



Name, address(s), phone number, website, and hours of operation

Pennsylvania Department of Community and Economic Development
Address: Commonwealth Keystone Building, 400 North Street, 4th Floor, Harrisburg, PA 17120
Regional Offices: Erie, Pittsburgh, Philadelphia, Lehigh Valley and Pittston
Phone: 1.866.466.3972
Website: dced.pa.gov
Hours of Operation: Monday-Friday, 8:30 AM-5 PM

Service area and/or restrictions on who your organization serves

At DCED, we encourage the shared prosperity of all Pennsylvanians by supporting good stewardship and sustainable development initiatives across our state. Driven by the needs of our citizens, we act as advisors and advocates to provide strategic technical assistance, training, and financial resources to help our communities and industries flourish. DCED has six regional offices serving the commonwealth.

Who to contact at your organization for more information (name, email and phone extension) and, if different, who should the public call for more information (name, email and phone extension)

DCED has Customer Service staff who can connect a caller to the program area that can best address their needs. The Customer Service phone number is 1.866.466.3972.

Brief description of your services for the public and business communities:

Partnerships for Regional Economic Performance (PREP): PREP is a statewide network of partners designed to work together to deliver business assistance services across 10 regions of the commonwealth. PREP partners assist individuals who have an idea and need help with the basics of starting a new venture and also meet the demands of existing companies that seek assistance with business development and growth.

Small Business Assistance Network (SBAN): SBAN is the first stop for entrepreneurs interested in learning about the vast toolbox of business services and resources available within Pennsylvania.

Brief description of any special services, such as meeting rooms, computers, Internet access, software tools, printers, copiers, etc.

Executive Pulse: DCED has a Customer Relations Management (CRM) tool called ExecutivePulse, which is currently used to coordinate and track interactions with businesses. ExecutivePulse maintains a repository of company information, including counseling sessions and any correspondence related to the outreach to companies throughout the Commonwealth. ExecutivePulse also provides reporting options to measure and track these interactions. CRMs are great tools for auditing, training and tracking information.

ExecutivePulse is used across the commonwealth in all 10 PREP regions. It assists with increased business retention through the implementation of outreach programs. This one system can provide the ability to personalize and customize relationships to develop stronger and longer lasting relationships.

Do you make referrals to other organizations? How does an organization get on your referral list?

SBAN can help with technical assistance, registration of a business, funding, and special financing programs for diverse businesses.

PREP offers assistance and resources including: one-on-one counseling, specialized workshops, and online training and financial incentives. The PREP network is in place to meet the needs of an individual and of a company and can quickly analyze needs, formulate a plan, and assemble a team to put the plan into action.