

CHAMBER NOTES

A monthly newsletter of the
Delaware Area Chamber of Commerce

February 2023



Sustaining Members Platinum Level



Gold Level



Silver Level



The Delaware Area
Chamber of Commerce
Established 1907



Chamber seeks ambassadors

The Delaware Area Chamber is looking for ambassadors. What is a Chamber ambassador? Their main function is to help promote the Chamber, welcome new members to the Chamber, and make Chamber events successful and enjoyable for everyone. They are a special group of people who volunteer their time to help promote and support Chamber functions.

Ambassadors are those members who have a lively, engaging, and proactive personality and can make the shyest person feel comfortable and welcome. Ambassadors project a positive image for their company and the Chamber and enjoy having fun in a professional environment. Ambassadors have the confidence to make personal contact with any Chamber member, encourage others to become Chamber members and attend ribbon cuttings and other Chamber events. These duties also provide a great opportunity to have a few minutes of fun and network with other movers and shakers in the community. Chamber Ambassadors are often the first community representative a new Chamber member meets so it's the perfect opportunity to make new business connections through an avenue that is not a cold call. Ambassadors may also reach out to members who haven't been active to encourage them to attend events or just to touch base, say hello and hear what's on their mind.

Ambassadors have flexible work schedules that allow for attendance at Chamber events that are held during working hours. They help celebrate ribbon cuttings, greet members at Before and After Hours and volunteer at other Chamber events.

Being a Chamber Ambassador not only helps the Chamber but offers an opportunity to get your foot in the door. Meeting new people by representing the Chamber is a great ice breaker for you and a great way to share the Chamber culture.

Does this sound like you? Reach out to us. hquaine@delawareareachamber.com



Chamber Staff

[Holly Quaine, President](#)

[Sarah Yoakam, Office Manager](#)

[Matt Carbery, IT Mgr.](#)

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DelawareAreaChamber.com

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Sustaining Members

Bronze Level



DELAWARE AREA CHAMBER OF COMMERCE

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

Annual State of the City

with

**Delaware Mayor Carolyn Kay Riggle &
City Manager Tom Homan**

sponsored by



Thursday, February 16, 2023, 11:45am—1:00pm

[Brookshire Event Venue](#)

405 Greif Parkway, Delaware 43015

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

Chamber members: \$25 ~ Non-Chamber members: \$30

Deadline to register is Thursday, February 2, 2023

Cancellations after February 2 and no-shows will be charged.

[Click here to register](#)

Iconic restaurant comes to Delaware!

Come celebrate with [City Barbeque](#) on Monday,



February 6 at 10:30 am

when they cut the ribbon on

their new location in Delaware at 1200 Sunbury Road.

[Click here to register.](#)



BUSINESS AFTER Hours

Join us for networking and ribbon cutting when [First Commonwealth Bank](#), 41 N. Sandusky St., Delaware,



**FIRST
Commonwealth.**

hosts our February 16 Business AFTER Hours. Food, networking— bring lots of business cards to share. Join us from 5:30—7:00 pm at Please let us know you'll be attending. [Click here to register.](#)

February Safety Council Creating a Safety Culture



You don't have to be a Safety Council member to join us. Meeting is held

**DELAWARE AREA
SAFETY COUNCIL**

on Wednesday, February 22 8:30-9:30 am at the Barn at Stratford, 2690 Stratford Rd., Delaware. There is a \$5 fee to attend and all are welcome. February topic: Creating a Safety Topic



DELAWARE AREA
CHAMBER OF COMMERCE



Supervisor Six Pack 100 Series

Does your business rely on supervisors who were good performers who were promoted into a 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 6, 2023**. 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.

** Four or more from the same business will receive a discounted price of \$200 per person.*

[Click here to register by January 30, 2023](#)

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.

PASSING ON THE LEGACY AFTER 20 SUCCESSFUL YEARS IN BUSINESS

Black Wing founders, Rex & Suzanne Gore, are passing the torch on to their son, Mark Gore. After years of being immersed in the business and managing the retail side of things, it's time for Mark along with his team, to take charge and lead Black Wing to new heights.

I would like to reflect on what we have developed over the past two decades and our plans for the future. Twenty years ago, Suzanne and I had a vision. We wanted to build a world class shooting facility, catering to all shooting disciplines, while supporting all age groups, and levels of experience.

- Original 20,000 sq. ft. Black Wing building opened October 2004
- Expanded our main building by adding 10,000 sq. ft. in 2014
- Built new indoor ranges, lounge area, patio & fire pit
- Added sporting clays to our outdoor ranges
- Covered one of the trap fields & created a 5-stand
- Added numerous products & services based on customer recommendations

As I reflect, I feel grateful that so many people have come to us for help with their firearm and shooting needs. I also feel honored to work with many great employees, including Zak and Judy, who have been with us since the beginning.

Many of you probably know, our son Mark came into the family business a little over 6 years ago. He always had interest in the business, even as a young child. Over the last few years, he has been responsible for managing the retail side of the business, during the volatile pandemic times which has taught him a lot.

Now it is time for me to step aside and let the next generation take Black Wing to even higher levels. Mark and his Team I'm sure will do great things, carrying on Suzanne and I's vision well into the future.

– Rex Gore



"Thank you all for helping us start and grow a successful business. We hope you will continue to support the Black Wing Team well into the future."

Rex, Suzanne & Mark Gore



– Rex Gore

– Mark Gore

As always, our focus continues to be on taking care of our customers while helping Grow the Shooting Sports.

3722 MARYSVILLE RD. DELAWARE | 740.363.7555 | WWW.BLACKWINGSC.COM



Member holds showroom opening; holds ribbon cutting January 26

Cutting Edge Countertops, Inc., the premier countertop fabricator for the Midwest with five showrooms and three service centers across Ohio, Michigan and Indiana, announced the opening of their sixth showroom in Delaware, Ohio. The showroom will serve the greater Columbus and Dayton markets by bringing consistent quality products delivered with exceptional customer service to the area.



The 33,000 sq. ft. indoor showroom features an extensive selection of full slabs on display and hundreds of material and color options to choose from including: granite, quartz, marble, quartzite and compact surface to compliment any design. Cutting Edge Countertops strives to provide the best material and colors in the industry as we bring our customer's dream kitchen or bathroom to reality. Plus, customers can select from Cutting Edge Countertops' exclusive Studio and Edge Collections which feature a reliable selection of in-stock, hand-picked material with some of the most popular and trending colors.

The showroom encompasses an array of vignettes that inspire and showcase Cutting Edge Countertops' outstanding craftsmanship in all projects, big and small. Also offered are several upgrades to enhance and customize a project with a wide variety of edge profile options, sinks and accessories, overhang supports and more.

As a family owned and trusted company since 2006, Cutting Edge Countertops offers quick project turnarounds with a proactive scheduling option. This option allows customers to schedule their template and install as quickly as two weeks apart with in-stock material and when their job-site is ready – allowing homeowners to plan for other subcontractors, and reduce overall project timeframes.

Additionally, each Cutting Edge Countertops project is closely monitored from start to finish by a dedicated Project Coordinator, who confirms project details, schedules laser measure and installation appointments, and answers questions along the way to help keep projects on track.

"We recognize purchasing new countertops is a big deal – and we don't take this lightly," said Brian Burns, Cutting Edge Countertops' Co-Owner/Founding Partner. "Over time as we brought our customer's dream kitchens and bathrooms to reality, they have come to expect high-quality countertops with 100% customer satisfaction. Through our strategic acquisition of Easyfit Products, we're thrilled to now offer the Cutting Edge Countertops' difference to Columbus and Dayton."

Plus, customers can rest-assured as Cutting Edge Countertops is one of only a handful of accredited fabricators in the Midwest from the Natural Stone Institute (NSI) – the only independent third-party, verification program in the natural stone industry. Accreditation through this program demonstrates the fabricator complies with a rigorous set of metrics, maintains the highest quality of fabrication and installation practices, committed to safety – and overall, are best in class.

"For years, our customers who moved to the Columbus area have been asking us to serve their countertop needs," said Burns. "Today, we're elated and look forward to serving homeowners who are giving their home a refresh and working with builders, contractors and kitchen and bath dealers seeking a countertop partner."

Appointments are encouraged to provide an exceptional customer experience. The showroom is conveniently located at 320 London Road and open Tuesdays, Wednesdays and Fridays from 10 am to 5 pm, Thursdays from 10 am to 8 pm and Saturdays from 10 am to 4 pm (closed Sundays and Mondays). To schedule an appointment please call 740.362.9900 or visit our website at cectops.com/locations.

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Lions and tigers and bears.... etcetera, etcetera, etcetera

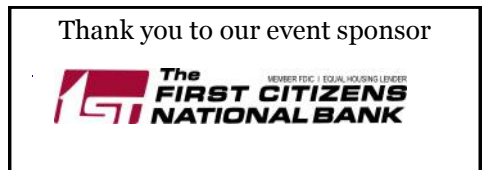
The January Third Thursday luncheon could have been titled “The State of the Zoo” when Columbus Zoo & Aquarium CEO Tom Schmid presented to Chamber members. Here’s a look at the Zoo by the numbers:

- The Zoo’s overall budget of \$110m comes from the Zoo. The Wilds and Zoombezi Bay.
- The Zoo is a significant employer in the region with 350 fulltime staff and another whopping 1500 part time seasonal employees
- In addition to direct hires, the Zoo sustains nearly 400 jobs in the region, and contributes about \$5.4 million in state tax revenue.
- With an annual attendance of over 2.5 million, the total economic impact of the Zoo is roughly \$350 million.
- Of those 2.5 million visitors, 64% come from the Columbus MSA, 40% from Delaware County and roughly 11% from out-of-state.

The Zoo is, first and foremost, about conservation. Engaging and partnering with organizations and projects around the globe, the Zoo has a serious impact on the protection of threatened species. Some of their conservation work is focused on improving local economies around the world, eliminating the exploitation of endangered species as income.

Their vision is no longer to be “The number one zoo in the country”, a slogan familiar to Central Ohio. Instead their vision states their true purpose of becoming one of the most impactful zoologically based wildlife organizations whose purpose is to make a positive impact on people, wildlife, and wild places locally and globally.

Welcome CEO Tom Schmidt and his family here from Texas and thank you for the thoughtful stewardship of this amazing organization.



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 ambassadors 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 24 event included:

Caleb Caeton, [Amanda Plumbing Heating & Air](#)

Steven Newell, [Blue Church Surveys](#)

Jenna Chenault, [Cutting Edge Countertops](#)

Deanna Brant, [Delaware-Morrow Mental Health & Recovery Services Board](#)

Dominique Diersing, [Diersing Healthcare Consultants](#)

Richard Brulotte [Kiwanis Club of Delaware](#) (Evening)

Drew Cobler & Mike Tankersley, [Kroger Company Great Lakes Distribution Center](#)

Cody Estrel, [Leaf Chiropractic & Wellness Center](#)

Brian Denney & Amanda Denney, [Modern Woodmen](#)

Katie Miner, [Nationwide Hotel and Conference Center](#)

Melissa Hill & Matthew Kaspar, [Supply Link](#)

Andy Apgear, [The Middlefield Banking Company](#)

Mike Sullivan, [The Union Bank](#)

[Click here for more photos](#) and [join us for our next New Member Orientation on April 25.](#)



“Need to Know”- Government Affairs Committee launches initiative; needs your input

The Delaware Area Chamber’s Government Affairs Committee is launching a new initiative to better serve our membership regarding your elected officials, key community stakeholders, as well as what you’re thinking about. The Chamber wants to serve as your one-stop-shop to educate yourself on federal, state, and local elections, elected officials; issues and legislation. We will bring you the unfiltered opinions of your community stakeholders but first we want to hear from you.

Regularly, we will send queries to elected officials at the federal, state and local levels and we will share the responses verbatim; to do this, we want to hear what your interests are and what you would like to know.

We also want to share your position/best practices/challenges and opportunities you face. We’ll do that via a survey to your Chamber member peers. And each month we’ll ask you what would like to know from your fellow chamber members

[Click here to access the survey](#)

Chamber website banner adds a great value

Place a banner ad on the Chamber’s website where it will be seen via 3500 viewers per month on the website pages that get the most attention: Website’s home page, any calendar event, any business search, Hot Deal search, any Job search, and Member Login. That’s hundreds of combinations of searches that expose your ad. And just like our newsletter ad pricing, banner ads will come in a one-month run or discounted multi-month run. In addition, if you choose the multi-month option, you can choose the three months or run them consecutively. And just like the newsletter multi-run option, you can change up your banner at any time.

Banner ads will be \$125 for one month or \$300 for three months. Questions? Contact Sarah at dachamber@delawareAreaChamber.com or call 740-369-6221.

NEW LOCATION, NOW OPEN



At Cutting Edge Countertops we provide outstanding craftsmanship with meticulous care in all projects, big and small. Family owned and trusted, we offer an extensive selection of materials and colors with quick project turnarounds. Plus, you can expect exceptional customer service as we bring your countertop vision to life.

Call us today to schedule an appointment!

DELAWARE
320 London Rd.
Delaware, OH 43015
740.362.9900

Premier Countertop Fabricator

Granite • Quartz • Marble • Quartzite • Compact Surface



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Busy scissors

The [city of Delaware](#) and Chamber members celebrated the grand opening of [Red Wing Shoes](#) on January 5, 2023. As the only local source for all things work-boots, the new location at 50 Coughlin Lane, Delaware, managed by Sean Serrao, has already seen a brisk business. Red Wing Shoes, established in 1905, also carries a full line of shoe-maintenance



products as well as beautifully crafted wallets, belts and socks.

[Click here for more photos.](#)

And on January 19, [ProCore Health Brokers](#) held a combo After Hours and ribbon cutting. And while the address was familiar– 32 S. Sandusky St., - as the Chamber’s recently former address, the interior and exterior had a whole new look. Medicare advisor Carlo Poston heads the business that specializes in Medicare plans; dental, vision, hearing & cancer policies. Sharing the office and interior decorating is daughter Maddy.

[Click here for more photos](#)



And, finally, [Cutting Edge Countertops](#) held their ribbon cutting on January 26. Cutting Edge Countertops, Inc., the premier countertop fabricator for the Midwest with five showrooms and three service centers across Ohio, Michigan and Indiana, announced the opening of their sixth showroom at 320 London Road, Suite 302, in Delaware, Ohio. The showroom will serve the greater Columbus and Dayton markets by bringing consistent quality products delivered with exceptional customer service to the area.



This family-owned business purchased Easy-Fit, also a family-owned business. When Easy-Fit owners Rod & Deb Owen decided it was time to retire, they and daughter Jenna Chenault were very particular about whom they

would allow to purchase their many years of hard work and community impact. Cutting Edge shares the same culture and commitment to service, and the Owens are proud to bring the Cutting Edge family to Delaware.



[Click here for more photos.](#)

Member announces restructuring effort; names new district vice president

In an effort to better serve the Central Ohio greater community, and provide services that help all people reach their full potential, YMCA of Central Ohio has announced a new staff restructuring model. The Y has added three District Vice President positions that will directly manage multiple health and wellness centers within the YMCA service area and oversee and support teams of their assigned locations.

YMCA of Central Ohio is proud to name former Executive Director of [Delaware Community Center YMCA](#), Roger Hanafin, as a District Vice President overseeing Delaware Community Center YMCA, Hilliard/Ray Patch Family YMCA, Liberty Township/Powell YMCA and Don M. and Margaret Hilliker YMCA. In his new role, Roger will still be based at Delaware YMCA overseeing operations as well as providing support to teams at each of the above YMCA locations.



"The world has never needed the Y more than it needs it right now," YMCA of Central Ohio District Vice President Roger Hanafin said. "We need a place where we can come together with our neighbors and break down the divides that separate us. I am excited to play a role in a movement that makes our communities stronger, healthier and happier."

Roger Hanafin has spent 14 years with the YMCA of Central Ohio. During his time with the Y he has served as Executive Director for Delaware Community Center YMCA and Youth Development Director. He was previously Summer Camp Director at YMCA Camp Willson in Bellefontaine, OH. Roger is a graduate of University of California, Los Angeles where he received honors.

This staffing restructure will ensure operational excellence and improved service delivery. As centers of communities across Central Ohio, The YMCA is committed to creating a positive impact for all.

About the Delaware Community Center YMCA

The Delaware Community Center YMCA has served the residents of Delaware County and its surrounding area for 10 years, empowering youth and families and strengthening the community through Youth Development, Healthy Living and Social Responsibility. Through membership, partnerships and philanthropic support, the Y provides access to services and programs that help all people reach their full potential. The Y is a convener, bringing together men, women and children of all ages and from all walks of life, joined together by a shared commitment to improve our community's health and well-being and provide opportunities to give back and support our neighbors. Delaware Community Center YMCA is part of the YMCA of Central Ohio.

As part of the fabric of Central Ohio for over 165 years, this association of Ys has developed longstanding relationships and physical presence not just to promise, but to deliver lasting personal and social change. For more information, visit ymcacolumbus.org/delaware.



Janell Kuck
Shareholder

"Proud to live and work in Delaware County for over fifteen years."



+ Delaware 740.362.9031
+ maloneynovotny.com

OhioHealth Grady Memorial Hospital

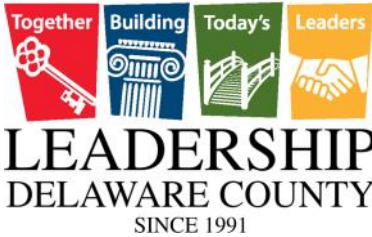
Quality medical care serving the Delaware community.



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.



Leadership Delaware Class of 2023
Social Services, Volunteerism & Boardmanship Day
 Facilitators: Barb Lyon '12, gina Grote '12, Holly Quaine '09
 Newsletter editors: Krysl Weibling, Kristan Warren, Kevin Parrot

We began the stormy day at the Willis Building with our Speed Dating round. The question posed “what is your ideal sandwich” stirred up some unexpected controversy over what truly constitutes a “sandwich”. There seem to be strong feelings from the “anti-carb” crowd on allowable uses of lettuce as a bread substitute. The question was also posed “does a hamburger count as a sandwich?” While we did not have time to address these pressing problems, the question of “to bun or not to bun” will certainly remain a predicament and reflective of the changes in our American diet. We also learned that there may be more to learn about Lieutenant “Love” Curren.



Our first panel consisted of Bob Anderson, Director of **Job and Family Services**, Deanna Brant, Executive Director for the **Delaware-Morrow Mental Health and Recovery Services Board** and Kris Hodge, Superintendent of **Delaware County Developmental Disabilities Board**.

Bob shared the following information related to JFS services. They are county administered but state funded. 17% or \$1,731,970 of funding is local, 33% is state totaling \$3,443,590 and 50% is federal which amounts to \$5,202,385.

Continued on next page

Leadership Delaware Class of 2023

Carolyn Asher
[Carolyn Asher American Family Insurance](#)
 Lisa Clark
 Jay McLaughlin
[CES Credit Union](#)
 Tim Coan
 Pilot Dogs
 Cody Hatten
[City of Delaware](#)
 Laura Cameron
 Converse Electric
 Mike Herzog
 Jay Poroda
 Buck Weaver
[Delaware Area Career Center](#)
 Paula Vertikoff
 Travis Woodworth
[Delaware City Schools](#)
 Jessica Scott
 Brittany Conn
 Julie Streb
 Adam Thacker
[Delaware County Board of Developmental Disabilities](#)
 Wendi Foos
[Delaware County District Library](#)
 Cobin Bentz
 Deanna Roberts

[Delaware County Job & Family Services](#)
 Vince Villio
[Delaware County Prosecutor's Office](#)
 Brad Fisher
[Delaware County Regional Planning Commission](#)
 Rob Curren
 Andy Farrow
 Amber Shonebarger
[Delaware County Sheriff's Office](#)
 Tina Smith
[Delaware County Transit](#)
 Tim Pyle
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 Glynnis Dunfee
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 Kristan Warren
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 Ben Rogers
[Del-Co Water Co.](#)
 Sean McIntire
[Del-Mor Dwellings](#)
 Rebecca Skeeles
[Eques Law Group](#)
 Bill Martin
[Fidelity Federal Savings & Loan](#)

Evelin Andrade-Wells
 Krysl Weibling
[First Commonwealth Bank](#)
 John Bradley
[Haller Wealth Management](#)
 Maureen Wagner
[Huntington Learning Center](#)
 Sarah Carlin
[Maloney + Novotny](#)
 Mike Stuckey
[Marion Technical College](#)
 Jodie Wegmiller
[OhioHealth](#)
 Claudia Wade
[Olentangy STEM Academy](#)
 Robin Duffee
[Orange Township](#)
 Carrie Snyder
 Ostrander Civic Association
 Toni Morrison
[Pathways Financial Credit Union](#)
 Dan Coutcher
[People In Need](#)
 Alexis Stiver
[Polaris Fashion Place](#)

Class continued on next page

Leadership Class continued
Kevin Parrott
Casey Smith
[Preservation Parks of Delaware County](#)
Joshua Daughenbaugh
[Price Farms Organics](#)

Beth Wilson
[Richwood Bank](#)
Brooke Diedrich
[Snappy's Automotive](#)
Mari Fridenmaker
Karen Pillion
[SourcePoint](#)

Ame Cline
[The Eye Care Studio](#)
Cassie Call
Christina Dresdow
Rachel Roush
[Willow Brook Christian Communities](#)
Roger Hanafin
[YMCA of Central Ohio- Delaware Community Center](#)

Leadership continued

Bob outlined the following programs;

SNAP aka “food stamps”. There were 6180 recipients on average per month in Delaware county. This amounted to \$17,955,527 in benefits.

Medicaid: 20,298 recipients.

Ohio Means Jobs Workforce: This program assists with job searches, resumes, interviewing skills, etc. OJT “On Job Training” is a program that will reimburse employers when a client is retained and completes the program. CCMEP is an employment assistance program for ages 14-24.

Protective Services: numbers are low for a county the size of Delaware. 2,200 referrals for Children’s Services with 416 accepted. 33 Foster placements, 1460 visits, 6 adoptions. 475 Adult Protective Services referrals with 64 accepted. Family and Children First Council served 90 families which allowed families to retain custody of their children. Delaware was able to get approved for \$790,000 in Multi System Youth Funding which is the 2nd leading county in Ohio for these funds.

Deanna Brant shared the following;

There are 52 Boards in Ohio who plan, evaluate, and fund behavioral health continuum of care. The DMMHR SB currently has 12 contracted agencies providing a variety of programs and services for Delaware and Morrow counties. Delaware has a relatively high rate of private insurance. The DMMHR SB covers a full range of programming most of which is not covered by commercial insurance plans to include Prevention programs and recovery supports.



Deanna shared that future planning related to crisis services and same day access for other services is a Board priority.

Kris Hodge shared the following;

She outlined the history of DD Board beginning with the Horn Report in 1960. The DD Board is also very innovative in the use of technology in helping individuals remain independent in the community through the 2018 Technology First approach. The 2012 Employment First Initiative also has changed the approach to vocational services available for persons served.

The Board is currently serving over 2400 people. Interestingly, over 74% are school age. This is in contrast to historical trends in Delaware and other counties where the average age is older. Adults who receive DD services are currently employed by over 100 businesses in Delaware.

State trends include workforce shortages for direct service professionals.

Early Intervention is serving about 300 kids ages 0-3. About half of these children will not require additional services after age 3. This demonstrates

the tremendous value of intervening early.

Continued on next page

Leadership continued

Next our class heard from Barb Lyon “It’s all about Perspective”

Barb outlined the difference between perspective and perception and listed factors influencing perception. She shared a “light bulb moment” in her own life related disaster response and need for technology for individuals to stay connected. Barb shared a spreadsheet looking at “hidden rules” impacting decision making for those living in poverty, middle class, and wealthy. The group was shown a video clip further outlining the “wage gap” dilemma for those receiving public benefits and what an individual would need to earn in order to replace those benefits. The presentation was enlightening and led several attendees to re-examine their assumptions about how others make decisions.

We then viewed a Ted Talk by Dan Pallotta which challenged our view of non-profits and “overhead.” The video was EXCELLENT and looked at how this 400 year old belief system continues to negatively impact and paralyze our nonprofits from truly making progress on their mission and vision in addressing massive social problems with a small scale response. The presenter made an effective argument that overhead expenses and marketing should be viewed as a mechanism for growth like it is in the “for profit” sector.

Holly Quaine, Jim Mendenhall, and Gina Grote then led a panel discussion on Boardmanship. The group outlined some questions to ask before agreeing to serve on a Board of Directors. 3 key questions were; Do I understand the roles and responsibilities? Is there an opportunity for me to make a difference? and Am I comfortable with the overall financial strength of the agency? Holly provided a detailed packet of information for other considerations and questions potential Board members should be asking.

With afternoon tours rained out, the agencies came to the class. Representatives from the following agencies shared their missions and what they offer their respective constituents.

Grace Clinics of Ohio (Kay Melching, Acting Director)

- Offices in Delaware, Hardin, Jackson and Marion Counties
- Founded by twin brothers in 2006
- Free faith-based clinic; doesn’t take any self-pay or insurance pay
- Offers walk-in: Physicals, BP checks, diabetes care (have seen a decrease in A1C #s), ear pain, sore throat, cough, UTIs, flu symptoms
- Offers specialist appointments: Dental, vision, women’s health, podiatry, physical therapy, nutrition
- TeleHealth services came as a result of the pandemic
- Walk with A Doc every other Tuesday, offers exercise and education to the patient
- Being a one-stop shop is imperative as they know more than 1/2 of their clients are undocumented and/or without transportation
- Services help fill the gap for Medicaid/Medicare recipients
- Received \$10k grant from SourcePoint to cover denture services
- 130 volunteers, United Way is their largest donor, the gold outing is largest fundraiser
- Gold Award recipients 3 years in a row
- Provides free hot meals every Saturday
- Seeking any and all volunteers but really in need of Practitioners

Continued on next page



Leadership continued

Andrew's House (Mel Corroto, Executive Director)

- Help-Giving Community Center located at 39 W. Winter St.
- Rich history in the building: Built in 1844 as a residence for two families for 64 years. Between 1905-1929 it was the site of Delaware's first hospital the Jane M. Case Hospital
- It's been the site of fraternity/sorority houses and was eventually purchased by St. Peter's Episcopal Church who still owns it today. The congregation voted to make it a community center
- It is currently the home to: Big Brothers/Big Sisters, Connections Volunteer Center, HelpLine, Delaware Insurance Advisors, several counselors, Legal Aid Society of Col.
- The Grace Clinic used the space for seven years
- Andrews House offers affordable office space for lease, meeting/event spaces
- For over 25 years they have cooked and served meals for 40-80 three times a month. COVID modified that to carry-out only, but they are hoping to return to family style meals in their dining room
- Free Legal Advice Clinic
- Mobile Market
- Farmer's Market where SNAP benefits can be used and doubled through Produce Perks token system
- Summer lunch program and weekend backpack
- Little Library & Little Pantry are outside and get replenished up to three times a day



Family Promise (Denise, Kallie & Gwyn)

- Based in Delaware County with the goal of getting people from homelessness to sustainability with dignity
- In 2007, two seminary interns brought local faith communities together to service those experiencing homelessness. That became a reality in 2009.
- Passionate about educating on the homeless crisis and erasing the stigma associated with it
- 70% of their clients are right here in Delaware County; 40% of which are without ANY income
- Despite the growing wealth in the county, homelessness continues to be a problem
- It could take up to 2 years for a person/family to stabilize their living situation
- They don't just want to provide a place to stay for the night but getting a home
- One of the clients is now a business owner!
- They are running out of space in their current location and have identified a new space, but need funds to make it happen
- Through partnerships with DATA and local hotels, they can provide shelter for many people outside of the 28 beds they have available
- FP links families with resources, build healthy relationships and sets them up for long term success once they leave Promise House

Strengthening Families (Kelsey Fox tour guide)

- Based out of Willis building
- Works in collaboration with 60 partners
- Help families with day to day struggles
- After school programs
- One room dedicated to food pantry
- One room dedicated to clothing
- Lockers in the Willis building are now used to store various sizes of diapers

Continued on next page

Leadership continued

Community Collaboration Panel

Hunger Alliance (Connie Dow)

- Created 2012 by **United Way of Delaware County**
- Comprised of four sub-committees
- Outreach (marketing, boots on ground)
- Policy, service and programs
- Resource development (funding)
- Strategy (Identify needs, implement plans)
- 25,000 are having food shortages
- Farmers market SNAP program serves 200 people
- Goal of raising awareness of food shortages
- Goal of getting food to members of the community in need
- Use website or **Helpline** to contact

Housing Alliance (Kelsey Fox)

- To provide affordable housing to people in need
- Educate community about the struggles of finding affordable housing in Delaware County
- Was formed in 2021
- Goal to make sure with growth of Delaware County there is a variety of housing options for all in Delaware County

Suicide Prevention (Sara Mallek)

- To reduce stigma related to suicide
- To give people someone to turn to in a hard time to prevent suicide
- Can be reached through helpline
- Suicide prevention walk to raise money and awareness
- QPR Question. Persuade. Refer.
- All members of community can help to read signs of suicide

Tree House (Gina Grote)

- United Way recognized there was an issue with kids 18-24 years of age were experiencing unsafe or unstable living conditions
- Started researching other locations and plans to absorb info on what to do
- Decided to go with private funding to be able to provide housing other than apartment style housing
- Procured \$750,000 in 2022 for the treehouse project
- 5 bedroom house
- Will accommodate 5 kids at a time
- Fully renovated house
- Landscaping and outdoor projects to take place in Spring 2023 (potential Leadership project)
- Tenants will pay small amount of rent to learn responsibility of budgeting
- Will stay for up to 24 months
- Tenants will get the rent money back at the end of their stay
- This will get kids out of an unsafe condition and give them a jump start to a better situation



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dachamber@DelawareAreaChamber.com ~ www.DelawareAreaChamber.com

Employer Workforce Resource Expo

Thursday, March 23rd, 2023 - from 3:00-5:00 PM

Location: Columbus State Community College Delaware Campus

Scan the QR Code
to Register

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Ohio Department of
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- ⇒ 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
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hquaine@DelawareAreaChamber.com.



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L-R: Misty Hayston, VP of Business Development; Todd Everingham, Financial Advisor; Kevin Smith, Regional President - Marion; Frank Reinhard, Regional President - Delaware; Stacy Webb, VP - Branch Operations.

100 North Sandusky Avenue, PO Box 299, Upper Sandusky, OH 43351

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Chamber's advertising opportunities a great value

Advertising in the Chamber newsletter has always been a great deal. With its distribution list of over 1200 Chamber members and its archival on our website, your ad has a long shelf life. **And if you prepay for 10 months, you'll receive two additional months of the same size ad FREE!**

Full page: 8.5 x 11 portrait \$125 per run
 Half page: 8 x 5.25 H \$90 per run

Quarter page: 4 x 5.25 V \$75 per run
 Eighth page: 4 X 2.62 H/V \$50 per run

You can also place a banner ad on the Chamber's website where it will be seen via 3600 viewers per month on the website pages that get the most attention: Website's home page, any calendar event, any business search, Hot Deal search, any Job search, and Member Login. That's hundreds of combinations of searches that expose your ad. And just like our newsletter ad pricing, banner ads will come in a one-month run or discounted multi-month run. In addition, if you choose the multi-month option, you can choose the three months or run them consecutively. And just like the newsletter multi-run option, you can change up your banner at any time.



- About Us
- Find A Business
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- Annual Events
- Newsletter
- Community
- Development
- Safety Council
- Member Login
- Leadership Delaware
- Join The Chamber

Banner ads will be \$125 for one month or \$300 for three months. Questions? Contact Sarah at dachamber@DelawareAreaChamber.com or call 740-369-6221.



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Marty Callahan - CEO

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Nancy Szaronos - Salon Manager

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Stacie Magers-Cook - Director of Delaware

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optionshomeservices.com

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OPTIONS HOME SERVICES

Supply Link

Melissa Hill - Chief of Operations

40 North Sandusky Street, Suite 302
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supply-link.com

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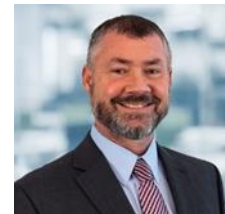
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HW&Co., a regional CPA and business advisory firm, is pleased to announce the promotion of Ryan Kramer to the Director of HW Healthcare Advisors department.

Ryan has consulting experience with virtually all categories of healthcare providers. Ryan is active with the Ohio Health Care Association and LeadingAge Ohio, where he has spoken on various educational, industry-related topics, and is involved with reimbursement and operational policy issue committees. He has more than 25 years of experience in the healthcare industry and has been at HW&Co. since 2008.

“This promotion is a reflection of the commitment and hard work that Ryan has made to our firm, our clients, and our overall strategic plan. We are excited to have him as the director of HW Healthcare Advisors,” says Brandon Miller, President & CEO of HW&Co.

HW&Co.
CPAs & Advisors



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.



Contact your legislator:

Ohio Senate District 19

Andy Brenner
Senate Building
1 Capitol Square
Ground Floor
Columbus, OH 43215
Hometown: Powell
(614) 466-8086
[Email](#)

Ohio House District 68

Shawn Stevens
77 S. High St
13th Floor
Columbus, OH 43215
Phone (614) 466-1431
Fax (614) 719-6990

District 67

Kris Jordan
77 S. High St
11th Floor
Columbus, OH 43215
Phone (614) 644-6711
Fax (614) 719-0002
[Email](#)

250 East Wilson Bridge Rd.,
Suite 100
Worthington, OH 43085
Phone: (614) 523-2555

[Email](#)

District 4

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The Chamber exists for and by its members – [check here](#) before you buy.

Our CPAs and advisors understand that conversations can change everything

Let's Talk...

Tony LaNasa, CPA, CFE
Managing Principal

HW & Co.
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February/March

Calendar

HR Council

Wednesday, February 1, 8:30 am
Chamber office

Annual Dinner

Thursday, February 2, 2023

[Click here for details and registration](#)

Supervisor Six Pack

Monday, February 6

8:00-10:00 am

One of six:

Roles of a Supervisor

[Prior registration required](#)

Ribbon Cutting

Monday, February 6

10:30am

City Barbeque

Delaware

[Click here to register](#)

Leadership Delaware

Government Day

Thursday, February 9

Workforce Development & Education Committee

Friday, February 17, 8:30 am

Chamber office

Supervisor Six Pack

Monday, February 13

8:00-10:00 am

Two of six:

Establishing Yourself as a Leader

[Prior registration required](#)

Government Affairs Committee

Tuesday, February 14

8:00 am via Zoom

Chamber Board of Directors

Wednesday, February 15, 7:30 am

Chamber office

Chamber Referral Buck\$\$...

..is a program that rewards current members for referring new member businesses. Your efforts to grow your organization will earn you \$50 in **Chamber Referral Buck\$\$**. You'll receive a certificate good for *any* Chamber invoice. You may use more than one Chamber Referral Buck\$\$ certificate for any invoice. Redeem your **Buck\$\$** for advertising, sponsorships, event attendance or membership renewal.

The more we are, the stronger we are. Working together.... It's Good for Business!!



Third Thursday Luncheon

Thursday, February 16 11:45- 1:00pm

Brookshire Event Venue

Annual State of the City of Delaware

[Click here to register](#)

Business After Hours

Thursday, February 16 5:00-6:30 pm

First Commonwealth Bank

[Click here to register](#)

Supervisor Six Pack

Monday, February 20

8:00-10:00 am

Three of six:

Common Purpose

[Prior registration required](#)

Safety Council

Wednesday, February 22, 8:30 am

The Barn at Stratford

Creating a Safety Culture

Supervisor Six Pack

Monday, February 27

8:00-10:00 am

Four of six:

Communicating for Understanding

[Prior registration required](#)

HR Council

Wednesday, March 1, 8:30 am

Chamber office

Supervisor Six Pack

Monday, February 27

8:00-10:00 am

Five of six:

Dealing with Conflict

[Prior registration required](#)

Leadership Delaware

Law Enforcement & the Courts Day

Thursday, March 9

Workforce Development & Education Committee

Friday, March 10, 8:30 am

Chamber office

Supervisor Six Pack

Monday, February 27

8:00-10:00 am

Six of six:

Planning Work & Activities

[Prior registration required](#)

Government Affairs Committee

Tuesday, March 14

8:00 am via Zoom

Chamber Board of Directors

Wednesday, March 15, 7:30 am

Chamber office

Third Thursday Luncheon

Thursday, February 16 11:45- 1:00pm

Brookshire Event Venue

Annual Delaware County Update

[Click here to register](#)

SAVE THE DATES

Golf Outing

Friday, June 2, 2023

Clay Classic

Friday, October 13, 2023

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

Take your Chamber membership to the next level by investing in a sustaining membership*.

Join the ranks of exclusive members. Sustaining members enjoy their choice of “naming rights” that comes with an a la carte component of opportunities for more exposure. Several packages are available. All packages are renewable at twelve months.

[*Click here for details](#)

Platinum Level \$5000*

- Recognized for twelve months as Platinum Level on Chamber website home page, newsletter, letterhead, staff email signature line, and event programs; banner ad on Chamber website home page for twelve months (\$2000 value)
- \$3000: “a la carte” dollars applied to your choice of Sponsorship/Advertising Opportunities

Gold Level \$3000*

- Recognized for twelve months as Gold Level on Chamber website home page, newsletter, letterhead and event programs (\$1000 value)
- \$2000: “a la carte” dollars applied to your choice of Sponsorship/Advertising Opportunities

Silver Level \$2000*

- Recognized for twelve months as Silver Level on Chamber website home page, newsletter, letterhead and event programs (\$1000 value)
- \$1000: “a la carte” dollars applied to your choice of Sponsorship/Advertising Opportunities

Bronze Level \$1000*

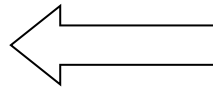
- Recognized for twelve months as Bronze Level in Chamber newsletter, as well as event programs (\$500 value)
- \$500: “a la carte” dollars applied to your choice of Sponsorship/Advertising Opportunities

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

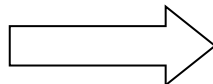
The most comprehensive research study to date on the relationship between Chamber membership and consumer confidence shows a marked effect for both large and small business. The caveat, however is that the positive outcomes only occur when the consumer knows that a business is a Chamber member. As a 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.



DELAWARE AREA
CHAMBER OF COMMERCE



DELAWARE AREA
CHAMBER OF COMMERCE



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

Are you making the most of the freebies that your Chamber membership offers?

The Chamber uses an integrated database system called ChamberMaster. From the staff's point of view, ChamberMaster's integration with our secure accounting system and website, and its use as a database system are only the tip of the iceberg; CM's features are robust and responsive to chambers of commerce who subscribe. But ChamberMaster is also a multi-faceted tool for our members that increases the value of membership to those who use it.

To use any of the features offered, you will need a username and password. [Click here for instructions.](#)

Your online calendar displays events from other members, Chamber events, and of course, any events that you have posted. You can register online for Chamber events only; to register for another member's event, please contact that member directly. If the event you'd like to register for has a fee associated with it (for example, Third Thursday luncheon is \$20 per person), you can pay online right then and there, select to pay at the door, or let us know you'd like an invoice. [Click here for the full instructions on registering for Chamber events.](#) So, you've attended an event and you opted to be invoiced for it. You can pay that invoice online as well as ANY Chamber invoice. [Click here for instructions on how to pay invoices online.](#)

Our Vision

The Delaware Area Chamber of Commerce shall be the region's business leader and community voice.

Our Mission The Chamber serves as the premier source for the success of the Delaware area business community by being a visionary leader for programs and services benefiting our members; supporting economic vitality, advocating for business, and providing collaborative growth opportunities.



Did you know...

...that as a member of the Delaware Area Chamber you may use one of the Chamber's



conference rooms? The Board Room sits 20 comfortably and has a screen, projector and Wi-Fi. The Conference Room can seat up to 36 classroom style. Also on hand: podium 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 also have a small office perfect for one-on-one meetings. We'll even supply coffee, tea and water. For Chamber members the first five hours in any calendar year are free; \$25 an hour thereafter. To schedule the room, contact the Chamber at 740-369-6221 or dachamber@DelawareAreaChamber.com.

MANOS, MARTIN & PERGRAM CO., LPA Attorneys at Law



**Celebrating 71 Years
Of Serving Central Ohio
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Drawing By Karen Collins

Our Values—The Delaware Area Chamber of Commerce will:

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



Who we are

The Chamber is a voluntary organization of businesses investing their time and money to improve the economic, civic and cultural well-being of the community. Through this investment, the individual volunteer, company or corporate sponsor increase their business, expand their profile and value and in turn accomplish their personal and professional goals. Everyone shares in the benefit created by the growth and prosperity generated.

The dues structure is designed to permit even the smallest business to be a member. The work of the Chamber is financed by the investment of individuals and businesses that support it. *The Chamber is not part of the city or the government. It is a unique organization and it belongs to the members.*

What we do

The Chamber provides its members with a platform to accomplish their business goals. Belonging to the Chamber increases a member's opportunity to network, develop professional and personally, build a referral base and increase their visibility. A recent study from the Shapiro Group shows that consumers are 49% more likely to think favorably of a Chamber-member business and 80% more likely to purchase goods or services from the company in the future. A Chamber membership comes with a 73% increase in customer awareness and a 68% increase in local reputation.

Your organization helps create jobs through stimulation of industrial and commercial growth. The Chamber is a voice for small business and keeps abreast of issues that affect the business climate and alerts membership to resources that may assist in their resolution. It also assists in bringing new business to the community by acting as a resource to the business principals and leaders. The Chamber serves as a resource for membership and provides referrals from a trusted network of business men and women.

The program of work is facilitated by the Chamber's member volunteers and committees under the direction of the board of directors. The goal is always to create more prosperity and opportunity for all members. Every member has a voice in determining the Chamber's work, policies and projects- and every member is needed to work to get the job done!

And programming? Your Chamber knows how vital networking and educational programming are to its members. Monthly Before Hours and After Hours, Third Thursday luncheons, ribbon cuttings and other celebrations; annual golf outing and clay classic, the unique annual dinner and awards event; educational series, Safety Council and Leadership Delaware are the organization's sweet spot.

And what of your investment in the organization? In 2018, the Delaware Area Chamber received its second consecutive 5-year, 4-Star accreditation. Only 3% of chambers nationwide (and only four in Ohio!) seek and receive this prestigious recognition. What this means is that from finances to communication; HR to programming your Chamber is run like a business. A solid, well-run business and is committed to the accreditation process every day.

No other organization can do all that the Chamber does. We've been doing it since 1907. Times change but the relevancy of your Chamber endures.

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

The Southern Ohio Chamber Alliance (SOCA) teamed up with Anthem Blue Cross and Blue Shield to create a 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

As a member in good standing with the Delaware Area Chamber of Commerce, your business is eligible for discounted group health care *including plans for sole proprietors*, sold through our Chamber-member authorized agents.

Contact one of our agents to see if there's a plan that's right for you.

Creative Financial Insurance Services Agency

Jim Roesch

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740-363-5433

*Anthem Elite Certified



Preferred Benefits Services Agency

Mark Pettitt

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*Anthem Elite Certified



Have YOU signed up for auto-pay and received your FREE newsletter ad? What are you waiting for?

The Chamber offers an recurring, incremental payment option for annual dues investment. Members can choose to deduct the payment from bank account or credit card [securely stored offsite via Authorize.net](#). You'll also be able to opt in to the billing frequency of choice: monthly, quarterly or annually.

Auto pay must be set up at least 30 days prior to the month of your membership renewal date*.

You can sign up now, even if your renewal date is up to twelve months from today. Fill out the [Membership Investment Auto Pay Form](#). Bank account EFT is preferred to avoid credit cards that expire and interrupt the deduction.

Your banking/credit card account is secure; the Chamber renews its PCI compliance annually. Only *membership* invoices are eligible for this option. All other Chamber invoices remain due within 15 days. And remember that you can pay those online as well.

Members who sign up receive a free 1/4 page newsletter ad! Call the office for format details. So sign up today to make paying for your Chamber investment a snap. There are no administration or set-up fees.

* Don't know the month in which your renewal is due? Email dachamber@DelawareAreaChamber.com.

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
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Your chamber membership creates value for your company.

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

- o Your choice of plans, from industry-leading consumer-driven health plans to point-of-service products
- o 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
- o Extensive selection of providers and lower in-network costs
- o 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 days¹
- 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.²
- 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



¹ Internal data 2017

² 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.

