback about our assistance that we receive from our clients across the state.

The articles on mushrooms, semiconductors and boot camp show the breadth of technology assistance that PENNTAP provides across the Commonwealth. These three projects were selected as winners of Outstanding Project of the Year awards from the University Economic Development Association.

In 2004, I was named director of Penn State's new Office of Economic and Workforce Development. Our mission is to advance the well-being of Pennsylvania through brokering the University's expertise and intellectual capacity to help create and retain jobs and enhance the skills of the workforce. We will accomplish this by supporting Pennsylvania's employers and workforce through matching their needs with Penn State resources and working in partnership with other organizations. Our office includes PENNTAP, the Penn State Small Business Development Center, and workforce development programs.

Jack Gido
Director

through the Ben Franklin Technology Development Authority and the U.S. Economic Development Administration to establish the e-Business Technical Assistance Program (e-TAP) in partnership with the Pennsylvania Business Retention and Expansion Program. The e-TAP program completed its successful three-year effort in 2004.

During the three-year effort, PENNTAP's information technology specialists provided 1,240 cases of technical assistance, including 600 for clients in distressed counties.

From 2002 through 2004, clients receiving assistance from the e-TAP program reported significant economic benefits. As shown below, the economic impact of the e-TAP program exceeded expectations from clients in Pennsylvania, especially those in distressed counties.

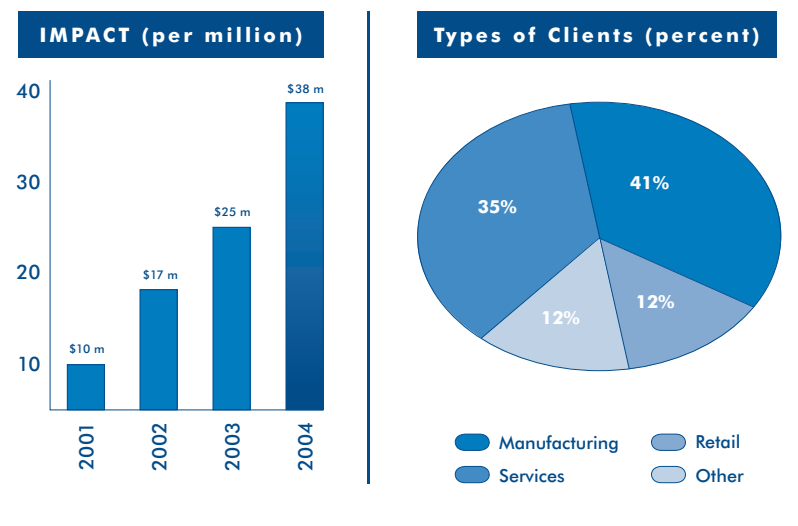
	Statewide	Distressed Counties
Economic Benefits	\$42,000,000	\$15,600,000
Jobs Created or Retained	680	365

The e-TAP program also served as a launching pad for projects, as more than 60 percent of e-TAP clients were referred to other organizations and companies.

2004 Report

Our clients reported:

- 580 jobs created or saved including 150 in distressed counties.
- \$38,000,000 in economic benefits from cost savings, sales increases and investments.
- 99 percent satisfaction
- We provided 810 cases of technology assistance to clients in all 67 counties including 40 cases in distressed counties.
- 50 percent of our clients were referred to PENNTAP from other organizations.
- 80 percent of our clients were from businesses with fewer than 50 employees.
- Our technical specialists provided 45 technology seminars across the Commonwealth that attracted 1,400 participants.
- We published *Pennsylvania County Industry Trends 2001 2003* in partnership with the Pennsylvania State Data Center and with the support of the Team Pennsylvania Foundation.



e-Business Technical Assistance Program

In response to a significant increase in requests for internet, Web, and information technology related assistance, PENNTAP obtained support from the Pennsylvania Department of Community and Economic Development

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Client Comments

NORTHWEST

The technical specialist helped us install the Romi-Rip computer program. I use the program daily to setup our rip saw. This saves me a lot of time, while also increasing productivity.

**Brian Anderson, Manager
OEM Enterprises, Inc., Fairmount City**

The PENNTAP technical specialist was very enthusiastic and seemed to genuinely want to help our company improve. We were very pleased with this program.

**Angela Smith, Marketing Coordinator
R&S Vinyl Products Group, Clarion**

The technical specialist provided highly technical information to our employees and made them more productive. We are deeply appreciative.

**George Ferrari, President
Meadville Tool Grinding, Meadville**

The PENNTAP technical specialist has been an enormous help to my business. PENNTAP is a great program and is staffed by bright and helpful professionals.

**Curt Woolford, Creative Director
Quantus Communications, Clarion**

SOUTHWEST

I sleep better knowing I have mechanisms in place to secure my network and client data. The technical specialist was a tremendous help in our search for broadband services and network security.

**Richard Fischler, Owner
R. A. Fischler & Co., Pittsburgh**

Through his efforts, not only have we realized savings, but we have also improved our image in the community by being a more environmentally friendly factory. We have implemented programs that reduced scrap and emissions.

**Joe Goldcamp, Plant Manager
Nature's Blend Wood Products, Ford City**

Confidential and accurate information given in a timely manner—our company is safer. I thank the technical specialist very much. He goes the extra miles to help me.

**Mark Nease, Safety Director
Rockland Manufacturing Co., Bedford**

I strongly feel that the technical specialist had a truly genuine concern for my success. I know I would have lacked the confidence to obtain this level of success alone and am truly grateful.

**Theresa Johnsonbaugh, Owner
Google Buttons, Altoona**

NORTHCENTRAL

The technical specialist provided knowledge that would not have been gained until after a potentially poor purchase and implementation.

**Michael Reed, Vice President
R&T Technologies, Canton**

Excellent service and excellent information! Gave me new outlook and hope for Web site and e-commerce. Thank you so much!

**Eric Lucaas, Manager
Millie's Bucktails, DuBois**

Pleasure to work with such informed people. The technical specialist was an absolute God-send for this project, and I would have no clue where we would be in our HACCP system without his expertise.

**Tom Springman, Owner
Country Store, Pennsdale**

SOUTHCENTRAL

We all feel better and sleep better knowing our operation is in better conformance to environmental standards. The assistance provided by PENNTAP is in many ways invaluable for the benefits and opportunities it provides to small manufacturing firms. Thanks very much for the help.

**Brent Keener, Human Resource Manager
LamTech, Inc., Ephrata**

PENNTAP is a wonderful program and is a great benefit, not only to small businesses, but to the community as a whole because the communities benefit from the advancements of small businesses.

**Sandra Miller, President
Sandra's Crossing, Hummelstown**

It is great to have an asset such as PENNTAP available. We are a small company and don't always have the resources/manpower to research these things.

**Debi Buti, Marketing Manager
N.F. String & Son, Inc., Harrisburg**

PENNTAP services have been an immense help. Green Valley Dairy is very grateful for the help provided by PENNTAP. Help provided has been instrumental at a time of need.

**John Lohac, Order, Sales and
Development Director
Green Valley Dairy, LLC, Kirkwood**

NORTHEAST

This is a wonderful service for small businesses on small budgets to be able to compete for new business. Thank you.

**Annette Senior, Office Manager
Endless Mountain Stone Co., Susquehanna**

The information and research provided by PENNTAP provided us with documentation to continue operating equipment at our site. PENNTAP really came through for us.

I thank you very much.

**David Reifsteck, Polymerization Production
Manager
Alcoa KAMA, West Hazleton**

Correct authoritative answers that enabled us to do the right thing correctly the first time and avoid costly and potentially environment-damaging tasks, top notch help.

**Daniel Flannery, Manager of Administration
Triton Services, Inc., Easton**

PENNTAP is easily accessible to my company. The information provided was excellent.

**Joe Chaya, Owner
Pocono Transcrete, Blakeslee**

SOUTHEAST

The technical specialist helped narrow down the best solution. She has a way of making the lay person understand very technical things. I would recommend PENNTAP very highly.

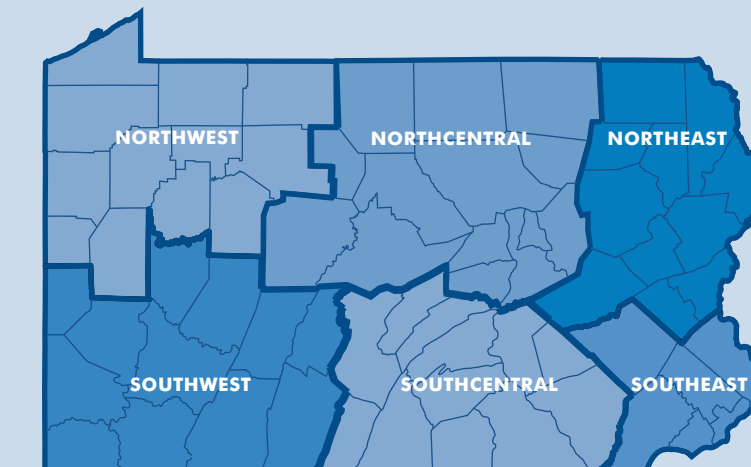
**Roberta Perry, Owner
Ten Sixteen, Inc., Phoenixville**

The technical specialist was very helpful; per her suggestions, I am confident these changes will greatly increase business.

**Jim O'Malley, Manager
UISCE Home Water Systems, Springfield**

The PENNTAP technical specialist gave the company confidence in our product and in our ability to provide SAFE products to our customers. This is an invaluable asset to us as a company. The PENNTAP technical specialist was fantastic. He provided the expertise to us and the follow up information that he got for us was something that I'm sure we would not have been able to find on our own. He gave us a sense of confidence in what we are doing.

**Craig Chauncey, Plant Manager
Ellis Coffee, Philadelphia**



PARTNERING FOR PENNSYLVANIA'S SUCCESS

PENNTAP serves its clients through the support of the following organizations:

Altoona-Blair County Development Corporation
Ben Franklin Development Technology Authority
Business Retention Technologies, Inc.
Chester County Economic Development Center
Delaware Valley Industrial Resource Center
EBizITPA
Electrotechnology Applications Center at Northampton
Community College
Industrial Modernization Center
Lehigh Valley Economic Development Corporation
Lehigh Valley Small Business Development Center
MANTEC, Inc.
Manufacturers' Association of South Central Pennsylvania
Manufacturers Resource Center
North Central Regional Planning and
Development Commission
Northeastern PA Alliance/Penn's Northeast
Northeastern Pennsylvania Industrial Resource Center
Northern Tier Regional Planning and Development
Commission
Northwest Pennsylvania Industrial Resource Center
Pennsylvania Business Retention and Expansion Program
Pennsylvania Department of Community and Economic
Development
Pennsylvania Department of Environmental Protection
Pennsylvania Hardwoods Development Council-Pennsylvania
Department of Agriculture
The Pennsylvania State University
SEDA-Council of Governments
Southcentral Team Pennsylvan!a, Inc.
Southern Alleghenies Planning and Development Commission
Southwestern Pennsylvania Commission
Team Pennsylvan!a Foundation
Technology Commercialization Center, Inc.
U.S. Economic Development Administration
Venengo County Economic Development Corporation