

# CHAMBER NOTES

A Monthly Newsletter of the  
Delaware Area Chamber of Commerce

February 2019

## Sustaining Members

Industry Exclusive  
Platinum Level



Gold Level



Silver Level



Bronze Level



The Delaware Area  
Chamber of Commerce  
Established 1907



## Annual State of the City draws crowd

The Chamber's 11-year-old tradition of starting the year with the [City of Delaware](#) presenting the State of the City at its Third Thursday luncheon brought a packed house of more than one hundred Chamber members. They turned out to hear mayor Carolyn Kay Riggle and city manager Tom Homan shared the strategic plan based four areas of focus: great community, healthy economy, safe city and effective government.



The city is adding two police officers and a K-9 drug dog to its roster. In addition to a growing population, a growing calendar of special events means more call for engagement by the safety sector of the city. In addition, the 4th fire/EMS station, located just steps from, [SourcePoint](#) where the luncheon is held, will be opening soon.

The city is proud of its efforts in the area of sustainability. A joint effort with the Delaware City School district saw the installation of solar powered school zone beacons, bringing the total to 11 flashing units powered entirely by the sun. Mayor Riggle expressed a desire to see solar off setting the electric costs of running the \$30m water treatment plant. And a \$20,000 grant will see the city's first electric vehicle recharging station downtown.

The Entrepreneurial Center which opened last year is an example of a partnership among [Ohio Wesleyan University](#), [Delaware County](#) and the city. The Center joins the academic and practical of the free enterprise spirit, strengthening partnerships and growing our own. With the opening in mid-February of coHatch, business in Delaware has a palate of support systems in addition to the Chamber.

With plans approved for the new Wesleyan Inn Hotel, the city has received interest from Fairfield Inn as well as Hampton, good news for the long-awaited solution to the need for local lodging.

And cool and interesting things are happening in the area of effective government relating to the use of technology. Updating payroll, receivable and payable systems is long overdue and the city will be offering really cool software that allows residents to "participate" in budgeting by adding their pet peeve to the budget and showing how or if the funds can support it. Educating the populace is an important part of understanding why what gets done gets done.

There was so much more from one of the best presentations ever.

Thank you to Carolyn, Tom and staff for their relentless enthusiasm, resourcefulness and advocacy. [Click here for slides from the presentation.](#)

Thank you to our  
luncheon sponsor



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**Staff**

Holly Quaine, President

[hquaine@DelawareAreaChamber.com](mailto:hquaine@DelawareAreaChamber.com)

[safetycouncil@DelawareAreaChamber.com](mailto:safetycouncil@DelawareAreaChamber.com)

Sarah Yoakam, Office Manager

[dachamber@DelawareAreaChamber.com](mailto:dachamber@DelawareAreaChamber.com)

Matt Carbary, IT Mgr.

[mcarbary@DelawareAreaChamber.com](mailto:mcarbary@DelawareAreaChamber.com)

32 S. Sandusky Street

Delaware, Ohio 43015

740-369-6221

Fax:740-369-4817

[www.DelawareAreaChamber.com](http://www.DelawareAreaChamber.com)

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**DELAWARE AREA**  
CHAMBER OF COMMERCE

You are invited to attend a program of the  
Delaware Area Chamber of Commerce

**Delaware County Transportation Update**  
Delaware County Engineer Chris Bauserman

sponsored by



MOUNT CARMEL

Thursday, **February 21 2019**, 11:45am—1:00pm at [SourcePoint](#)  
800 Cheshire Road, Delaware 43015

Cost includes a buffet lunch ~ Check-in begins at 11:45

Chamber members: \$20 ~ Non-Chamber members: \$25

**Deadline to register is Monday, February 11, 2019**

Cancellations after February 11 and no-shows will be charged.

[Click here to register](#) or call 740-369-6221 or email

[dachamber@DelawareAreaChamber.com](mailto:dachamber@DelawareAreaChamber.com)

**February Business BEFORE Hours**

Start your day on Thursday, February 7 by networking when [Evans Farm](#) hosts the Before Hours. Food, networking – bring lots of business cards to share. The event is held from 8:00 - 9:30 am at 1550 Lewis Center Road, Suite B, Lewis Center, 43035. Please let us know you'll be attending. [Click here to register.](#)

• EVANS • F A R M •

**February Business After Hours**

End your day on Thursday, February 21 by networking when the [Oak & Brazen Wine Co.](#) hosts the Before Hours. Food, networking– bring lots of business cards to share. The event is held at 38 East Winter St., Delaware, from 5:00-6:30pm. pm at Please let us know you'll be attending. [Click here to register.](#)



**Member opens long-awaited business accelerator (rescheduled date)**

Join us on Saturday, February 16 2019 at 5:45 pm when we help [COhatch The Newsstand](#) cut the ribbon on their newest location. Be there at 18 E. William St., Delaware 43015. [Click here to tell us you're coming.](#)





DELAWARE AREA  
CHAMBER OF COMMERCE



## Supervisor Six Pack 100 Series

Does your business rely on supervisors who were good performers who were promoted into leadership role?

Have these individual contributors been trained and coached to be effective supervisors?

Could your technicians help you grow your business if they had the skills to be better leaders?

The Supervisor Six Pack – 100 Series provides six 2-hour sessions to expose your supervisors and leads to fundamentals required to transition from a technician to an effective leader for your business. The program includes:

- ⇒ **7 Roles of a Supervisor**
- ⇒ **Establishing Yourself as the Leader**
- ⇒ **Common Purpose – Everyone Wanting to Move in the Same Direction**
- ⇒ **Communicating for Understanding**
- ⇒ **Dealing with Conflict**
- ⇒ **Planning Work and Activities**

This program is available for \$250 per participant (\$325 for non Chamber-member participants). Participants will be expected to complete program exercises between sessions that apply to their job. Successful participants will receive a 100 Series Certificate. The program will run from **8:00-10:00am for six consecutive Monday mornings beginning February 11, 2019**. Attendees must prepay to be eligible to participate and must complete all six sessions to receive the 100 Series Certificate. The series will be facilitated by Brad Schneider. [Click here to register by February 4, 2019](#) ~ **Class size is limited**

### About Brad Schneider - The Growth Coach of Central Ohio

With 20 years of organization development experience, Brad Schneider has coached and developed leaders in businesses in the manufacturing, professional services, financial, IT, and retail industries. The Growth Coach provides him the opportunity to apply his vast coaching and organization development experience to help small and mid-size organizations to exceed their personal and organizational goals.



He has earned the SHRM-SCP and SPHR certifications from the Society of Human Resource Management and the Human Resources Certification Institute as a Senior Practitioner in business strategy implementation, business process design and implementation, and leadership coaching/development.



**New  
Chamber Member  
Laura Cobb,  
College Planning  
Consultant**



**Join Laura for a FREE Workshop!  
"College Just Ahead"**

**Thursday, March 14 | 7-8pm**

**Delaware County District Library - Ostrander Branch**

**To Register: [info.estrelaconsulting.com/collegejustahead](http://info.estrelaconsulting.com/collegejustahead)**

Estrela Consulting is a full-service educational consulting firm helping students find the “right fit” academically, socially and financially at colleges across the U.S. and abroad. Estrela’s highly-individualized approach reduces anxiety for families as they navigate the complex college search processes.

**[EstrelaConsulting.com](http://EstrelaConsulting.com) | [Info@EstrelaConsulting.com](mailto:Info@EstrelaConsulting.com)**

## New member orientation

Each quarter the Chamber hosts an event to welcome new and prospective members (or new representatives from current members) to the organization. It starts with an informal reception attended by several board members and continues with a presentation of benefits and services that come with being a member of the Chamber. New members, prospective members and reps from veteran member businesses who attended the January 22 event included:

Andy Valley, [ActionCOACH of Westerville](#)  
Matt Stimmel, [Bresco Broadband](#)  
James Lendon, [Comfort X-Press](#)  
Laura Cobb, [Estrela Consulting](#)  
Helen Righman, [First Commonwealth Bank](#)  
Deana Arseneau, [Ganim Medical](#)  
Angel Boulis, [Malony + Novotny](#)  
Kaitlyn Barrow & Carrie Krann, [Panera Bread– Covelli Enterprises](#)  
Suzie Orahoad, Prism Home Décor  
Domenic Buccilla & Sami Spiezio, [Trinity Payment Solutions](#)

[Click here for more photos](#) and plan to join us at our next orientation on [April 23, 2019](#).



## Members partner for January After Hours

The threat of the first real sign of winter didn't deter Chamber members and friends from attending the first Business After Hours of 2019. [Orange Township](#) and [Triple T Transport](#) partnered to host the event at Triple T's facility on Lewis Center Road.

Triple T's 15,000 square foot office boasts an open design and laid-back atmosphere. Described as "Zuckerberg Lite" by Chamber president Holly Quaine, the 30+ -year-old, employee-owned logistics company brokers 24/7/365. A boast of low turnover speaks of a culture that is committed to high expectations but life/work balance. Incredibly, they have plans to add an additional 15,000 square feet of office in the near future.



Thank you to Orange Township trustee Ryan Rivers and Triple T's Melissa Davis, Brian Jeffries and the entire staff for a really upbeat, fun evening of networking. Great food and adult beverages.

[Click here for more fun photos.](#)



An advertisement for The First Citizens National Bank. It features the bank's logo, the text 'MEMBER FDIC | EQUAL HOUSING LENDER', and the slogan 'MORE than just banking!'. Below the slogan is an image of a building and the text 'Powell Banking Center' and '9595 Sawmill Parkway Powell, OH | (614) 789-9595 | www.FirstCitizensNational.com'.

## Check Out the

# HOT DEALS

## from Chamber Members

Posting is FREE with  
your membership

- [Need heat? We've got you covered! - Comfort Express](#)
- [Earn Referral Buck\\$\\$ - Delaware Area Chamber](#)
- [Join Safety Council— Delaware Area Safety Council](#)

## Reinvesting Members

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## Why aren't YOU advertising FREE on the Chamber's Website???

If you're not publishing **Hot Deals** on the Chamber's home page, you're missing one of the benefits of Chamber membership and missing thousands of potential customers

# HOT DEALS

- ⇒ No strings– FREE to Chamber members.
- ⇒ The Chamber's Website boasts visitors each day.
- ⇒ And your Hot Deal will be listed in the Chamber newsletter and eblasted to nearly 1,000 Chamber-member addresses
- ⇒ No limit to the number of Hot Deals
- ⇒ Do-it-yourself: get your login and password and publish Hot Deals yourself– it's faster and the independence means you can post anytime, all the time.

[Click here to find out what you're missing and for do-it-yourself instructions.](#)



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Glenn Bertrand

Delaware Service  
Center Manager  
NMLS#1486526

33 London Rd.  
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## Kuck and Rankin Elected Shareholders at Maloney + Novotny LLC

**Maloney + Novotny LLC**, a large regional Ohio based accounting and advisory firm with five offices in Ohio, has announced the election of Janell Kuck and Tiffany Rankin as shareholders.



“Janell and Tiffany exude professionalism and leadership skills that exemplify the firm’s commitment to providing the highest quality service to our clients,” said G. Michael Dickey, the firm’s shareholder in charge of the Central Ohio region. “The shareholder position is a distinction that Janell and Tiffany have worked very hard for and certainly earned” adds Mike.



Kuck has been instrumental in leading and contributing to a growing farming and agribusiness practice group at Maloney + Novotny and also plays a key role in servicing our closely held business clients. Janell also has extensive industry experience in construction and real estate, professional services, and estates and trusts. Janell is especially knowledgeable in both individual and corporate income tax planning and compliance, estates and trust taxation, and assisting clients with accounting and business consulting. Her focus is on helping her clients maintain compliance while protecting and growing assets.

Janell is also very involved in the community of Delaware, as she is currently on the Board of Directors for the Common Ground Free Store Ministries and is board member of the Kiwanis Club of Delaware County (Noon Club.) She was previously the Treasurer of the Riverby Condo Association, board officer of the Delaware County Historical Society, and Treasurer of the Ronald McDonald House of Central Ohio Young Professionals Board. In

addition, Janell is a graduate of the Leadership Delaware County Program.

Tiffany has spent the majority of her career working in tax-related matters, including research and tax planning, pass-through entity taxation, sales and use tax, and tax controversy. She has serviced clients in the real estate, construction, manufacturing, retail, professional service and entertainment fields, along with high net-worth individuals. In addition, she spends time dealing in sales and use tax matters for the firm’s clients. Tiffany has experience representing clients before IRS and state taxing authorities. In addition to servicing her clients, Tiffany has also represented tax-related topics to various organizations and groups.

Tiffany is currently on the Delaware County Agricultural Society Board, Past Treasurer of the Delaware County Cultural Arts Center, Past President and Treasurer of the Young Professionals Board of the Ronald McDonald House, and past board member of the Ronald McDonald House Charities of Central Ohio.



Maloney + Novotny is one of Ohio’s largest and fastest growing full-service CPA and business consulting firms and celebrates more than 85+ years of helping clients achieve their goals and financial success. The firm provides attest, tax and advisory services through a long-term relationship built on trust and service. Maloney + Novotny is a member of Nexia International, a worldwide network of independent accountants, business advisors and consultants.



### Expertise Pays Off.

For more than 85 years, we have helped middle market companies achieve financial success.



### Our Guiding Principle

The Delaware Area Chamber of Commerce acts as a champion of prosperity by influencing policy and regulations that impact the interests of business; researches, communicates, educates and advocates public issues on behalf of the interests of business and quality of life.

Delaware | 740.362.9031  
Columbus | 614.781.6174

[maloneynovotny.com](http://maloneynovotny.com)

## Five inducted into Alumni Hall of Fame; OhioHealth Human Anatomy & Physiology Lab opens

[Marion Technical College](#) honored five outstanding graduates in the Third Annual Alumni Hall of Fame Induction Ceremony. This year's honorees included:

Cynthia Hartman, Class of 1977, Director of Nursing at MTC

Nathan Miller, Class of 2008, Operations Manager at the Nielsen Company

Jean Obenour, Class of 1985, Owner of Custom Professional Accounting

Robin Schelb, Class of 2013, Marion Regional Branch Manager, United Federal Credit Union

Annette Walton, Class of 1980, Workforce Specialist at Ohio Means Jobs – Marion County

"These alumni seized an opportunity to get to next. They are now succeeding in the professional world and giving back to their communities," said Dr. Ryan McCall, president of MTC. "We are proud to recognize their achievements."

The new state-of-the-art human anatomy and physiology lab was opened in an official ribbon cutting ceremony. This 1,400 square foot classroom will include cadavers to enhance student learning. [OhioHealth](#) made a generous \$100,000 donation to MTC to support the lab. In addition, OhioHealth will use the lab for physician and staff training.

"OhioHealth is proud to partner with Marion Technical College (MTC) to upgrade the college's Skills Lab, offering a more comprehensive experience to students there," said Curt Gingrich, MD, MBA, FFAFP, Chief Operating Officer at OhioHealth Marion General Hospital. "We are big supporters of education in the Marion community. Programs like this are especially impactful as we prepare students to pursue a career in health care, and hopefully see them come full circle, providing care right here at Marion General."

Students will use the new lab starting in fall of 2019. To also assist with student learning, a RAPIDS grant from the Ohio Department of Higher Education funded an anatomage table to show 3-D imaging of organs, bodies, and structures in an interactive, life-sized screen to facilitate learning.



For those inducted into the MTC Alumni Hall of Fame, it was a moving evening.

Alumna Jean Obenour recalled working full-time, raising a family, and saving to take one class at a time.

"I was pregnant while taking classes. I would sit by the door so I could step out and throw up and come back in. My professor took notes for me until I came back," Obenour recalled.

After six years, she graduated with her associate's degree in accounting. "I was the oldest one in my class. I wanted my dad to be proud of me. It was my starting point."

Obenour used the degree to advance her career and eventually open Custom Professional Accounting, a local business that has thrived for decades and now has eight employees.

Robin Schelb needed a degree to advance in her career. At a business networking group, she heard that Marion Technical College offered a business degree with classes one night a week. She decided to take that next step.

"It was like standing in front of a fire hose for two years," Schelb recalls. "I'm glad I did it. It gave me confidence in my abilities. I could never move up without a degree."

Schelb transferred on to complete a bachelor's degree and is now a Regional Branch Manager at United Federal Credit Union in Marion.

Each of the honorees received a commemorative statue, had their names placed on the Alumni Hall of Fame plaque, and selected a book with meaning to them to be added to the Marion Campus Library. Each book will have a commemorative nameplate and a display featuring these books and the honorees will be available in the spring.



*Jean Obenour, Robin Schelb, Cynthia Hartman, Annette Walton, Nathan Miller, and Dr. Ryan McCall*

## OhioHealth Grady Memorial Hospital

# Quality medical care serving the Delaware community.



Whether you need preventive care, emergency services, a routine test or rehabilitation, OhioHealth Grady Memorial Hospital is here for you. And, if additional care is required, *WE* seamlessly connect you with physicians and facilities from our entire OhioHealth system and then arrange follow-up care in your hometown.

BELIEVE IN *WE*™  OhioHealth

To learn more about all the services offered at Grady Memorial Hospital, visit [OhioHealth.com/Grady](http://OhioHealth.com/Grady).

## Chamber has dates available to host a networking event

One of the fundamental benefits of a chamber membership is the opportunity to meet other members. The Delaware Area Chamber offers members the chance to host or attend either an am or pm networking event most months. Want to show off your business by inviting members over for refreshments and schmoozing? The Chamber is taking reservations for hosting in 2019. Dates are filled on a first-come basis so contact the Chamber to hold your date. Contact Sarah at [dachamber@DelawareAreaChamber.com](mailto:dachamber@DelawareAreaChamber.com). Available dates for 2019:

**Business BEFORE Hours 8:00-9:30 am**

April 4

May 2

June 13

July 11

**Business AFTER Hours: 5:00-6:30 pm**

November 21

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## Chamber newsletter advertising a good value

More than 1000 readers at over 430 businesses receive our electronic monthly newsletter. The newsletter is also linked to and archived on our website for even more exposure. Using the Chamber newsletter to reach hundreds of customers is a terrific value. All ads are in full color and should be sent electronically in either a Publisher, png, jpeg or PDF format **ONLY** by the 20th of the month for placement in the next month's edition. **And if you prepay for 10 months, you'll receive two additional months of the same size ad FREE!** Email your ad to [hquaine@DelawareAreaChamber.com](mailto:hquaine@DelawareAreaChamber.com)

Ad prices are for one run:

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# Welcome New Members

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Delaware, OH 43015  
(740) 548-6350

[www.berlintwp.us](http://www.berlintwp.us)

*Serves as the government agency for Berlin Township*

## Capital Medical Resources LLC

Lee Ann Purtell—Owner  
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Powell, OH 43065  
(614) 389-1334

[capitalmedicalresources.com](http://capitalmedicalresources.com)

*Offers sales, leasing, financing & distribution of medical devices for hospitals & surgery centers*

## Dexxon Digital Storage, Inc.

Michelle Healey-HR Manager  
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Lewis Center, OH 43035  
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[www.digitalstorage.com](http://www.digitalstorage.com)

*Offers computer media and office technology products*

## Estrela Consulting

Laura Cobb-College Planning Consultant  
1440 State Route 203  
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*Offers a personalized approach to college & school planning*

## Ganim Medical Inc.

Sandi Ganim-President  
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Delaware, OH 43015

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## Harmony Brands LLC

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Lewis Center, OH 43035  
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## Linxus Communications

Shawn Miskovich-President/  
Safety Council  
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[linxuscommunications.com](http://linxuscommunications.com)

*Provides network communication installation*

## Premier Power Solutions, LLC

Sam Wolfe—Director - Energy Management  
6787 Arbor View Court  
Powell, OH 43065  
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[premierpowersolutions.com](http://premierpowersolutions.com)

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## Straight Up Equipment Co.

Patrick Paykoff—Owner  
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[www.straightupequipment.com](http://www.straightupequipment.com)

*Offers construction & industrial equipment rentals & sales*

# February Calendar

## Annual Dinner and Awards

Monday, February 4, 2019  
Hilton Columbus/Polaris  
[Click here to make reservations](#)

## Business Before Hours

Thursday, February 7  
8:00-9:30 am  
Evans Farms  
[Click here for details](#)

## Supervisor Six Pack

Session 1: Roles of a Supervisor  
Monday, February 11  
8:00-10:00 am Chamber office  
[Prior registration required](#)

## Safety Council

Tuesday, February 12  
11:30 am—1:00 pm  
[Click here to register](#)

## Leadership Delaware

Government Day  
Thursday, February 14

## Workforce Development & Education Committee

Friday, February 15  
8:00am Chamber office

## Ribbon Cutting

COhatch The Newsstand  
Saturday, February 16  
5:45 pm  
[Click here to register](#)



## Supervisor Six Pack

Session 2: Establishing Yourself as a Leader  
Monday, February 18 8:00-10:00 am  
Chamber office  
[Prior registration required](#)

## Infrastructure & Development Committee

Tuesday, February 19  
8:00am Chamber office

## Chamber Board Meeting

Wednesday, February 20  
7:30 am, Chamber office

## Third Thursday luncheon

Delaware County Transportation Update  
Thursday, February 21  
11:45 am SourcePoint  
[Click here to register](#)



## Business After Hours

Thursday, February 21  
5:00—6:30 pm  
Oak & Brazen Wine Co.  
[Click here to register](#)

## Supervisor Six Pack

Session 3: Common Purpose  
Monday, February 25 8:00-10:00 am  
Chamber office

## Supervisor Six Pack

Session 4: Communicating for Understanding  
Monday, March 4 8:00-10:00 am  
Chamber office  
[Prior registration required](#)

## SAVE THE DATES

### Golf Outing

Thursday, June 6, 2019  
Kings Mill Golf Course

### Clay Classic

Friday, October 11, 2019  
Black Wing Shooting Center

[Click here to visit the chamber's interactive calendar of events](#)



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**Term: Up to 7 years**

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as 4.24% with  
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**Fee: \$250.00**

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Equipment**

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## Delaware County Foundation Scholarship applications due March 4

The [Delaware County Foundation](#) is accepting scholarships for graduating high school seniors. The application deadline is March 4th, 2019.

Last year, more than 200 scholarships were awarded in excess of \$300,000.

Applications require gathering information, writing an essay, completing financial aid information FAFSA ([www.fafsa.gov](http://www.fafsa.gov)) and acquiring a transcript. Marlene Casini, president of the Delaware County Foundation says, "It is important to start the application process well ahead of the deadline."



All applications are on-line and available on the Foundation's website at [www.delawarecf.org/grants-scholarships/](http://www.delawarecf.org/grants-scholarships/).

Scholarships are available for those attending four-year degree granting programs as well as scholarships for associates degrees and vocational education.

Scholarships range from \$500 to \$5,000. Some scholarships are renewable with an annual application. Scholarship recipients are announced in the spring at high school awards nights throughout the county.

In addition to the scholarships available to graduating high school seniors, there are scholarships for college sophomores, juniors, and seniors from Delaware County who are enrolled full-time. Applications to these scholarships are due on June 3, 2019.

For any questions about applications or contributing to a scholarship fund contact the Delaware County Foundation at (614) 764-2332.

Contact: Marlene A. Casini, Delaware County Foundation (614) 764-2332

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### Chamber's event cancellation policy

From time-to-time the Chamber has to cancel a planned event. Sometimes it's because the presenter has an unexpected emergency, but usually it's because low registration doesn't justify asking a volunteer speaker to travel and for caterers to cook and set up a room for only a handful of attendees.

In those cases, we notify via email those who have registered for the event. Those who have not registered and show up at the venue will be inconvenienced and we apologize. Although we expect walk-ins at the event, we cannot predict how many there will be so we can't include that unknown number in our decision to hold or cancel an event. Often, had we known the number of unregistered walk-ins will attend, we would not have had to cancel the event.

Please understand that holding events is planned around knowing who commits to attending. Often walk-ins impact the room set-up and the amount of food prepared. While we don't discourage walk-ins, we have no way of contacting them. If you find at the last minute that you can attend an event, call the Chamber the day before or the morning of the event to make sure your trip isn't wasted. Bottom line: please register for events. Thank you!

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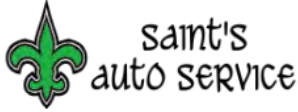
### Our Values

- We will treat all of our relationships with honesty, respect and fairness;
- We will be actively involved in our community and will be leaders in identifying and addressing issues of community, and regional concern;
- We will foster partnerships to improve the economic well-being and quality of life in the community;
- We will hold the business needs of our membership to be our highest priority;
- We will remain committed to fostering a rich sense of community and an unrivaled quality of life;
- We will stay connected to our membership - communicating information and opportunities to our members, public policy leaders, and the residents of the greater Delaware community;
- We will be an inclusive organization, sustaining a diverse membership by welcoming all interested parties to become involved and encouraging a variety of thoughts and view points; and
- We will be trustworthy and responsible stewards of the Chamber's funds, seeking to direct resources with wisdom and integrity.

**Looking for product or service? Look to your fellow Chamber members *first*.  
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*[check here](#)* before you buy.**

## Keep it in the family– use a Chamber member first and tell us about it

The Chamber is relentless about encouraging its members to do business with other members. Do you look to Chamber members first for goods and services? We'd like to hear from you. Tell us who you've done business with and send us a testimonial. [hquaine@DelawareAreaChamber.com](mailto:hquaine@DelawareAreaChamber.com).



"Todd and Hayden of [Dry Patrol of Delaware](#) did an outstanding job cleaning our duct system of our newly built home today! They were careful using their equipment and made sure things were put back the way they found them. They were very professional and let me know what they doing every step of the way. Another bonus was, they were on time! We have utilized a variety of Dry Patrol's services in our homes and at our business. We will continue to recommend them to others as everyone (Bryan, Bob, Janine and the guys) are a wonderful company to work with at a reasonable price."

Angela Linnane-CFO, [Saint's Auto Service](#)

"When I first launched my firm over a decade ago, I had a difficult time finding an accounting firm that met our needs. As a result, we moved from firm to firm to firm, until I found [Blue & Co.](#) through former partner Ken Barton. Whether it was with Ken or any of the accountants who have followed him, I've been pleased with their professionalism, responsiveness, and efficiency. Matt Dasta, Gina Grote, and Angie Justice make the unpleasant task of taxes one less concern for me."



Shane Dawson, Esquire, [Dawson & Associates](#)



"I recently had an unusual printing job that several local firms were unable to handle. At this point I remembered a Chamber member, [Mail Pro 1](#), (thank you Holly!) and contacted Susan Garrett. My discussion with Susan and her husband Larry convinced me to place my business with their team. As I worked with their folks we found that we would need a "work around" to be able to finish the job. They suggested and implemented exactly what was needed and successfully completed the task. In addition, they came in on time and on budget! I highly recommend their work."

Frank Hickman II, [Integrated Financial Network](#)



"For years I've worked with [Dusty Hostutler at Edward Jones](#). Dusty provides me financial advice related to my investments in my law firm retirement plan, as well as other financial advice. He's very smart and he's a good friend. All of the clients that I've sent to him have reported to me that they appreciate his advice and they like working with him. And, by the way, his assistant, Joyce Evanko, is absolutely delightful!"



D. J. Young, Attorney/Partner-- [Firestone, Brehm, Wolf, Whitney & Young LLP](#)



"My family recently woke up to a flooded basement after our sump pump died. What a mess! It was a particular disaster, as we run our business out of our home and our office is located there. We called [ServPro of Delaware](#) and they were so quick!! A crew was out there to cleanup within two hours of my calling. They got the wet carpet removed and started the drying process in short order. They were professional and did their best to stay out of our family's way. They were flexible in scheduling dry checks to suit our schedule and helpful in removing damaged furniture etc. We had this daunting problem and ServoPro came out and basically said, "We got this." and they did. We turned it over to them and they did a great job of understanding what the problem AND the solution meant to our family and our business. We are grateful!"

Jason Comstock, [Clarity Technology Solutions](#)

"The [Foot & Ankle Wellness Center](#) proudly endorses [Richwood Bank](#). The home page of their website says it all: "People who really care about you". As a business and personal client of theirs, I can honestly say, they live up to that promise. When I walk into the bank, I am greeted by smiles, tellers who know my name. I might even get a cookie. I appreciate and support their coffee bar fundraiser and my business has benefited from their speaker series. Their partnership and commitment to helping the Delaware community grow strong is truly appreciated by all."

Dr. Jane Graebner [Foot & Ankle Wellness Center](#)



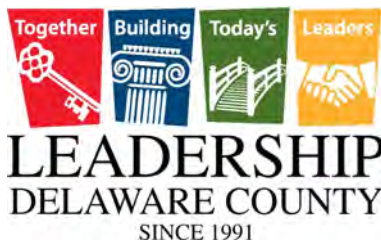
RICHWOOD



FOOT & ANKLE WELLNESS CENTER

Share YOUR story. Send your testimonials about your experience doing business with your Chamber-member peers. Email Holly at [hquaine@DelawareAreaChamber.com](mailto:hquaine@DelawareAreaChamber.com).





**Leadership Delaware Class of 2019**  
**Social Services, Volunteerism and Boardmanship Day**  
**Facilitated by Suzanne Pingry '06, Barb Lyon '12**  
**Bethany Moore '15 & Holly Quaine '09**

Newsletter Editors: Mandy Henning, Brittney Johnson, Jonathan Kelly, Molly Meyers LaBadie, & Tracey Stojkov

Leadership Delaware rang in the New Year on January 10th with Social Services Day at the Willis School. We spent this day learning about how non profits in our community work and support each other. We rolled out the day with a discussion on what you think of when you hear the phrase social services. The discussion covered how social services and non-profits can be used interchangeably and that it just refers to your tax code. It was also thought that it affected assistance with housing, how counties work together, the population explosion and how people feel about non -profits and spending and we discussed the many myths that people have about social services.

From this discussion we transitioned to Bob Anderson from [Delaware County's Job and Family Services](#). Bob lead the group through the expansive amount of services they offer throughout the county. He talked us through the federal shutdown and what would and would not be affected. He also discussed how we really don't get many fraud investigations and how that is a huge myth that fraud is rampant in our society. Most of the recipients they have are employed but not well employed so it's more of a supplement. He talked the many types of support for people to get jobs like Ohio Means Jobs, prevention and retention programs and contingency plans, employer services and employment training opportunities. Bob was able to pack a lot of information into his time and even covered protective services and the type of programming that is involved with that. In a very short time he was able to give us an idea of the huge scope of important work that Job and Family Services offers to our community.

*Continued on next page*

**Leadership Delaware Class of 2019**

Jeff Balzer  
[Delaware County Sheriff's Office](#)  
 Julie Bardelang Wolf  
[Willow Brook Christian Communities](#)  
 Sarah Barr  
[Syntero](#)  
 Ryan Belcher  
[Delaware Speech & Hearing Center](#)  
 Tony Benishek  
[Preservation Parks of Delaware County](#)  
 Michele Boni  
[Orange Township](#)  
 Gorjje Christian-Colwell  
[Ohio Living Sarah Moore](#)  
 Susan Cornett  
[The Alpha Group](#)  
 Karen Cowan  
[Friends of the Delaware County District Library](#)  
 Todd Daughenbaugh  
 Fresh Start Café & Bakery  
 Corie Dunfee Thompson  
[Delaware County Board of Developmental Disabilities](#)  
 Megan Edwards  
[Delaware General Health District](#)  
 Avere Fields  
[Columbus State Community College](#)  
 Chautauqua Flowers  
[First Citizens National Bank](#)  
 Sharon Griner  
[Common Ground Free Store](#)  
 Mandy Henning

[Delaware County District Library](#)  
 Kaitlin Jordan  
[Holony Media](#)  
 Jonathan Kelly  
[OhioHealth](#)  
 Dustin Kent  
[Delaware General Health District](#)  
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 Ryan Malany  
[Delaware City Schools](#)  
 Marie McCreary  
[Willow Brook Christian Communities](#)  
 Jenn McGowan  
[Delaware County Fair](#)  
 Molly Myers LaBadie  
[Delaware County Distrcit Library](#)  
 Kassie Neff  
[Delaware County Sheriff's Office](#)  
 Shannon Niedzwicki  
[Marion Technical College](#)  
 Kristin Nietfeld  
[Nationwide Children's Hospital](#)  
 Brittney Nowlin  
[Delaware City Schools](#)  
 Zach O'Dell  
[First Commonwealth Bank](#)  
 Jen Pollard  
[Delaware City Schools](#)

Tom Rubadue  
[Fidelity Federal Savings & Loan](#)  
 Jeff Rupp  
[Woodland Environment](#)  
 Melissa Schiffel  
[City of Delaware](#)  
 Jessica Sargent  
[Sky Climber](#)  
 Steve Sikora  
[Delaware County Dept. of Job & Family Services](#)  
 David Simon  
 Nationwide Insurance  
 Matt Simpson  
[Preservation Parks of Delaware County](#)  
 Kyle Steinbauer  
[OSU Wexner Medical Center- Lewis Center](#)  
 Shelly Stewart  
[Willow Brook Christian Communities](#)  
 Tracy Stojkov  
 Village of Ostrander  
 Mike Studer  
[Del-Co Water Co.](#)  
 Tammy Tangen  
[Common Ground Free Store](#)  
 Trent Thompson  
[Richwood Bank](#)  
 Abbey Trimble  
[Delaware General Health District](#)  
 Julie Zdanowicz  
[SourcePoint](#)

### **Myths about Poverty with Jenn Sami:**

Next, Jenn Sami presented a very short version of a Bridges out of Poverty activity that highlighted the difficulties facing many low income Delaware residents. In our group's specific example, we investigated options for a part-time retail worker and single mother who was being evicted from her sublet apartment without savings or reliable transportation.

Sami also spoke from personal experience about the difficulties of "bridging the gap" for low income families. She described a time in her life when she was offered a promotion but was unable to accept the raise due to the amount of state and government assistance she would have lost. She showed a video from the Circle Initiative that followed a fictional worker on a journey from low income worker to well-paid professional staff member. Along almost every step of the process, this worker was making less total income even as their pay increased due to continued loss of Medicaid, child care, and SNAP benefits. Sami spoke after this video of the importance of helping this type of low income family to maintain income through the continued help of social services.

### **Strengthening Families Tour:**

After a well needed break from hearing the disparities in social economics and myths of poverty, we took a tour of Strengthening Families. **United Way of Delaware County** partnered with the Strengthening Families initiative to enhance the lives of Delaware County residence. The tagline for Strengthening Families is "Families Learn, Grow and Thrive" and with that in mind, they are able to provide services out of the Willis Education Center by partnering with different agencies. On the second floor of Willis, you can find the Toy Library, Free Store, Teen Room and **Syntero** offices. On the bottom floor you will find the Pantry and Family Resource Center.



Families in Delaware County can bring their children to the Toy Library and check out toys for up to three weeks. This system is operated just like a library. Once they return those items, they can check out more toys, up to 3 items at a time. These toys allow children to play and develop crucial executive functioning skills, that may not be provided due to the lack of financial resources. After a family has left the Toy Library, they can go around the corner to the Free Store. Here is where the family can receive clothing at hygiene products at NO COST. These items are donated by the community, sorted and tagged by volunteers, and neatly hung for the Delaware County residence to come and shop for what they need.

Around the corner from the Free Store you will find the Teen Room. This is where students can come after school to hang out and engage in positive after school fun. They are given a snack and the opportunity to engage in fun activities. The Teen Room offers cooking classes, Anime Club, Dungeons and Dragons, and other fun activities for students to participate in after school. Some even stop in after their counseling session next door with Syntero. This agency partners with the schools to provide care, counseling, and support to students and their families.

Once families have taken a trip around the second floor, they can head downstairs to the Pantry and Family Resource Center if needed. In the Pantry, they can find donated food items and then walk across the hall to the Family Resource Center. At the Family Resource Center, they can find information on resources available in the community, apply for AEP assistance, attend the Summer Lunch Program, obtain diapers for children through the Diaper Bank, file their taxes through the VITA Program, attend English Language Classes, and receive a free book each month for children age birth to 5 years old.

Strengthening Families partners with several agencies to bring resources to Delaware County residence. A major event that they host right before school starts is Supplies for Scholars. This event provides school supplies, haircuts, family portraits, hearing and vision screenings, shoes, Kona Ice and information to over 2,000 children. Strengthening Families brings great resources to Delaware County residence through their many partnerships. We encourage you to spread the word to those you may not be aware. If you or anyone you know is interested in volunteering or learning more about what all they offer, contact Barb Lyon at 740-417-4733 or visit their website at <https://www.liveuniteddelawarecounty.org/>.

*Continued on next page*



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## Leadership, continued

### Boardmanship:

After our tour of Strengthening Families, Holly Quaine, Sheriff Russ Martin, and Dusty Hostutler led a conversation in Boardmanship. Holly started the conversation by demystifying the term 'leadership'. "Leadership is the ability to influence positive outcome". Holly also added that being asked to serve on a board is not simply to pad one's resume, but an opportunity and responsibility to lead. She added that leadership, and by relation Boardmanship, is hard work and not for the faint of heart.



Holly took the time to walk us through several aspects of a board position that we should consider as we consider our participation. Our fiduciary responsibility and our responsibility to govern an organization are our two primary responsibilities as board members. Board members should be guiding the strategic direction of the organization to ensure that the organization is fiscally sound and governing (not managing) the vision and mission of the organization.

We would strongly encourage reading the handouts provided before joining a board. Additionally, the handouts should be referenced periodically to instruct new board members and to be used as a 'job aid' throughout your board appointment. Holly also provided several board 'warning signs' that we should consider including conflict of interest, skills of board members, vague knowledge of financials, informal fiscal policies and procedures, substitute board members, ex-officio board members, board positions with no term-limits, homogenous board (group think), informal or inaccurate bylaws and charter, inadequate directors and officers insurance, inadequate schedule discipline, no board orientation, and unfiled IRS Form 990's.

### Tours of Andrew's House, Helpline, Family Promise & Place of Warmth:

This session of Leadership Delaware consisted of visits to four local non-profits organizations. This first was the [Andrews House](#). Not only is this an amazing building, but it is also home to many resources. Free dinners are offered three times a month; a mobile market offering fresh produce monthly at the Highpoint Nazarene Church.; free legal advice and tax assistance is available also. A summer lunch program is offered in partnership with [Delaware City Schools](#). A fun fact about the Andrews house is that in 1905 it housed Delaware's first hospital.

Our next stop was to the [Help Line](#). The Help Line is a 24/7 crisis hotline as well as a 2-1-1 informational referral hotline. The staff is available to assist with calls ranging from where one can find resources to suicidal calls. Suicide prevention and violence prevention educators are on staff and spend time in many of the local schools. The Help Line serves Delaware and Morrow Counties.

Our third stop was to [Family Promise](#). Family Promise provides shelter and supportive services to families and expecting mothers. With the help of local congregations and businesses families are provided food, shelter and assistance with obtaining employment and housing to homeless. The home can house up to six families per night and offers each family their own bedroom. The home is staffed 24/7 365 days a year. Families are offered shelter and supportive services up to 90 days in length.



Our final stop was to a Place Of Warmth. This men's winter warming center operates at the Zion United Church of Christ, and is open when overnight temperatures are below 20 degrees or when dangerous winter weather conditions exist.

This facility is open 8 p.m. to 8 a.m.; and visitors are offered a hand-made bedroll, which they may keep, along with snacks, toiletries, hand warmers, socks and coats. If necessary, there is space for dogs to stay.

Nonprofits are successful and sustainable by business minded leadership, support from local businesses, community involvement and generous volunteers. [Click here for more photos](#)

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# The SOCA self-funded medical plan. A big opportunity for small employers.

The Southern Ohio Chamber Alliance (SOCA) has teamed up with Anthem Blue Cross and Blue Shield to create a new health program that can lead to more rate stability – and it could offer potential savings for groups with 50 or fewer employees. This self-funded multiple employer welfare arrangement (MEWA) lets smaller employers join together to share in the overall claims risk. By being part of a larger, self-funded pool, employers have financial protection backed by Anthem's stop loss coverage.

**In addition to financial protection, this innovative alternative offers:**

- Competitive rates
- Fixed, predictable monthly payments
- A variety of plan designs
- Anthem's broad Blue Access PPO provider network and Essential Rx formulary
- Coverage for claims run-out/terminal liability coverage
- Expanded wellness offerings
- Specially discounted rates on SOCA-exclusive specialty products including dental, vision, life, optional life, and disability insurance

**Find out more about the SOCA Benefit Plan.** Call 1-844-MED-OHIO or visit [844MedOhio.com](http://844MedOhio.com), or ask your Chamber of Commerce for a referral to a participating broker.



## If you read nothing else – school funding 101 and its impact on EVERYBODY’S taxes

Too often a Delaware County school district is on the ballot asking taxpayers for their support in operating the district. And too often a high-producing district finds itself defending its value. And once again it’s because the legislature’s long history of demand more meets the smoke and mirrors of funding.

What follows is an article from the Cleveland Heights–University Heights City School District that explains school funding anyone can and should understand. You’ll want to read through it twice then click on the link at the end of the article for a deeper dive. You’ll want to read that twice, as well.

As taxpayers, residents, and business owners, we should all be aware of and appalled by what you read. In the private sector, this would never happen. Imagine being the top sales producer in your organization year after year after year and instead of receiving recognition and compensation, you were not only overlooked but being forced to take a pay cut, no longer compensated for mileage or other expenses related to the work you produced. And this happened year after year as well, all while you continue to produce.

When you’re done reading you’ll want to contact Ohio legislators to communicate your outrage. While local taxpayers are expected to do their part in educating their future, the legislature is held to a different standard. Whatever your position, let your voice be heard. With districts running so lean while maintaining the high road of community engagement, heart and commitment to their charge, it’s up to all of us raise the volume.

[Ohio House committee for education and career readiness](#) chaired by Delaware County District 67 representative [Andy Brenner](#) 740-602-5033. [Senate education committee](#) chaired by Ohio Senate District 6 senator [Peggy Lehner](#) 614-466-4538. As of this writing, it’s not clear who the new chair will be.

### HB 920: UNDERSTANDING SCHOOL FUNDING

No matter where you live in Ohio, regardless of whether or not you have children or whether or not they attend public schools, you will be asked to vote periodically on a local school levy. You might as well understand why.

House Bill 920, the Ohio law that outlines how public schools are funded, is complex and confusing. But it has a huge impact on all of us.

H.B. 920 was passed in 1976, during a period of unprecedented inflation. Home values were soaring every year, sometimes by double-digit percentages, and property taxes were growing at the same alarming rate. The State Legislature attempted to lessen the burden on homeowners by freezing the dollar amount paid to school districts and libraries at the 1976 level. Not at the rate or percentage, but at the actual dollar amount.

To better understand the ramifications, let’s break this down with numbers.

Imagine you own a \$100,000 house and pay 2% to your local and county government and an additional 2% to your public schools in taxes each year. After three years, the value of your house is reevaluated and determined to be \$120,000. The money that goes to your city and county automatically rises to \$2,400 from the original \$2,000 because the rate stays the same.

**However, the money that goes to your public schools stays at \$2,000 because the county auditor comes in and readjusts your effective tax rate from 2% down to 1.7%, as prescribed by H.B. 920.**

Now imagine that this goes on for 10 or 20 years. After a while, your house has increased in value up to \$250,000 and your local government now receives \$5,000 in taxes annually. Because your rate stays the same, cities and counties are able to go years, decades even, without asking for a tax increase.

But your *school taxes* have stayed at \$2,000, now just eight-tenths of one percent (0.08%) of the value of your home.

Meanwhile, everything from teacher salaries to textbooks to gas for school buses has gone up in cost over that twenty-year period, *but schools are not receiving a single dollar more in tax revenue*. And no matter how conservative or efficient districts are with taxpayer money, they simply cannot keep up with those day-to-day cost increases without asking for additional revenue from a levy. Jayne Geneva, a longtime Cleveland Heights resident who is also a lawyer specializing in small business and real estate law and a school-funding activist, says, “We, as a school district, cannot raise any more money if we don’t add more millage to our tax burden. The dollar amount will always remain the same. Period.” She reiterated that repeat school levies are not a sign of inefficiency, waste or lax oversight on the part of districts. They are a direct result of state law.

Related: [History of Ohio Public School Funding](#)

Source: [Cleveland Heights– University Heights City School District](#)

## Did you know...

...that as a member of the Delaware Area Chamber you may use the Chamber's conference room at no cost? The conference room sits 25 comfortably and has a screen, projector and Wi-Fi. Also on hand: podium, easel and white board. It's the perfect location for training, strategic planning or meetings you'd rather have off-site; for home-based members it a perfect place to meet your clients. We'll even supply coffee, water and soft drinks. And best of all, it's FREE. To schedule the room, contact the Chamber at 740-369-6221 or [dachamber@DelawareAreaChamber.com](mailto:dachamber@DelawareAreaChamber.com).

## Connecting the dots for the bigger picture in health care

Great things often start with a simple idea, like connecting the dots. That's what [Anthem Whole Health Connection](#) approach to health care is all about.

How it works: They connect the dots in health care — medical, drug, dental, vision, life and disability. Each time a member sees a doctor or dentist or fills a prescription, it's like a dot on a page. Connecting all those dots gives us the bigger picture — a more complete health profile of the whole person.

Doctors and other caregivers can easily share this information with each other. And seeing the bigger picture early on can help doctors catch chronic diseases like diabetes, cancer or heart disease earlier. And catching diseases early can mean earlier treatments and better results.

How it saves: Connecting the dots gives better data, better insights and better outcomes.

Up to 74% lower medical costs and fewer hospital stays, when patients who have chronic disease or are pregnant treat their periodontal disease<sup>1</sup>

\$8,000 in medical costs savings for members with a connected medical and disability plan<sup>2</sup>

More than 26,000 diabetics identified earlier through yearly routine eye exams<sup>3</sup>

How it can work for you: When you add dental, vision, life or disability to Anthem's medical benefits, you get improved health care for your employees and cost savings for your business. That's because they connect member health records, claims and clinical data to help make sure they get better care with greater insight.

See how their products work together for a bigger, more holistic view of health care. Or talk to your Anthem sales rep.

1-American Journal of Preventive Medicine's Impact of Periodontal Therapy on General Health Study, June 2014.

2-Anthem, Inc. Productivity Solutions data study and Actuarial validation, 2015.

## Presenters needed

Are you an expert in a field related to business? The Chamber is seeking presenters for our B.E.D. & Breakfast program. BED is held on the second Tuesday of the month from 7:30-8:30am. Over the years we've covered a myriad of topics from HR to marketing; insurance to IT.



We'd love your help with fresh ideas about topics important to you. We ask that the presentation **not** be an infomercial (although a speaker never left the building without making a contact or two) but an educational one.

If you think you could offer insight into a business-related topic, please contact Holly at [hquaine@DelawareAreaChamber.com](mailto:hquaine@DelawareAreaChamber.com). We'll see how we can make your idea work.



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**For a list of Anthem-authorized Chamber member agents, call the Chamber at 740-369-6221 or [Click Here](#)**

# Did you know you can get a discount on health insurance for your company through your local chamber?



The relationship you have with your employees is key, especially when it comes to your health plan. That's why the Central Ohio Chambers of Commerce (COCC) and Anthem Blue Cross and Blue Shield teamed up to offer you ChamberSaver discounts.

## What matters most to you when it comes to your company's health coverage?

An affordable health plan? Healthier employees? A full range of health insurance offerings? That's exactly what you get when you choose ChamberSaver. Companies with 2-50 eligible employees can save 1.4% and companies with 51-500 eligible employees can save 1% on health insurance – and not just on a few plans, but rather, on Anthem's full range of health insurance offerings.\*

## Access to care that's right for your employees

When employees feel good, they are usually more focused and more likely to perform at a higher level, which can have a positive affect on a company's bottom line. That's why every Anthem plan includes 100% coverage for checkups, flu shots, and other preventive care services for your employees and their families. The reward is peace of mind and better health at no extra cost to your employees.

To learn more specifics about this new offering contact one of the following Chamber members who are Anthem Elite or Champion Brokers:

### **Creative Financial Insurance Services Agency, Inc.**

Jim Roesch  
[jwroesch@discovercfi.com](mailto:jwroesch@discovercfi.com)  
740-363-5433  
[www.discovercfi.com](http://www.discovercfi.com)

201 Pennsylvania Avenue, Delaware

### **Preferred Benefits Services Agency, Inc.**

Mark Pettitt  
[pettitt@prefben.com](mailto:pettitt@prefben.com)  
740-363-6028  
[www.prefben.com](http://www.prefben.com)

611 South Sandusky Street, Delaware



## Your chamber membership creates value for your company.

The savings alone is great. But consider what also comes with it.

- Your choice of plans, from industry-leading consumer-driven health plans to point-of-service products
- Administrative convenience of working with one carrier who offers a complete menu of coverage options: prescription drugs, dental, vision, life insurance, long-term and short-term disability and employee assistance programs
- Extensive selection of providers and lower in-network costs
- Strong local service

## You'll also benefit from access to discounts on Anthem dental, vision, life, and disability products.

Product	Group size	Discount
Dental	2-50	5%
	51-99	4%
	100+	2%
Full-service Blue View Vision plans	2-499	15%
Life and Disability	2-9	5%
	10+	10%

## In addition to these great savings, Anthem products offer industry-leading product features and networks.

### Dental

- Industry-leading local and national networks with deep discounts, saving members an average of 34% on covered services when they visit an in-network provider
- No waiting periods for major services with employer-paid plans
- Flexible plan designs and optional benefits like annual maximum carryover and brush biopsy
- A dedicated dental service department that provides fast and accurate claims processing that beats the industry average, with the average claim paid in less than 3 days<sup>1</sup>
- Expanded care with our clinically integrated program, Anthem Whole Health Connection, is included at no extra cost. This includes additional dental services for members with certain health conditions.

### Blue View Vision

- One of the largest vision networks in the nation, with the choice of independent eye doctors or Glasses.com, ContactsDirect, 1-800 CONTACTS, LensCrafters®, Pearle Vision®, Sears Optical®, Target Optical®, or JC Penney® Optical stores
- Members can buy extra pairs of glasses for 40% off from any network provider. And kids under age 19 get UV-blocking Transitions® lenses at no extra cost while adults get a discount.<sup>2</sup>
- Access to a dedicated and knowledgeable customer support team 7 days a week
- Enhanced care with our clinically integrated program call Anthem Whole Health Connection is included at no extra cost. This includes market-leading collaboration between primary care doctors and eye doctors

### Life and Disability

- A broad portfolio of life and disability products and an A.M. Best financial rating of A (Excellent)
- Value-add programs include at no additional charge provide emotional, financial and legal support, along online will preparation and identity theft recovery services
- Telephone claim intake is standard in addition to a dedicated call center with calls answered live during business hours
- Outstanding claims turnaround time and payment accuracy – and we help with Social Security disability filings and approvals
- Integration of short-term disability and our health benefits may improve employee health and productivity



<sup>1</sup> Internal data 2017

<sup>2</sup> Except when discounting of non-covered services is prohibited by state law. Standard broker commissions apply. Offer available to Ohio-headquartered businesses adding new Anthem dental, vision, life and/or disability plans. This discount program can be changed or terminated at any time.

Anthem Blue Cross and Blue Shield is the trade name of Community Insurance Company. An independent licensee of the Blue Cross and Blue Shield Association. ® Anthem is a registered trademark. The Blue Cross and Blue Shield names and symbols are the registered marks of the Blue Cross and Blue Shield Association.







The Delaware Area Safety Council is here to provide our community with quality programs addressing occupational safety and health, workers' compensation and risk management, education and information.

**Steering Committee**

- Susan Garrett  
[Mail Pro 1](#)
- Billy Gibson  
[Del-Co Water](#)
- Larry Jones  
[Liberty](#)
- [Casting Company](#)
- Mark Nelson  
BWC

Monthly meetings are the second Tuesday of the month: 11:30 – 12 optional lunch, 12-1 program.

All meetings are at the Eagles Lodge, 127 East William Street Delaware, OH unless otherwise specified. Check the [Safety Council website](#) for more details.

**Want more Safety Council news?**  
[Click here](#) for this month's Safety Council newsletter

**Follow Ohio Chamber legislative updates**

As a proud member of the Ohio Chamber of Commerce, we're grateful for their advocacy on behalf of small business. For chambers like ours with bare bones staff, the value of our membership with Ohio Chamber is the vetting, education and lobbying that we lack the adequate resources to take on. We urge you to click on their logo and follow their updates.



**Chamber looks to revive dedicated government affairs committee**

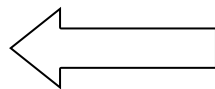
As committee leadership moved on due to changes in their careers, the Chamber board of directors is looking to restart legislative advocacy in a more formalized way and is looking for Chamber members who are tasked with external affairs in their respective industries. The GAC would focus on local, state and even federal level legislature or policy that impacts business. Ideally, the committee would be made up of at least one member of various industries: education, health care, manufacturing, small business, etc. and would serve as a watchdog for opportunities for the Chamber to be involved in, education for the membership as well as vetting and recommending support or opposition positions.

If you're that person and can commit to being actively involved, please email Holly at [hquaine@DelawareAreaChamber.com](mailto:hquaine@DelawareAreaChamber.com).

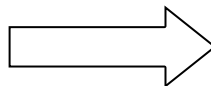
**Let them know you belong and support; link to Chamber logo**

The most comprehensive research study to date on the relationship between Chamber membership and consumer confidence shows a marked effect for both large and small business. The caveat, however is that the positive outcomes only occur when the consumer knows that a business is a Chamber member. As a member of the Delaware Area Chamber of Commerce in good standing, you are encouraged to use the Chamber's logo on your email signature, website, stationery and marketing materials. Call the Chamber for an electronic version of our logo. Take advantage of the cache your membership brings to your business.

Click the image to the left for a high quality version of the Chamber **web stamp**.



Click the image to the right for a high quality version of the "Proud Member" **web stamp**.



## Health and wellness programs benefit you and your employee. Here's why.

When your employees have the right tools and resources to improve their health, it helps them be more productive, and improves your bottom line.

Offering health and wellness programs to your employees can result in:

Increased engagement in their health care. 93% followed advice they got from the Anthem 24/7 NurseLine to address health issues.

Lower cost of care. Medical costs could fall \$3.27 for every dollar spent on wellness programs.

Healthier, more productive employees. Absenteeism costs fall by about \$2.73 for every dollar spent on wellness programs.

Better employee retention and recruitment. 72% of companies plan to use their wellness program as a competitive advantage in the next three years — to achieve a high-performing workforce and compete for talent.

There's a program for every employee. Here are just ten of Anthem's many health and wellness programs:

24/7 NurseLine: Access to trained registered nurses any time of the day or night for answers to health questions, to help understand symptoms, and to help decide what type of care may be needed.



Future Moms: Personalized support and guidance from registered nurses for moms-to-be to help them have a healthy pregnancy, a safe delivery and a healthy baby.

ConditionCare: Extra support for asthma, diabetes, heart disease, chronic obstructive pulmonary disease (COPD) or heart failure. A nurse coach can answer questions and help your employees reach their health goals based on their doctors' care plans.

ComplexCare: Extra care for a serious health conditions from a nurse coach who will help answer your employee's questions, work to coordinate their care, and help them effectively use their health benefits.

MyHealth Coach: One-on-one professional advice from an experienced health coach for your employee or their family. Topics range from general wellness information to more serious issues like a chronic illness or help with medications.

Healthy Lifestyles: A personalized well-being plan and custom trackers that help your employees manage their physical and mental health.

Behavioral health resources: Licensed mental health professionals are available 24/7 to help your employees deal with challenges they may be having.

MyHealth Advantage: This program looks at your employee's claims to find ways to help them improve their health and save money.

For more information about how Anthem's health and wellness programs could benefit your company and your employees, please contact your broker or Anthem account manager.

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## Your Chamber membership: True or False?

- The Chamber receives several requests each year for goods or services provided in our community and recommends Chamber member businesses. The Chamber encourages members to supply the office with their brochures for display at no charge. **FALSE!** The Chamber receives *hundreds* of requests each year by phone, email and in the Chamber office.
- Free for the asking is a prescription discount card that you can distribute to all your employees. **TRUE!** There's nothing to sign; no charge to distribute or to use; accepted at all the big chain pharmacies; and the discount is often a bigger savings than the co-pay. Look like a hero to your staff and contact the Chamber today: 740-369-6221 or [dachamber@DelawareAreaChamber.com](mailto:dachamber@DelawareAreaChamber.com)
- The Chamber's conference room may be reserved at a very reasonable cost to Chamber members. **FALSE!** The conference room sits 25 comfortably and has a screen, projector and Wi-Fi. Also on hand: podium, easel and white board. It's the perfect location for training, strategic planning or meetings you'd rather have off-site; for home-based members it a perfect place to meet your clients. We'll even supply coffee, water and soft drinks. **And best of all, it's FREE.** To schedule the room, contact the Chamber at 740-369-6221 or [dachamber@DelawareAreaChamber.com](mailto:dachamber@DelawareAreaChamber.com)