

Chamber Connections

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May 2022



CENTURY ENGINEERING
SETS THE STANDARD
PAGE 3



L&W INSURANCE
CARVES A CAREER PATH
PAGE 3

IN THIS ISSUE...

Meet the
9 Excellence nominees PAGE 6

Mini Masters photos and fun
PAGE 12

A Busy Bea serves
her community PAGE 18

Tee Time with DAFB Airmen This May!

Tee up at the CDCC Annual Bluesuiters Golf Tournament on Thursday, May 12, at Jonathan's Landing Golf Course in Magnolia, Del. Enjoy 18 holes of competitive camaraderie with your fellow CDCC members and Dover Air Force Base Airmen as you swing for the hole-in-one prize and pursue the position of 1st on the leaderboard!

The purpose of the Bluesuiters Golf Tournament is to promote engagement between Central Delaware's civilian community and our cherished Dover Air Force Base community. To do that, two civilians will be paired with

two members from the Dover Air Force Base, for each team. The people you will meet at the Bluesuiters are passionate about what they do in Central Delaware and are looking to connect with likeminded individuals like yourself. There is no better way to do that than with a day spent away from the office on the gorgeous green at Jonathan's Landing Golf Course, enjoying a beautiful spring day with the lovely people that make up the Central Delaware community. This is a day for golfers of all skill levels who want to have fun. No need to be shy, even if your par is little high!



Continued on Page 5



Central Delaware is very familiar with excellence. Our cherished community of passionate professionals work tirelessly to make Central Delaware the gem that it is, therefore, it is only fitting for the Central Delaware Chamber of Commerce to offer a chance for our local outstanding individuals to be recognized by their peers.

Meet the Nominees for Excellence in Business

The CDCC is honored to facilitate awards to showcase the time, talents, and treasure that each nominee has exemplified. Each year, business professionals are nominated in three categories: Large Employer of the Year (for companies of more than 50 employees), Small Business of the Year (for companies of up to 50 employees),

and Young Professional of the Year (for individuals between the ages of 21 and 35). All nominations were carefully reviewed by committee, and ultimately three nominations were chosen for each category.

Now they need YOUR help in

Candidate Information on Page 6

Broaden Your Scope of Central Delaware!



The Central Delaware Chamber of Commerce (CDCC) will be hosting our monthly Sunset Business Mixer on Wednesday, May 25, at Stone Nation, from 5 to 7 p.m. This is the premiere networking event of the Chamber, and the CDCC is so proud to offer this event for our Central Delaware community. Be sure to bring your business cards, friendly faces, and smiles as you

mingle at the beautiful facility at Stone Nation. Plan to win door prizes, enter in the 50/50 raffle, witness the pinning of new 5-star members, and more! You could be the next member of the month and be featured in the next Chamber Connections issue.

The CDCC is proud to host this monthly event for members and their friends to provide a place for valuable networking opportunities, friendship, and a chance to support local businesses. These are great opportunities to experience local businesses you may have never visited. Attend the Sunset Business mixer at Stone Nation to

learn about the business, experience the positive atmosphere, and broaden your horizon on Central Delaware! One of the best things about the CDCC's Sunset Business Mixer is that you never know who you may meet and what



Continued on Page 5

Dina's Digest



PRESIDENT
DINA VENDETTI

Learning Leads to Growth and Life!

Many of us have heard the old springtime adage: "April showers bring May flowers." Inside this short five-word phrase we find not only an admonition to refrain from complaining about the weather, but words of promise and hope for the future. We remember from our elementary school science classes the little seed in the Styrofoam cup. With the proper amount of light and water, that little seed was sure to become a beautiful blooming marigold – every single time. Living things need the right nourishment in order to grow and flourish.

We know that our CDCC membership comprises businesses that are very much alive and very much prone to growth when given the right care. Your Chamber is always excited and ready to provide many opportunities throughout the year to help our business leaders learn new strategies, enhance their skills, and grow their businesses. Just like flowers thrive when given water, food, and light, engagement in learning activities and opportunities to expand one's network go a long way in assisting our businesses as they grow, bloom, and flourish.

Each month, we offer our Coffee Coaching Sessions which offer one hour of applicable, relevant information that can often be used immediately. Our monthly Member Orientation events are designed to assist members in making the most of their benefits and leveraging them in a way that enhances business growth and development. Both the Coffee Coaching and Member Orientation sessions are presented via ZOOM making them an easy, convenient way to gain new insights and information from wherever you happen to be!

Our Young Professionals' Socials that are held every other month provide stimulating, thoughtful conversation around specific topics shared by a presenter. In addition to the educational component of these activities, each offers opportunities for strengthening and expanding one's network!

Kent County Open for Business, held the first Thursday of every month, is a free business development session designed to encourage and support small business throughout the state. Each meeting provides existing and start-up businesses with a one-stop shop to access the various organizations, agencies, and resource partners who assist small businesses in Delaware. If you are dreaming of opening or expanding your business, this free business development session is the perfect opportunity for you!

The premiere educational opportunity provided by your Chamber is its "Diamond Program," Leadership Central Delaware. Now entering its 22nd year, this 10-month leadership development program creates effective, dynamic, and knowledgeable leaders. The LCD program will prepare the leaders of tomorrow with the information, knowledge, and resources they need to make our world a better place to live and work! We are now accepting applications for the class of 2023, which are available on the CDCC website.

For more information about any of these learning opportunities, please give us a call at the CDCC Office (302) 734-7513 or visit our website at www.cdcc.net. We look forward to helping you grow your business – and we will be excited to celebrate with you as things begin to bud, bloom, and flourish!

Calendar of Events

MAY

Thursday, May 5

Leadership Central Delaware
8 a.m. – 5 p.m.
Education Day

Thursday, May 5

Kent County Open for Business
8:30 – 10 a.m.
Kent County Levy Court

Tuesday, May 10

CDCC Board Meeting
7:30 – 8:30 a.m.
Faw Casson

Tuesday, May 10

Young Professionals Social
12 – 1 p.m.
TBA

Wednesday, May 11

Coffee Coaching
8 – 9 a.m.
via Zoom

Wednesday, May 11

Marketing Committee Meeting
10 – 11 a.m.
CDCC Conference Room & via Zoom

Thursday, May 12

Bluesuiters Golf Tournament
10 a.m. Reg.; 11 a.m. Start
TBD

Tuesday, May 17

LCD Steering Committee Meeting
12:30 – 1:30 p.m.
CDCC Conference Room & via Zoom

Thursday, May 19

Member Orientation
12 – 1:30 p.m.
via Zoom

Monday, May 23

CDCC Executive Committee Meeting
8 – 10 a.m.
CDCC Conference Room

Wednesday, May 25

Ambassador Committee Meeting
4:30 p.m.
TBD

Wednesday, May 25

Sunset Business Mixer
5 – 7 p.m.
TBD

Monday, May 30

Memorial Day
Office Closed

JUNE

Thursday, June 2

Leadership Central Delaware
8 a.m. – 5 p.m.
Energy & Environment Day

Thursday, June 2

Kent County Open for Business
8:30 – 10 a.m.
Kent County Levy Court

Wednesday, June 8

Coffee Coaching
8 – 9 a.m.
via Zoom

Wednesday, June 8

Marketing Committee Meeting
10 – 11 a.m.
CDCC Conference Room & via Zoom

Thursday, June 9

Member Orientation
8:30 – 10 a.m.
via Zoom

Friday, June 10

LCD Closing Retreat
9 a.m. – 3 p.m.
TBD

Thursday, June 16

CDCC Board Retreat
TBD

Tuesday, June 21

LCD Steering Committee Meeting
12:30 – 1:30 p.m.
CDCC Conference Room & via Zoom

Thursday, June 23

Awards for Excellence Celebration
5 – 8 p.m.
Pizzadili Winery

Wednesday, June 29

Ambassador Committee Meeting
4:30 p.m.
Fur Baby Pet Resort

Wednesday, June 29

Sunset Business Mixer with the Chamber of Commerce for Greater Milford
5 – 7 p.m.
Fur Baby Pet Resort

Published monthly by the Central Delaware Chamber of Commerce, the first accredited Chamber of Commerce in Delaware. We represent the interests of the small business community. Over 800 businesses support CDCC.

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An Industry Exclusive
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Medical/Rehabilitation



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The CDCC is THE essential resource for the
development of businesses in Central Delaware.

Cornerstone Members

Setting the Standard for Quality Service and Community Partnership



Canada, and Australia. The company is headquartered in San Diego, California, and serves clients in the following market segments: commercial, government, industrial/mining, oil and gas, power, transportation, and water.

The firm's professional staff is experienced in a variety of areas including bridge and transportation structures engineering, building and waterfront structures engineering, civil engineering/site development engineering/land planning, construction management/engineering inspection, electric and gas utility engineering, geotechnical engineering, mechanical/electrical/plumbing engineering, and highway engineering.

In addition, the team at Century is pleased to also provide expertise in information and spatial solutions (GIS), landscape architecture, railroad services, right-of-way, surveys and sUAS, sustainable design/LEED/context-sensitive solutions, traffic engineering, transportation planning, water and environmental resources, and water and wastewater.

In working with clients, Century is



proud to be able to unite quality, innovation, and creativity with dedication, responsiveness, and commitment. In pursuing this mission, they work diligently to collaborate with clients to implement sustainable solutions. In addition, they strive to cultivate distinctive, professional staff and services of outstanding value. And finally, they constantly seek ways to contribute through service and donations to their surrounding community.

Here in Central Delaware, Century has made a significant impact as they participate many organizations throughout the area including the

Greater Kent Committee, the DAFB Honorary Commander program, and of course the Central Delaware Chamber of Commerce. Additionally, the firm is excited to be involved in the local school systems where they offer shadow programs, internships and education opportunities in the STEM programs. They focus on local talent in the area that has the same dedication and commitment to improving the local economy and environment.

To learn more about Century Engineering, please visit them on the web at centuryeng.com.

Carve a Career Path with L&W Insurance



In terms of public perception and the proverbial "dream job," insurance isn't often seen as the most exciting or sexiest topic to talk about, nor do children dream of becoming an insurance agent when they grow up — but that could be just because they aren't aware of what a profession in the insurance industry really entails.

Insurance is a rare product that people buy with the hopes of never having to use it, this can make selling the product and the prospective career

to someone very challenging, however, beneath the public perception is an independent insurance company working to change the image of insurance for generations to come. Remaining independent allows the company to be the intermediary between insurance companies and the client.

L&W Insurance is one of the only privately-owned insurance companies in the State of Delaware. Founded in 1932, the company will be celebrating 90 years of not just providing policies to clients, but of being the 'calm in the chaos' for Delawareans who need it the most. Catastrophe is inevitable and accidents are bound to happen hopefully with a frequency of 'few and far between,' We are human and this is an undeniable fact of life, therefore, it is worth investing to insure a certain peace of mind when faced with life's dilemmas.

The COVID-19 pandemic highlighted on a global scale how life can change in the blink of an eye. It resulted in innumerable changes to everyday life as we & the world knew it. As businesses deemed "unessential" were forced to close their doors, L&W was doing just the opposite. The pandemic proved that people still needed insurance for the various factors of their

lives. In fact, the pandemic proved the incredible stability of a career in insurance. People needed the dedicated advocates at L&W Insurance to guide them through the collapse of the world around them and make them whole again. L&W experienced considerable growth during the pandemic and felt extremely grateful to continue to be a beacon of hope to the residents of Delaware amidst the chaos.

For someone who loves to give back to their community and be an advocate to people in dire situations, a career in insurance at L&W will be fulfilling. It is a career marked by paths for growth with the company for years to come. Employees can expect to a strong trajectory, instead of a stagnant plateau in their career. With a willingness to learn and grown, the company is more than happy to work with anyone to help them excel within this career!

L&W Insurance is proud to offer individualized service alongside an in-house claims department to our clients in three service divisions:

- 1. Commercial** – property, general liability, cyber, worker compensation, etc.
- 2. Personal** – individual, homes, apartments, rentals, auto, boats etc.

3. Beneficial – life, health, group employee benefits.

L&W is concentrating efforts in building upon their recognized culture of compassion and care within the workplace.

"Caring for our employees is a must, so that our employees can care for our clients. It is also critical that we give back to our community through sponsorships, community development programs, and monetary donations. It is our duty and privilege to stay involved with our local community and the companies and clients we work with," said Chelsea Clark, director of Organizational Culture and Communications at L&W.

As mentioned, a career in insurance may not have been your dream as a child, however there are many avenues for growth within the company and industry. Seasoned producers out in the field selling policies are only one factor of this industry. There is tremendous room for young professionals to enter into insurance & carve a long-term career path. They may even surprise themselves, with the opportunity to make an impact on their local community and their own lives!



Intern Morgan Ramsey, will be hired full-time upon her graduation from Delaware State University this month.

LCD Class on Their Wellness Way!



Health is wealth, sharing is caring, and no place leads the way in both like Central Delaware! Leadership Central Delaware's (LCD) Class of 2022 made home at Bayhealth's Sussex Campus, 100 Wellness Way, for the day on April 7, to take a deep dive into the world of Health and Human Services. The class reveled in the incredible hospitality of the staff at Bayhealth as they absorbed new and exciting information about the industry, Bayhealth, and of course, leadership practices and characteristics.

Class members were led into the Bayhealth conference room at 8am where they enjoyed a hot breakfast and coffee to kick off the day right, courtesy of the accommodating Bayhealth cafeteria staff. Amanda Bowie, Bayhealth marketing communications manager, fellow LCD Class of 2019 alum and host for the day, gave a warm welcome to the group with a fitting Easter egg ice breaker exercise. Students selected bright Easter eggs containing questions pertaining to leadership and answered the questions together. Student Laura Garofoli of Lean on Me Caregiving, listed qualities such as integrity, adaptable, humble, and honest as traits of a good leader. This was an effective way to prime the minds for the information yet to come.

First to the podium was Terry Murphy, FACHE (Fellow of the American College of Healthcare Executives), Bayhealth's president and CEO. Murphy formally introduced himself and gave a humorous brief overview of his life and the steppingstones that led him to his current position as leader of Delaware's second-largest health system. His presentation focused on three pertinent subjects: the nursing workforce, growth of the company, and medical innovations.

The United States has seen labor shortages like none other in the last couple of years. The medical industry has not been exempt from this problem, and in fact, one could argue the impacts have been much harder on

this industry in particular due to the global COVID-19 pandemic. Murphy presented a statistic reading, "In 2017, more than half of nurses were age 50 or older, and almost 30 percent were age 60 and older." So by the end of 2022, federal data suggests that the industry is going to lose 500,000 nurses, many through retirement. This brings the overall shortage to 1.1 million. This is a staggering number of frontline heroes who will no longer be doing lifesaving work amidst a lingering global pandemic. The Delaware Healthcare Association is working hard to connect with all higher education institutions to keep nursing schools at capacity. Murphy segued into describing the mental, physical, emotional, and psychological horrors the pandemic has caused for our medical professionals. Violence against healthcare workers is at an all-time high across the country, and these are the biggest issues the industry is facing right now, he said.

However, on a positive note, Bayhealth has been expanding rapidly to accommodate the needs of the Delaware's growing population. Murphy shared Bayhealth's Master Facility Plan, showing photos of the new Route 9 building progress and discussing the Smyrna Emergency Department expansion and the additions to the Kent and Sussex Campuses. Kent will receive new and updated private patient rooms. Renovations include new and expanded outpatient and primary care sites as well as specialty care units to support the perinatology department,

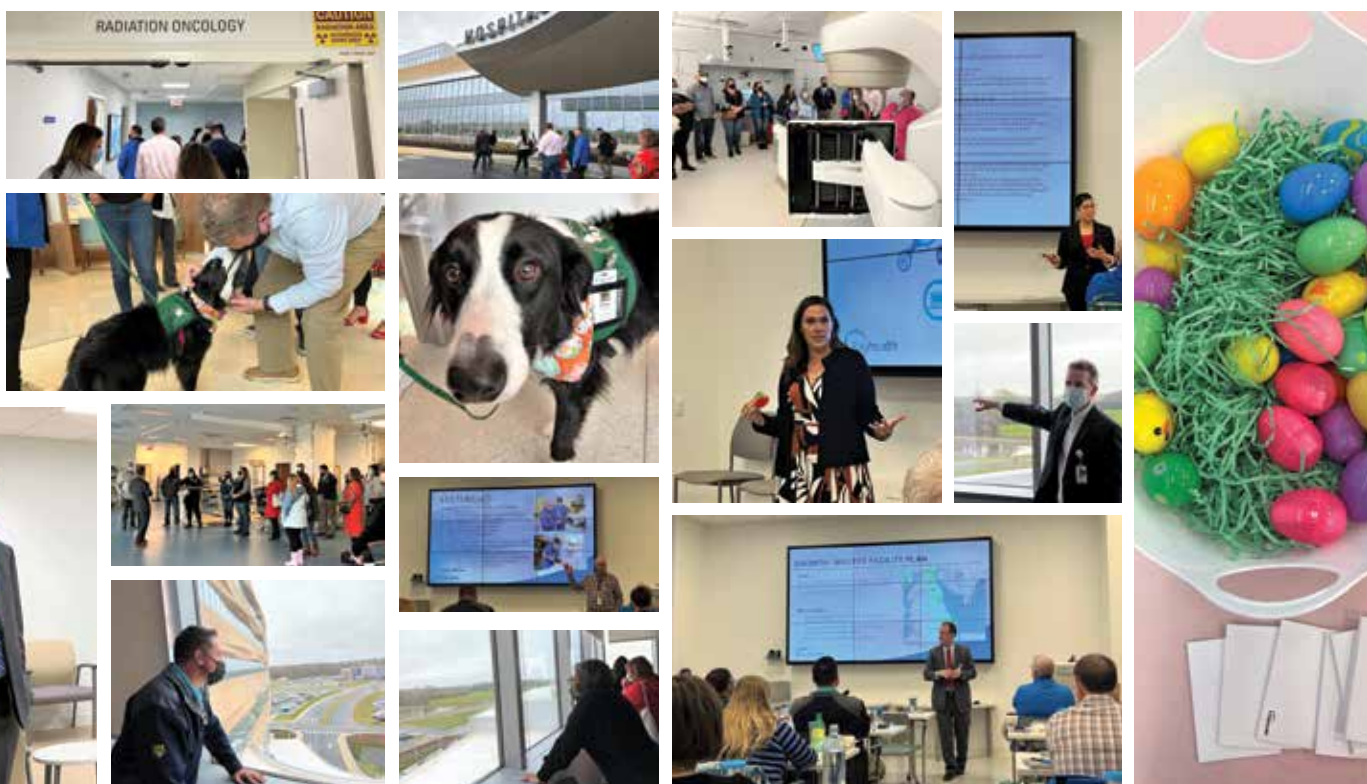
a subspecialty of obstetrics and gynecology – which Bayhealth Sussex is the only hospital in Delaware to offer.

With great expansion, comes innovation. Murphy tried not to overwhelm the class with medical jargon as he explained the amazing innovations that Bayhealth can now offer patients. This included minimally invasive heart procedures that once required significant chest incisions. Additionally, Murphy is excited about the introduction of robotics, Da Vinci Surgical Systems, to Bayhealth, again to reduce the vulnerability of the patient, and to produce more accurate results for a multitude of precarious procedures. To bring his presentation home, Terry Murphy shared some of his own positive leadership techniques, like daily team huddles to handle issues rapidly, and his methods for inspiring all departments and campuses of the institution.

Next to the podium was Tasheema Heyliger, MSN, BSN, RN, and program manager of Population Health to illuminate the Social Determinants of Health (SDoH). The SDoH "refer to the key areas that include housing, transportation, food insecurity, financial problems, domestic or intimate

partner violence, and community or family support." Her presentation began with a short video depicting a local family's struggle with hunger followed by the striking studies showing that "68 percent of Americans have at least one unmet social need, and 21 percent turn down medications/seeing a doctor in order to pay their rent." Heyliger brought attention to the outlier aspects of our social wellbeing that we often don't associate with directly affecting our physical health, which is the essence of her research.

She is excited about their new partnership with "Unite Delaware" and other entities such as the Food Bank of Delaware, which will help her team "close the loop," to provide patients with necessary resources. She is proud to be organizing an on-site food pantry at Bayhealth for those in need. Heyliger understands these substantial problems the community is facing; however, she is driven by her philosophy of "making a difference, one life at a time." She encourages everyone to take the Community Health Needs Assessment survey at bayhealth.org/chna to help her research and action in Breaking Down Barriers by the SDoH.



For a more behind-the-scenes look, Rick Mohnk, MSA, MT, and chief information officer at Bayhealth shared what he's learned to be effective over the years in building teams from scratch. Number one on his list to build and maintain a flourishing work environment is "take care of each other." In the words of Mohnk, this means to support your team, care about them and their lives outside of the workplace, understand that family comes first and to simply have their backs. He implements a "Culture in 7" method daily for his team of over 160 people. He stressed the importance of meeting individually with everyone at least once a year and simply asking "What can I do for you? How can I help you be better?"

"There isn't a place in healthcare that we don't touch," asserted Mohnk as he transitioned to speaking about the impressive information technology system at Bayhealth. With over 5,200 computers and 800-plus servers, Bayhealth is in the top 7 percent of most wired hospitals in the country. This system ensures accuracy, improves communication, and most importantly, saves lives.

Lastly, Mohnk described the impact of COVID on the information technology department. Employees working from home, vaccination clinics, and telehealth needs increased work on the back end incredibly and forced the department to innovate. Mohnk concluded by leaving the class with some questions to ponder, "How will you create a culture? Are you willing to go from good to great? What do you stand for?"

Next, the class heard briefly from Carrie Hart, CVA, FPCC, and manager

of Volunteer Services at Bayhealth. She described all the supportive, hands-on volunteer opportunities available at the hospital. There are programs for all age ranges, online or in-person to fit a variety of interests. Hart also emphasized the benefits and innovations of Blue Wrap, a sterile surgical material that is very durable although non-biodegradable. So she is working with volunteers to reuse this material for patients in need. Blue Wrap is proven to be better than traditional surgical masks, so volunteers were crucial in hand-making these during the height of the pandemic.

Outside of the conference room, furry friends, Cooper and Freya, Bayhealth's official therapy pets were patiently waiting to meet the class. Chaperoned by their caretaker, Beth Peterson from Peterson's Positive Pups, the class enjoyed a dose of calm animal energy as they learned about how pet therapy works, why it's useful, and the training process. Thank you to Cooper, Freya, and of course Beth for bringing sunshine to the rainy day, just as they do for many patients!

After lunch, the LCD class heard from Charles Annan, DBA, MBA, LSSBB, and manager of Continuous Improvement Methodologies and Support. He shared his expertise on High Reliability Training and Leadership Styles. High Reliability's essence is "performance as intended, consistently over time." This thorough system of training and meticulous mindset that Annan helps infuse into the leadership at the hospital is centered around safety, vision, values, and accountability. Making a mistake in the healthcare industry could cost someone their life. High Reliability training analyzes

why mistakes happen and how to learn from them to prevent a future occurrence.

Annan shared acronyms all employees use and refer to everyday such as STAR: Stop, Think, Act, Review. "Stop the Line" is an understanding of the culture at Bayhealth that indicates a time of uncertainty when all action needs to be halted. Safety and effective communication is the priority of Annan. His presentation was a great example of foundational leadership principles that can be applicable to all kinds of fields of study.

Dr. Joseph Deutsch is program director of the Internal Medicine Residency Program. A resident doctor is a medical school graduate and doctor in training through the Graduate Medical Education program. The goal is to further training in a specialized field medicine and typically lasts for 2 to 3 years. Dr. Deutsch explained the program to the class and how crucial it is to Central Delaware. This is one of the few residency programs in the southern part of the state. When doctors complete their residency training, they

often stay in the area. Dr. Deutsch declared, "our residents have the chance to be a part of something new and shape the culture and vision of the residency program for future generations of leaders." Dr. Deutsch is currently guiding a team of new doctors who are excited to stay and practice in Central Delaware.

To round out this enlightening day all, the class met with Michael Ashton, FACHE, vice president of Operations/Administrator of the Sussex Campus for a tour of the hospital's new rehabilitation unit and hear about the building's future expansion projects. John Shevock, FACHE, senior director of Operations and Oncology Service Line, led the class through the oncology department for an inside look the Linear Accelerator, a large machine used to deliver external beam radiation treatments to cancer patients.

Thank you to everyone who made this day such a success. Thank you to our healthcare heroes for all the life-changing work you do for Central Delaware every day. We are truly grateful!



TEE TIME

Continued from Page 1

Time is running out to register a golfer or team, sponsor a golfer, to donate a door prize, or sponsor a DAFB Airman! The Bluesuiters Golf Tournament is a wonderful way to get involved with your local community and show your support for our DAFB service members.

The CDCC would like to specially

thank their Bluesuiters Golf Tournament sponsor, Homeside Financial. Thank you to our supporting sponsors: Burke Equipment Co., Century Engineering, Inc., DEMEC, Dover Federal Credit Union, Independent Metal Strap Co., Inc., Pike Creek Mortgage Services, Inc., Tidewater Utilities, Inc., Two Men And A Truck, Tax-E LLC, and Wilmington University.

Additionally, thank you to the Tee & Green Sponsors: Bill Hare of Always

Advertising; Ceil Jones, Realtor; Chick's Saddlery; City of Dover; CNU Fit; Compass Investment Advisors; Del-One Federal Credit Union; Dowding Resource Group; Kent-Sussex Industries, Inc.; Keystone Funding; Liberty Tax; Lighthouse Construction; Military Officers Association of America – Dover Chapter; Regulatory Insurance Services, Inc.; Technical Broadcast Solutions, Inc.; Wagamon Technology Group; and Wealth Management Group, LLC. To our accommodating

hosts at Jonathan's Landing Golf Club thank you for your support in making this event a continued success!

If you or your business are interested in donating a door prize, registering a team, and/or sponsoring the CDCC's 2022 Bluesuiters Golf Tournament, please call the Chamber TODAY at (302) 734-7513. Secure your spot now! We at the CDCC cannot contain our excitement as we anticipate seeing you at Tee Time!

SUNSET MIXER

Continued from Page 1

new relationships you may make. This monthly event is known for bringing the community together in a fun way that allows everyone to help each other grow Central Delaware together!

Stone Nation is a family-owned and operated small business specializing in high-quality granite countertops.

Fernando and Biriviana De Leon are super excited to welcome Chamber members and friends into their facility for this event. They are passionate about installing beautiful custom countertops for customers because of the joy it brings to both parties. With over 14 years of experience and 10 additional years of experience in customer service, this dynamic duo is a perfect match to make customers' dream centerpiece countertop a reality. The Stone

Nation team is eager to welcome Central Delaware into their business and connect with their local community!

This event promises great networking opportunities, a chance to reconnect with business colleagues, delicious refreshments, and an opportunity to learn about Stone Nation from the owners themselves, and all they have to offer the Central Delaware community! Join us for an evening of community

camaraderie and building as we mix, mingle, and be merry!

For more information about attending the May Sunset Business Mixer, contact the Chamber at (302) 734-7513 or register at www.cdcc.net. The Central Delaware Chamber of Commerce hopes to see you at this month's Sunset Business Mixer on May from 5 to 7 p.m. at Stone Nation (30 SW Front Street, Milford, Del.).

EXCELLENCE AWARDS

Continued from Page 1

recognizing them for the phenomenal achievements throughout the year. The time has come for the voice of the people to ring! Voting is NOW officially open. Each CDCC member business is asked to cast one vote in each category for the nominee they think embodies excellence. Now presenting the incredible candidates:

LARGE EMPLOYER OF THE YEAR

Dover Federal Credit Union
State Street Assisted Living
KSI

SMALL EMPLOYER OF THE YEAR

La Baguette Bakery and Catering
Tre Sorelle Dolce Ice Cream and Mini Golf
Haass' Family Butcher Shop

YOUNG PROFESSIONAL OF THE YEAR

Denée Crumrine – Highmark Delaware Blue Cross Blue Shield
Matt Bacon – Roma Italian Restaurant and Sul Tempo Lounge
Abbey Seastrand – NorthNode Group

Members have two options for voting: use the paper mail-in ballot in issue of the Chamber Connections (send it to the CDCC at 435 N. DuPont Hwy., Dover, DE 19901). Or vote online at surveyMonkey.com/r/CDCC Awards2022. Remember: only Chamber members are eligible to vote, and only one vote is allotted per business.

Voters, please take into consideration the growth of the individual/company, their response to trials and tribulations, and also their involvement with their local community. These are pillars of strong leadership skills that must not be taken lightly.

It is crucial that the Central Delaware Chamber community proudly

and openly support their fellow hard-working individuals. The community of Central Delaware is unlike any other because one company's success counts as a success for all of us because we are stronger together than we could ever be on our own. Motivate your fellow businesses and professionals by showing your support for them with your vote. The CDCC would love to have full membership participation this year!

The CDCC is so excited to celebrate with this year's nominees and final winners at the Awards for Excellence Celebration at Pizzadili Vineyard & Winery on June 23!

Nominees for Small Business of the Year



Tre Sorelle Dolce Ice Cream & Minigolf

27 S. Railroad Avenue
Wyoming, DE 19934

302-363-1909

[tresorelledolcedelaware.com](https://www.tresorelledolcedelaware.com)

Primary Contact:

Mike & Becky Marasco, Owners

Describe the business: Quaint, nostalgic hand-dipped ice cream parlor with a focus on family fun and community pride.

Mission/Philosophy: Consistently mentor our team members to provide an exceptional customer experience rooted in family values, high quality products and the importance of being interactive.

Primary good or service provided:

Ice Cream, Milkshakes, Sundaes, Minigolf and Lots of Smiles...

Number of years in business:

12. Established in 2010

How did your business start?

Another one of Mike's "wild & crazy" ideas, Tre Sorelle Dolce, was created out of a combination of circumstances. Mike's dream of operating an ice cream stand when he retired from the landscaping industry was the catalyst but ultimately it was his three young daughters that were the motivation to purchase a small ice cream stand on the railroad tracks in Wyoming, Del. The idea of reinforcing the life skills his girls had been learning from an early age into real life applications was the logical next step. And ice cream is the perfect business to facilitate those learning moments.

Number of employees:

Full-time: 4, Part-time: 32

Describe the growth of your business:

In staffing increases: Our business has grown substantially in the last 11 years. Initially only our family of five manned the ice cream stand. But as we incorporated our family's personality into the business and it started to grow, we quickly saw the need to hire additional help. The emphasis we place on family values within our business has allowed us to attract high quality and talented young people year after year. For the majority of our staff, TSD is their first job and we recognize the importance of that responsibility. The amazing work culture we created, focusing on family first, teamwork, quality and fun has paid off. We employ over 30 people at the peak of our season.

In Sales: Our first year we were happy to serve 40-50 people a day on average.

Starting our 12th season this year, we have grown our sales tremendously as our business has grown from a 100sqft +/- shed to a 3000sqft ice cream parlor with a mini golf course.

We now serve 500 people a day on average.

Describe the challenges facing your business:

There many challenges facing business today. Our top three are labor (attracting/retaining quality employees), acquiring product/supplies and keeping prices current so we continue to make a profit.

Describe solutions developed to address those challenges: In terms of labor, we try to keep the culture of TSD fun and exciting. This helps us attract and keep good employees. Our hiring process is tough, we have high expectations. We also pay a higher wage to reward the value an employee brings to our business.

In terms of acquiring product and supplies in today's world. It's tough, but we're not the only ice cream shop facing cup, spoons and other supplies shortages ... we learned before the pandemic that partnering with other

businesses that use the same or similar product allows us to buy in bulk and we continue to utilize those partnerships. As crazy as it sounds, often a pallet of something is easier to get than a case. We are fortunate to have warehouse space/forklift to accommodate the storage of these products for ourselves as well as our partners.

In terms of profit, it's pretty tricky right now with literally everything increasing in cost to set our prices to a level that keeps it affordable for families to enjoy our ice cream and at the same time allow the business to turn a profit. When we do raise our prices, it's a big deal for us. We look at the big picture, taking into account everything from bulk purchase discounts to how can we make our process more efficient to what can the average family in Kent County afford for family fun.

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

The challenges that Covid brought to the business world was monumental. Out of necessity, to stay open, 2 years ago we were forced to change our business model and add a drive-thru window component. We did this by transforming our former ice cream stand into our drive-thru building. Though at first we thought this was a temporary set up, we quickly realized this was a great addition to our business. The drive-thru not only allowed us remain open through the pandemic but has helped increased our sales and be an added convenience for our customers at the same time.

What are the goals for your business in the next three to five years?

Our short-term goals are to keep adding new and fun family-oriented experiences to our campus in our small town of Wyoming. A 3-5-year goal we have is to open another facility in a neighboring county.

What distinguishes your business from the others?

From the beginning, we told our

daughters that people can go anywhere to get ice cream. The trick is getting people to want to get ice cream from us ... Our facility is unique to Kent County. It's nostalgic, it's family friendly. We have high quality products and family themed events. Our mini golf course is the only one in local area. And, all of our employees are taught the importance of customer service. All of these components come together to create an outstanding experience for our customers.

It's the Tre Sorelle Dolce experience that sets us apart from other ice cream shops and keeps people coming back for more.

What contributions have you made in the community?

Serving on boards/committees: Mike currently serves as President of the Caesar Rodney School District School Board, Board Member of the Delaware Grange Mutual Insurance Company, and Vice-President of Kent County Tourism.

Serving as a volunteer: on the Town of Wyoming Peach Festival Committee and the Town of Wyoming Events Committee.

Providing in-kind services: From day one we have recognized the importance of giving back to our Kent County community. Almost daily we provide baskets of swag and gift certificates to local sports teams, non-profits and kid-based groups. We also donate ice cream to worthy causes and treat our



Nominees for Small Business of the Year



Haass' Family Butcher Shop

3997 Hazletville Road

Dover, DE 19904

302-734-5447

www.Haassmeats.com

Primary Contact:

Chrissy Sarro, Store Manager

Describe the business:

Butcher shop, slaughterhouse

Mission/Philosophy:

To provide our community and surrounding areas with Quality products and services.

Primary good or service provided: The only USDA inspected slaughter facility in the state; we take great pride in the humane handling of livestock.

Number of years in business: 67

How did your business start?

Born into it! Jeff Haass is a 5th generation butcher. Born with a cleaver in

his hand ... Jeff grew up in the family business.

Describe the challenges facing your business:

There are many challenges: Unfortunately, butchery is a dying art. There are few young people going into the business. Very few are training to be a Slaughter man or Butchers.

The "one stop shop" of the big retailers is a huge challenge. Their buying power is immense. Many of the chain store operators purchase inferior meat, many times from other countries with lesser regulations and quality.

Describe solutions developed to address those challenges:

Training, Training, and Training!! From offering internships to on the job training we can provide a rewarding career path.

Service is the main way we compete with the big box stores. Big smiles, team atmosphere, knowledge, and training are key. We supply the best quality meats available.... Whenever possible 150 miles of our location! The USDA is here 40 hours a week to ensure the quality of our product. We would not want it any other way.

Describe a creative, imaginative or

innovative process you have developed that has helped your business grow:

Staying relevant, web presence, hiring younger staff to work in the store. Always developing new products, jerky, snack sticks etc. Learning how to use a smoker and other specialized cooking equipment to be able to offer guidance to our customer base. They love when we help them determine how to cook a brisket or a pork butt. "We know how to treat your meat!"

What are the goals for your business in the next three to five years?

Expansion!!! (Well I am just a manager, so I really cannot say LOL) Education! Education of staff, customers, and even my bosses...We are the front line, we need to express our customer's needs, wants and desires to the owners. (Jeff and Jordan Haass).

Just to name a few:

- I would love to see a line of RTH (ready to heat Haass-made products)
- Education – cooking classes, meat class, home butchery and sausage classes.

What distinguishes your business from the others?

- Quality product, local meat, local people
- Service with a smile
- USDA stamp of approval
- Best scrapple!!
- 100s of years of combined experience

What contributions have you made in the community?

Serving on boards/committees: Owner: Jeff Haass passionately leads the masons of Delaware.

Providing in-kind services: So many: Donations to churches, civic organizations, hospice, local fire depts, and local schools

Whether he is cooking, serving, donating product, donating services, he is happy to do so.



La Baguette Bakery & Catering

323 S. Governors Avenue

Dover, DE 19904

302-741-0180

www.labaguettede.com

Primary Contact:

Anita Wheeler-Bezy, President/ Co-Owner

Describe the business:

Mission: To provide fresh products to our patrons and for them to have an enjoyable experience in our store. Our products reflect our passion for great food! Vive la France at La Baguette!

Philosophy: Beautiful Food, Exceptional Taste.

Primary good or service provided:

Authentic French baked goods

Number of years in business: 5

How did your business start?

Our business started out as a very small catering business for about 12 regular customers, followed by the Chef's Table 2013, which grew to SOLD OUT events with 40 people

two times a month, which led to the bank saying yes to our long list of great testimonials and sold-out dinners.

Number of employees:

Full-time: 2, Part-time: 13

Describe the growth of your business:

In staffing increases: We started out with about 4 employees and now have 15.

In Sales: Sales have increased by 20-25% each year despite the pandemic.

Describe the challenges facing your business:

Due to the increase in sales and not enough employees to produce our product we must turn down catering events.

Describe solutions developed to address those challenges:

Working longer hours and increasing salaries to keep the employees we do have.

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

I started "The Breakfast Club" a few years ago to attract business on Saturdays. And now our live music and brunch events bring great music and great food to our fans!

Over the past 5 years, we have grown so much thanks to our marketing skills

and wonderful food combined. Between our videos and great food photography – our mouth-watering photos and Facebook Live events, we bring lots of customers into our store. Facebook even recognized our skills and community involvement by naming us the Best Bakery in Delaware. They came to our store, yes – Facebook came to Dover, Del., and gave our fans a few hundred free cruffins and cupcakes and three a party which attracted hundreds of people that day (May 10, 2019) and featured our name in People magazine.

I also started "Friday Funday Winners" a few years ago which involved a French trivia question each week. I would choose a random winner, who would come to the store and get a few free items. I would share it on our Facebook page and the customer would too. Then we stopped when the pandemic came along.

What are the goals for your business in the next three to five years?

Finding more qualified employees to handle the workload in order to grow bigger and to handle our new food trailer!

What distinguishes your business from the others?

We are an award-winning French Bakery. We are the only authentic French Bakery in this area and we actually make and bake our products on site.

What contributions have you made in the community?

Serving on boards/committees: Anita – Delaware Technical Community College Culinary Advisory Board and Downtown Dover Partnership Merchant committee for a few years.

Serving as a volunteer: Ludovic and Anita – Civil Air Patrol – U.S. Air Force Auxiliary

Providing in-kind services: We donate to many charities, foundations, and schools in the local area. We are very involved with Habitat for Humanity.



Nominees for Large Business of the Year



Dover Federal Credit Union

1075 Silver Lake Boulevard

Dover, DE 19904

302-678-8000

www.doverfcu.com

Primary Contact:

Deb Jewell, Culture and DEI Ambassador

Describe the business:

Mission/Philosophy: Dover Federal Credit Union is a not-for-profit financial cooperative that exists to help members in our community get there, wherever that may be.

Credit Unions are not-for-profit financial institutions that are owned and operated by their members. With a focus on serving the underserved, our structure allows us to focus on people, rather than profits.

Primary good or service provided:

Financial products and services that are designed to help you get there, wherever that may be.

Number of years in business: 64

How did your business start?

Dover Federal Credit Union was first chartered in 1958 by a handful of Air Force and civilian workers at Dover Air Force Base. Their goal was to create a member-owned financial cooperative, democratically controlled by its members and operated for the purpose of promoting thrift, providing credit at competitive rates, and providing other financial services to its members. Today we serve over 45,000 members, encompassing the military, Delaware families and over 450 Workplace Partners.

Number of employees: 129 (Full-time: 127, Part-time: 2)

Describe the growth of your business:

In staffing increases: In an effort to grow the human capital of our business, DFCU became very flexible in adapting to the needs and expectations of employees post Covid. To meet our staffing needs, we took a look at our benefits package and work environments. We shifted many back office operational tasks to having the ability to work in a flexible, remote status; this has allowed us to be more attractive to applicants. In addition, we adjusted our minimum pay and are continuing to increase this over the next 2 years. We also increased our 401(k) match, began to offer career path planning, provide and pay for birthdays off as well as increased tuition reimbursement to \$5,000 per year. To be more attractive, we also reviewed our hiring process to ensure equity and diversity, while making changes to our application and interview processes.

In Sales: To better support the needs of consumers, our credit union was working within our community to form a financial equity task force comprised of credit union members, community partners and minority business owners. This group was critical in

identifying banking needs within the community and how we could better support them.

To remove unconscious bias and systemic issues that may exist. Dover Federal sought the support of unbiased third parties to evaluate our products, services, underwriting and system automation while also ensuring we are building an inclusive culture that fulfills and complements succession planning within the credit union. This has been critical in our commitment to providing equality to the members we serve. Upon this review the following actions helped increase the use of our credit union products and services:

- DFCU offered PPP loans to small business owners.
- Reassessed and redesigned DEI (diversity, equity and inclusion) products and services to include: Commercial Line of Credit for Minority Business Owners; Clean Slate Checking; Reduced the Dollar Amount Needed to Open a Secured Card; Currently creating a more equitable and attainable home ownership product.
- Expanded our community involvement to have more meaningful impacts of our efforts.
- Made Juneteenth and Community Impact Day a part of our holiday calendar.
- Created a committee consisting of cross lateral representation of employees to guide the DEI efforts.
- Established a "Building an Inclusive Leader" program; implemented a leadership development program to support new and existing managers to be the leaders in creating and supporting an inclusive environment where team members can thrive, thereby better able to help our members thrive.
- Implemented DEI Certification for leadership.

Describe the challenges facing your business:

Great Resignation; Digital Transformation; Serving the Needs of the Underserved.

Describe solutions developed to address those challenges:

In regards to the Great Resignation and in an effort to grow the human capital of our business, DFCU became very flexible in adapting to the needs and expectations of employees post COVID-19. To meet our staffing needs, we restructured our benefits package and work environments. We shifted many back office operational tasks to having the ability to work in a flexible, remote status; this has allowed us to be more attractive to applicants. In addition, we adjusted our minimum pay and are continuing to increase this over the next 2 years, increased our 401K match, began to offer career path planning, provide and pay for birthdays off as well as increased tuition reimbursement to \$5,000 per year. To be more attractive, we also reviewed our hiring process to ensure equity and diversity, while making changes to our

application and interview processes.

Within the financial services industry, technology enhancements occur seemingly daily; with these enhancements and upgrades, it's important that each member experience remains efficient, effective and intuitive while also keeping a personal connection. With the evolution of artificial intelligence, DFCU has been able to evaluate the current processes that use traditional channels and identify ways to expedite the fulfillment of members' requests. Within the past year with more people conducting business from their phone, our call center traffic doubled in volume – with the same number of team members answering the calls. We implemented Glia as well as artificial intelligence to offer video calls, chat and digital assistant that uses artificial intelligence to expedite the members' needs.

As a financial institution focused on people helping people, we needed to re-evaluate our product offerings and approval processes to ensure there was equitable access and no unconscious bias preventing access to financial strength and stability. Our credit union began working within our community to form a financial equity task force comprised of credit union members, community partners and minority business owners. This group was critical in identifying banking needs within the community and how we could better support them. Simultaneously, Dover Federal sought the support of unbiased third parties to evaluate our products, services, underwriting and system automation while also ensuring we are building an inclusive culture that fulfills and complements succession planning within the credit union. This has been critical in our commitment to providing equality to the members we serve.

From here, we reassessed and redesigned DEI products and services to include Commercial Line of Credit for Minority Business Owners, Clean Slate Checking, Reduced the Dollar Amount Needed to Open a Secured Card, and Currently creating a more equitable and attainable home ownership product.

Describe a creative, imaginative, or innovative process you have developed that has helped your business grow:

The process that has helped our credit union grow in offering a more diverse and accessible product offering that offers financial stability has been our involvement of our Diversity Equity and Inclusion Committee working in conjunction with our External Financial Equity Task Force. These groups consisted of diverse, cross diagonal representation from our internal team staff, credit union membership, community partners and minority business owners in order to identify banking needs within the community and how we could better support them. Through these contributions and conversations, we were able to expand the diversity of our financial product lines and offer more equitable access. The results helped up serve more of the underserved who are hindered by check holds or whom simply need a second chance to have a checking account.



Chaz Rzewnicki, President, CEO

This group helped us identify limits to affordable homeowners and the need to have a more equitable and attainable program to make the American dream of owning a home possible for everyone. Because minority and start-up business owners need resources to help sustain their business and serve the community, our credit union was able to also develop a commercial line of credit to support the veterans, women and minority-owned businesses within our community.

What are the goals for your business in the next three to five years?

- Data Excellence
- DEI Excellence
- Digital Excellence
- Experience Excellence
- Micro Branch
- CUSO (Credit Union Service Organization) Creation
- Focus on Small Business – Incubator

What distinguishes your business from the others?

Every single one of Dover Federal Credit Union's team members distinguish our credit union from other financial institutions. We are fortunate that our team consists of a distinct group of individuals who have a genuine care and concern for the welfare of others. In a service driven industry, our employees focus on the benefits to the member and not just the product or service. We have created a radically inclusive workplace that is employee focused. We strive to help our team members thrive in an environment where they can be their authentic selves. When our credit union creates a safe space for employees to thrive and welcomes diversity of thought and representation, then the ideas, developments and growth we experience are reflective of the team's needs as well as our member's needs. Creating inclusion as part of our strategic plan, keeps the focus for everyone on what we do and why we do it. It helps us to engage all voices, learn to look through another lens as well as create products and services that remove unconscious bias.

What contributions have you made in the community?

Our team members are extremely generous with their time and commitment to support the community in which we live, work, worship and serve. Within all levels of our credit

Nominees for Large Business of the Year

union, we have team members who serve on boards, volunteer and provide in-kind services. Below are some examples of the organizations that our team members lend their time and contributions to support.

Serving on boards/committees:

Board Member, Advocacy & Governance Committees, Cooperative Credit Union Association; Board Member, Member First Mortgage (Credit Union Service Organization); Treasurer, Executive, Legislative, & Community Affairs Committees,

CDCC; Committee Member & Wealth Creation Committee, Delaware Racial Justice Collective; Board Member, Director of Ministries, 300CHURCH; Member, Capital City Rotary & Greater Kent Committee; Appoquinimink and Smyrna School Districts NAF Advisory Board; Dover Capital City Rotary Club, President; CDCC Leadership Central Delaware Steering Committee, Committee Member; Town of Smyrna Main Street Coordinating Board Member; Smyrna High School Business Advisory Board Member; Mom's House

of Dover Board Member; CCGM – Board Member and Girls Night Out Committee Members; Leadership Central Delaware; Leadership Delaware; DFCU Foundation Board; KSI Board, Vice Chair; Milord Chamber's Executive Development Task Force, Team Lead; and the CenDel Foundation.

Serving as volunteers and providing in-kind services: Delmarva Boy Scouts – Troop 24 Assistant Scoutmaster, Green Beret Project, Dover Library Foundation, Central

DE Habitat for Humanity, Donate Delaware Ukraine Relief Effort, Veterans of Foreign Wars – 3238, Professional Advisory Committee for Compassionate Care Hospice, Mentoring for Connecting Generations, Smyrna Little League, Miss Delaware, Harrington Fire Company Ladies Auxiliary, Boys and Girls Club, LCD Community Projects, Helping Hands CRC, Foreign Mission Department of the Churches of the Living God, Food Bank of DE and Code Purple.



KSI

301 N. Rehoboth Boulevard

Milford, DE 19963

302-422-4014

www.ksiinc.org

Primary Contact:

Jayson D. Crouch, CEO

Describe the business:

Mission/Philosophy: KSI's Mission is to provide person-centered supports to assist people with disabilities in the pursuit of their potential in employment and meaningful participation in their communities.

Primary good or service provided:

The organization offers program participants the opportunity to learn the soft and physical skills they need to become ready for either community employment or more active community participation, based on individual life goals. Part of this mission is accomplished through real-world production work and contract crew experiences serving local businesses.

Number of years in business: 60

How did your business start?

KSI started in 1962 when a number of families of people with developmental disabilities joined with community leaders to create a program that increased independence and quality of life for individuals seeking to maximize their abilities.

Number of employees: Full-time: 80, Part-time: n/a

Describe the growth of your business:

KSI began serving a few dozen individuals when it started to benefitting approximately 250 individuals with disabilities annually, pre-COVID-19.

KSI went from a handful of contracts with small businesses in the 1960s to providing people with disabilities more than \$1,500,000 in wages from Pre-Vo-

ational training opportunities. That income is part of learning employment skills on contract production work at KSI's Milford Skill Development Center and as part of work crews onsite at manufacturing plants throughout Kent and Sussex Counties.

Describe the challenges facing your business & solutions developed to address those challenges:

Years ago, KSI realized that family and state-provided transportation options for the people it served could not accommodate true utilization of all the opportunities available to those individuals. The organization created its own extensive transportation system, running a full fleet of vans and busses and managing daily routes bringing hundreds of people to KSI's Skill Development Center for training and growth experiences, and to work sites in Central and Southern Delaware. The KSI transportation infrastructure fills a unique need more affordably and efficiently than state services could while providing people with disabilities with far more support and personal attention.

The COVID-19 pandemic presented its own set of challenges that devastated disability services statewide starting in March 2020. Like all service providers, KSI had to close its doors to participants to control spread of the virus. However, the organization continued participant contact and caregiver meetings through ZOOM conferences and commenced immediately upon creating the protocols and practices needed to safely serve its participants in person. In August 2020, KSI was essentially the only service provider with state-approved pandemic management in place to provide services in person to as many people as could be safely separated at its Skill Development Center and on its transportation system. Currently resuming services for more than 140 individuals, the organization is well on its way to recovering to pre-pandemic volume of service.

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

KSI has made extensive use of available technological products to better serve participants. The organization invested in multiple digital whiteboards to make training and instruction more interactive and dynamic. KSI installed an extensive computer lab to assist participants in development of computer

navigation and online resource capture. It's even used laptops and assistive software to improve communication for more nonverbal individuals. All of this has helped KSI better serve those in its programming as well as provide families with a more effective resource to improve their adult children's lives.

To ensure more consistent funding for the organization, KSI continues to diversify its revenues through responsible management of the organization's resources. This includes leasing KSI-owned properties not currently used for programming to disability-related agencies and small businesses at large. KSI also has created affirmative businesses, such as KSI Cartridge Service, to expand revenue streams while serving local businesses and state agencies with affordable imaging products. The organization also stepped up fundraising by innovating events like its annual golf tournament and adding new events like a 5K Run/Walk and a fall gala/auction to better engage the public and increase programming funds.

What are the goals for your business in the next three to five years?

KSI is working to recover from pandemic-mandated limitations to fully serve the hundreds of individuals seeking comprehensive services. The organization's accredited programs and practices lead to KSI's ability to expand services to its Southern Campus in Georgetown, Delaware, which was opened in late 2021. The Southern Campus will allow KSI to serve dozens more individuals in Sussex County. KSI intends to expand its programming statewide in the next five years to better serve all Delawarean's needing comprehensive disability services. The organization is also seeking to revamp facilities in Milford, with the help of its strong community ties and partnerships, to better reflect the personal, life-affirming programs provided there.

What distinguishes your business from the others?

KSI has focused on full-spectrum services to help individuals reach their best life goals. Participants can come into KSI programming with very little life experience and go through a step-by-step process of learning vital personal skills that enable them to live more fully. They can have real work experience, participate in community volunteer successes, interact side-by-side with members of the community in clubs and special events, and realize every ability they possess to be more



Jason D Crouch, CEO

independent and live better lives.

What contributions have you made in the community?

KSI has become a valuable volunteer resource for community nonprofits and service groups through community integration programs that enhance participants' lives and help them give back to their communities.

Serving on boards/committees:

KSI's leadership has previously served on the State Use Commission to increase employment opportunities for Delawareans with disabilities. KSI's management and staff are personally active members of community service groups, including the Milford Lions Club and the Milford Senior Center. KSI is also involved with statewide advocacy groups for people with disabilities to increase better legislative and institutional effectiveness for serving the developmental disability community.

Serving as a volunteer: Helping people learn greater independence in the community has involved partnerships between KSI and other nonprofits or community groups to provide volunteer opportunities participants can use to contribute in meaningful ways. Dozens of organizations like Meals on Wheels, Food Bank of Delaware, Clear Space Theatre Company, local churches and more have benefitted from the dedicated volunteer work KSI participants provide them.

Nominations are NOW OPEN!



Win \$250!

Nominate your favorite businesses in at least 25 categories, and you'll be entered to win \$250.

No purchase necessary.

Nominate your favorites online at StarsofDelaware.com before Sunday, May 8!

Voting starts Sunday, May 22!

Be sure to help you favorites become Stars of Delaware!

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Nominees for Large Business of the Year



State Street Assisted Living

21 N. State Street
Dover, DE 19901
302-487-0239
www.statestreetassistedliving.com
Primary Contact:
Roni Davis, Executive Director

Describe the business:

Mission/Philosophy: Our Mission is to positively impact the lives of our residents, their families, and our associates every day.

Primary good or service provided:

Assisted Living for Seniors

Number of years in business:

23

How did your business start?

Bridge Investment Group

Number of employees:

Full-time: 35, Part-time: 13, PRN: 9

Describe the growth of your business:

In staffing increases: We have increased staffing by 10% within 2 years.

In Sales: We have gone from 70% to 90% occupancy within 2 years.

Describe the challenges facing your business:

Staffing

Describe solutions developed to address those challenges:

We have a full-time recruiter diligently working on staffing.

What are the goals for your business in the next three to five years?

We wish to be at full capacity; therefore we are leaving no seniors behind. We want to offer them a robust activity schedule and great food.

What distinguishes your business from the others?

Our warm and caring staff.

What contributions have you made in the community?

Our annual Wreath Stroll has raised more than 1000.00 for Seniors in the community.

Serving as a volunteer: We have volunteered at Modern Maturity Caregiver support meetings.

Nominees for Young Professional of the Year



Denée Crumrine

Corporate Communications Manager
Highmark Blue Cross Blue Shield Delaware
800 Delaware Ave., Suite 900
Wilmington, DE 19801
410-322-5874

Number of Years at your current company/organization:

2 1/2

Describe your current role with the company/organization:

As a member of several talented teams throughout the Highmark Health enterprise, I help advance our mission and vision through internal, external, media, and executive communications in the Delaware market. I also oversee community giving and affairs, including sponsorships, workforce and business development, employee volunteerism and charitable projects. Additionally, I manage BluePrints for the Community, a grant fund that contributed over \$6.8 million throughout the state in 2021. BluePrints supports health-focused projects and programs to improve health outcomes. All these responsibilities allow me to serve as a connector



and convener across departments within Highmark and out in the Delaware community.

What are your professional goals in the next three to five years?

I am looking forward to completing a leadership development program this year at Highmark called DEAL: Diverse Emerging and Aspiring Leaders. This experience will give greater insight to the company's approach to creating a more inclusive workplace and how I can be a part of sustainable solutions. Continuing to learn the dynamic non-profit landscape of Delaware, particularly in Kent and Sussex Counties, is a top priority for me to better understand the health needs of different communities and how Highmark can enhance ser-

Nominees for Young Professional of the Year

vices from business and philanthropic perspectives. And as an individual contributor in my company, I will be focused on creatively finding ways to build competencies as a people-leader to support my professional trajectory – one such goal being to participate in the CDCC Leadership Central Delaware program.

What distinguishes you from other young professionals? (Give an example of your positive leadership or achievements.)

Community, confidence and communications. I am not unique in my commitment to the community or in the importance I place in having a strong community of support. But following a faith-centered calling to serve others and having tremendous people who have invested in me, shaped who I am and the work I do. It is thanks to those people and opportunities, that I go forth with confidence in my skills and strengths, as well as with the ability to assess areas for improvement or support of other leaders. Communications is the skill set I have pursued since high school where I studied graphic design and printing. Over the years I have honed many aspects of my

profession, from business writing to public speaking, and internal employee communications to external and media relations.

In the community, I serve on a variety of boards and committees and have volunteered my entire life. Of note is the 12-year relationship I have with Exceptional Care for Children working with long-term residents who have skilled pediatric needs. This led to the amazing mentor-mentee relationship I have with one kiddo in particular, Andrew. I have had the privilege of watching him grow from being nonverbal to speaking with humor and intelligence, from being gastrostomy tube-fed to feeding himself full meals, and from living at ECC to overcoming diagnosed limitations and going home. While I cannot take credit for his growth, to have been and still be a participant in his progress completes my heart.

Just for fun: I am a Harry Potter nerd, enthusiastic fan of live music, and practice archery in my free time.

What contributions have you made in the community?

Serving on boards/committees:

- Public Relations Society of Ameri-

ca – Delaware: Board member

- Junior Achievement of Delaware: Board member, marketing and communications chair
- Leadership Delaware: Class of 2019 and Alumni Engagement committee
- MillSummit: founding committee member, advisory council member
- Public Allies Delaware: Advisory Board member
- Delaware State Chamber of Commerce: Annual Dinner 2022 Planning committee
- Delaware Community Foundation: Community Needs review committee
- Wilmington Alliance: Board of Investors, Strategic Planning committee
- Rodel: Delaware Business Roundtable Education committee
- Delaware State University: Employer Partner workgroup
- Dover Air Force Base Honorary Commanders Program
- KIDS COUNT in Delaware, Board member

Serving as a volunteer:

- Exceptional Care for Children

Additional personal information you would like to share: (Educational background, accomplishments, awards received, etc.)

- Awards
- Apex award, issued by Junior Achievement of Delaware for role in founding the JA Young Professionals Board
- Catalyst for Change award 2020, issued by Junior Achievement of Delaware for DEI efforts
- 2020 Exceptional Volunteer Service award, issued by Exceptional Care for Children
- 2020 Volunteer of the Year award, issued by Exceptional Care for Children
- 2019 Exceptional Volunteer Service award, issued by Exceptional Care for Children
- Editing and Page Design, Honorable Mention 2018, issued by Delaware Press Association for work done with the Delaware State Chamber of Commerce

Matt Bacon

Executive Sous Chef

Roma Italian Restaurant/Sul Tempo Cocktail Lounge

3 President Drive, Dover, DE 19901

302.678.1041

www.romadover.com

Number of Years at your current company/organization: 8

Describe your current role with the company/organization:

When I began working at Roma as a dishwasher, I had no idea the adventure that awaited me in that kitchen! Under the watchful eye of Executive Chef Joe Garramone, I moved from the dish pan to making salads to learning how to fry, grill, and broil... and so on around the stations in the kitchen. With each new assignment, my passion for creating beautiful plates of food grew.

Now in my 8th year at my home away from home, I am proud to serve as the Executive Sous Chef. My duties begin with being a productive member of a well-constructed team. As such, I do anything I can to make Roma the very best it can be from helping new hires acclimate to the rigors of the kitchen to assisting Chef Joe in any way that I can. My specific duties are to execute the grilling, frying, and broiling of food, as well as shift among cooking stations as

needed to complete orders. I especially enjoy plating the food and am passionate about making it look amazing.

What are your professional goals in the next three to five years?

The kitchen at Roma is my life. My immediate goal is to learn as much as possible every single day to improve my skills and develop my technique. I would eventually like to see myself in an executive chef role. Down the road, I would even like to be an owner and chef like my respected mentor, Joe.

What distinguishes you from other young professionals? (Give an example of your positive leadership or achievements.)

I take great pride in what I do. I want every customer to have a wonderful experience and want to return over and over again. This industry is very different from many in terms of what makes a person successful. The “heat” of a professional kitchen is a challenging atmosphere and can be stressful at times. I work hard to always keep a cool head, take my time, and manage my emotions. I want every part of what I do to be done well and executed correctly. In addition to preparing highly quality food and being a good team member, I take my other responsibilities seriously from being on time, to not calling out when I am on the schedule, to paying

attention to detail, to being trustworthy, responsible, and honest.

What contributions have you made in the community?

I love to have opportunities to give back to the community. Roma is often involved in community service and I am always involved to a high degree, although mostly behind the scenes. During the pandemic, there were several times when we prepared food and took it to the healthcare workers at Bayhealth. In addition, we often prepare and deliver food to customers when we learn of a particular need. I am part of the preparation and delivery. We have hosted multiple fundraisers and charity events on site, and I am always on deck when it comes to the food preparation for those as well. I believe that it is incredibly important to give back whenever we can to the community that so generously supports us.

Additional personal information you would like to share: (Educational background, accomplishments, awards received, etc.)

My two passions in life are cooking amazing food and taking care of my dogs.

I am a graduate of Campus Community High School where I developed a love for learning. I place a high priority on learning new things every day – I



even still learn things from my mom!

I am passionate about doing things the right way and I love it when people teach me to look at situations from all different perspectives.

I appreciate everything that Joe and Kristin Garramone have done for me as they have advised and guided me over the years. I now see myself as a mentor for the younger, newer members of our team. I want them to learn the art of responding to difficult situations in a way that is helpful. My goal with them is always to motivate and inspire them – and I love to see them grow into their role on our team.



Abigail Seastrand

Intake, Case, Office Manager

NorthNode Group Counseling

1609 South State Street

Dover, DE 19901

302-257-3135

northnodecounseling.com

Number of Years at your current company/organization: 1

Describe your current role with the company/organization:

I am the Intake Manager/ Office Manager. I help in all things running the office and assisting our staff. I am also the Intake Manager; I am the first person that a client meets with prior to meeting with their clinician to have their assessment. When clients meet with myself, we go over their initial intake paperwork, and I use this time to establish if the client have any other needs that I can assist with, whether that be housing, clothing, insurance applications, job applications and much more. I am available to assist a

client to the best of my resources and ability. Being able to see clients succeed and assist them in their life is the reason why I do what I do, to help as many people as I can.

What are your professional goals in the next three to five years?

My goals are to become a Mental Health clinician once completing school. I would like to specialize in Geriatric clients primarily. I would love to help and advocate for the elderly population, due to my belief that the older generation sometimes get left behind in today's society. I believe that without the

Nominees for Young Professional of the Year

older generation we would all not be here today. They created a path and fought for the freedoms that we are accustomed to in today's world, and they deserve like anyone else the best care that is available. I too would like to see younger children, I believe that a lot of my personal past trauma can help others to know how to handle things better, and to learn coping strategies to set them up for success and for them to accomplish their hopes and dreams.

I enjoy more than anything working here at NorthNode, and I would love for me to transition over to becoming a Mental Health Clinician here at the company once I have completed my schooling.

I would also like to setup my own LLC. To assist the homeless, and help break the stigma on the homeless population, and to break the cycle. My aim would be to assist finding them living accommodations, and get them setup with a doctor, dentist etc. Along with ensuring they have clothes and shoes etc. My aim would be to let them know that someone cares, and there are people are their side to help them and let them know that they can

still be whoever their heart desires.

Finally I would love to continue volunteering as much as I can, as I believe that giving back to society is a must.

What distinguishes you from other young professionals? (Give an example of your positive leadership or achievements.)

I am no better than someone else who has also won a spot within this award, I am beyond grateful for being recognized. But I do what I do not for that reason, but for the sole purpose of helping as many people as I possibly can within this world. Letting people know who are less fortunate that they can still achieve whatever they desire.

To letting those that feel alone, know they are not. And to spread the word and break the stigma of Mental Health. To let people, know that seeking Mental Health is a normal part of 'Self Care', and to break the negativity of seeking the help.

This may sound silly as I should be writing about what sets me apart from the others, BUT I am me, I am who I am because I have been through a lot in my life and my goal is to help others

to the best that I can.

What contributions have you made in the community?

Serving on boards/committees: In England I was on the board for the local government, I also was on committees for assisting elderly people in the community.

Serving as a volunteer: I volunteer with the Food Bank of DE, I too am signed up to volunteer with Code Purple. I also volunteer with many functions that take place on Dover AFB as a military spouse.

Previously living in England, I was involved in a program which gave elderly people visitors. To get into this program you would complete a bio and undergo a background check, the charity would then pair you with an older person who had somewhat similar hobbies etc. Once you have met for the first time, you would let visit weekly and just be there for company, to talk, to read, to play games. I thoroughly enjoyed doing this.

I also try to assist within the community with elderly people who need their lawns cutting and they are unable to do this.

Additional personal information you would like to share: (Educational background, accomplishments, awards received, etc.)

I recently moved to DE from England, we are a military family, and I am British. We have been here for 2 years, and we have a 2-year-old son called Sebastian. My previous job in England was working for the United States Air Force, where I was the executive for the Group Commander, being in this position I won multiple civilian awards throughout my 6-year career with the government. I was a certified resiliency trainer; I would go throughout the various squadrons on base and train the military members and spouses on resilience within the military life. We also held special sport events for disabled children which I would volunteer for each year. We would hold various sporting events for children with various disabilities and to watch them get involved and assist was beyond heartwarming.

VOTE ONLINE AT
www.surveymonkey.com/r/CDCC Awards2022
BY THURSDAY, MAY 26
Remember, one vote per business!

The CDCC Shrunk the Masters



Oh, what fun it was to watch the Central Delaware Community mix, mingle, and putt-it-up at the second annual Mini-Masters Mini Golf Tournament in conjunction with the April Sunset Business Mixer from the Central Delaware Chamber of Commerce! Attendees brought their A-game and cheerful spirit to Tre Sorelle Dolce Ice Cream & Mini Golf in Wyoming, Del., for great fun, great food, and great company, on Wednesday, April 27.

The CDCC may have shrunk the iconic Masters Golf Tournament, but they did not shrink the competitive fun! Teams of four putted their way through 18 holes of mini golf in the hopes of low pars and a shot at winning the prized Chamber BLUE jacket. Our guests exchanged laughs, cheers, encouragement, and of course, their business cards as they expanded their networks, made new friends, and had fun while doing it.

The Sunset Business Mixer is the premier networking event of the Chamber thanks to all our attendees who enjoy connecting with their local

Central Delaware community. Orchestrating consistent monthly events like these brings the Chamber joy because we know our members truly appreciate the fun atmosphere in which they can meet new business professionals in the area.

A special congratulations to our new 5-star members who were ceremoniously pinned, Roger and Paul Holloper of Personal Protective Products! The 5-star members are recognized for their dedicated engagement in the CDCC demonstrated by completing their 5-star journey map with us.

Everyone played amazingly; however, there were a few exceptional golfers, so congratulations to our 2022 Mini Masters champions: Allan Rathbun of Lakeview Realty won the Hole-In-One challenge; Kim Willoughby's Homes and Loans team from Patterson-Schwartz had the best overall team score; and THE 2022 Chamber Mini Masters Champion, Tyler Kuhn of Dover Federal Credit Union! Thank you to Mike Harrington for ceremoniously presenting the coveted BLUE jacket to

the winner, creating a memory to last forever.

The CDCC would like to thank all our gracious sponsors, without whom the Mini Masters and April Sunset Business Mixer would not be possible: BBSI, Bally's Dover Casino Resort, Chesapeake Utilities Corp., Dover Federal Credit Union, Fordham & Dominion Brewing Co., Gifted Hands 2, High Ground Creative LLC, i.g. Burton & Co., Kent County Tourism, Lakeview Realty, My Roots, Pike Creek Mortgage Services, Roberts Insurance, Secure Data Computer Solutions, Shay's Seafood & Soul, Sack Health Benefit Advisors, and Woody's on Wheels.

A special thank you to Mike and the team at Tre Sorelle Dolce Ice Cream & Mini Golf for welcoming the Central Delaware community into their lovely location. This event would not be possible without them. Thank you to all our attendees for joining YOUR CDCC at this event and continuing to make Central Delaware THE place to live, work, and play. None is this would be possible without your time and participation.

For more information about upcoming mixers and events from the CDCC, please don't hesitate to call (302) 734-7513 to register or visit cdcc.net. We can't wait to see you at next year's event: The Chamber Mini Masters Block Party!



Tyler Kuhn, 2022 Mini Masters Champion



Best Costume Award goes to 'Vogel's Fearsome Foursome' from People Ready



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Member News



Year-Round Community Service from Bally's Dover!

One of the most exciting things about your CDCC is the volunteerism and community engagement that is constantly occurring throughout its variety of members. No matter what you do or how big or small your business is, there are always ways to give back to the community which gives to you. It's a beautiful cycle that allows Central Delaware to flourish through global obstacles. The CDCC appreciates any opportunity to highlight the driven volunteer work from our community's leaders.

The CDCC met with Nancy

McCoy, executive assistant at Bally's Dover Casino Resort, and the Bally's CREW, at Silver Lake Park in Dover to discuss the remarkable community service activities and initiatives they are leading now. The CREW met on April 22, cheerfully ready to clean up the park, lay fresh mulch on the playground, and plant flowers, in partnership with Dover's Parks and Recreation team.

"I have ten grandchildren, so this is an awesome thing to do to keep them in their playground for generations to come!" said volunteer, Beth Smith.

Bally's Community Service Outreach Program is inspiringly extensive with both financial support and volunteer service-based activities. The Bally's Dover branch receives hundreds of requests annually for donations and volunteer services, so they have a committee that decides where to donate their time, service, and funds. Right now, they are focusing solely on the state of Delaware, beginning with Kent County. McCoy is a part of the hands-on volunteerism group who partners with organizations like, the Food Bank of Delaware, Dover Parks and Recreation, Central Delaware Habitat for Humanity, Adopt-a-Highway, and DELDOT.

Some of the volunteer events scheduled are monthly visits to the Food Bank to pack food for those in need at the Milford, visits to the Habitat for Humanity ReStore warehouse to sort through needed items, and Adopt-A-Highway three times a year to keep our roadways clean. The Bally's CREW participates in six 5K runs throughout the year. In May, they will run in the Milk Run at Buffalo Wild Wings in conjunction with the Farm Bureau's Backpack Program. This past March, 26 participants from Bally's ran in the Shamrock Scramble 5K. The CREW aims to complete 2 volunteer events a month, however, this past year employees had 36 volunteer opportunities in which to participate. There are another 24 events planned this year.

Bally's is currently planning their 2nd annual Pink Party, a breast cancer awareness fundraising event, where last year they donated \$5,000 to the Breast Cancer Coalition. Additionally, through CREW efforts, Bally's donated another \$5,000 to the First State Animal Center and SPCA. Bally's is helping a variety of local organizations through their wonderful volunteer CREW.

Employees at Silver Lake were seen proudly donning their Bally's swag earned by their volunteer hours. To show appreciation for their amazing volunteer CREW, Bally's orchestrates

quarterly giveaways and luncheons for their selfless work outside of their jobs and lives. As one of the largest employers in the county, Bally's leaders feels a deep sense of responsibility for giving back to the local community, and an even deeper responsibility to their employees who take the time and effort out of their busy lives to make it happen.

"Being a salaried employee, I feel that it is easier for me to get out here sometimes because sometimes my staff cannot," said Betsy Cooper, Bally's CREW director. "This is a great way for me to represent my call center team. It's nice to get out and get some fresh air!" Whether they are sorting through items to donate to Code Purple or collecting food and clothing for drives, Bally's is always looking for ways to support their community. This is what excites McCoy the most about her dream job, being able to combine her love for volunteering with giving back to her community alongside her dedicated staff.

Last year, over 100 volunteers donated their time and labor throughout the year, thanks to the flexibility of the ways employees can participate. She understands that not everyone can or wants to leave work and they are busy, so she tries to find simple things that anyone can do at home that range from baking cookies for Dover Place Assisted Living & Memory Care Community to completing cheerful colorful pages on colorasmile.org. McCoy is committed to making volunteering fun, engaging, and flexible for herself and her fellow employees. Giving back to your community doesn't always have to be a big event — small acts of kindness and service are just as impactful.

For more information about the incredible community service activities from Bally's Community Outreach Program, visit ballys.com/dover or email Nancy McCoy at nmccoy@ballysdover.com.



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Member News



Central Delaware Housing Collaborative Provides Purpose

/ SHelt r/ (n.) - Shelter is defined as “a place giving temporary protection from bad weather or danger,” but in reality, it gives so much more than that. Yes, shelter shields us from the physical elements of harm, earth, water, air, but the definition does not encapsulate the invaluable emotions that penetrate the heart of a human being. Emotions of love, comfort, hope, support, and responsibility are just some of the feelings that shelter can provide. This creates an entirely new definition, in semantics only. The Central Delaware Housing Collaborative (CDHC) provides both of these definitions to homeless women in need.

The CDHC has been engaged in a leadership change recently. Larry Merchant is now the new board chairperson of the CDHC, and he is excited to further the mission of the collaborative. With an extensive human services background, including serving as a current adjunct professor at Delaware Technical Community College, and being heavily involved with his church, Merchant will influence the collaborative very positively. “I resigned as the director of the shelter in August because I felt I could make a bigger impact as a board member instead,” explained Merchant. He has worked with the homeless population since 1994.

The CDHC was created a few short years ago by the City of Dover, Mayor’s Office, with the primary goal of ending homelessness. A need was identified specifically for the underserved homeless women’s population and their transition to permanent housing. A panel of community members has passed the torch on to this year’s board of six individuals (including Cristal Brenneman, the Central Delaware Chamber of Commerce’s own executive assistant and director of special events), to direct the 24/7 operation of the shelter. The CDHC currently has two board member positions open and are looking for qualified candidates.

The mission of the shelter is to provide temporary housing for homeless women and assist their transition to permanent housing. The mission includes operating the 16-bed shelter (half reserved for State of Delaware referrals, and half for the Delaware Housing Alliance). The CDHC stays keenly community-based by working closely with the local men’s shelter, Dover Interfaith Mission for Housing and with many local churches who donate supplies and funds, alongside Delaware’s Housing Alliance.

Frequently, the CDHC is home to women suffering from the challenges of untreated mental health issues, domestic violence, and substance abuse. Wrap-around services such as social security card assistance, teaching of employment and financial development strategies, stewardship characteristics, and appearance enhancing

classes are available to the women as well. These skills are taught to help the women move into an apartment, and finally into permanent housing. The Collaborative currently owns three Dover houses for the women to move into once ready. They are all at capacity and have been highly successful in assisting and empowering the women to lead full lives.

To keep the momentum of these daily efforts going the CDHC was incredibly fortunate to be awarded an American Rescue Plan Act (ARPA) Grant of \$250,000. This was a disbursement grant, meaning the CDHC must spend the money first, therefore the facility is still in need of funds to operate. The Collaborative continues to search for grants of all denominations to keep the shelter running because many grants do not cover employee payroll. Merchant continues, “[the collaborative] is always in need of donations and financial support ... half of the ARPA funding will go to employees’ salaries, and the other half to our other big project that we’re doing which is renovating another property that we own.”

The CDHC is currently renovating one of their two-story homes into apartments, which will allow for three women to move into the renovated property. Additionally, money will be allocated to install a new security system at another CDHC property.

Innovations like these help the CDHC team to bring blessings to women who need them most. One of the shelter’s many success stories features a woman from a substance abuse background who was in her 40s and had never worked before. Her CDHC experience changed her life for the better. She is now thriving, works two full-time jobs, maintains the apartment, and never misses a chance to express her gratitude to those at the shelter.

Larry Merchant is grateful for his involvement with the CDHC and the shelter, as they keep him active, fulfilling his sense of purpose and desire to make an impact. He asks himself, “What value can I give back to others?” He is ever inspired by “the realization that it is only by God’s grace that it is not me in that situation and for whatever reason I am where I am, and that’s no reason not to help others.”

Larry Merchant, the board, and staff at the CDHC are changing women’s lives with the amazing servant-leadership work they do each day. Thank you for your selfless humanity in helping your dear neighbors, OUR dear neighbors, here in Central Delaware.

If you or someone you know would like more information about the CDHC, please feel free to contact Board Chair Larry Merchant at (302) 535-7676 or via email at larrywmerchant@comcast.net.

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Member News



Meet Busy Bea Serving Her Community

“Now faith is the substance of things hoped for, the evidence of things not seen,” says Hebrews 11:1. The diamond program of the Central Delaware Chamber of Commerce connects the Chamber with shining diamonds of people who are ready and willing to take the next steps on their path of leadership, wherever the journey may lead them. Every year the Chamber is honored to facilitate Leadership Central Delaware and witness this journey of the current class members. This year’s class has found no need to hold back on sharing their shine with their community until post-graduation. They are being proactive, optimistic, and determined as they already begin to leave a legacy. Introducing Beatrice Smith, baker, minister, mother, wife, and friend to many and her faith-fueled journey as a leader in Central Delaware.

Beatrice Smith, the owner and founder of Bea Delightful Cakes, is a New York-born, Haitian-raised chef who has lived in Delaware and the surrounding states since she was 5 years old. Dover has been home for 4 years to Bea, her husband, their 11 children, and dog. Bea Delightful Cakes began in 1998, after she earned her Culinary and Baking & Pastry degrees from the Art Institute of Philadelphia, where she then opened a storefront bakery in Philly for some time. After some time off, the taste of Bea Delightful’s scrumptious treats still stayed on the tip of her loyal fanbase’s tongues, which kept her producing and sharing her craft with family, friends, and associates.

Moving to Dover was an awakening for Beatrice to take her business to the next level – now it was all or nothing. She realized her current job at the time was not fulfilling, so with encouragement and support from her

husband and family, Bea researched Delaware business laws and earned Food Cottage Law regulation. This is an organization designed to regulate licensed at-home culinary businesses such as Bea Delightful Cakes. After a two-year extensive process, Bea is the first African-American woman to have a licensed bakery in-house in the state of the Delaware! The arduous process is what motivated Bea to join the CDCC. Bea explains, “When I talk to my fellow treat makers, it’s always the same thing about the laws being very difficult, and the process [to get legally licensed] is so hard that they’d rather do it illegally.”

From the beginning, Bea knew in her heart that she wanted to do it the right, paving the way for others in the same position. Joining the Chamber and the LCD Class has helped Bea learn how to make legislative change and expand her network to reach officials like Mayor Robin Christiansen and his wife (who loves her gourmet popcorn). Bea is not afraid to carry the weight of heavy law lifting if it means helping Delaware’s small business professionals. “For me, it’s not just making treats or cakes, it’s bringing happiness to a family that is celebrating something or bringing comfort to families in time of mourning.”

Bea speaks very highly of the LCD program and her fellow classmates. “It’s a great experience, a great set of people, all my classmates are very supportive and loving. The information that we get each month is amazing and I whole-heartedly look forward to it.”

This January, the class toured Bally’s Dover Casino Resort on their Economic Development Day where they heard from Tony Rohrer, vice president and general manager at the time, about the tremendous staffing difficulty the casino resort is facing. Bea took the

initiative of helping four women from the local women’s homeless shelter to fill out applications, which resulted in four interviews, two of them being successfully hired at Bally’s in record time! Bea is currently helping another woman obtain her birth certificate in order to get a driver license, cell phone, bank account, and housing. These are seemingly minor details that are often overlooked but are significant barriers to success. Once overcome with a little bit of help and information, they can be life changing.

“I’m also a minister, and as an ambassador of the Kingdom. It’s my duty to help those who are in need, so that’s why I started feeding the homeless in Dover. What better place to start than my own back yard?” she said.

It began with her making meals during the height of the pandemic and driving around the city looking for homeless people. Bea shared her cooking online via social media sites which connected her to more families in need. Since June of last year, she has made and distributed over 400 meals to people in need with the help of her children, who are her biggest inspiration. Bea is passing not only her culinary skills to her children, but also her amazing servant leadership skills as well. She instills a strong spirit of faith and generosity into her family as they cook, deliver, and serve meals to the homeless every week together. “If I could do it every day, I would,” remarks the chef.

Bea works very closely with the women that she feeds, assists, and councils in the shelters. She delivers weekly Bible sessions as well. She is eager to help in any way she can, from scheduling doctor’s appointments, supplying business professional clothing, words of wisdom, transportation, resume and interview training, and of course food. Bea is passionate about bridging the gap between hollow 1-800 dial tones from agencies and the direct needs of those in her local community. Bea is a woman of her word and embodies what it means to ‘walk the walk’ when it comes to creating positive, lasting change for someone’s life and for Central Delaware.

To deliver the good message and help more people, Bea’s family has founded The Metellus Foundation, which has chapters in Mexico, North Carolina, Florida, and now Delaware to further assist homeless and people in need. This foundation has simplified the process of directly helping someone in these areas, as well as led to local partnerships with Code Purple, Maranatha Church, The Ronald McDonald House and Icing Smiles, Inc.

In Bea’s eyes, a great leader is someone who sets a great example, upholds strong moral character, has integrity, and isn’t afraid to admit when they are wrong. It is safe to say that Beatrice

Smith is an exceptional leader to the Central Delaware community, and we are so blessed to have her shining her light here with everyone she meets. Her steadfast faith in God is admirable just as much as her numerous efforts to help her fellow humankind in any way that she can! She believes in being a jack of all trades and master of all, too, because the sky is the limit when you have faith in God to provide. Bea’s advice to anyone wanting to make a change in their community is to start with something you love, follow your heart, never be too old to learn, and take it one step at a time. To Bea, “a no is just another steppingstone to your yes.”

As you can see, Bea is a busy worker bee on a mission! If you would like to know more about Bea of Bea Delightful Cakes, visit her website at beadelightfulcakes.com to contact her about her business and ways you can join the service efforts right here in Dover. Leaders like Bea are shaping Central Delaware to be THE place to live, work, and play, and the CDCC couldn’t be more honored to be a part of her journey of greatness!



CDCC joins Queen's Beauty Bar for a Ribbon Cutting

The Central Delaware Chamber of Commerce hosted a ribbon cutting ceremony for Queen's Beauty Bar on April 22. The event was held at Queen's Beauty Bar located at 1534 S. Governors Avenue in Dover. Chamber members and friends joined owner and founder, Vashti Hudson, to celebrate the grand re-opening of her new business location and 5-year anniversary!

Queen's Beauty Bar is a full-service salon that specializes in all facets of hair care from scalp to ends! Queen's offers a wide range of services for women, men, and kids, too. Whether your go-to style is a wash & set or long braids or locs, the staff at Queen's Beauty Bar will be sure to please! Additionally, the staff can professionally apply chemical services, such as color and relaxers. The professionals at Queen's Beauty Bar specialize in custom wig installs and weaves to keep you feeling your best inside and out. Complete your look with luscious lashes, beautiful brows, and Body Contouring services all under one roof! The stylists at this salon have experience with serving

clients who have significant hair conditions, and provide them with wig makeovers, free of charge. Queen's Beauty Bar offers personalized one-on-one beauty services to their customers with friendly and professional service in a salon atmosphere.

The mission of Queen's Beauty Bar is to change the way people look and feel by helping them take their look to the next level. Providing excellent customer service is a top priority at Queen's Beauty Bar and their mission before you leave is to make you look and feel better than when you came in, according to the style of your choice.

Central Delaware has proven to be a prime location for Queen's Beauty Bar to serve their customers from all over the state of Delaware. Established in 2016, Queen's Beauty Bar's proficient staff has been working in Dover for 10 years because of the ease of access to reach the shop's loyal clientele who travel from New Castle and Sussex counties.

Owner Vashti Hudson joined the Central Delaware Chamber of Com-



merce to further Queen's Beauty Bar mission to serve their local community at a prime centralized location near Downtown Dover. She hopes the Central Delaware Chamber of Commerce will help to connect with local like-minded individuals who share the same goals of growing their business.

Vashti and her talented team are eager to continue to give back to their community by participating in Christmas Adopt-A-Family program, Mother's Day makeovers at local shelters and their own efforts of providing

free weave/wig services to those who have suffered from conditions, such as cancer, burns, tumors etc., that resulted in the loss of their hair.

To learn more about Queen's Beauty Bar, feel free to stop in the salon located at 1534 S. Governors Avenue in Dover, Delaware. You can also visit facebook.com/NeverTakeOffYourCrown or call (302) 393-1371. Please join the Central Delaware Chamber of Commerce in celebrating Vashti Hudson of Queen's Beauty Bar on her grand re-opening and 5-year anniversary!

CDCC joins Personal Protective Products for a Ribbon Cutting



The Central Delaware Chamber of Commerce hosted a ribbon cutting ceremony for Personal Protective Products on April 26. The event was held at the CDCC Board Room located at 435 N. Dupont Highway in Dover. Chamber members and friends joined owner, Roger Hollopeter, to celebrate the grand opening of his business!

Roger Hollopeter began Personal Protective Products after serving six years as president of Kent County Crime Watch, which is a non-profit organization to promote crime reduction, community safety, stability, and beauty, within the Kent County, Delaware, area. Hollopeter is knowledgeable and passionate about keeping Kent County safe and what ultimately led him to owning Personal Protective Products.

Personal Protective Products is a one-stop-shop for all your self-defense needs. Personal Protective Products is a family-owned business providing prod-

ucts produced by Guard Dog Security. Customers can feel more secure with their purchases of stun gun flashlights, mini stun guns, knuckle grips, and pepper sprays. You will find pepper spray with car glass breakers, personal keychain alarms, and bulletproof backpacks ready to be used at Personal Protective Products. All products are carefully produced and backed by a lifetime warranty — plus 27 patents. Personal Protective Products will make sure you feel safe and are protected anywhere you go, safely and discreetly. Personal Protective Products wants to promote personal safety to everyone by offering innovative products that fit each customers' personal lifestyle.

The mission of Personal Protective Products is to spread awareness of the benefits of personal defense products to everyone. Their goal is to make personal defense easy, accessible, and flexible to use for all people of different

lifestyles. Personal Protective Products' mission is to serve their local community directly to help them live out their motto of "Be Prepared."

To learn more about Personal Protective Products, feel free to contact Roger Hollopeter at (302) 242-9670. Stay

tuned for Personal Protective Products website launching May 1. Please join the Central Delaware Chamber of Commerce in celebrating Roger Hollopeter and the team of Personal Protective Products on their grand opening!

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CDCC joins D.R. Horton for a Ribbon Cutting

The Central Delaware Chamber of Commerce hosted a ribbon cutting ceremony for D.R. Horton on April 5. The event was held at D.R. Horton at 671 S. Carter Road, Suite 6, in Smyrna. Chamber members and friends joined the Horton team to celebrate the expansion of their office and grand re-opening of their Smyrna location!

D.R. Horton is a company that builds and sells homes for families at every stage of life. This company assists first-time home buyers, move-up buyers, and active adults as they build and move into the home of their dreams. D.R. Horton features their luxury line of homes for sale, Emerald, which are larger homes with upscale design features. In addition, D.R. has housing communities for rent as an option, too. The Horton company has been the largest homebuilder by volume in the country every year since 2002. In 2017, the company expanded its operation to Delaware and the Maryland Eastern Shore. At that time, the Smyrna office was a small 1,500 square foot building, now they have happily expanded their building to over 13,000 square feet to support their nearly 100 cherished associates. This expansion will allow the Smyrna location to better serve and access the Central Delaware area. It

will allow D.R. Horton to stay connected and further employ their other local business partners with over 300 employees that include trade partners, suppliers, engineers, architects, and attorneys.

The mission of D.R. Horton began in 1978 by founder and CEO, Donald Ray Horton. His mission was to provide housing opportunities for people at affordable prices. Having strong ties to the Realtor community of the area, D.R. believed in teamwork to help customers close on their new homes quickly and make sure they are move-in ready. He believed in servicing his customers as if they were if his family. Employees and homeowners nationwide are considered part of the Horton family.

The benefit of Smyrna's centralized location is what drew D.R. Horton to station in the area. Smyrna allows the business to access not only Delaware's Kent County, but Sussex and New Castle also. The extent of their reach goes as far south as Chincoteague, Virginia, and north to just outside of Newark, Del. Smyrna allows for D.R. Horton to maintain a relationship with their local partners and associates throughout the state of Delaware and surrounding locations.



D.R. Horton joined the Central Delaware Chamber of Commerce to continue to build the wonderful community that makes up Central Delaware. This company is no stranger to giving back to the community. The staff is eager to continue their efforts in supporting food drives with the Food Bank of Delaware and constructing "blitz builds" in coordination with Habitat for Humanity. D.R. Horton is excited to contribute to the overall economy by helping to increase state and local government tax revenues. Job growth

is also very important to the team at D.R. Horton, and they hope to continue providing jobs to Central Delaware residents in a substantial way for many years to come.

To learn more about D.R. Horton, visit them on the web at www.drhorton.com or give them a call at (302) 514-0850. Please join the Central Delaware Chamber of Commerce in congratulating D.R. Horton on their grand re-opening and expansion of their Smyrna location!

CDCC joins Tomeka's HomeStyle Eatery for a Ribbon Cutting



The Central Delaware Chamber of Commerce hosted a ribbon cutting ceremony for Tomeka's HomeStyle Eatery on April 21. The event was held at Tomeka's HomeStyle Eatery at 1466 E. Lebanon Road in Dover. Chamber members and friends joined owner and founder, Tomeka Crawford, to celebrate the grand opening of her new venture.

Tomeka's is a new restaurant that serves traditional soul food with a modern twist. This new casual eatery serves soul food favorites such as fried and baked chicken, fried fish, eggplant, and of course delicious sides like mac and cheese, green beans, and yams. Tomeka's HomeStyle Eatery also offers fresh salads and seafood options! Don't forget to try the incredible shrimp and crab dip. Customers can enjoy fresh sweet tea, and Pepsi products as they dine in or carry out their scrumptious homemade meals. Tomeka ensures to season all her dishes with the perfect amount of love for her guests to enjoy. Allow Tomeka to cater your next event

and leave your guests with an unforgettable experience. Let Tomeka's HomeStyle Eatery leave them with a true taste of authentic home cooking, original recipes, and lots of love in every bite. The restaurant's gorgeous atmosphere will make the perfect spot for your next meal or meeting!

Since cooking with her mother at the age of 10, Tomeka has been sharing her years of cooking experience with the Central Delaware community, now finally owning her own brick and mortar location!

Tomeka has served her delicious cuisine to her local community every week at the Capital City Farmer's Market on Lookerman Steet in Downtown Dover since 2018. She has been invited and sold out many community events with the Dover Air Force Base and various Pop-Up shops around town. It has been her childhood dream to own her own restaurant here in Dover, Delaware, and today it is finally a reality!

Tomeka is grateful for the connec-



tions she's made through her membership with the Central Delaware Chamber of Commerce that have helped her dream to come to fruition. She is excited to further serve her community not only with her delightful food and attitude, but by collaborating with other local businesses as well.

To learn more about Tomeka and Tomeka's HomeStyle Eatery, feel free to stop in the restaurant at 1466 E. Lebanon Road in Dover. You can also visit Facebook at Tomeka's HomeStyle Eatery or reach them at (302) 399-7640. Please join the Central Delaware Chamber of Commerce in congratulating Tomeka Crawford and Tomeka's HomeStyle Eatery on their grand opening!

New Member Spotlights

Introducing Kimberly Willoughby of Patterson-Schwartz Real Estate

The thought of purchasing a home could be very daunting at this point in history. The act of buying a home is a dream, a reality, an investment, and a risk at any point in someone's life. Combine the normal state of emotions with the heightened and challenging ones brought on by the COVID-19 pandemic and you have the perfect reason to feel overwhelmed, lost, and uncertain. This is when we should turn to experts for guidance. Introducing Kim Willoughby of Patterson-Schwartz Real Estate.

Buying a home should be nothing but an exciting and smooth process, however when you're faced with a volatile housing market and simply not enough time to research your dream home, it can feel like a burden. This is where a knowledgeable and committed realtor like Kim Willoughby of Patterson-Schwartz Real Estate can relieve this possible burden for clients. Kim is a licensed realtor, which means she is aware of the current housing market,

can adequately market your dwelling or place of residence, and get you the best price for one of your biggest assets, your home.

Kim Willoughby will use her childhood experiences from growing up in a military family to her relate to her clients in the Central Delaware community. The Dover Air Force Base service men and women are an inseparable segment of to Central Delaware and with benefit greatly from developing a relationship with a realtor they can trust. Kim moved to Delaware in 2001, therefore, she is familiar with the housing market of the area.

Before becoming a realtor, Kim was a fulltime bedside nurse for many years. However, she desired more flexibility in her schedule in order to make time for more family activities. She appreciates realty at Patterson-Schwartz Real Estate because of this affordability and being able to give her clients individualized and focused service. Witnessing

Shawna Kirlin's work to close the deal on her own house is how she fell in love with the process that ultimately led her to her new career in real estate.

Kim chose to join the Central Delaware Chamber of Commerce because of her positive memories of being a member through other companies for many years. She appreciates Chamber events for the opportunity to network and connect with other companies to provide more resources for her clients.

Whether you are buying or selling your home, you deserve a knowledgeable realtor that knows the area very well. Lucky for locals this isn't hard to find at the Central Delaware Chamber



of Commerce because we bring them to you! Kim Willoughby is willing and ready to assist you in the process of buying or selling your home. Rest assured that she and Patterson-Schwartz Real Estate will help you negotiate the best possible price in your favor and cultivate invaluable peace of mind.

For more information about Kim Willoughby from Patterson-Schwartz Real Estate, you can contact her by email at KWilloughby106@outlook.com or on the phone at (302) 363-1852. Please join the CDCC in welcoming Kim Willoughby from Patterson-Schwartz Real Estate into membership!



Introducing Krystal Cowan of Gifted Hands 2, LLC

Many new factors are affecting today's job market greatly. From staff and labor shortages, to supply and demand fluctuations, to workers getting sick, employers are having trouble navigating these unprecedented impacts as they struggle to serve customers and stay open. Finding qualified individuals for a specific job can be a full-time task for which a business professional simply does not have the time. As a result, the business will feel the effects of being understaffed and will not be able to deliver the service their customers deserve. Where would one go to solve this problem? Gifted Hands 2, LLC!

Krystal Cowan is the CEO of Gifted Hands 2, LLC, which is a unique staffing and recruiting agency. They specialize in sourcing and recruiting in many local industries, especially

administration, human resources, and sales positions. Gifted Hands 2, LLC, focuses on sourcing best-in-class candidates for rewarding positions in the Mid-Atlantic area, for which they are leader in filling job opportunities. Gifted Hands is dedicated to matching different companies in need of staff members to operate their businesses with clients who are a good fit.

Cowan works to always ensure the highest quality of services to meet or surpass her client's expectations. She pays careful attention to the needs of businesses and the needs of clients who are willing to work for them to create a perfect match for secure employment. Cowan specifically tailors her staffing and recruiting agency to understand each of her clients and their specific needs.

Gifted Hands 2 LLC is based on honesty, integrity, respect, and excitement! Their team is committed to finding exceptional career opportunities for their clients. It is this dedication to service and precisely matching the needs of their client companies with the skills of their associates that creates a constant air of excitement in their offices. They are not a huge conglomerate but rather a locally owned and operated, community-involved business. They pride themselves on investing time with their associates and client companies to find the right career and staffing solutions. They do not waste our associates time or clients' time by following "cookie-cutter" procedures and formats. At Gifted Hands LLC, each client is a gift, and each associate is an individual activat-

ing their gift. It is this commitment to personalized service that sets Gifted Hands apart from their competitors.

Leave your staffing and recruiting worries in the hands of Gifted Hands 2, LLC! Find solace in this scripture which serves as the company's motto: "A man's gift makes room for him" (Proverbs 18:16 NKV). What you were designed to be known for is your gift. God has put a gift or talent in every person for which the world will make room. It is this gift that will enable you to fulfill your vision.

For more information about Gifted Hands 2, LLC, feel free to visit their website at www.giftedhands2llc.agency or call (302) 643-2005! Please join the Central Delaware Chamber of Commerce in welcoming Krystal of Gifted Hands, LLC, into membership!



Introducing the team at First Command!

Our business community knows that it is one thing to generate income, but it is another to manage it. When you are working, running a business, or just living your best life, you may find there is just not enough time for you manage your finances in the most ideal and

informed way that you wish. The Central Delaware Chamber of Commerce (CDCC) is proud to introduce a company with solutions to your problem.

First Command is a financial planning firm that helps those at all stages

in life but specializes in military and government benefits. First Command offers personalized, in-depth, evaluations of clients' current situations and goals to develop a proactive financial plan that will mobilize them to overcoming and achieving those goals.



New Member Spotlights

FIRST COMMAND

Continued from Page 19

Their services include, budgeting, debt consolidation, professional business loans, life insurance, investing, and long-term care.

Founded in 1958 by a Lt. Col. Payne, First Command's mission has always been to relieve financial burdens of United States military personnel and their families. Lt. Col. Payne saw the dire need of a military-based financial firm to support and encourage military servicemen and women most efficiently. The company then grew exponentially to offer life insurance, banking options in offices across the country and overseas in the United Kingdom, Guam, and Germany. Through 64 years of growth, the mission of First Command has stayed the same: "Coaching those who serve

in their pursuit of financial security and our Vision of "Lifelong financial security for our Nation's military families." First Command is dedicated to serving Central Delaware's cherished military population in achieving their financial goals and planning for their bright futures. First Command offers complimentary service to military personnel so that they don't have to go the journey alone. Meet three women from the First Command team ready to assist you in planning and securing your future!

Kim Provo has been an advisor with First Command for 20 years. Being born and raised in Dover, she knows the needs of the community very well. Many members of the Central Delaware community may find her familiar as she is the co-owner of My Salon Suites. Provo works closely with her clients to create plans that address their

specific priorities and supports their goals.

Brianna Felts has a strong understanding of the unique needs of military families because she is a military spouse of her active-duty husband. Felts has been with First Command since 2014 and she is also committed to helping her fellow community "discover the peace of mind that comes from financial security." Far from her hometown of Wichita, Kan., Felts has made a new home here in Central Delaware once her husband stationed here.

Alexandra Olah is also far from her roots of Anchorage, Alaska. She comes from a military family of her own and has lived in many locations. She is very familiar with the lifestyle requirements of a military family, so she gave offer her clients an understanding of relocating frequently. Her husband is active-duty, which led them both to

now live in Central Delaware.

First Command desired to join the Central Delaware Chamber of Commerce to raise awareness of their fantastic services. First Command advisors recognize the struggles of trying to make the right decisions financially. They are excited to be a part of something bigger than just themselves. With membership, First Command is enthusiastic about connecting with an organization that also shares like-minded values for supporting our military community.

For more information about First Command and their local financial advisors, please visit their website at www.firstcommand.com, or give them a call at (302) 736-0472. This company is located at 4608 S. Dupont Highway Suite 1, Dover, Del. Please join the CDCC in welcoming First Command into membership!

Meet Krystal Osisek of Allstate Insurance!

Whether you need coverage for your home, auto, rental, business, or boat in the Smyrna area, Allstate Agent Krystal Osisek has you covered from top to bottom! Originally from the "Garden State" of New Jersey, Krystal is now a new Delaware resident. Since relocating in September of 2022, Krystal says "Delaware has been nothing but warm and welcoming since we moved." Central Delaware is proud to welcome her to the best community ever as she continues to provide insurance to the local community.

Krystal began her insurance profession in 2017 in New Jersey. Upon moving, this has allowed her to become a licensed agent for both New Jersey and the fast-growing Smyrna area. Being an Allstate agent means that Krystal works independently to run her own agency here. Krystal is eager to carry on out the Allstate mission of

"helping customer realize their hopes and dreams by providing the best products and services to protect them from life's uncertainties and prepare them for the future." Krystal specializes in auto, home, condo, rental, motorcycle, business, ATV, and boating insurance policies.

She is excited to meet with clients to discuss how Allstate's coverage options can work for them. A meeting with Krystal means an opportunity to receive piece of mind over the things you can care the most about in your life. It means an opportunity to discuss how to bundle and save on the various insurance policies that she offers. Krystal is passionate about making insurance coverage easy, seamless, and manageable for you and needs of your life.

When Krystal is not busy serving her local clients, she is a busy wife and mother, raising two handsome

boys. She and her family enjoy playing outdoors, fixing cars, and off-roading in their jeep. The Central Delaware Chamber of Commerce extends a warm welcome to Krystal Osisek of Allstate Insurance as she lives, works, and plays in her new community!

Krystal is excited to expand her network with the help of the Central Delaware Chamber of Commerce. She intends on attending the networking opportunities we offer and will be on the lookout for opportunities to give back to the community and stay involved.

For more information about Krystal Osisek and Allstate Insurance, don't hesitate to visit her website at www.allstate.com/krystalosisek or give her a call at (302) 223-0203. Please join the CDCC in welcoming Krystal Osisek of Allstate Insurance into membership!



Meet Teresa Bacot of United Healthcare



The COVID-19 pandemic has strongly highlighted that health is indeed wealth. Taking care of ourselves and the intricate ecosystem that is the human body is critical for the protection of our peace of mind. When we take care of ourselves, we can better take care of those around us, too. Hence, you are directed to put on your mask first in the case of an emergency. Access to healthcare is a vital part of one's overall health, however the process can be daunting to some. No need

to fear, Teresa Bacot is here!

Teresa Bacot relocated from the sunny Golden State of California to the First State of Delaware in 2020 to be the agent manager for UnitedHealthcare (UHC). When often asked why Delaware, she recalls, "I am finding there is nothing like Delaware, the people, history, and the beauty. I look out my windows and see all kinds of wildlife. You don't get all that in Southern California. Moving to Delaware was like coming home." The Central Delaware community agrees with Teresa and is excited to welcome her home as she works to provide a service that is needed now more than ever.

UnitedHealthcare believes "there's no limit for what care can do." UnitedHealthcare is committed to connecting their customers with better health options by offering "quality health benefits designed for affordability." UnitedHealthcare assists customers in finding a health plan that fits into their lives, not the other way around. With a variety of plans designed to flex to the needs to your life, UnitedHealthcare supplies plans that will fit into your budget. They offer health plans for all ages and lifestyles, including individuals, employers, and Medicare and Medicaid beneficiaries. UnitedHealthcare is the nation's largest health insurance company based on U.S. market

share by direct written premiums in 2019. They partner with more than 1.3 million physicians and care professionals and 6,500 hospitals and other care facilities nationwide. With this notoriety comes a network of quality doctors, programs, and resources. Teresa Bacot is a committed advocate for ensuring and insuring that people receive access to care in order to address the social determinants of health for sound body and mind.

Teresa is very familiar with the benefits of being in membership with a local chamber of commerce. Having par-

Continued on Page 21

New Member Spotlights

TERESA BACOT

Continued from Page 20

icipated in many California chambers and their activities, Teresa was eager to connect with the Central Delaware Chamber of Commerce (CDCC) to

continue to build her network in her new, beautiful community that is now Central Delaware. She attributes all the great things she's seen the CDCC accomplish as the reason to she wanted to join the organization. She mentions, "It's a great place to expand friendships

and business." The CDCC couldn't agree more with Teresa and we look forward to building a friendship with here to further business success!

For more information about United-Healthcare, please visit their website at www.uhc.com. You can reach Teresa Ba-

cot at teresa.bacot@uhc.com. We are excited to welcome Teresa to the First State on the East Coast and into the fantastic community of Central Delaware. Please join the CDCC in welcoming Teresa Bacot of UnitedHealthcare into membership!

Introducing Leena Amin of Camden Pharmacy



Camden Pharmacy shares, "It has been a challenging job to run a business in a pandemic, but I am honored to be able to provide COVID vaccines and testing to the Camden and Dover area."

This small-town, women-owned pharmacy is helping the community, one prescription, test, vaccine and smile at a time!

Camden Pharmacy is a local independent family-owned pharmacy servicing the town of Camden, Delaware. Their motto is "Where Wellness Matters" because it is their mission to provide exceptional customer service, fast and accessible. The advantages of a local independent pharmacy are numerous. Patients will receive personalized care to ensure they are receiving the health care that they deserve. The knowledgeable and friendly staff of Camden Pharmacy is passionate about delivering a variety of services such as medical adherence, health screenings, immunizations, and much more. Your health needs are a priority at Camden Pharmacy. They are committed to offering competitive pricing on all prescriptions, while accepting most major

insurance plans.

In addition to receiving your necessary prescriptions fast, Camden Pharmacy also will deliver them to you for free, including the nearby Dover area. This pharmacy is different than the rest due to their compounding services like veterinary and hormone replacement therapy. Customers will be delighted to know that Camden Pharmacy carries common retail necessities as well as grocery items and unique gifts. Transferring your prescriptions has never been easier with Camden Pharmacy, "all you have to do is call us and we will take care of rest. We also provide vaccine (flu and COVID) clinics to small businesses, where we come to your workplace to vaccinate."

Leena Amin has been serving her community as a pharmacist for 17 years. She has a family of two children and a dog, and lives locally in Magnolia. It has been Amin's long-time dream to own her own pharmacy since she began her career in the industry. She is a highly rated, friendly, and knowledgeable face of the community who cherishes the relationships she

has with her clients. When she isn't busy reviewing health records, assisting clients, and operating the pharmacy, Leena enjoys cooking and reading.

For more information, to transfer your prescriptions, or schedule a COVID vaccine or test, feel free to visit Camden Pharmacy in person at 4598 S. DuPont Highway or virtually on their website at www.camdenrxde.com or give them a call at (302) 535-8604. Please help the Central Delaware Chamber of Commerce welcome Leena Amin and the staff at Camden Pharmacy into membership!



Everyone wants a quick and easy prescription process when they go to the pharmacy. However, long lines and wait times can make the process very unpleasant. The COVID-19 pandemic has highlighted the need for people to be proactive about receiving their necessary medications and medical supplies. Fast COVID-19 testing and vaccines have been critical in saving many lives from the spread of the virus.

Leena Amin, owner and founder of

Special Feature

Congratulations to our honorees for Administrative Professionals Month!

1 Merry Maids

Nominator: Melissa Allaband
Awarding: Christina Trice
Gifts donations:
 Gift basket, Fifer Orchards
 Flower arrangement, Jen-Mor Florist
 Gift Basket, Mission BBQ



2

Harmony at Kent Harmony at Kent

Nominator: Stacy Wiseman
Awarding: Felicia Petty
Gifts donations:
 Gift basket, Scentsy
 Flower arrangement, Jen-Mor Florist
 Gift Basket, Mission BBQ



3

The Moving Experience

Nominator: Todd Stonesifer
Awarding: Connie Summers
Gifts donations:
 Flower arrangement, Jen-Mor Florist
 Gift Basket, Mission BBQ
 Gift bag, Special Touch Card Creations



CDCC Reinstalls ‘Welcome to Dover’ Sign

The Central Delaware Chamber of Commerce (CDCC) is proud to notify the public that the organization’s “Welcome to Dover” sign is officially complete and ready to welcome residents of the community and visitors alike! The sign is located on the northbound side of Route 13 as you enter Dover from the south, just before crossing the St. Jones River. The sign dons the official CDCC logo above beautiful, bold lettering reading “Welcome to Dover.” Accompanying the warm welcome are signs from local civic-minded service groups such as The Benevolent & Protective Order of Elks, The Rotary Club

International, Kiwanis International and The Lions Club International.

In the spring of 2018, there was a car accident that unfortunately left the original “Welcome to Dover” sign destroyed. The Chamber filed a claim to the insurance companies involved and waited for it to be accepted. Once it was, a bid was sent out to associates to have the sign replaced. The bid was won by Brian Drysdale of Instant Imprints. The process of manufacturing the new sign began in the spring of 2019, however the COVID-19 pandemic shocked the world, and ev-

erything came to a screeching halt. The project was placed on pause until further notice. Fast forward to the spring of 2022, and all the intended signs are officially reinstalled.

The Central Delaware Chamber of Commerce would like to thank Bryan Drysdale for his design of the project and his continued support throughout the entire process. These signs represent the flourishing life that is constantly growing in Dover, Del. It represents the great pride residents of the community have for where they live, and the CDCC is proud to have

a part in displaying this. The CDCC hopes that every time someone passes by the new sign, they will be reminded to feel proud of Dover just as much as they are!



Member of the Month



NAME: Casey McDonald

PHONE: (302) 233-3077

BUSINESS: Dover Spouses' Club

WEBSITE: doverspousesclub.com

ADDRESS: Dover Spouses' Club
PO Box 2001, Dover AFB, DE 19902

EMAIL: doverspousesclub@gmail.com

Tell us a little about your business/organization: how did it begin; what are your services/products, etc.

We are a nonprofit organization that gives back to our base community, local community and also nationally. We also are a social organization, and we host monthly socials for our members.

Tell us about your role in the business/organization.

As the President, it's my job to ensure the club is ran as smoothly as possible.

Tell us something that makes your business/organization unique.

The DSC hosts the largest single day craft show on the eastern shore. The craft show is how we fund all our philanthropic giving.

What do you see for the future of your business/organization?

We hope to get more involved in the local community and have a positive impact on it.

How has the Chamber helped your business/organization grow?

The Chamber has helped us network with our local community.

Ambassador Corner

Nina Jenkins



scrapbooking, and spending time with family and friends.

Nina is the Human Resources Coordinator at Kent-Sussex Industries, Inc. This is a new position for her, and she is thrilled to be working for a company that does such incredible things for Central Delaware. Nina also serves as a bartender at the Royal Prime Steakhouse. During the days of the pandemic, Nina worked to earn her massage license and has since opened a new massage business called Infinity Touch.

Nina's involvement with the CDCC began with her acceptance into the

Leadership Central Delaware (LCD) Class of 2019. This experience really opened her eyes to all that Delaware has to offer. She was amazed at all the hidden gems that she had not seen before, even after 30 years of living in the First State. The program also connected Nina with 26 individuals who have had a great impact on her life. In describing her classmates, Nina commented, "These are people that I am proud to call family." On this journey with this great group, they were able to achieve Best in Class 2019! #KADAMN! What a great journey!

Nina is proud to be an ambassador for the CDCC. She is thrilled to be able to continue to follow her passion for giving back. Serving as an ambassador will give her the opportunity to help others find their own way to serve our community and to make connections that will build lasting relationships.



Originally from Harrisburg, Pa., Nina Jenkins has been a proud citizen of Delaware since shortly after her high school graduation. She lives here with her son and basketball enthusiast, Jordan, who is age 17, 6'8 and a student at Caesar Rodney High School. Nina is a very positive person who finds great joy in giving back to the community, building relationship with fellow leaders, and finding ways to "pay it forward." Nina loves the beach, bowling,

Congratulations - You're a 10!

The Central Delaware Chamber of Commerce of Commerce is excited to introduce a monthly feature for 2022 in the Chamber Connections. "Congratulations – You're a 10!" is designed to recognize, congratulate and highlight recently renewed members who are celebrating membership anniversaries in increments of 10.



W.D. Pressley, Inc.
General Contracting and Landscaping



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— DENTAL TEAM —

Thank You for Your Renewal!

RENEWALS FOR FEBRUARY

NAME of COMPANY	# of YEARS	NAME of COMPANY	# of YEARS
Burns & Ellis Realtors	51	KCI Technologies, Inc.	9
Dover Army Navy Store, Inc.	51	Delaware Department of Labor – Employment & Training	8
Kent County Association of REALTORS	34	Fort Sill National Bank	8
University of Delaware	34	Imagine	8
William V. Sipple & Son, Inc.	34	Independent Resources, Inc.	8
512th Airlift Wing	32	Delmarva Benefit Group	7
Advantech Incorporated	31	First State Community Action Agency	7
Todd's Lawn Care Service	31	JEM Pest Solutions Inc.	7
Westminster Village	27	Read Aloud Delaware	7
Lighthouse Construction, Inc.	24	Lenape Builders, Inc.	5
State Street Assisted Living	24	Avery Hall Insurance Group	4
Sayers Jewelers & Gemologists Inc.	23	Harrington Business Association	4
W.D. Pressley, Inc.	20	Heritage Shores	4
Cadia Rehabilitation Capitol	19	Primerica – Erlene George	4
Comfort Inn – Rehoboth	19	PS Surety Consulting, LLC	4
Delaware Hospice, Inc.	18	The Center at Eden Hill	4
Delaware State Housing Authority	18	Tidewater Utilities, Inc.	4
Knights Fine Jewelry Ltd.	17	All Around Maintenance LLC	3
WSFS Bank – Camden Branch	16	Aloysius Butler & Clark	3
Yencer Builders, Inc.	16	Provident State Bank	3
Dover Behavioral Health System	15	Scentsy	3
Green Diamond Builders, Inc.	15	Special Touch Card Creations	3
Vision Quest Eye Care Center, Inc.	13	Brookdale Dover	2
Affinity Energy Management	12	Central Delaware Speech Language Pathology	2
Delaware Division for the Visually Impaired	12	G. Fedale Roofing & Siding – Lewes	2
Mary F. Kaltreider	12	G. Fedale Roofing & Siding – Wilmington	2
State Farm Insurance – Bennett Insurance Agency Inc.	12	Pats Select of Smyrna	2
The Kritter Sitter, LLC	12	The People's Platform	2
Corp1, Inc.	11	Brett Emmons	1
St. Andrew's LC Great Hall and Gathering Space	11	Heart to Heart Health Services LLC	1
Care First Dental Team – Robert R. Coope, DDS	10	N.K.S. Distributors, Inc.	1

New Members

Greater Milford Boys & Girls Club

101 Delaware Veterans Blvd.
Milford, DE 19963
(302) 422-4453
Paul Dorey

Greater Smyrna-Clayton Boys & Girls Club

240 E. Commerce Street
(302) 659-5610
Smyrna, DE 19977
Rachel Kane

Delaware Department of Insurance

1351 W. North Street
Dover, DE 19904
(302) 674-7300
Jane Aglio

Pathways to Success, Inc.

31 The Circle, Suite A and B
Georgetown, DE 19947
(302) 381-1494
Sarah Gilmour

Stone Nation, Inc.

Active 6330
30 SW Front Street
Milford, DE 19963
(302) 725-5251
Biriviana De Leon

Tommy's Express

656 N Dupont Hwy
Dover, DE 19901
(301) 750-4106
Amandeep Ghariyal

Coffee On Us!

SPONSORED BY The House of Coffi

The Central Delaware Chamber of Commerce would love to connect you with something delicious! The photograph on our front pageheader changes each month, depicting picturesque and unique locations right here in Central Delaware. These photos are the subject of our monthly "Coffee On Us" contest.

If you recognize the location of the header picture on our front page, be the **THIRD PERSON** to CALL the CDCC Office (302-734-7513) with the correct answer and you will win a \$10 gift card to:



You'll also see your picture and your company name on our Facebook page – and, of course, you'll win bragging rights for the month!

The winner of the April "Coffee on Us" Contest was **Lisa Marie of ABI Security Group, Inc.**, who correctly identified identified the Ballroom at Noble's Pond. Congratulations, **Lisa** — and thank you for playing our game!

Please note that the same person is qualified to win the Coffee on Us Contest only twice per calendar year.

BUSINESS CARD BULLETIN BOARD

Add your business card to the bulletin board! (302) 741-8297 • bmankin@iniusa.org

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