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What the other side of a virtual event looks like – DSCC Board Chair Katie K. Wilkinson virtually interviews NBC's Kristen Welker for the 184th Annual Dinner

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On the Cover

From left: Goodwill of Delaware & Delaware County president and CEO, Colleen Morrone, Mike DeRemer, Goodwill's longest tenured team member with 48 years of service, and Goodwill board chair, Marvin Hargrove

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Message from the President



Michael J. Quaranta

In early January we did something here that was never possible for most of the 184-year history of the Delaware State Chamber of Commerce. A worldwide health pandemic forced us to host our Annual Dinner virtually by connecting hundreds of business and community leaders, public officials, sponsors, and speakers via the worldwide web. Who would have ever thought that would be necessary or even possible? Somewhere in the heavens out there, our founder, Josiah Marvel is shaking his head in amazement! But we did it and I do mean “we” in the broadest definition possible.

Our Annual Dinner Committee, the staff, sponsors, attendees and speakers all collaborated on what was by any measure, a complete success. And I am grateful to each and every one of you for every contribution, large and small, that made this event an unqualified success. I cannot list all the names of those who helped, but so many gave their time or treasure to make this event one for the ages. Thank you!

Now, with fuel in our tank, we look optimistically forward to the coming months. We have vaccines to distribute, an economy waiting to reopen more fully, new businesses to emerge, and healing, yes, healing, to commence. We will need to summon up all the patience we can muster as public officials, health care leaders and others figure out how to get us to a finish line we’ve not experienced since the mid-1950’s and the nationwide rollout of the polio vaccine. But we will get there.

In the coming months, our events will remain virtual with plans to transition back to in person in the latter half of 2021. We’re excited for that moment and anxiously wait for that reality. We will, however, carry with us some of the lessons learned from the past year, including easier ways to interact with members and speakers from near and far.



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LEGISLATIVE PRIORITY

Timing of Personal Income Tax Increase Wrong for Delaware's Recovery

BY JAMES DECHENE



THE COVID-19 PANDEMIC is just over a year old and remains at the forefront of most Delawareans' lives as we remain under a continued State of Emergency. As the vaccination rollout continues, there is hope for light at the end of this long tunnel, and we hope that recovery, and a return to normalcy, will happen soon.

Economically, Delaware has overall fared well, and the most recent Delaware Economic and Financial Advisory Council's forecasting shows a surplus with a balanced budget still on track. Largely, this is a result of careful budgeting, a commitment by the Carney Administration and the General Assembly to set aside funds for budget smoothing, and assistance from the Federal Government through CARES Act funding.

As the businesses that were able to remain open, and we all know there are many that had to permanently close their doors, continue to struggle to remain open during the pandemic, legislation has been introduced that will have another major impact.

Earlier this year, House Bill 64 was introduced and would create three new personal income tax brackets, topping out at 8.6 percent, a full 2 percent more than the top bracket currently. This perennial bill filed by Rep. Kowalko (D-Newark) would put Delaware at a competitive disadvantage at attracting new residents and businesses from surrounding states, and comes at a time when Delaware businesses and employees face unprecedented uncertainty related to the COVID-19 pandemic.

Legislative Priority

Supposedly only impacting 5 percent of Delawareans, the bill, based on prior year's fiscal analysis, would raise less than \$100 million. The reality is that not only will the bill bring in considerably less money, the damage it would do far outweighs the benefits.

Considering how the analysis is performed predicting how much revenue the bill would raise there are two major shortcomings:

The first is that the estimation is not a dynamic forecast. The fiscal note is created by looking at Delaware filers who would be in the new brackets, and a simple calculation of what they would pay equals their estimate. It does not take into consideration, because it can't, any change in behavior of Delawareans — where they choose to live and work, how they choose to file, what deductions they can utilize to lower their income to avoid being in the new brackets, etc.

The second is the impact telework has had during the pandemic. For those working from home, their tax filing status may change from Delaware to Pennsylvania, Maryland or New Jersey quite easily, and is impossible to reliably predict. Both of these shortcomings virtually guarantee Delaware will see less money than predicted.

Adding insult to injury, these top brackets suddenly make Pennsylvania look more attractive. Just across the border, while Pennsylvania residents may pay significantly more in property tax, they pay a flat income tax rate of just over 3 percent. Delaware's higher tax brackets would largely obviate the discrepancy with

property taxes, and an argument could be made that the pending property tax reassessments Delaware will be forced to conduct following the recently settled education funding lawsuit eliminate that gap altogether.

Delaware is not facing a budget crisis where increased taxes are necessary. In fact, legislative efforts would be better suited in finding creative ways to help Delaware's small- and medium-sized businesses stay open and keep Delawareans employed — the other 95 percent of Delaware — rather than falling back on "pay their fair share" tropes.

Working to cultivate an environment where companies want to come to, and invest in, Delaware is the best way to secure Delaware's economic future. Working together, the State Chamber and the Business Roundtable have created a blueprint to do just that. It calls for investments in Delaware workers and families, protecting Delaware's natural resources, attracting and maintaining jobs for Delawareans, and establishes a path forward for education equity and opportunity across the state. More information can be found at www.dscc.com/priorities.



James DeChene, Armitage DeChene & Associates

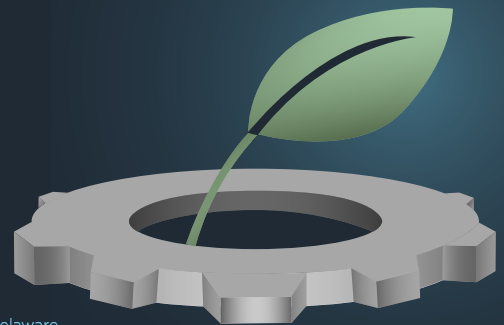
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Member news & Notes

BUSINESS SPOTLIGHT: **Kaisy's Delights®** BY COLIN HEFFINGER

» It's always time for a Kaisy®! For many living in the Delaware Valley, traveling to the southern beaches of Delaware sparks excitement through visions of captivating beaches and seemingly endless local shops well worth a weekend getaway.

Another special highlight of Southern Delaware is one of its local businesses: Kaisy's Delights®. Kaisy's Delights® is a unique culinary journey through the Austrian Empire with a French touch, ranging from their famous Kaiserschmarrn, potato latkes, savory quiches, omelettes and a plethora more.

Kaisy's Delights® was founded by Thierry Langer and his wife, Nathalie, when they moved from France with an interest of introducing Kaiserschmarrn to the United States. With Thierry's strong background in marketing and business administration combined with Nathalie's wedding-planning experience and creativity, Kaisy's Delights® was born. There are two main locations in Lewes and Rehoboth Beach, as well as one inside of the Nemours DuPont Pediatrics Hospital in Milford. As a growing and versatile business, Kaisy's Delights® is offering franchising opportunities to further expansion looking forward.

While exploring locations to start their business, Thierry fell in love with the close-knit community factor of Delaware and the allure of its beaches. "Our goal was simple," Thierry states. "Bring money to the area and create local jobs. Delaware was perfect for us – it's close to major

Thierry (left) and Nathalie Langer, owners of Kaisy's Delights®



cities and airports, the winters aren't harsh, and it has a very distinctive charm."

Thierry reflects on the factors that have contributed to the success of Kaisy's Delights®. "The quality of our food is linked to our French background – everything is homemade from scratch," Thierry explains. "We've also developed processes to help us provide this level of quality as a drive-thru oriented business. We've become one of the biggest manufacturers of Kaiserschmarrn in the world."

"The pandemic was a colossal surprise for us," Thierry continues.

"Everything we are doing for drive thru is already COVID-19 compliant. We just had to keep things up to par. We were already prepared for takeout and delivery – we were designed for it. This created a positive impact on the business. The snowball effect is a thing actually happening for us."

Thierry was ecstatic to point out what makes Southern Delaware such a special place to live and own a business. "When we decided to come to the United States and specifically Sussex County, there was one thing that we didn't expect – the warm welcome. The quality of the work and people are just mind blowing. The focus of the surrounding people – what can we do for you? It was such a heartwarming experience. What's great here in Sussex is that most of the population decided to live here. We came here with the same drive."

NONPROFIT SPOTLIGHT: Delaware Safety Council BY TYLER MICIK

» When one hears the name Delaware Safety Council, it may seem clear what the organization offers: strategies around safety. But the phrase, “don’t judge a book by its cover,” has never rung truer. The Delaware Safety Council offers far more than safety strategies.

The Delaware Safety Council is a private, nongovernmental, nonprofit safety and resource training organization. The organization provides safety training to over 10,000 Delawareans each year, including driver, industrial/workplace, first aid, and cyber security training to name a few.

“Our mission is to promote the protection of life and health in the workplace, in the home, on the highway, and in the community by actively providing education, training, resources, and services,” said Executive Director Pete Booker.

The Delaware Safety Council has been providing safety training to Delawareans since 1919. The organization was founded by Irénée du Pont with the goal of creating a robust system of safety training for industrial workers. But as travel increased and advancements to roadways were made, more safety issues followed. Eventually the need for better safety standards in all facets of daily life became evident and the organization responded by expanding to provide training beyond the industrial setting. The Council advocated for paved roads with proper signage, helped to create school bus laws, and established the State’s first driver’s education program.

In light of the COVID-19 pandemic, the Delaware Safety Council, like many other



organizations, has adapted to continue serving Delawareans. Over the course of the pandemic, they continued to offer remote training called Remote Skills Verification (RSV) to their members and the public. People could receive training like CPR/AED from home by watching an online video on how to properly perform the procedure. In order to receive the certification, a manikin is sent to participants’ home address so they can demonstrate what they’ve learned live to an instructor.

The Delaware Safety Council even offers workforce development programs and skills training to employers and people struggling to find work. The Council is the State’s largest provider of flagger training services. They also offer an innovative approach to training prisoners, so they have more opportunity to find work once released.

SmartDrive, a nonprofit that provides

safe and defensive driving skills training to teens, recently merged with the Delaware Safety Council. Now individuals that enroll and complete the program’s defensive driving course can receive a 3-point credit on their driving record from the State of Delaware and a 10% discount on their vehicle liability insurance cost upon completion.

“Try us, you’ll like us,” said Pete Booker. “There’s a lot to like about an organization that offers over 35 courses, many of which offer benefits beyond learning valuable safety information and skills.”

So, what is the Delaware Safety Council? It’s your one-stop-shop training and information center for all things safety. They offer a wide selection of training programs, networking/skills sharing events as well as onsite training for employers. For anyone interested in learning more about the Delaware Safety Council, visit www.delawaresafety.org.

New Virtual Program Addresses Teenage Problems with Video Gaming and Gambling

BY JUDY MCCORMICK

>> The pandemic environment for middle and high school students includes, by necessity, too much screen time with too few opportunities to socialize and do healthy activities with others. A student's school experience is focused on computer and phone, either at home, or in a hybrid classroom. Because it is impossible for parents and teachers to monitor what their students are doing on their screens each day and night, issues with problematic video gaming and disordered gambling among youth have exacerbated.

Youth seek excitement, socialization with friends, and distraction from the stress of being confined at home. Video and online gambling games appear to provide them with what they seek. However, these games also provide the very real potential for addiction.

It was not until 2010 that the term behavioral addiction was added to the official classification of psychiatric diagnoses in the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition. Gambling, typically thought to be an adult behavior, has become commonplace among adolescents. Although technological advances have made accessing information and communication easier, excessive use of the Internet and smartphones can result in multiple mental and physical health issues. Gambling disorders, gaming disorders, Internet use disorder, and excessive smartphone use often begin during childhood and adolescence.¹



In addition to a lively presentation with many illustrative video clips, the program includes exercises that encourage healthy alternatives to addictive behaviors: a mindfulness exercise to learn to relax and focus without the use of addictive substances or behaviors, and “Achieve Your Dream,” where students dream about what they want to do with their lives beyond high school and realize that addictive activities can hold them

back from achieving their dream.

Kids, Video Games and Gambling is now available to any school – public, private, parochial, or alternative – that serves middle or high school students. Typically, health teachers incorporate this program as part of their ATOD curriculum, but any educator interested in behavioral addiction prevention is encouraged to contact DCGP.

1 Derevensky JL, Hayman V, Lynette Gilbeau. *Behavioral Addictions: Excessive Gambling, Gaming, Internet, and Smartphone Use Among Children and Adolescents*. *Pediatr Clin North Am*. 2019 Dec;66(6):1163-1182. doi: 10.1016/j.pcl.2019.08.008. PMID: 31679605.

Delaware Council on Gambling Problems (DCGP) has created an interactive virtual presentation that combines the best elements of its middle and high school prevention programs into one program entitled *Kids, Video Games, and Gambling*. This program can be used in grades 6-12 during COVID-19 restrictions and beyond.

The 90-minute video covers:

- Behavioral Addictions and the Teenage Brain (Day 1)
- Video Games and Their Potential for Addiction (Day 1)
- Understanding the Danger of Gambling without and within Video Games (Day 2)

The video is shared via Zoom, over two class periods, because extra time is needed for student interaction. The teacher acts as the Zoom “host” and pauses the video for student input, while a DCGP staff member acts as the co-host to chat with the students on a live basis. Student handouts and links to the pretest/posttest are posted by the teacher on Schoology.



To schedule this program for your students, please contact **Judy McCormick**, Director, Prevention Services for Youth, Delaware Council on Gambling Problems, at (302) 442-2905 (cell) or (302) 655-3261 (work).

Member news & Notes



DIVERSE SUPPLIER SPOTLIGHT: **Maid For You** BY COLIN HEFFINGER

» Clean homes. Happy customers. These are the driving priorities of Maid For You LLC, a woman- and veteran-owned business providing residential and commercial cleaning services across Kent and lower New Castle counties. Since its start nearly four years ago, Maid For You has quickly expanded from a small project to a full business with 11 employees, a large contract on the Dover Air Force base and a growing average of 100 cleanings per month.

Maid For You was initially created on March 1, 2017 by Rebekah Hill in Clayton, Delaware as a side project for additional income. “I was a stay-at-home mom for two children for six months,” Rebekah reflects. “I felt like I needed to

do something more. Eventually you realize you need adult interaction and you figure out what you could do to keep your mind busy. I started Maid For You and was contacted by two women interested in working for me – before I even had clients! Very quickly, clients and cleaning expanded from there.”

After continuously growing work with a small team, an opportunity became available on the Dover Air Force base for Rebekah and Maid For You. Maid For You started cleanings with AW Painting and General Contracting and within a month the maintenance director reached out about suggesting Maid For You bid to become their main cleaning contractor. Shortly after, Maid For You acquired

a contract for cleanings across the 900+ homes and buildings on the base with Hunt Military Communities.

When the pandemic first hit early last year, a portion of clients cancelled due to losing their jobs. Some clients had to reschedule because of possible exposure. When businesses began opening again, it created additional demand for cleaning services as people focused on disinfecting and protecting their homes. A large portion of the company’s clients are 50 to 70 years old or have families with children under the age of three. Feeling safe and secure from COVID-19 in their homes became a large priority as the pandemic continued. Maid For You needed to hire more employees to keep

up with local demand for the business.

Rebekah explains the challenges that many cleaning businesses face of continuity in the workforce. "It's difficult finding people willing to work in a physically demanding and fast-paced environment. This is the kind of job where your feet really do hurt at the end of the day!"



"I tell every single applicant the same thing," Rebekah states. "Communication and honesty are the most important. You have to trust each individual employee to be in these homes and to be safe and do a professional job. People hire us because they know someone else who has trusted us to be in their home. Establishing relationships with our clients is our priority. Without that level of trust, our business doesn't grow. My business wouldn't be successful without the dedication and loyalty the Maid For You employees show on a daily basis, and for that I am forever grateful."

Rebekah reflects on the impact of her clients. "Thank you for supporting a small business that puts food on the table for the families of our employees, especially throughout the pandemic. We're female owned and operated. We're incredible people making an impact. Our clients seldom cancel because to them, supporting our small business matters."

Maid For You is available for cleanings in Clayton, Townsend, Odessa, Smyrna, Cheswold, Dover, Camden, and Magnolia. To reach out for cleaning packages, call 302-310-7050.

Duffield Associates, LLC Completes National Merger

» Duffield Associates, LLC ("Duffield") combined with two other engineering and geoscience consulting firms to form a robust national organization that will result in comprehensive environmental, energy, water and civil infrastructure capabilities. The combination includes Hull & Associates, LLC ("Hull"), headquartered in Columbus, Ohio, and HSW Consulting, LLC ("HSW"), headquartered in Tampa, Florida. The combination resulted in over 275 staff in 20 offices, across 8 states.

The former leaders of Duffield, Hull and HSW will continue to actively participate as senior leaders within the organization. Gerry Salontai, CEO of the combined firm, explained, "Each of these companies has outstanding leadership in place that will allow continued success individually while building a combined leadership team moving forward. Hull, HSW and Duffield provide a complementary set of capabilities that will expand service offerings to our growing client base within the combined companies."

The entire Duffield team, offices and service offerings will remain an integral part of the combined firm and will be bolstered by additional depth and expertise from the new partners. EVP and Duffield President Guy Marcozzi offers, "We're excited to take this deliberate, strategic next step for Duffield Associates, because it enhances our technical breadth and depth to serve our clients, enables us to pivot more effectively towards today's environmental and

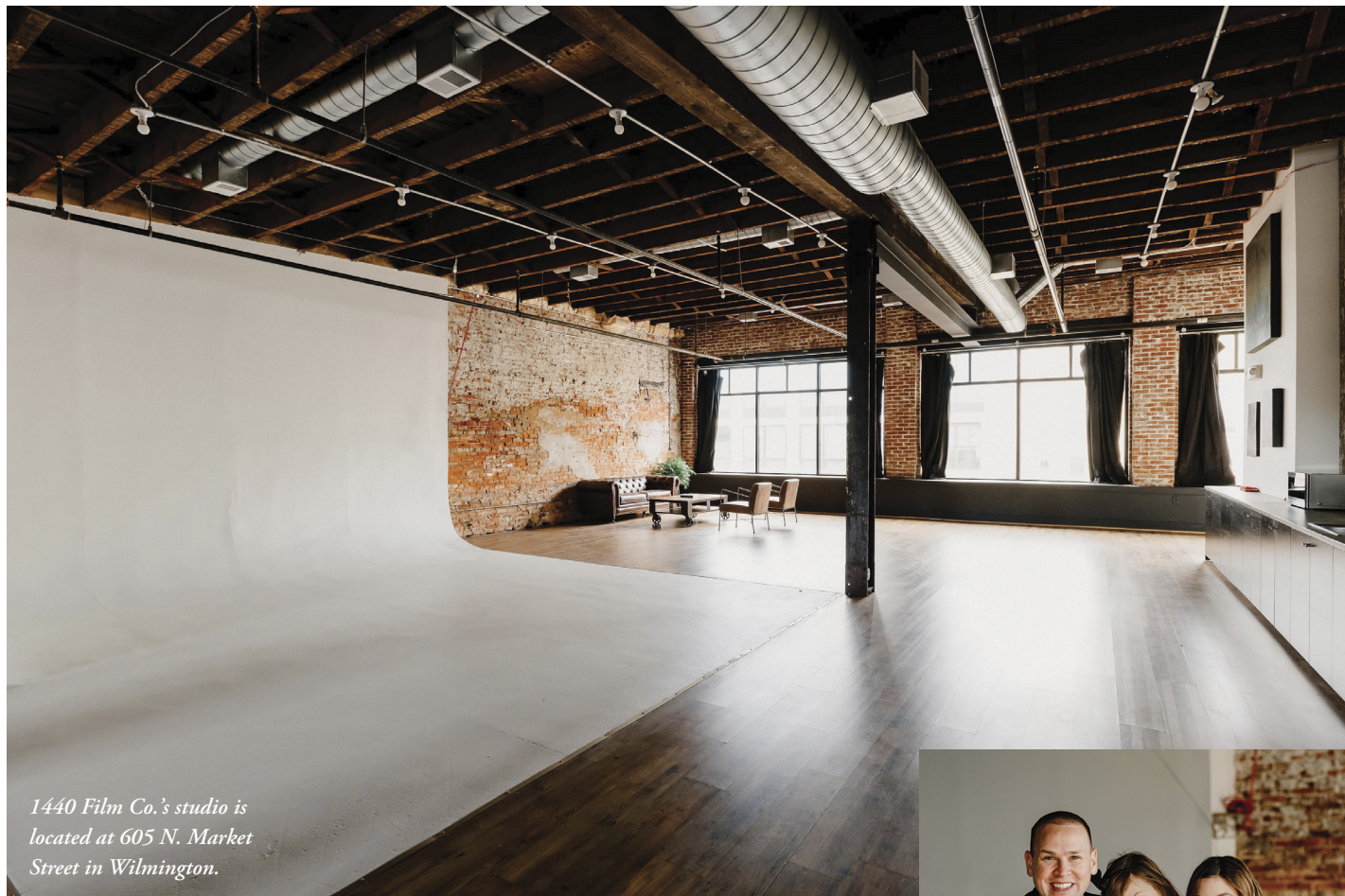


infrastructure needs, and provides exciting new opportunities for our professional team."

With offices in Delaware, Pennsylvania, Maryland, New Jersey, Ohio, New York, Florida and Texas, the combined firm has a broad geographic reach and builds on an already comprehensive capability set in environmental site assessment and remediation, energy, water resources and treatment, site civil infrastructure, and climate change resiliency, along with marine, coastal and geotechnical engineering. The client sector markets include the industrial, real estate, energy, transportation and government sectors.

"We look forward to the enhanced value and synergy that this new partnership will bring to our clients and the new opportunities this collaboration will bring to our exceptional team, whose dedication and commitment have enabled Duffield to thrive and grow," says Duffield Chief Operating Officer Deirdre Smith.

The combined firm will continue to grow organically, by attracting top talent and providing superior service to clients, and inorganically, by adding like-cultured firms that expand geographic reach, complement service offerings and strengthen the diversity and experience from the team of professionals. Duffield is growing and looking to hire talented and motivated professionals who share our passion and values.



1440 Film Co.'s studio is located at 605 N. Market Street in Wilmington.

1440 Film Co. Unveils New Studio Space in Downtown Wilmington

» 1440 Film Co. opened a new studio space in downtown Wilmington, DE. 1440 has been a Wilmington business from the beginning, and sees this new step into a unique, state-of-the-art facility on Market Street as another way of growing their contributions to the resilient and exciting Delaware business community.

As a full-service video company, 1440 produces a variety of commercials, brand films, and other content for businesses and organizations across Delaware and

the nation. They have created documentary and commercial work for brands such as Wawa, The WRK Group, and the State of Delaware, with a focus on honest, heartfelt storytelling. This expanded downtown studio allows them to add tools to their creative tool chest: tabletop commercials, a controlled shooting environment, and studio rentals for other creatives.

As well as serving as the headquarters for the growing film company, 1440 plans to open the studio as a hub for creativity and community in the heart of Wilmington



— an art gallery, event room, and makers' space. 1440 is thankful for the opportunity the studio represents and is grateful to be doing business in Wilmington. They look forward to celebrating with a grand opening when safety permits.



Chair Message

BY KATIE K. WILKINSON

» I am so grateful to have been a part of an amazing Annual Dinner this year.

The Chamber team worked very hard to plan, execute and deliver a platform suitable for networking and connecting among attendees. The program included an amazing cadre of speakers who covered some very important and timely topics. All who planned and participated should take a “victory lap,” knowing that we enjoyed a very successful program. We are thankful for the efforts of all involved!

We tackled the current political environment, the future of government and policy, the press, and social injustice. I was so fortunate to have had the opportunity to speak one-on-one with Kristen Welker of NBC News. Truth be told, I went into the experience a bit nervous, but she made

it easy and comfortable, and she was so engaged. Her passion for journalism shone through in the entire conversation. She cares deeply about the honest delivery of the news and the need to hold all who are entrusted to public office accountable to their promises and their oath!

U.S. Senator Cory Booker (D-NJ) blew me away! He was candid, real, raw, and vulnerable. I hope all of you took something meaningful from that personal conversation, which was clearly delivered from the heart. I imagine that we will continue to see and hear from him in the future.

James Glassman of Chase Bank and political commentator William Kristol were wise and earnest in their live conversations with JPMorgan’s Tom Horne

and DSCC’s Mike Quaranta, respectively. I found the Q&A to be the most insightful in these conversations.

Having enjoyed the success of this virtual event and leveraging it to attract unique speakers covering multiple topics, the Chamber will likely explore this delivery method from time to time, even as we return (hopefully soon) to a face-to-face environment.

I look forward to connecting with you in person later this year when it is safe and prudent to do so! In the meantime, please remember to wear a mask, watch your distance, and wash your hands!



Katie Wilkinson recorded Kristen Welker’s interview at 1440 Film Co’s new studio space



Building a Culture of Innovation

INTERVIEW WITH PATRICK CALLAHAN

BY MICHELE SCHIAVONI

» **The Delaware Data Innovation Lab (DDIL) is your most current breakthrough project. Talk to me about how it came to be and what your expectations are for it?**

In March of 2020, when businesses were shutting down, our team [at CompassRed] asked the question: “How can we take advantage of this moment for our community and our industry using the skills and talents we have?” Looking at what inspires us: innovation and the use of data and technology to affect change, we researched other organizations that have made impacts in these areas; organizations that served as models for what we wanted to do for our community and our world. MIT’s Media Lab has always been a center that

drives innovation and change by bringing multiple backgrounds together to solve problems and advance innovation. Our team studied their makeup, their mission, purpose, and accomplishments.

When the New Castle County Executive announced the opening of an innovation grant, we saw our chance to propose the development of a Data Innovation Lab we dreamed of. We assembled a team to focus on a “moon-shot” for our community. After getting the go-ahead, our team spent three months building just that: a 501(c)(6) stand-alone organization that intended to attract talent to our region, develop groundbreaking solutions and insights, and build an organization that will have a long-lasting impact on our region and our world.

The team for the DDIL is exceptionally diverse in its scope of projects. What inspired this idea?

The DDIL wanted to ensure our work was touching all aspects of data development – from working with social determinants of health to leveraging new technologies that allow us to interact with data in new and exciting ways. We believe that discoveries in our field are just starting to happen and we want to be on the ground floor. One of the aspects we are most proud of is not just the diversity of projects, but the diversity of the fellows addressing those projects under the leadership of the executive director, Anne Clauss. We have been able to attract talent from all corners of the country and our own back yard.

You were recently appointed the chair of a new statewide Science and Tech Advisors group. What are your expectations for this group?

The purpose of the Science and Technology Advisory group is to facilitate innovation in the industry from startups to the largest global companies in Delaware. We are organizing to increase the state’s advocacy for this growing industry and take advantage of all the foundational elements Delaware has developed throughout our history. The expectations of the group are to participate in the discussions, advocate for collaboration, and develop clear and actionable initiatives that our corporate, state, and federal leaders can react to. We have the opportunity to put forth specific initiatives to improve our industry and grow the region on a global scale. I want our group to take advantage of this moment.

What does success look like for you in 2021 and beyond?

I believe we can make an enormous amount of headway in this year – partly because of the environment we are in right now. In times of hardship, innovation happens at a faster rate. Additionally, our state and federal leaders committed to decisions based on data and science. I expect this year to be the year they look back on as a time when our state made significant progress in developing our science and technology industry. All the pieces are in place. We just need to focus, risk and execute.

What are you reading?

I tend to read many books at the same time. I sometimes enjoy the juxtaposition of a novel and a work of nonfiction. On my bed stand are three right now: The Overstory by Richard Powers, Startup Communities by Brad Feld (a re-read) and Poor Charlie's Almanack by Charlie Munger. There are central themes that fascinate me that I can spend hours on.

What inspires you?

I get a lot out of seeing someone pursue their dreams, exploring a hypothesis, failing miserably, and getting back up, or that simple spark when someone sees something they never saw before.



Patrick Callahan is the founder of the Delaware Data Innovation Lab, co-founder of CompassRed, and a board member of Delaware Prosperity Partnership.

Businesses Honored for Supporting Service Members and Veterans

» The Delaware Warrior Friendly Business Award recognizes businesses' efforts to support service members, veterans, and their family members through workplace initiatives. The Joint Military Affairs Committee (JMAC) of the Delaware State Chamber of Commerce and New Castle County Chamber of Commerce recognized the 2021 award recipients at the State of The Guard event on February 19.

Middletown Area Chamber of Commerce (Under 50 Employees):

The Middletown Area Chamber of Commerce (MACC) has a long history of supporting veteran and military organizations and initiatives. The nonprofit business organization was founded in 1972 by two former Navy Seamen, Will Kirkwood and W. Dean Hatton, with the latter serving on the USS McCork, helping to storm Normandy at Omaha Beach on D-Day. Over the past 12 years, roughly 50 percent of MACC's employees are military spouses. The organization has also offered many veteran-owned businesses the opportunity to be a part of their Incubator and Collaborative Workspace. In addition, they support and promote the American Legion Post 25, the VFW Post 7632, the Middletown Cadet Squadron, Veterans Outreach Ministries, and others.

"All six staff members employed by the MACC over the years have had a military affiliation of some kind, although we just realized that fact last year in preparing for our milestone 50th anniversary," said Executive Director Roxane Ferguson.

"The Warrior Friendly Award embodies the commitment to our service men and women. The MACC is honored to be recognized for those efforts and join the esteemed group of businesses who continually support our veterans."

Bank of America (Over 50 Employees):

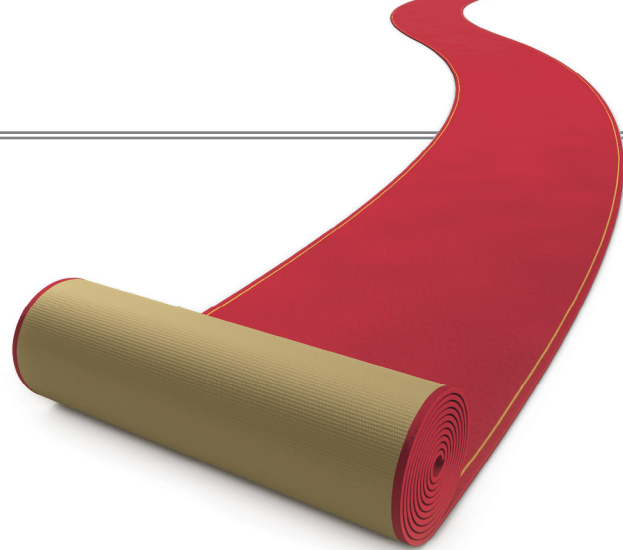
Bank of America has a long history of assisting and supporting military personnel and their families. Last year marked their centennial of support, a tradition which began when they started providing financial services and products for service members at Fort Sam Houston in 1920. In addition, last February Bank of America surpassed its five-year goal to hire 10,000 veterans, National guardsmen, and reservists.

Locally, the bank established a Veterans Onboarding Initiative, which pairs current Bank of America veteran employees with new ones to provide guidance and mentorship. They also created a Military Support & Assistance Group, which includes about 1,000 employees and provides a support system for both veterans and active military personnel and their families who are both currently living in Delaware and deployed overseas.

"We are honored and humbled to be a recipient of the JMAC's Warrior Friendly Business Award," said Delaware Market President Chip Rossi. "We remain committed to continuing to attract, develop, and retain military talent. There are thousands of veterans who we now have the privilege to call teammates, and each one of them brings unique skills and experiences from their service to our country."

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Goodwill Celebrates 100 Years, Plans for the Future of Work

BY LEAH COLES

BEFORE WORKFORCE DEVELOPMENT was an industry, a statute, or even a formalized concept, Goodwill was delivering skills training and creating jobs for people with barriers to employment – the disabled, veterans, the homeless and the disenfranchised – across the United States.

The Goodwill model of collecting, restoring and then selling donated items in order to provide job skills and meaningful work to disadvantaged citizens started with Reverend Edgar J. Helms, who founded the first Goodwill in Boston, Massachusetts, in 1902. Another Methodist minister, the Reverend J. H. Beauchamp, visited Helms' operation in Boston and brought the concept back to Delaware, founding the Goodwill Industries of the Wilmington Conference of the Methodist Episcopal Church, Inc. in March of 1921.

Not Charity, But a Chance

At the time of its founding, the mission of Delaware's Goodwill was to provide for the religious, educational and industrial welfare of the poor... "by the encouragement of thrift and healthful conditions of living and labor..." Following the precept of Goodwill Industries of Boston, the mission was accomplished by sending the then infamous "Goodwill Bag" to wealthy communities in and around Wilmington for the collection of clothing, shoes and household items that needed repair or were no longer being used. These goods were refurbished and placed for sale in the Goodwill workshop and store at 214 Walnut Street in the city of Wilmington. The men and women who worked for Goodwill earned their wages through the repair of these goods, by driving trucks and collecting bags of donations, and for work performed in the store.



Left: With 48 years of service, Mike DeRemer is Goodwill of Delaware's longest tenured team member. Above: Old Asbury Methodist Church was the first home to Goodwill of Delaware.

Goodwill Programs

Goodwill of Delaware & Delaware County's programs include:

- Retail and eCommerce
- Goodwill Industrial/Janitorial Services
- Goodwill Recycling Center
- Goodwill Staffing Services
- Workforce Development (mission)
 - Employment Supports
 - Family Strengthening
 - Goodwill Digital Career Accelerator®
 - Goodwill Job Resource Centers (2)
 - GoodWorks
 - Train to Gain
 - Stand by Me Financial Coaching
 - Supported Employment

Guide to Workforce Development



Clockwise, from top left: Furniture repairing in Wilmington circa 1970; Wilmington newspaper recycling circa 1933; Clothing, shoes and household items were collected using “Goodwill Bags.”

Delaware’s Goodwill became a 501(c)(3) nonprofit in 1951, dissolved its religious ties in 1968, and absorbed Delaware County, Pennsylvania, into its territory in 1992, becoming Goodwill of Delaware & Delaware County, Inc. Through the years, programs have included newspaper recycling, computer recycling, auto auctions, and a cashier training program with Kenny Family ShopRites. Each of these programs were established to align with Goodwill’s mission, to improve the quality of life for people with barriers to self-sufficiency, through the Power of Work!

The Goodwill Mission at Work

For many, Goodwill is a first employer, or a first employer after a second chance. “Goodwill helps people in our community gain valuable work experience and often provides their first paycheck. People learn, or relearn, what it means to have punctual, consistent work attendance, and perform their duties as part of a team – everything that goes with earning a paycheck,” shared Goodwill of Delaware & Delaware County’s president and CEO, Colleen Morrone. Once employed, team members are encouraged to continue to improve their soft skills and digital skills to become more competitive in the job market.

Morrone went on to say, “Most employers strive to retain their employees. We do that as well, to an extent, but we’re unique in that we want to prepare our team members for opportunities beyond our doors. We’re thrilled when we learn of Goodwill team members who land jobs in area banks, health care systems, transportation and logistics companies, and small businesses. That means we did our job, preparing people for employment and self-sufficiency – and that is our mission at work!”

Serving Communities in Response to a Pandemic

Mention the Goodwill name and most people think of donating old clothes and toys the kids have outgrown, and the place to score designer suits for a fraction of the price. Many people have

a general idea about the nonprofit’s mission

of providing work opportunities, but very few know about Goodwill’s business services and how these programs sprung into action to serve Delaware communities from the onset of the pandemic that upended, well, everything in 2020.

Take Goodwill Industrial Services for example, a team of 75 men and women, in full- and part-time roles who clean more than two million square feet of space daily. They’ve also done final construction cleaning on some of northern Delaware’s most notable building projects this century. Recognizing the need to keep essential workers and immunocompromised pediatric patients and their families healthy, and to help businesses, including Goodwill, reopen safely, Goodwill’s Industrial Services team added disinfectant deep cleaning to its roster of offerings for clients that include the Ronald McDonald House of Delaware, the New Castle County Courthouse, and numerous county and state buildings.

In March 2020, Goodwill Staffing already had dozens of team members working in temporary roles at multiple Delaware state agencies. Facing



Left: Goodwill team members and current board chair at the Goodwill Center. Below: The Goodwill Center on Lea Blvd, Wilmington houses administrative offices, a Job Resources Center, eCommerce, and the Goodwill Home Store.

a crush of unemployment claims, then Secretary of Labor Cerron Cade called upon Goodwill Staffing to help manage the deluge of calls and emails flooding his teams in the Division of Unemployment Insurance. Goodwill placed 61 temporary professionals in the Department between March and December 2020. Over the same time, the Goodwill Staffing team also recruited and placed 118 people into temporary assignments at the COVID-19 testing sites hosted by New Castle County.

What's Next for Goodwill?

Speaking on the nonprofit's strategy and future, Marvin Hargrove, chair of Goodwill's volunteer board of directors offered, "Our strategy isn't complex, we aim to be a mission driven, operationally excellent organization. Simply put, we want to continuously improve our business model to maximize the support and impact we provide to the communities of Delaware and Delaware County. Ultimately, we seek to be a preferred partner in all efforts to improve the lives of Delawareans." During his tenure on Goodwill's board, Hargrove recruited several new board members to guide the organization's advancements in community integration, education and training, and workforce development, among other areas.

Going into its next 100 years, Goodwill's work will focus on two areas. First, expanding its capacity to meet the evolving needs of communities in Delaware and Delaware County as an organization driven by the mission and belief in the power of work. "By surveying individuals and families, nonprofits, government agencies and private businesses, we'll gain a deeper understanding of how Goodwill can bridge gaps to position people and employers for even greater success," stated Morrone.

Goodwill's second area of focus will be identifying ways to operate more sustainably by transforming unsaleable donations into usable materials. "Individually and collectively, Goodwills across the country are looking at opportunities to reduce our carbon footprint," shared Morrone who serves on a national Goodwill sustainability committee. "For us here in Delaware, that means exploring opportunities with businesses, student innovators,



and researchers to turn our trash into things like shoe soles, park benches, and even asphalt and jet fuel."

As a human services organization, serving others – whether by providing training and work opportunities to individuals, or through upskilling and reskilling an entire workforce – is at the core of Goodwill's mission, and it is how they intend to remain a regional leader in workforce development, advancing the growth of communities throughout Delaware and Delaware County, Pennsylvania. Learn more about Goodwill and their centennial celebration at www.GoodwillDE.org/100-Years. ■



Leah Coles is director of business and community development at Goodwill of Delaware and Delaware County, Inc.

Laboratory and phlebotomy technicians are in high demand, especially during a pandemic



Pandemic Accelerates DSU's Workforce Development Efforts

University finds that being nimble drives higher engagement levels **BY MICHAEL CASSON AND PATRICE JOHNSON**



OVER THE PAST YEAR at Delaware State University, we've intentionally accelerated our efforts to better prepare undergraduates, graduate students, and adult learners seeking certifications and new skills so they can excel in a rapidly changing job market. Delawareans especially need the sound information technology (IT) training that employers are demanding.

The COVID-19 pandemic has obviously driven most significant changes in instruction and employment during the past year, as work and education

go increasingly online. The University was developing the infrastructure needed to move more courses to digital platforms before COVID-19 hit, and successfully transitioning 1,400 classes online within five days in March 2020 gave us the experience and confidence to keep innovating.

There are two sides to engaging successfully in the virtual world – one having to do with classroom delivery and the other with finding ways to drive face-to-face engagement between faculty and students. We're



Socially distanced students work toward technical certification at Delaware State University's Dover Campus

offering students programs to help them use technology to be effective communicators, present themselves more professionally – particularly within virtual spaces – and we're working closely with our faculty and staff to deliver content in a very dynamic, real-time way.

Examples abound for how we've pivoted. The Graduate School added Adult and Continuing Education offerings at our Kirkwood Highway campus in Wilmington and at our Technology Training Center in Dover and reinforced our focus on the in-demand jobs and certifications needed in areas such as health care, social service, and IT. We are still also working with companies in the construction and trade; hospitality and food services; and logistics and transportation areas where there may be jobs that don't require as much training. 255 adult learners received certificates or badges in these areas during 2020, even as we completed this transition. We expect to serve many more in 2021.

The University is also expanding the space in which Delawareans will be able to receive this training. We will be opening a similar workforce development facility with REACH Riverside to expand the opportunities available in that community, and a new training and IT program with the Department of Labor by year's end.

Through our Economic Development Leadership Institute, we're reinforcing the importance of economic development officials thinking about workforce development as part of their future economic development efforts as they look to attract new businesses to their respective communities.

Meanwhile, the College of Business has been actively incorporating workforce development concepts into undergraduate and graduate learning. For DEEP Day (our annual professional development program), we are helping students understand virtual etiquette and prepare for virtual engagement, including tips on creating a professional background and ensuring they have adequate computer bandwidth.

Our "Garage" (a student-accessible innovation/ideation/maker space in our Bank of America building) operated virtually in 2020, focusing on supporting students to learn how to identify needs and solve problems rather than limiting themselves within a specific discipline. Our Innovation Café teaches students about business operations and product development,

and we're working with the Departments of Food Chemistry and Food Nutrition to create different snack and beverage flavor profiles and sell them on campus.

Corporate partners like JPMorgan Chase, Bank of America, and Barclays Bank have engaged in meaningful, long-term partnerships with Delaware State University to develop innovative career pathways, internships, and enhanced mentoring programs specifically developed to increase workplace and career access for students of color. We are expanding these types of partnerships into all interested industry sectors.

Removing financial barriers is critical to success in any workforce development initiative.

In cases where students lack the financial resources to pay for courses or certification, Delaware State University has been fortunate that organizations like Barclays, JPMorgan Chase, Bank of America, REACH Riverside, and the Delaware Department of Labor stepped forward to help ensure access. Our students know we'll go the extra mile to help them be successful.

Both our traditional students and adult learners are excited about the opportunities opening up, even during a pandemic. The University's challenge is taking their energy and putting it into its proper place while recognizing that 80% of students' time is spent outside the classroom. So we need to help them find the co-curricular programs that will support their career goals.

Everyone wins when we deliver self-sustaining and career-enhancing programming, and our alumni bring their passions to the table. ■



Michael Casson, Ph.D., is dean of Delaware State University's College of Business.

Former Delaware Secretary of Labor **Patrice Gilliam-**

Johnson, Ph.D., is the University's Dean of Graduate, Adult, and Continuing Studies.



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Delaware Tech is Connecting Delawareans with Jobs

BY DR. MARK T. BRAINARD

THE PAST YEAR has been the most unusual in Delaware Tech history, and although the pandemic created many challenges, it also provided us with many opportunities. We have continued to help our students reach their academic goals, while also training and connecting Delawareans with jobs. In fact, we focused our workforce development efforts in several key areas to help meet the needs of our state's residents and employers who have been impacted by the current health crisis.

In August, Governor John Carney signed Executive Order 43, directing the Delaware Department of Labor to establish a Rapid Workforce Training and Redeployment Initiative in consultation with the Delaware Workforce Development Board. This initiative was designed to help Delawareans who were unemployed or underemployed with a specific focus on five industries—health care, information technology, hospitality, construction, and logistics/transportation.

Delaware Tech was awarded \$2.4 million to provide training in the areas of health care, commercial transportation, construction, and HVAC. Less than a week after we launched the website to publicize the opportunity, we had already generated over 1,300 inquiries. We ultimately received 2,400 inquiries for 280 open seats and are serving more than 375 students in this program, which provides training in 11 different short-term health care programs:

- Certified Nursing Assistant
- Patient Care Technician
- Certified Medical Administrative Assistant
- Hemodialysis Technician
- Pharmacy Technician
- Phlebotomy Technician
- Dental Assistant
- Medical Assistant
- Medical Insurance Billing
- Ophthalmic Assistant
- Home Health Aid

This is just the latest example of Delaware Tech responding to workforce demands. Another was in 2017, when we added a bachelor of science in nursing to our degree offerings. We currently have 435 students enrolled in that program, and we graduated 53 BSN students last spring. Since the program's start, we have graduated a total of 135 credentialed nurses.

More recently, we were approached by Delaware school superintendents asking us to consider adding a bachelor's degree in elementary education



Pictured are two Delaware Tech students who are currently in a phlebotomy training course under Executive Order 43.

in response to a teacher shortage in the state that began prior to the pandemic. As we did when considering the BSN program, we performed labor market research, reached out to professionals in the education field, and had many conversations as a team about the value of adding this degree. Our Board of Trustees gave approval to move forward with a program curriculum for their consideration. We are looking forward to this opportunity, especially given that a number of teachers have retired early or resigned over the past year, making the current shortage worse. For that reason, this program will become even more valuable as school districts are looking for additional skilled teachers to bring into their classrooms.

Certainly, we are as eager as everyone else to get on the other side of this health crisis, but until then, we will continue to make sure our students reach the finish line to attain their academic goals and offer training that connects Delawareans with jobs. We have learned a lot over the past year, much of which is going to help our students and our state long after the pandemic ends. ■



Dr. Mark Brainard is president of Delaware Technical Community College.

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DELAWARE TECH



An Inclusive Workforce Must Include People with Disabilities

BY KEN SKLENAR

IF YOU ARE A BUSINESS that prides itself on having a diverse and inclusive workforce but people with disabilities are not among your employees, you are missing an untapped resource that can improve not only your company's work culture, but also its bottom line. Fortunately, Easterseals can help.

Here are just a few reasons why people with disabilities should be a part of your diverse workforce:

- People with disabilities are an untapped workforce, especially in 2021. The National Organization on Disability found that nearly one million people with disabilities have lost their jobs during the pandemic.
- Employees with disabilities have far less turnover than others. The U.S. Department of Labor found that employers who diversify with employees with disabilities saw a 90% increase in employee retention.
- Workers with disabilities are capable, productive, friendly and they often drive innovation in the business.
- Giving employees with disabilities customized job tasks creates a more productive workforce by freeing up the time of other staff.

Helping people with disabilities connect with meaningful, appropriate employment in the community is a critical part of Easterseals' mission.

- Hiring people with disabilities generates loyal customers both with and without disabilities.

Helping people with disabilities connect with meaningful, appropriate employment in the community is a critical part of Easterseals' mission. Our Supported Employment program matches participants with jobs in local businesses so they can earn competitive wages with the assistance of job coaching and training.

Currently, Easterseals works with more than 60 businesses statewide and supports more than 80 individuals with disabilities in competitive employment. To learn more about how Easterseals can help you find the perfect employee for your business, please reach out to Easterseals' Director of Employment Services, Jane Schuler, at jschuler@esdel.org or 302-324-4444. ■

SUCCESS STORY: PATRICIA



Patricia has been working at the same position at Silver Lake Center, a skilled nursing facility in Dover, for 12 years. Throughout the pandemic, she is working her hardest to keep residents safe. In fact, she increased her hours. She says, "My goal is to keep my residents safe while still being able to support them emotionally and physically."

Guide to Workforce Development

SUCCESS STORY: BILLY



Billy has been a stellar employee for 24 years and continued to work hard at Bayhealth Hospital through the pandemic. “I work hard to make sure our hospitals are clean and properly disinfected because I care about our patients and my coworkers,” says Billy. “I want to keep them safe.”

SUCCESS STORY: COLIN



Colin showed his character in a big way when he was one of only two baggers who decided to work through the pandemic at the Giant store in Millville.

SUCCESS STORY: AVANTE



Avante loves baking and now, thanks to Easterseals, he is getting paid to do what he loves. He likes making chocolate chip cookies as a bakery assistant at Giant Food Stores, and relishes seeing his customers enjoy them.

SUCCESS STORY: CASSIE



Cassie and her husband were able to buy a home thanks to the competitive wages she makes from her job at Lowes with the support of Easterseals Supported Employment services. She is known for her strong work ethic and positive attitude.



Ken Sklenar is president and CEO of Easterseals Delaware & Maryland's Eastern Shore.

Innovation Creates Opportunities

BY PATTI PFARRER

MUCH HAS CHANGED in the workplace over the last year, as we all know. The ability to adapt was essential if companies wanted to stay in business, and adjustments to the usual business operations were required. Accommodations for protecting employees' and customers' safety and well-being against the spread of COVID-19 was critical if a company wanted to continue to serve its clients' needs. With the universal change that the pandemic brought to the workplace, many new perspectives emerged on how to accomplish the same goals. The one common thread is that businesses had to innovate to survive and succeed.

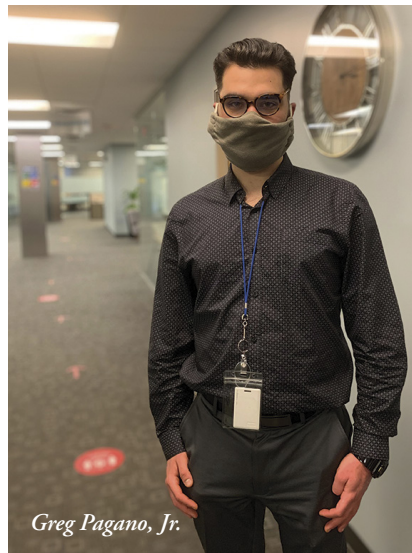
Change can be challenging, but it is inevitable. Embracing innovation and new ideas is necessary for a company to continue to evolve, grow and prosper. It was precisely the value placed on innovation that drove Ernie Dianastasis to start The Precisionists, Inc. (TPI) in 2016, and set a mission to create 10,000 jobs for individuals with developmental disabilities by the year 2025.

TPI is a national company, headquartered in Wilmington, Delaware, focused on providing industry best practices for delivering administrative and technology services to its clients, such as M&T Bank, the State of Delaware's Department of Finance and Delmarva Power. What makes TPI's approach innovative is that in order to deliver on our projects, we utilize the talents of our employees who work on teams comprised of both neurodiverse and neurotypical professionals.

TPI works in tandem on two primary business focus areas. One where we engage with and meet each customer's specific needs to deliver projects with the highest degree of productivity, and the other is employing neurodiverse individuals with autism and other developmental disabilities, a population who typically experiences an 80% under-/unemployment rate.

TPI works with our customers to identify projects which would benefit from the unique skills and abilities that our employees possess, like attention to detail, pattern recognition, accuracy, and precision. For example, when we partnered M&T, we identified several project areas where we could provide support, such as in systems administration, fraud/non-fraud credit transactions, and data solutions reporting. Since then, great support has been delivered on all these projects.

M&T Bank is realizing the value in implementing this innovative



Greg Pagano, Jr.

model. "As a company that is committed to growing a diverse workforce, we support the work by The Precisionists to nurture the talents and strengths of people with diverse abilities," said Nick Lambrow, M&T Bank's Delaware regional president. "The employees we brought in from The Precisionists have been reliable contributors to our team."

We remove some of the barriers that many individuals with developmental disabilities face when seeking employment, like the traditional job interview. Instead, TPI has its candidates complete a 3- or 4-week assessment and training program so they can demonstrate their skills, motivation, and ability to perform in our jobs. Once hired, our employees work on blended teams, and are supported when navigating challenges the professional workforce presents.

Greg Pagano, Jr., a data analyst, who works on TPI's M&T project team reflected on what working for The Precisionists means to him. "TPI has changed my life in very special ways. I enjoy being in a professional work environment, and I feel satisfied and accomplished. TPI is a friendly, tranquil and tolerant workplace. We work hard, but we also have a good time."

It is evident that innovation is crucial for businesses to continue to succeed and grow. Businesses who embrace neurodiversity in their workplace, those who include this new way of accomplishing the same goals in their business model, will realize many benefits this innovative approach provides. What we at TPI have found is that once given the opportunity to work, individuals with diverse abilities perform with a high level of productivity, are fiercely loyal, and maintain a great work ethic. The Precisionists can help your company realize the benefits this untapped talent pool can provide to your business, while also giving an often-overlooked group of talented people a real chance for life success. ■



Patti Pfarrer heads marketing programs and community affairs at The Precisionists, Inc. (TPI).

When our young people know where they are going, **we all advance**



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Highmark Delaware, United Way of Delaware and West End Neighborhood met to distribute a portion of donated face coverings. From left to right: Zaniyah Cammile, West End Childcare Coordinator; Ja-Naijah Perkins-Jackson, West End Youth Development Professional; Paul Calistro, West End Executive Director; Tierra Fair, United Way of Delaware Director of Community Engagement; Tamyra Swanson, West End Youth Development Professional; and Wes Davis, West End Director of Development.

Working Together, Apart

BY NICHOLAS MORIELLO

A YEAR AGO, Highmark Delaware was sharing exciting news about blossoming partnerships, innovative products and how we were working to change the health care industry. Today, partnerships are stronger than ever, our products and services continue to evolve to meet the needs of our members, and while the world drastically changed last year, our commitment to improving health has not.

Your health and the health of our families, employees and community, is top of mind at Highmark, and not just as it relates to the coronavirus. With vaccines being rolled out, limitations on receiving care for other conditions, and a much-needed focus on mental wellness, it is important that we care for the whole person.

COVID-19

Highmark-insured members have been covered for COVID-19 testing when ordered by a clinician, and have not incurred any deductibles, co-insurance or co-pays for COVID-19 in-network, inpatient hospital care. As we wait for Delaware to enter into remaining vaccination phases, everyone should continue

hand washing, social distancing and wearing face coverings. Highmark expects most of its membership to receive the vaccination at no charge, though some limitations may apply. Employer and self-funded groups should monitor the situation closely and direct coverage questions to their insurance providers. Any concerns about the vaccine should be discussed with your healthcare provider.

CARE

Telehealth services and coverage have seen a significant increase in usage during the pandemic. From online tools like the Highmark Community Support resource for social determinants of health and teleaddiction services for substance use disorders, to video screenings with doctors and mental and behavioral health professionals,





Adam Knox, Regional Vice President, Head of Commercial Business for Highmark Blue Cross Blue Shield Delaware (left) joins Dr. Sylvia Henderson, Superintendent of Capital School District, to present the Capital School District with a Highmark Back to School PPE kit.

Highmark Blue Cross Blue Shield Delaware saw an increase of 2,700% in telehealth usage in 2020 over 2019

Highmark members' adoption of telehealth was exceptional. We saw a utilization increase of more than 3,400 percent from 2019 and over 3.4 million telehealth services accessed by our members throughout Delaware, Pennsylvania and West Virginia. While we expect this usage to decrease, we believe virtual health will remain part of the post-pandemic norm.

COMMUNITY

Highmark Blue Cross Blue Shield Delaware continues to engage with its community as a sponsor of events, partner in health-related programs, conduit for employee volunteerism and giving, and grant maker through its BluePrints for the Community fund. In addition to our usual giving, BluePrints contributed \$240,000 to the Delaware COVID-19 Emergency Response Initiative to help those experiencing hardship due to the COVID-19 crisis, and nearly \$2 million in social determinants of health grants in response to needs exacerbated by the pandemic.

In addition to a total give of more than \$4 million in 2020, our company donated nearly 90,000 cloth face coverings to help mitigate the spread of the coronavirus as part of an enterprise-wide effort that gave over 1 million face coverings to members, EMS first responders, and community-based organizations. We also donated hundreds of PPE kits to ensure a safe return to the classroom.

As Delaware continues to heal and improve through these challenging times, Highmark Delaware is here to help. Don't hesitate to reach out should you need us at AskUsDE@highmark.com. To learn more about how Highmark is helping its members and community during COVID-19, visit

faqs.discoverhighmark.com. ■



Nicholas Moriello is president of Highmark Blue Cross Blue Shield Delaware.



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ChristianaCare's Center for Virtual Health

Taking care of your employees so they can take care of business

BY SHARON ANDERSON, RN, BSN, MS, FACHE

THE JOB CAN'T GET DONE — let alone get done right — if employees and their families struggle with complications from a poorly-managed chronic illness, or from social or behavioral barriers that stand in the way of good health.

At ChristianaCare, we've developed a new model of health care that supports employers and employees by enabling round-the-clock support that doesn't need to revolve around an appointment at the doctor's office. It's a new way of thinking about primary care. Your employees' care team is always available to them. Powered by advanced technology, our highly-skilled care team can even reach out when an employee is beginning to experience an issue and provide care that prevents a more serious problem from occurring.

ChristianaCare physician assistant Zachary Collins has a video visit with a patient. ChristianaCare's Center for Virtual Health takes care of employees so they can take care of business.



ChristianaCare's Center for Virtual Health takes care of employees so they can take care of business.

The Center for Virtual Health includes a tight-knit, interdisciplinary care team of physicians, nurses, pharmacists, behavioral health specialists, and social workers who are accessible to employees 24 hours a day, seven days a week. By harnessing data, powerful predictive analytic technology and real-time information, the team identifies employees who are in the hospital or emergency department and at risk for serious and costly chronic illness. The clinical team then partners with those individuals to create ways to help them stay healthy, giving them more control over their care and better access with their health care team. Care can be

delivered entirely virtually, through phone and video visits, secure text messaging and remote monitoring technology. Health care has never been easier or more convenient!

The Center for Virtual Health uses an evidence-based, patient-centered approach to care that measurably improves health outcomes and lowers costs. Its services are proactive, seamless, and coordinated to anticipate the needs of busy employees and their families.

Through the Center for Virtual Health, employers also have access to ChristianaCare clinician-led virtual educational events that can help to address recurrent worker-related health issues, including back and joint pain, stress management, and other challenges that can prevent employees from being at their best.

The Center for Virtual Health builds on the success of ChristianaCare's groundbreaking CareVio, which has been recognized as one of the nation's most innovative care management programs. CareVio uses artificial intelligence and machine learning to aggregate data, create patient records, apply predictive analytics, and alert the care team to proactively reach out to patients who are at risk before they are in crisis. For CareVio's success in supporting patients, ChristianaCare earned the John M. Eisenberg Patient Safety and Quality Award, the preeminent recognition for excellence in health care in the United States.

Most recently, ChristianaCare leveraged CareVio to create a virtual COVID-19 practice that has cared for thousands of people across 14 states, ensuring that they are monitored continually at home and elevated to more intensive levels of care if their symptoms worsen.

The future of health care is here, and it can make a difference for your organization and your employees today. To learn more about what the Center

for Virtual Health can do for your company, call EmployerHealthcareServices@ChristianaCare.org. ■



Sharon Anderson, RN, BSN, MS, FACHE is the chief virtual health officer at ChristianaCare.



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COVID-19 Vaccine Questions?

Beebe infectious disease expert breaks down what you need to know

BY DR. BILL CHASANOV

AS THE COVID-19 VACCINE rollout continues and expands to many more Delawareans this spring and summer, you may have questions if a COVID vaccine is right for you.

Perhaps you decided to not worry about it until it was closer to your phase, or as a business owner, it's difficult to navigate all of the information with multiple vaccines and more in development.

Side effects, two doses, upcoming vaccine manufacturers, herd immunity, allergies, public clinics, private clinics – the list of questions continues.

No matter where we are in the coming months, keep these resources and tips in mind.

Masks will still be vital

Not to burst anyone's bubble, but plan to still need face coverings in public at least through summer and possibly longer. It will be critical to maintain this safety measure while we attempt to obtain herd immunity.

Even if you have been vaccinated, it is important to understand that the three Ws will still be necessary: Wear your mask, Wash your hands, and Watch your distance.

Why? While the Pfizer-BioNTech and Moderna vaccines protect you from serious illness with an efficacy of more than 90%, more data and studies are needed to understand how likely it is that a vaccinated person who becomes infected can pass the virus onto another person.

The vaccine is safe and side effects are mild

By now, thousands of Americans and Delawareans have been safely vaccinated. Vaccine hesitancy is understandable but knowing that hundreds of thousands of people have been vaccinated should give you greater confidence.



The Pfizer-BioNTech and Moderna COVID-19 vaccines use a technology involving messenger RNA (mRNA). mRNA is the blueprint that our bodies use to create proteins. The protein created by these vaccines will in turn cause the body's immune system to form antibodies (special proteins created by the body to fight off infection) against the COVID-19 virus. The mRNA cannot integrate into DNA and mRNA is dissolved quickly by our bodies. Because of the use of mRNA, the Pfizer and Moderna vaccines do not use live virus. This technology is fascinating and could be a game changer for vaccines and therapies for other diseases moving forward.

It is important to know that fast does not mean unsafe. The vaccine development process has not skipped steps. The shorter development time is the result of massive, worldwide resources used to map the virus's genome and use multiple technology and pharmaceutical to develop the needed vaccines.

The clinical trial process was accelerated by enrolling more people in trials to enhance rapid data collection and earlier analysis of safety data for demographically diverse populations throughout the world.

So far, we've seen the most common side effects be very mild:

- redness at the injection site
- swelling or pain at the injection site
- fatigue
- headache
- muscle pain

You should consult your physician before receiving the vaccine if you:

- have any allergies
- have a fever
- have a bleeding disorder or are on a blood thinner
- are immunocompromised or are on medicine that affects your immune system
- are pregnant or plan to become pregnant
- are breastfeeding

Understanding the complexity of herd immunity

Herd immunity is a situation in which a sufficient proportion of a population is immune to an infectious disease (through vaccination and/or prior illness) to make its spread from person to person unlikely, according to the CDC. Even individuals not vaccinated (such as newborns and those with chronic illnesses) are offered some protection because the disease has little opportunity to spread to them as most members in the community have immunity.

However, experts predict that 60-80 percent of the population would need to have immunity to reach the point of herd immunity, which makes the timeline fluid as the vaccine rollout continues.

Your go-to resources as things rapidly evolve

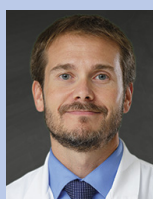
Things are changing daily and that's not to be unexpected during these unprecedented times. The key to cutting through misinformation is to know

where to find trustworthy resources and a little patience.

If you are looking for information on your responsibility as a business owner to get your team members vaccinated, the [de.gov/covidvaccine](https://www.de.gov/covidvaccine) website is going to be your best resource for timely information.

Beebe has also created a vaccine information page at: [beebehealthcare.org/covid-19-vaccine](https://www.beebehealthcare.org/covid-19-vaccine). We will be updating this page frequently as phases change to guide the entire community to find information on how to get vaccinated.

We're all in this together and the horizon looks bright this summer if we can all do our part to stop COVID-19 with safety measures and a vaccine. ■



William Chasanov, DO, is board certified in internal medicine and infectious disease. He serves as the Director of Clinical Transformation at Beebe Healthcare. He also sees patients in the hospital at the Margaret H. Rollins Lewes Campus and at Beebe Infectious Disease and Travel Medicine. He received his medical degree from Philadelphia College of Osteopathic Medicine in 2007.

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Meeting the Health Care Needs of Central and Southern Delaware

BY DR. GARY SIEGELMAN

OUR GOAL as innovative and driven health care providers is to help people access the care they need in order to achieve optimal health and wellness. That mission fuels our work today at Bayhealth. We know access is a barrier for many of our community members who struggle to find a physician. We're taking steps today to recruit the brightest and most capable, next-generation health care providers to our growing state.

In July of this year, Bayhealth's Graduate Medical Education (GME) Program will welcome its first group of residents. The GME program is poised to help bring top medical residents – future physician leaders – to Kent and Sussex counties and the surrounding region for generations to come. In the three years each resident will spend at Bayhealth, the hope is they will thrive and become part of our communities and ultimately choose to practice medicine in southern Delaware. We have a chance to show these aspiring physicians, through the richness of our communities and hospitality of our towns, that central and southern Delaware are wonderful places to live and work.

When the Family Medicine Residency and Internal Medicine Residency programs launch in July 2021, they will welcome 21 residents who will care for patients in the hospital and outpatient medical offices. At full capacity, the Family Medicine practice will add more than 30,000 patient care visits per year for patients of all ages, including pediatrics, and obstetrics and gynecological (OB-GYN) care for women. The Internal Medicine practice will add more than 20,000 patient care visits each year for the community.

Behind a quality program is a strong faculty of physicians training the residents. Both the Family Medicine Residency and Internal Medicine Residency programs are supported by an exceptional group of physicians to lead, train and support the residents who will care for the community.

Bayhealth's commitment to medical education extends beyond graduate training as we also partner with area medical schools to host medical students for a portion of their Undergraduate Medical Education (UME) clinical rotations. Upon graduating medical school, these



students may later apply for one of Bayhealth's residency programs. Some students learn at Bayhealth for their entire third year of medical school, and complete 11 core rotations, each lasting one month. On each of their specialty rotations, students are mentored by a Bayhealth physician for four weeks, learning in a hands-on environment.

As a regional healthcare leader, developing the next generation of physicians to serve our communities for years to come is a top priority. These new undergraduate and graduate medical education programs will provide the perfect opportunity to train physicians who will provide accessible, quality healthcare for the members of this community who need it now more than ever.

Visit BayhealthGME.org to learn more about Bayhealth's undergraduate and graduate medical education programs. ■



Dr. Gary Siegelman is the senior vice president and chief medical officer at Bayhealth.

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COVID-19 Diagnostic Updates

AccessDX Laboratory executive shares perspectives
on the testing ecosystem **BY JOE SPINELLI**

DIAGNOSTIC TESTING is a critical component to the COVID-19 response, and increasing availability remains a key driver for a safe return to our communities. As the testing landscape evolves, employers and municipalities are evaluating a portfolio-based approach to their testing strategies. Advanced diagnostic options that balance speed, accuracy, and cost-effectiveness are now available to fit unique situational needs.

PCR Testing

COVID-19 PCR testing, collected by clinical professionals and processed by high-quality molecular diagnostic laboratories, remain the “gold standard” for the accurate detection of symptomatic and asymptomatic individuals. Labs are increasingly beating 24–48-hour turnaround times for PCR results while

ensuring the highest possible accuracy rate for consistent and early detection. General availability has improved, and research studies demonstrate that the latest generation of less-invasive saliva testing kits are approaching similar accuracy levels to the oral and nasal swabs. This is welcome news for everyone!

Now more than ever, workplace testing programs using PCR testing are conducted on a regular (often weekly) basis, and increasingly via telemedicine. These programs help isolate and identify asymptomatic individuals with the highest degree of accuracy, and may incorporate software solutions such as MedTek21 to facilitate streamlined ordering and results delivery. Employers protecting high-risk staff or serving high-risk communities have instituted testing regimens that closely mirror those conducted in long term care facilities, which have been highly effective at mitigating outbreaks since their implementation.

Rapid Antigen Testing

Rapid antigen tests provide results in minutes by detecting specific proteins on the surface of the SARS-CoV-2 virus and can be more cost-effective than alternative tests. The downside to antigen testing is their lower diagnostic accuracy, though this has greatly improved with the latest slate of FDA-authorized tests. We have seen groups utilize next-generation rapid antigen tests to test asymptomatic facility visitors, customers, as well as employees with limited cross-contact to help supplement other safety protocols and PCR-based testing programs.

Antibody Testing

Antibody testing detects the presence of SARS-CoV-2 antibodies in an infected, recovered, or vaccinated individual. While antibody testing is typically less accurate at detecting the early stages of an infection, they possess higher levels of accuracy in recovered individuals. Municipalities are starting to revisit antibody testing for its potential to identify those who have recovered and/or have been successfully vaccinated. While the EEOC and CDC have yet to revise earlier rulings that prohibit the use of antibody testing in employer programs, this space may evolve further as vaccinations become more ubiquitous.

Delaware's Continued Leadership in Precision Medicine

Delaware's health care community has worked tirelessly to meet the demands of the pandemic, and there remains exciting momentum with advanced research

initiatives in the state. One such investigational biomarker program from Delaware-based Trinitas aims to identify individuals who are most at risk of an adverse event from COVID-19, using a combination of data science and a simple diagnostic test. New innovations such as the Trinitas program will continue to improve the speed of our recovery, helping us prepare and respond to new pandemic threats for generations to come. ■



Joe Spinelli is senior vice president of product and strategy for AccessDX Laboratory, an advanced clinical diagnostics provider servicing thousands of municipalities, employer groups, and care organizations across the United States. In addition to providing COVID-19 testing solutions, personalized medication management programs, and other advanced molecular diagnostics services, AccessDX Laboratory has partnered with Delaware-based Trinitas on its investigational biomarker program. Mr. Spinelli is also a founding team member of the MedTek21 clinical decision support platform, and serves as an advisor to multiple high-growth startups in the Mid-Atlantic region.

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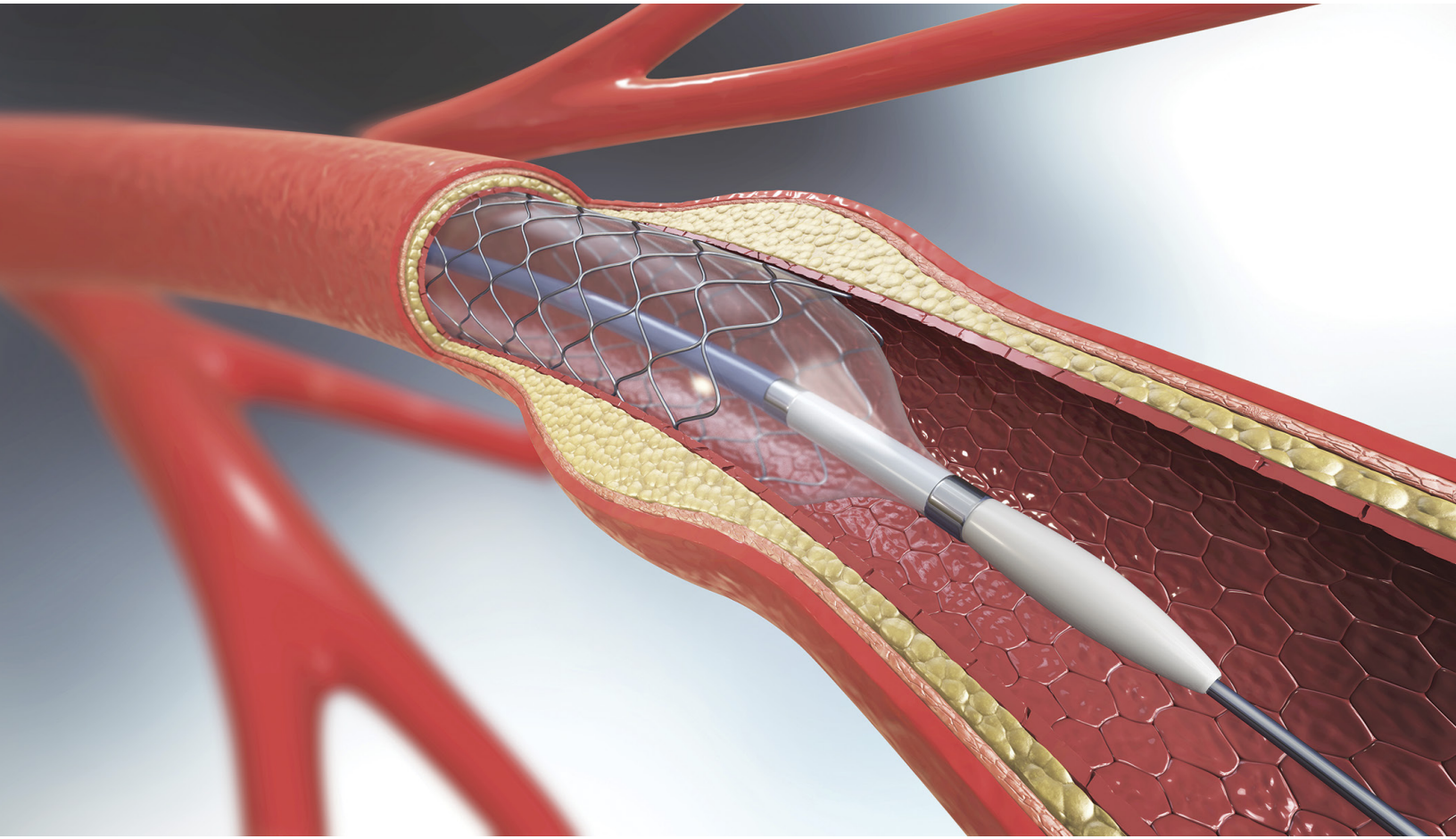
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Leading-Edge Care

Saint Francis Healthcare first in Delaware to implant
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CONTRIBUTED BY SAINT FRANCIS HEALTHCARE

SAINT FRANCIS HEALTHCARE recently became the first hospital in Delaware to implant the Orsiro® coronary drug-eluting stent in the cardiac catheterization lab. Saint Francis interventional cardiologists are now using the new Orsiro drug-eluting stent to treat narrowed vessels and improve blood flow in heart patients. The new stent can reduce the time and improve the efficiency of life-saving stent placement in patients with certain types of heart vessel blockages, leading to better outcomes.

Orsiro® coronary drug-eluting stent received FDA approval in 2019 and has been used to treat more than two million patients worldwide. It is also the first and only ultrathin drug-eluting stent in the United States. Saint Francis first used the stent on a patient with acute onset chest pain and a blockage of the right coronary artery. “The Orsiro stent provides more efficient intervention and faster results compared to its counterparts in treating difficult to traverse blockages,” said Dr. Yolanda Hendley,

Interventional Cardiologist at Saint Francis Healthcare.

“Saint Francis has always been at the forefront in providing leading-edge heart care,” said Dr. Ralph Gonzalez, Jr., Chief Medical Officer at Saint Francis Healthcare. Saint Francis is an American Heart Association and American Stroke Association Get with the Guidelines®—Stroke GOLD PLUS Achievement Award recipient and treats more than 34,000 patients each year in the emergency room. Saint Francis consistently provides rapid care to patients experiencing heart attack and stroke symptoms.

“At Saint Francis, we are committed to providing the very best care to the community that we serve and delivering that care with compassion and respect. It’s the Saint Francis way,” says Brandon Harvath, President and COO of Saint Francis Healthcare.

For more information about the Saint Francis Healthcare Cardiac Catheterization Lab, call 302.421.4848 or visit www.trinityhealthma.org. ■

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Against the Odds

Delaware's AEC Industry Emerges Agile and Innovative Through COVID-19 Uncertainty

BY WILLIAM E. HOLLOWAY, AIA, LEED AP

ECONOMIST AND HARVARD BUSINESS SCHOOL professor Theodore Levitt is credited with the words, “Creativity is thinking up new things. Innovation is doing new things.” As architects and designers, we are in the business of creating new structures within the built environment, and oftentimes, this requires great measures of innovation. Nothing has challenged Delaware’s Architecture, Engineering, and Construction (AEC) industry’s creativity and pushed our innovation more than the events that occurred in year 2020. Now, a year later, the AEC industry is continuing to thrive and much of this success is reflective of its ability to adapt and innovate.

When the reality of COVID-19 hit Delaware a year ago, many companies, including Bernardon, faced the extraordinary circumstance of navigating business in the face of a pandemic. As shutdowns began at the local and

then state level, businesses had to contend with the challenge of conducting operations while staff was relegated to remote working conditions. Within the AEC industry, a world that’s so reliant on collaboration and physical teamwork, remote working posed a new challenge. At Bernardon, we successfully transitioned to a remote, laptop-based working model; the first time in our 48-year history where every member of our 78-person firm worked from home.

Although we seamlessly transitioned to working remotely, we soon encountered unexpected roadblocks. As a regional firm with two offices in Pennsylvania and one office in Delaware, we faced the challenges of economic shutdown. In Pennsylvania, the construction industry was nearly brought to a standstill when it was deemed a non-essential industry, and many public and private construction sites closed temporarily. When Governor Carney classified



*Bernardon Rendering of
FinTech at STAR Campus*

As creators of built environments in Delaware and the surrounding Tri-State region, we are committed members of our community, and strive to provide the highest degree of architectural design in the region.

the AEC industry in Delaware as an essential service, AEC services continued to forge on against the odds.

This continuation was a testament to many agencies' efforts in maintaining open communication with the Governor, leading many state-run and publicly-funded projects to continue. "When things started to shut down, we didn't know what the coming weeks would bring," said Bryon Short, executive vice president of the Delaware Contractors Association. "Through tremendous amounts of communication with the Governor, we were able to establish protocols to keep the construction industry going in Delaware. By pulling together our community to ensure that all construction crews were maintaining safety measures, as well as Governor Carney's incredible responsiveness to the situation, Delaware's construction industry has been able to thrive."

Yet, it wasn't simply a transition to working remotely and enduring the challenges of an unforeseen shutdown that forged opportunities for innovation. As a response to AEC services being deemed essential, many projects that were in the works when the pandemic struck could continue with development plans. As an example, the plans for the Bernardon-designed Jerry Ann McLamb Medical Pavilion in Sussex County are currently moving forward with the help of a new partnership with DiSabatino Construction.

A continuation of the multifamily boom and historically low interest rates for investors and developers drove new and existing opportunities for development. In the City of Wilmington, 2000 Pennsylvania Avenue, a new mixed-use development owned by Tsionas Management and designed by Bernardon, was completed last summer, bringing luxury apartments with a resident parking garage and retail space to the busy corridor of Pennsylvania Avenue.

Moreover, the surge in P3 and private investments brought a variety of new development to towns that are home to major universities. In Newark, construction of The FinTech Building at the University of Delaware's STAR Campus has seen steady progress. Just off campus, The Rail Yard, the

redevelopment of the University's Dickinson dormitory property is scheduled to be completed and opened before the start of the 2021 academic year. Just north of The Rail Yard, in the heart of the City of Newark, the Hyatt Hotel, an adaptive reuse of the historic Green Mansion, will bring the first walkable, high-rise hotel to the City's coveted Main Street. Bernardon is proud to have served as architect for these three projects among the many in Delaware that are still in progress.

As creators of built environments in Delaware and the surrounding Tri-State region, we are committed members of our community, and strive to provide the highest degree of architectural design in the region. Bernardon's vision statement is Dream. Design. Succeed., and much like Levitt's wise words around creation and innovation, this statement guides us towards a visionary and action-oriented approach which has solidified our ability to remain agile and innovative business partners into 2021. ■



William E. Holloway, AIA, LEED AP is principal at Bernardon.



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On the Horizon

State-of-the-Art Redevelopment to Attract Talent

BY TED C. WILLIAMS, P.E., PRESIDENT, LANDMARK SCIENCE & ENGINEERING

LANDMARK SCIENCE & ENGINEERING, an award-winning consulting civil engineering and environmental sciences firm headquartered in Newark, Delaware, was engaged by Delle Donne & Associates to assist them and their design team of Bernardon, EDiS, and Tarabicos & Grosso, in creating Delaware's largest mixed-use development. Avenue North would not only need to meet the criteria of the zoning classification but also provide customer-based services that large corporate tenants demand today in order to attract talent for research and development in the biotech and medical arenas. This demand includes office, residential, retail, restaurant, and hotel accommodations all within a walkable environment.

The original Corporate Office Campus was governed by a Traffic Mitigation Agreement (TMA) that required a 15% reduction in the use of single-occupancy vehicles during both the AM and PM peak hours. The challenge for the mixed-use development was to create a mixture of uses

within the 72-acre site that would provide for the necessary amenities such as retail, restaurants, hotel, etc. while maintaining the 15% reduction threshold found in the TMA. This threshold was achieved by the application of Internal Capture found in the Institute of Transportation Engineers' Trip Generation Handbook. Internal Capture accounts for trips that originate within the development such as residents of the proposed apartments walking to work or using on-site shuttles and tenants' employees using the amenities provided on the campus versus leaving to utilize off-campus facilities.

The three biggest engineering issues Landmark solved were how to:

- Create an easy, walkable site for the main Avenue where you have over 12-feet of grade differential
- Maintain vehicular and pedestrian access and parking for the three office buildings currently occupied by AstraZeneca, Solenis, and ChristianaCare



A rendering by Bernardon of the new sign that was recently installed at the Route 202 and Powder Mill corner

- Maintain utility service to the tenants during future phases of construction

Landmark created phasing plans that allows for new utilities, roadways and parking areas to be constructed while maintaining uses by the existing tenants. This effort included coordination with the owner, tenants and the construction team, and multiple revisions when existing utilities have been found that were not discovered earlier from review of existing documentation or by use of private utility locators. In Phase 1, an aesthetic, seven-level parking garage was completed in June 2020 to serve current and future parking needs.

The original \$400 million, 1.864 million SF development would add

about 113,275 SF of office space to the existing 860,000 SF, will create 360 apartments, a 12,000 SF fitness center, a 10,000 SF day care, 200-room hotel with conference space, 45,000 SF for restaurants, and 182,753 SF for retail use.

But then the COVID-19 pandemic hit, upsetting the overall market. Delle Donne & Associates, Landmark and the entire design team have been able to pivot on short notice to revise the size and mixture of uses on the development to meet the current and projected near-future uses while adhering to the requirements of the TMA and maintaining uninterrupted utilities and access for the tenants. ■

Landmark principals Keith A. Rudy, P.E., LEED AP, project manager, and Ted C. Williams, P.E., transportation/traffic engineer, have represented the owner/developer for all aspects of the project from due diligence, surveying, planning and design, approvals, environmental assessments, state and federal environmental permits, through construction-phase services.



Ted C. Williams, P.E. is president of Landmark Science & Engineering.



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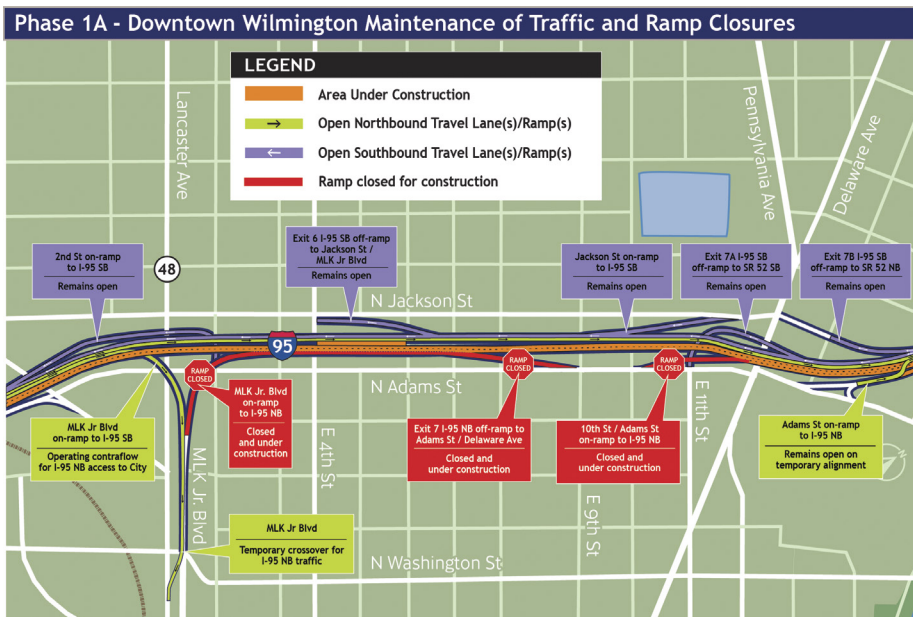
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Restore the Corridor Wilmington – Construction Has Begun

CONTRIBUTED BY THE DELAWARE DEPARTMENT OF TRANSPORTATION



IF YOU HAVE BEEN ON I-95 in the Wilmington area lately, you have noticed that the Delaware Department of Transportation began construction on I-95 from the I-495 split south of Wilmington to US 202/Concord Pike on the north side of the city. The multi-year Restore the Corridor project includes the repair of 19 bridges including the elevated mile-long Wilmington Viaduct I-95 pavement and ramp reconstruction, and other necessary repairs within the project limits.

This project is necessary to extend the infrastructure's service life for another 30 years and ensure the nearly 60-year-old road and bridges through the City continue to be safe and well-maintained.

What to Expect During Construction

During construction, at least one lane in each direction on I-95 will remain open. Ramp closures will be staggered to continuously maintain access in and out



of Wilmington. Motorists are encouraged to use I-495 which will have signs directing motorists into Wilmington to avoid heavy traffic delays on I-95.

An active traffic management system is in place with fixed and portable variable message signs to provide real-time travel conditions so motorists can choose to divert to an alternate route. This information is also available at deldot.gov/map and on DelDOT's free mobile app.

Commuters are encouraged to consider Delaware Commute Solutions (carpooling, vanpooling and teleworking options) www.DelawareCommuteSolutions.org or transit options such as DART www.DartFirstState.com or SEPTA train service www.septa.org.

Construction Traffic Pattern Phasing

There are three major phases of construction planned. The estimated durations and key details for each phase are listed below. Please note that the dates are subject to change due to weather and other unanticipated events. There is also the potential for weekend or nighttime full closures of I-95 northbound or southbound to switch between major construction stages.

PHASE 1: February 2021– Fall 2021

- I-95 capacity is reduced by one lane in each direction.
- I-95 northbound lanes are closed. Northbound and southbound traffic will now share the southbound lanes.
- There are periodic ramp closures. However, access into and out of the City will always be maintained.

PHASE 2: Fall 2021– February 2023

- I-95 capacity is reduced by one lane in each direction.
- I-95 northbound lanes are open with at least one lane being used for northbound traffic and at least one lane used for southbound traffic.
- I-95 south will have at least one southbound lane open for traffic, the rest of the roadway will be used for construction.
- There are periodic ramp closures. However, access into and out of the City will always be maintained.

PHASE 3: February 2023 – Fall 2023

- All lanes and ramps on I-95 are open to traffic, construction continues on other project elements. ■

STAY UP-TO-DATE

There are several ways to stay up-to-date on Restore the Corridor. The project website RestoreTheCorridor.com will have all the latest news, alerts and public meeting information. You can also sign up on the website to receive project-specific emails and text messages for traffic alerts and project updates. DelDOT's social media accounts, Facebook and Twitter, will be posting project alerts and updates.



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Gift and Estate Tax Planning in 2021

BY RANDI SCHUSTER AND PAUL DILLON

WITH THE ELECTION of President Joseph Biden, coupled with Democratic control of both the House and Senate, we may possibly see changes to the estate and gift tax regime.

As the tax currently exists, each individual has a lifetime credit of \$11.7 million. The current exemption will sunset on Dec. 31, 2025, and will return to \$5 million, adjusted for inflation. The maximum gift and estate tax rate is 40% and will increase to 45% in 2026. The tax is imposed on the fair market value of all assets valued at death. Beneficiaries receive a step-up in basis to the fair market value — all capital gains are eliminated.

Biden's proposal includes:

- Reducing lifetime exemption to \$3.5 million
- Increasing rate to 45%
- Eliminating step-up in basis to fair market value on death

Individuals should continue to plan and use the exemptions that currently exist. Many did planning before year-end fearing a retroactive change. While there is no way to predict whether any estate tax changes will be retroactive, most have not been in the past. Even for those who managed to use all their exemption before year-end, making additional gifts now will use the increased exemption of \$120,000.

As part of the Tax Cuts and Jobs Act (TCJA), there is a provision that prevents a clawback of the exemption amount if the exemption decreases either because of the sunset or due to a change in the law. Taxpayers can move forward with planning without the specter of taxes being charged on gifts when the exemption amount changes.

All estate planning techniques are available. Deciding which ones to use will require an analysis of the situation for each individual. However, since the goal is to use the exemption, grantor retained annuity trusts (GRATs) are not the best devices to use since they are usually created in a way that uses no exemption amount.

A popular technique to use for married couples is a spousal lifetime access trust (SLAT). This allows a donor to contribute assets to a trust, use exemption, and still have access to the assets if desired because the spouse is a beneficiary.

However the gift is made, the gift must be large enough to exceed the projected exemption of \$3.5 million or nothing has been accomplished. If nothing is given away prior to any changes to the exemption, all gifts



will be limited to \$3.5 million. If gifts of \$5 million are made prior to any changes, \$1.5 million of the “old” exemption has been used and the “new” exemption is exhausted. Although the full \$11.7 million has not been used, the individual has still taken advantage of some of the existing large lifetime exemption amount.

The important thing is to make use of as much of the exemption as possible because the only thing that is clear is that it will be reduced.

For more information about this topic, connect with Baker Tilly's trust and estate professionals. ■



Randi A. Schuster is the principal in charge of the Trust and Estate Group in the New York regional offices of Baker Tilly.

Paul Dillon is director of Washington National Tax at Baker Tilly.



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A Sigh of Tax Relief

Key 2021 Tax Stimulus and Relief for Employers and Individuals

BY ROBERT S. SMITH, CPA AND LINDA A. PAPPAJOHN

ON DECEMBER 27, 2020, the Consolidated Appropriations Act of 2021 (the CAA) became law, which contained long-anticipated stimulus and tax relief aimed at the COVID-19 pandemic.

Below is a high-level summary of the provisions in the CAA that are of interest to businesses, including nonprofits, as well as individuals.

Businesses:

Business meals are 100% tax-deductible for the period January 1, 2021 through December 31, 2022 for food and beverages provided by a restaurant. This temporarily relaxed the rules classifying meal deductions into three categories: 100% deductible, 50% deductible, and non-deductible. Meals not purchased from a restaurant are still subject to the regular rules.

Employer tax credits under FFCRA and Section 45S

- FFCRA's Emergency Paid Sick Leave and Expanded Paid Family and Medical Leave allowed a payroll tax credit up to 100% of the employer's and employees' portion of Social Security and Medicare taxes, and federal income taxes withheld from employees up to 100% of the required paid leave under FFCRA caused by qualified COVID-19 circumstances, with excess amounts being refundable credits. The CAA allows employers to voluntarily extend these

paid leaves and receive the payroll tax credit through March 31, 2021.

- The Section 45S tax credit is the employer-paid family and medical leave program started in 2017 under the TCJA allowing employers of any size to claim an income (not payroll) tax credit up to 25% of wages for paid leave, subject to certain qualifications. This program's expiration date was extended from December 31, 2020 to December 31, 2025.

The Employee Retention Credit (ERC) was started under the CARES Act to provide a refundable payroll tax credit of up to 50% of certain wages up to \$10,000 for 2020 paid by qualified employers. PPP loan recipients were ineligible for this credit. The CAA extends the program through June 30, 2021 and increases the credit to 70% of wages plus health plan expenses, as well as the wage cap to \$10,000 per quarter. Further, PPP loan recipients are now allowed to receive this credit retroactively to inception of the CARES Act, as long as the same wages and benefits aren't used for both PPP loan forgiveness and the ERC. Lastly, restrictions were relaxed for larger employers. Requirements for reduced gross receipts and other restrictions apply. Maximizing PPP loan forgiveness and the ERC should be optimized before committing to either strategy.

Expenses related to PPP loan forgiveness are declared as tax deductible under the CAA. Shortly after the CARES Act was passed, making forgiven PPP

loans tax free, the IRS ruled that expenses giving rise to PPP loan forgiveness would not be tax deductible, causing a large, unexpected tax bill for most PPP loan recipients. Congress finally changed the law ensuring these expenses would be tax deductible.

Individuals:

Recovery rebates, also known as stimulus payments, are once again being paid to individual taxpayers under the CAA. Using criteria identical to the earlier round of stimulus payments, qualified individuals are receiving payments from the IRS of up to \$600 per individual. Additional payments of \$600 are also being made for each dependent child under the age of 17. Dependents over the age of 16 do not qualify for recovery rebate credits. The determination of the stimulus payment amount is done primarily using a taxpayer's 2019 tax return. The final calculation of the recovery rebate is done on the 2020 tax return. If stimulus payments exceed the computed amount, no repayment is required. If payments were less than allowed, taxpayers receive the difference.

The medical expense deduction has just gotten easier for those who have large medical bills and itemize their deductions on Schedule A. In order to deduct medical expenses, itemizers will need to exceed 7.5% of their adjusted gross income (AGI) in medical expenses, rather than the 10% of AGI rule originally set to begin in 2021.

Flexible spending accounts (FSA) now have special temporary rules for 2021 and 2022, which benefit FSA account holders. This is especially helpful for people whose childcare providers closed during 2020 and elective surgeries were postponed. The CAA allows employees to carry over unused 2020 dependent and healthcare FSA funds into 2021, and for 2021 into 2022, plus more flexibility for qualified expenses and making changes.

Charitable contributions can be deducted even if you don't itemize deductions. Effective for 2021, the \$300 limit for deducting charitable contributions for non-itemizers increases to \$600 for married couples filing jointly. Also, the 100% of AGI ceiling for deducting qualified charitable contributions was extended through 2021.

In summary, these were highlights of the more popular tax law changes enacted in December 2020 for much-needed stimulus and relief. Other changes, such as extending various energy tax credit programs, are worth looking into. There will most likely be additional tax legislation aimed at further economic stimulus until the pandemic subsides. ■



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Strategies for Tax Filing & Planning in the COVID Era

BY MARIE D. HOLLIDAY, CPA, MBA

IT'S NO SECRET that last year's tax season was a challenge for everyone. IRS and state tax agencies were shut down, filing deadlines changed, and accounting firms had to quickly pivot in order to provide safe, secure, and convenient solutions to clients. Here are a few tips to make tax filing and tax planning more convenient and less stressful this year and beyond:

Tip #1: Go Digital! News stories and images of mailed tax returns and payments piled up outside closed IRS and state processing centers, not to mention lengthy delays with mail delivery, drove many to use digital options for the first time. Consider the following:

- **E-file your tax return.** I can't emphasize how important this is. The benefits are numerous: immediate email confirmation that the agency has received your return, refunds are processed faster, and e-Filing is more secure than mailing. By late January 2021, many paper returns for 2019 still had not been processed!

- **Use online payment options to pay balances due/estimated payments.** The COVID-19 shutdown delayed the processing of tax payments, which resulted in many taxpayers receiving tax notices indicating

that there were balances due even though payments were mailed before the deadline. To compound matters, taxpayers were charged interest and penalties! There are free, secure online payment options at the federal and state levels, i.e., IRS Direct Pay and EFTPS, which you can use to ensure payments are received on time by the tax authorities.

- **Use digital file submission tools.** TaxCaddy, the file submission solution we offer to our clients, is like having your own secure digital file cabinet. You can scan/take photos of your tax documents anytime using your PC, smartphone or tablet from the comfort of your home and submit to your accountant.

There have been changes to the 2020 tax return.

Here are some tips regarding those changes, as well as some common questions asked by taxpayers this year:

- **Tip #2: "Above the line" deduction for charitable contributions.** Those who don't itemize deductions on Schedule A may qualify to take a \$300 deduction for donations.

- **Tip #3: IRA contributions for those older than 70 ½.** Beginning

in 2020, there no longer are age limits on contributions to IRAs. If you or your spouse has sufficient earned income you may be eligible to contribute up to \$7,000.

Tip #4: Due to COVID-19, I worked from home. Can I claim the home office deduction? Unfortunately, if you are an employee, you are not eligible for the home office deduction.

Tip #5: Recovery Rebate Credit. This credit is available for taxpayers who may not have previously been eligible or received reduced amounts for the Economic Impact Payments, but based on income levels in 2020 are now eligible.

It is never too late to plan for your 2021 taxes

There are many strategies you can implement to reduce your future tax obligations. Here are some additional planning tips and general recommendations:

Tip #6: Bunching of your deductions. Many taxpayers are no longer eligible for itemizing deductions since the standard deduction levels increased to higher levels. By bunching your deductions (charitable donations, extra mortgage payment) in one year rather than spreading out over two years, you can take advantage of itemizing at a higher level in one year and using the standard deduction in another.

Tip #7: Contribute to a charity stock with low basis instead of cash. By contributing stock with low basis, you are able to take a charitable deduction for the fair market value and don't have to pay tax on the difference between your cost basis and fair market value.

Tip #8: Increase your retirement plan contributions. Contributing to a retirement account decreases your taxable income (as long as not a Roth type). You can save more for retirement, and possibly be eligible for a greater company match. Roth retirement contributions will not reduce your taxable income but will grow tax-free. Future withdrawals during retirement will not be subject to tax.

Tip #9: Review beneficiary designations. Tax time is a great time to review your beneficiary designations for life insurance policies and retirement plans. Make sure to add any new child born in 2020 or eliminate a spouse who you have divorced during the recent tax year to ensure that your assets go to those you intend to benefit in case of your death.

If you haven't consulted with a CPA or tax advisor before, now may be the time since tax laws are in a continual state of change. ■



Marie Holliday is Managing Director at Cover & Rossiter, P.A. She is responsible for the strategic direction of the firm as well as leading the firm's tax and advisory services departments. Cover & Rossiter is a CPA advisory firm recognized for providing high-quality advice and personalized service to enable clients to achieve their objectives. The firm is a two-time winner of the Marvin S. Gilman Superstars in Business Award.

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What's All the Fuss About IRAs?

BY EDWARD FRONCZKOWSKI

IT'S THE MOST WONDERFUL TIME of the year. And by that, of course, I mean tax time. This is the time of year when many people wonder if they should contribute to an Individual Retirement Account (IRA). Investing in IRAs comes with tax benefits that will help you grow your money. There are two main types of IRAs, traditional and Roth.

With a traditional IRA, you can get a tax break when you contribute, and the earnings grow tax free. You pay tax on the money you withdraw after retirement, when you may be in a lower tax bracket.

A Roth IRA does not give you a tax break when you contribute but your withdrawals can be tax free. You can withdraw the amounts that you contribute at any time without paying taxes. The earnings can also be tax free if the withdrawal occurs at least five years after your first Roth IRA is established and you are at least 59 ½ years old.

Another difference is that traditional IRAs are subject to Required Minimum Distributions (RMD)¹ once you reach age 72, but Roth IRAs are not. For 2020, the maximum contribution to an IRA is your earned income up to \$6,000. Individuals 50 or older can also make an extra \$1,000 “catch-up” contribution. If your spouse earns little or no income, you can still fund an IRA on that person's behalf based on your earned income. This is called a spousal IRA.

Almost anyone with earned income can set up a traditional IRA. However, you may not be able to deduct your IRA contributions if you are covered by a retirement plan at work. For a single person, that deduction phases out between \$65,000 and \$75,000. For married persons, the covered spouse can make a deductible contribution if their modified adjusted gross income (MAGI) is between \$104,000 through \$124,000. The thresholds for the non-covered spouse are \$196,000 through \$205,999. Either way the earnings will still be tax free.

Your ability to contribute to a Roth IRA is phased out based on your MAGI. For a single person, the phase out begins at \$124,000 and

¹ The age requirement for RMD was changed for individuals who turned 70 ½ on or after January 1, 2020.

² All income ranges are indexed for inflation each year. The income ranges referenced in this article apply to the 2020 tax year.



is reduced to zero once your MAGI reaches \$139,000. For a married person, those amounts are \$196,000 through \$205,999². Even if your income is over those amounts you may still be able to get money into a Roth IRA using a method called “the backdoor Roth,” but that is beyond the scope of this article.

Why are we talking about this now you may ask? It is now 2021 so you may think it is too late to contribute for 2020. I have good news for you, the IRS allows you to make your IRA contribution for a particular tax year up until April 15 of the following year. That means there is still time to contribute for last year.

IRAs are a good way to grow your money for retirement. The annual contributions may seem small, but with tax-free growth, a 25-year-old could contribute \$6,000 today and see it grow to over \$80,000 when he or she retires 40 years later. If that person contributes every year until they retire, they will wind up with a very nice nest egg. ■



Edward Fronczkowski is a Partner at Maillie LLP, a public accounting firm based in New Castle, DE.

DELAWARE STATE
CHAMBER OF COMMERCE

184TH ANNUAL DINNER

The 184th Annual Dinner was an Annual Dinner like no other – it was truly a one-of-a-kind gathering for Delaware's business community. The State Chamber is proud to have offered a way for the business community to truly come together during a time when we must all remain physically distant. Quite simply, the success of our signature event during a pandemic only came to fruition with the support of our sponsors, speakers, attendees, and distinguished guests for joining us for a memorable evening.

Major General Michael R. Berry holds the Marvel Cup with Major General (Ret.) Francis D. Vavala and Delaware National Guard leadership



“We know how meaningful this award is. It comes from the community. It is about service to the people. There is no one more deserving than General Vavala. He’s not only been an incredible leader to the Delaware National Guard, he’s been a genuine friend to so many.”

— President Joe Biden and First Lady Dr. Jill Biden

State Chamber's Highest Honor Awarded to Major General (Ret.) Francis D. Vavala

ESTABLISHED IN 1951, the Marvel Cup honors a Delawarean who has made an outstanding contribution to the state, community, or society. The State Chamber's highest honor is named in memory of the Honorable Josiah Marvel, who reorganized and served as the first president of the State Chamber in 1913. As a tradition, recipients of the Marvel Cup are kept secret until the night of the dinner.

"General Vavala embodies what it means to serve the state and nation. For more than 50 years, both in uniform and out, he has made a tremendous impact on our National Guard and the State of Delaware," said Major General Michael R. Berry, Adjutant General of the Delaware National Guard. "He normally is the one giving out the recognition and awards, so it's only right he gets some recognition."

General Vavala is a born and raised Delawarean. He attended Salesianum School and Wilmington University. Before his appointment as Adjutant General, he was a marketing services supervisor for DuPont.



DSCC President Michael J. Quaranta with Major General (Ret.) Francis D. Vavala

The General's military service began in 1967, when he enlisted in the Delaware Army National Guard as a private. He was commissioned as a signal officer after completing the Delaware Military Academy Officer Candidate School in 1970.

Vavala was appointed by then-Governor Tom Carper and assumed duties as Delaware's Adjutant General on February 1, 1999. He was the highest-ranking member of the Delaware National Guard, responsible for the mission readiness of all Delaware National Guard units for both federal and state missions.

General Vavala is the first Delaware National Guardsman to achieve four-star rank. He is also the longest-tenured Adjutant General in the country, serving three Delaware governors over an 18-year period.

"General Vavala is what one would call a servant leader – someone who by his own words and actions has, time and again, led by example. He is the very definition of public service," said Michael J. Quaranta.



Dick DiSabatino Award Presented to the Honorable Margaret Rose Henry

THE DICK DISABATINO AWARD, named for former DSCC Chairman Richard DiSabatino Sr., was established in the mid-90s to recognize significant contributions to shape opinion and public policy in the state of Delaware. The rarely given honor was last presented in 2019 to the Honorable Joseph G. DiPinto, former state representative. Prior to that, the award was given in 2013 to John H. Taylor Jr., Executive Director of the Delaware Public Policy Institute (DPPI).

"She has made such contributions to our state in so many different ways and affecting so many different populations," said U.S. Representative Lisa Blunt Rochester of Henry, who is known for her extraordinary commitment to public service with an emphasis on working to improve the lives of women, children, families, and the elderly.

Senator Henry was the first African American woman to serve in the Delaware State Senate and was one of only four women serving in the chamber at the time of her election in 1994. She served as Majority

Leader of the Senate Democratic Caucus and represented the 2nd Senatorial District.

Henry spent her professional career also working in the nonprofit sector. She served in management roles with groups like Delaware Guidance Services, Girls Inc., Ingleside Homes, YWCA, United Way of Delaware, and Delaware Technical Community College. This diverse background in public service gave her an intimate understanding of the needs of the communities she served.

"She was a voice for all those who had no voice."

— Dr. Orlando George, Jr., president emeritus of Delaware Technical Community College

Balancing the Need for a Healthy Community with the Need for a Healthy Economy

GOVERNOR JOHN CARNEY addressed the audience with a message that Delaware needs both a healthy community and economy in order to successfully rebuild.

During the pandemic, the State invested CARES Act funds into programs to support Delaware families, workers, and small businesses through these tough times:

- More than \$200 million were used to provide unemployment insurance benefits and prevent tax increases on businesses
- Small business received an additional \$150 million in direct support through DE Relief Grants and HELP loans
- \$15 million was given to create Forward Delaware, which is providing rapid retraining to more than 3,000 workers impacted by the pandemic

The State is also looking forward as Carney mentioned the First State will host the PGA Tour's 2022 BMW Championship. It is expected this event will have a \$30 million economic impact on Delaware. To learn more about the championship and corporate sponsorship opportunities, visit: <https://bit.ly/3otP7Wk>

Governor Carney concluded by emphasizing that the future for Delawareans is bright, the vaccine has arrived and better days are ahead.



"We have a new General Assembly that looks even more like the population it serves and is focused on addressing that matter to Delaware families. That's good news for our state." — Governor John Carney



2020 Board Member of the Year

EACH YEAR, a board member is recognized by Chamber staff as Board Member of the Year. This year, Marie Holliday of Cover & Rossiter was the honoree for her leadership, guidance and volunteer time towards the Superstars in Business awards program.

DSCC Welcomes New Board Members in 2021

The Delaware State Chamber of Commerce is pleased to welcome new members of its Board of Directors and Board of Governors.

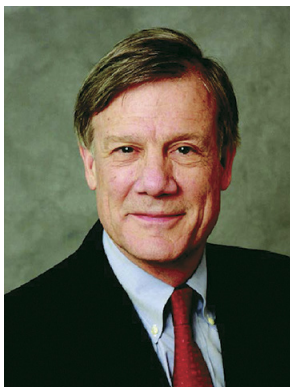
Members joining the Board of Directors are:

Nicholas A. Moriello, RHU, Highmark Blue Cross Blue Shield Delaware
Marie Holliday, Cover & Rossiter
Natalie Keefer, Bank of America

The following business leaders were elected to the State Chamber's Board of Governors:

Bryan Fisher, Agilent Technologies
Mona Jantzi, Barclays US Consumer Bank
Jeffrey Joseph, PNC Bank
Michael A. Meoli, The Meoli Group
Mark Mumford, Nemours Children's Health System
Dr. David Tam, Beebe Healthcare

Keynote Speakers



ECONOMIC FORECASTING with James E. Glassman

James E. Glassman, managing director with JPMorgan Chase and head economist for Chase Commercial Banking, delivered a presentation around the theme that challenges bring opportunities. He highlighted two fundamental workforce challenges:

- Innovation is happening at a rapid rate: Times of great change and innovation

are disruptive to the workforce, particularly for older workers who lack the ability to keep up through retraining. This accelerates the income divide.

- The challenge is around pay, not jobs: Glassman cited that there are 7 million unfilled jobs in the US because businesses struggle to find people with the skills needed to fill them.

On the flip side, Glassman also explained the U.S. economy is experiencing a major demographic shift with the retirement of baby boomers. As these people exit the workforce, many job opportunities are opening by people who have a lifetime of skills that weren't learned in college but over time on the job.

He concluded by recommending that we, as a nation and state, need to help workers understand where the job opportunities are and help them acquire the skills needed to fill those jobs. Ultimately these challenges bring many opportunities for the workforce and U.S. economy. It is up to us to take advantage of them.



DIVERSITY AND INCLUSION with U.S. Senator Cory Booker

"We are the most diverse nation on this planet," said U.S. Senator Cory Booker in his keynote address. "We have to recognize that everyone has value and something to contribute. We must become a nation that is committed to getting all of our talent on the field."

Senator Booker stressed that a diverse workplace is not only the right thing to do but also the smart thing. He also reminded attendees that we must hold ourselves accountable when seeking diverse talent – "if you don't measure it, you can't manage it."

"The best natural resource this country has is human potential." — U.S. Senator Cory Booker



REFLECTING ON THE 2020 PRESIDENTIAL CAMPAIGN TRAIL with Kristen Welker

In an interview with Katie Wilkinson, chair of the State Chamber's board of directors, Kristen Welker shared her perspective on covering Washington, the Trump and Obama Administrations, and now President Biden. Welker is co-anchor of Weekend TODAY and White House correspondent for NBC News. As a respected journalist and moderator of the second presidential debate, she also shared how she prepared for the debate and reflections on the 2020 presidential campaign trail.

"My goal as a journalist is to ask questions on behalf of the American people. It is the job of the press corps to hold whoever is in the Oval Office to account – in words and actions."

— Kristen Welker



THE NEW POLITICAL LANDSCAPE with William Kristol

2020 was a challenging year and it ended with state and national elections. The country also witnessed heightened social and civil unrest, the first pandemic in over one hundred years, and more. William Kristol, founder and director of Defending Democracy Together, political analyst, and network television commentator, explored how recent events are redefining our political landscape and future and driving the Biden Administration's agenda.

DSCC is a nonprofit 501(c)(6) organization. We are uniquely positioned to bring parties together to solve problems. Our leadership helps create jobs, promote business, and improve the quality of life for all Delawareans. Monies from the Annual Dinner help to support and sustain that mission so we can continue to serve as the unifying voice for business.

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Adesis Donates 1.75 Metric Tons of Hand Sanitizer

Adesis, Inc., based in New Castle, Delaware, has formulated and donated close to two metric tons (almost 4000 pounds) of hand sanitizers to Donate Delaware. These protective disinfectants are further distributed to, among others, the Delaware Health Care Facilities Association for nursing homes across the state; Delaware Dream Center as part of its services to challenged communities, schools and apartment complexes, and the Latin American Community Center, which provides assistance with housing and employment services to the area's Hispanic community.

"Our chemistry teams and staff are proud to play a part in helping keep Delawareans safe," said Adesis President Andrew Cottone. "Working with Donate Delaware and its co-founder Dave Tiberi, we're grateful for their help in distributing these sanitizers to the many organizations that need them."

Dr. David Tam, FACHE Elected to American College of Healthcare Executives Council of Regents

David A. Tam, MD, MBA, FACHE, President & CEO, Beebe Healthcare, has been appointed to the Council of Regents, the legislative body of the American College of Healthcare Executives.

The Council of Regents serves as the vital link between ACHE and members by approving governance and membership regulations as well as promoting ACHE programs, services and activities within their respective areas.

Dr. Tam will take office March 20, 2021, prior to ACHE's 64th Congress on Healthcare Leadership. As a Regent, he will represent ACHE's membership in Delaware.

"It is an honor to serve on the Council of Regents and represent the state of Delaware," Dr. Tam said. "I've been humbled to be welcomed to the First State with open arms amid the COVID-19 pandemic and will do my best to advocate for healthcare in my adopted home state."



David A. Tam, MD, MBA, FACHE

William Coffey Joins WSFS as Senior Vice President, Chief Technology Officer

WSFS Bank, the primary subsidiary of WSFS Financial Corporation (Nasdaq: WSFS), today announced William Coffey as its new Senior Vice President, Chief Technology Officer (CTO) reporting to Lisa Brubaker, Executive Vice President and Chief Information Officer.



William Coffey

Coffey will be responsible for leading enterprise technology strategies and services for the Bank, including infrastructure and architecture, application development and service management.

"I am very excited to join the WSFS team and to work with WSFS Associates throughout the company," said Coffey. "Given the growth the Bank has experienced the past several years, WSFS is well-positioned going forward for significant and strategic growth in the rapidly changing landscape of the financial services industry."

Jordon N. Rosen, CPA, AEP® Elected into the NAEPC Estate Planning Hall of Fame

Belfint, Lyons & Shuman, CPAs (BLS) announced that the National Association of Estate Planners & Councils (NAEPC) recognized Jordon N. Rosen, CPA, AEP® as an entrant into the Estate Planning Hall of Fame® and as a recipient of the Accredited Estate Planner® (Distinguished) designation for 2020.



*Jordon N. Rosen,
CPA, AEP®*

Jordon is one of only seven estate planning professionals to receive this prestigious award in 2020, which is given annually in recognition of lifetime achievement and outstanding contributions to the practice and profession of estate planning within the professional disciplines of accounting, insurance and financial planning, law, philanthropy, trust services, and academia.

Delaware State University receives \$20 million gift from MacKenzie Scott

Philanthropist MacKenzie Scott, who has already become one of the most significant benefactors for racial equity causes, announced today that her second cycle of charitable donations has been completed, bringing her 2020 total of giving to an unprecedented \$4.158 billion to 384 nonprofit and charitable organizations, including a \$20 million gift to Delaware State University. The gift marks the largest single gift ever received by Delaware State University.

Ms. Scott, recently listed by *Forbes* as one of the world's "most powerful

women," noted in her statement that in selecting the recipient organizations, she and her advisors "took a data-driven approach to identifying organizations with strong leadership teams and results, with special attention to those operating in communities facing high projected food insecurity, high measures of racial inequity, high local poverty rates, and low access to philanthropic capital."

Gunnip CPAs Passes Peer Review

Gunnip & Company LLP announced that it has successfully completed a peer review of its accounting and auditing practice. After a thorough study of its policies and procedures, the reviewer concluded Gunnip & Company complies with the stringent quality control standards



BVSPCA Purchases Former Vet Specialty Center

The Brandywine Valley SPCA has purchased a property in New Castle that will replace its current New Castle Campus with a larger, more comprehensive shelter and low-cost veterinary clinic. Formerly owned by the Veterinary Specialty Center of Delaware, the new campus will include the state's first shelter intensive care unit (ICU), it will double the organization's capacity to treat and spay/neuter family pets, and it will improve the housing and quality of life for shelter animals waiting to be adopted.

The 12,268 square foot facility sits on three acres at 290 Churchmans Road. The veterinary space will enable the BVSPCA to expand services to family pets and shelter animals while adding 7,658 square feet of state-of-the-art space for shelter animals. "This new facility will go beyond addressing the limitations of our current New Castle Campus to become the largest and most comprehensive of our four campuses," said Adam Lamb, BVSPCA Chief Executive Officer.

established by the American Institute of Certified Public Accountants (AICPA). The firm received the highest possible rating which exemplifies its commitment to provide the highest standard of excellence in the quality of their work.

Katherine Silicato, CPA, Partner, who heads quality control at Gunnip & Company, said, "We are proud to once again successfully complete our peer

review, especially given the increasing scrutiny of the audit and accounting sector."

Peer review is a periodic outside review, performed by another accounting firm, of a firm's quality control system in accounting and auditing. The rigorous review is based on a series of standards for quality control set by the AICPA, the national professional organization of CPAs.



Crab Du Jour Opens Flagship Location in Newark with Ribbon Cutting and Elected Officials

Crab Du Jour, the most exciting seafood restaurant on the East Coast, cut the ribbon on its brand-new flagship location in Newark, Delaware on January 26. The new restaurant has created more than 20 jobs in Newark while providing a safe and enjoyable experience for the community. Crab Du Jour plans to invest heavily in Delaware in 2021, with more than 10 additional restaurants planned for the year, employing 200 Delaware residents.

"Cajun-style seafood is all about getting people together, and our hope for this restaurant is that it will be a community gathering place in the future," said Jeff Schroth, an executive with Crab Du Jour. "For now, we are welcoming small groups to enjoy together either here or at home. There's nothing like a seafood boil to raise spirits, and we know our Southern comfort food will be loved here in Delaware too."

Its other locations in Delaware include Wilmington and Dover. It is best known for its Cajun boil and bar offerings, including its signature "Du Jour" sauce. All Delaware locations are currently open for in-door dining and takeout orders seven days a week.

Wohlsen Names Vice President of Construction Quality

Wohlsen Construction Company is pleased to announce the promotion of Roger Ball, from Vice President of Construction for the Delaware Valley Region to Vice President of Construction Quality.

In Roger's new role, he will drive performance enhancements related to quality control and work-flows throughout all phases of a project life cycle. He will apply his expertise to assist operations

teams across Wohlsen's geographic footprint to consistently achieve best in class results by implementing these enhanced procedures known as the "Wohlsen Way". Roger received his Bachelor of Arts degree from Bucknell University and his Masters of Business Administration degree from Cornell University and has worked in the Mid-Atlantic construction market for over 31 years.



Roger Ball

BLS CPAs Earns Forbes America's Top Recommended Tax and Accounting Firms Spot

Belfint, Lyons & Shuman, CPAs (BLS), a Top 300 accounting firm headquartered in Wilmington, Delaware, earned the honor of being the only Delaware-based firm named on *Forbes'* 2020 America's Best Tax and Accounting Firms List. *Forbes* partnered with Statista, a global market research firm, to create a list of the most recommended firms for tax and



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accounting services in the U.S. based on surveys of tax and accounting professionals and their clients. 278 firms were recommended for the 2021 list for either tax or accounting and only 172 firms on the list were recommended for both tax and accounting. For the second consecutive year, BLS is proud to be one of the exclusive firms to have earned recognition in both categories.

Whisman Giordano & Associates, LLC hires Senior Accountant, Carolyn Craven

Carolyn comes to Whisman Giordano with over 10 years of experience. She is a graduate of the University of South Carolina, Moore School of Business, where she was a double-major in both Accounting and Finance. Her specialties are audits and attest services, defined benefits, not-for-profit organizations, and private equity hedge funds.



Carolyn Craven

New Morris Nichols Brand Conveys Continued Focus on Complex Delaware Business Law, Innovation on Ground-Breaking Legal Issues

Morris, Nichols, Arsht & Tunnell LLP revealed its new visual identity. The rebrand reinforces what sets the firm apart – a 90-year legacy of shaping

Delaware law by partnering on landmark cases of national significance, a deliberate focus on business law, and a culture grounded in collegiality and respect.

“Delaware law and courts are the nexus of high-profile matters,” said Bill Lafferty, chair of Morris Nichols’ executive committee. “Whether bankruptcy proceedings, transactions and financial structuring, or corporate and patent litigation, major US companies are drawn here. Reflecting on our 90 years, we wanted our brand identity to reinforce how we are uniquely positioned to handle these complex, high stakes matters.”

The updated visual identity, which is the culmination of a 15-month project that started with an extensive brand

analysis in 2019, presents a modern aesthetic that pays respect to the firm’s Delaware roots while also recognizing the firm’s position at the forefront of Delaware business law. The new logo places emphasis on Morris Nichols, which is also the domain where the firm’s new digital home resides. The morrisnichols.com website features crisp imagery, distinctive colors, and an updated layout and architecture. The logo itself is commanding, with a timeless, bold font.

Sharon Kurfuerst appointed President of ChristianaCare, Union Hospital

In her new role, Kurfuerst will oversee efforts to strengthen community relationships in the communities that Union Hospital serves. Union Hospital joined ChristianaCare a year ago.

Morris Nichols ARSHT & TUNNELL

Delaware Technical Community College receives grant from Bank of America to help with workforce training in Delaware

A \$25,000 grant from Bank of America will be used to offer a new Community Health Worker program at the College’s Dover campus. It will provide for a cohort of eight students to go through the program free-of-charge.

“We are grateful for this grant which provides Delaware Tech with another way to meet a critical need and put Delawareans to work,” said Dr. Mark T. Brainard, president of Delaware Tech. “We appreciate Bank of America’s generous award and continued support of the community.”

The grant is part of Bank of America’s philanthropic giving efforts in local communities. Awardees were selected for their commitment to addressing basic needs, medical response, and workforce development for individuals and families, in particular during the coronavirus pandemic.

“Our partnership with Delaware Technical Community College is rooted in our commitment to support meaningful solutions to advance economic opportunity. We’re excited these students will have the opportunity to participate in this new and important Community Health Worker program,” said Chip Rossi, Delaware market president for Bank of America. “Teaming up with the state’s only community college increases our efforts to foster economic mobility through a focus on education and workforce development.”

“For the past year, and throughout the COVID-19 pandemic, I have been privileged to see first-hand the strong commitment of our Cecil County Campus and Union Hospital caregivers to its community,” Kurfuerst said. “I look forward to helping us grow our community partnerships in Cecil County, which are integral to improving population health.”

Kurfuerst also will continue her leadership responsibilities as ChristianaCare’s system chief operating officer, where she heads the development and execution of core enterprise business processes and functions, including campus operations for Newark, Middletown, Wilmington and Cecil County, where Union Hospital is located; clinical essential services; corporate compliance; facilities and services; urgent care, safety and security; real estate; retail strategy and expansion; and design and construction activities.

Highmark Delaware Earns Top Marks in Human Rights Campaign’s 2021 Corporate Equality Index

Highmark Blue Cross Blue Shield Delaware received a score of 100 on the Human Rights Campaign Foundation’s 2021 Corporate Equality Index, the nation’s foremost benchmarking

survey and report measuring corporate policies and practices related to LGBTQ workplace equality. Highmark Delaware earned the distinction for the second time and joined 765 other U.S. businesses that also earned top marks this year.

“While 2020 presented an array of challenges that Highmark employees

had to overcome, I am proud that our continued dedication to maintaining a safe, healthy and inclusive work culture did not go unnoticed.

Whether in an office building or home office, or in person or online, our commitment to ensuring our employees are free to be their best selves did not change,” said Nick Moriello, president of Highmark Blue Cross Blue Shield Delaware.



WSFS Bank Ranked Top Ten on *Forbes* 12th Annual Best Banks List

WSFS Bank, the primary subsidiary of WSFS Financial Corporation (Nasdaq: WSFS), was recently ranked number 10 on the *Forbes* 12th Annual America’s Best Banks list, after debuting on the list at number 48 last year. WSFS was the only financial institution that focuses solely on the Greater Philadelphia and Delaware region to place in the top 50.

The *Forbes* ranking comes after an unprecedented year in which WSFS stepped in to help guide Customers through COVID-19 response and recovery including helping more than 5,000 Customers obtain nearly \$1 Billion in PPP funding, protecting nearly 100,000 jobs in the region. WSFS also stuck to its core priorities including continuing its investment in talent and delivery transformation to enhance the customer experience.

“This honor belongs to each and every one of our associates,” said Rodger Levenson, chairman, president and CEO. “This validates our strategy as the largest locally headquartered bank in our market, supporting our community with a full suite of products and services. WSFS is here and well positioned for the future.”

HOTEL DU PONT Named One of U.S. News & World Report’s Best Hotels in the USA for 2021

The HOTEL DU PONT is honored to be named one of U.S. News & World Report’s Best Hotels in the USA in its annual, coveted rankings. The 11th annual Best Hotels rankings evaluate more than 30,000 luxury properties across the United States, Europe, Bermuda, Mexico, Canada, and the Caribbean.

“The travel industry has faced numerous challenges over the past year, emphasizing the need to support and recognize hotels that continue to maintain exemplary standards,” said Zach Watson, travel editor at U.S. News. “This year’s list offers a reliable guide for travelers to use when planning their next getaway, whether that’s in a few months or next year.”

HOTEL DU PONT received this prestigious award on the heels of its new restaurant, Le Cavalier, receiving the Best Historic Restaurant Award from Historic Hotels of America in December 2020. The restaurant was bestowed the award for its thoughtful re-concepting of the original Green Room. The same month, Travel + Leisure featured the state of Delaware in its list of 50 Best Places to Travel in 2021, specifically citing the HOTEL DU PONT and Le Cavalier as must visit destinations for readers.



Woodlawn Trustees Hires New CEO

Following a national search, the Board of Directors of Woodlawn Trustees, Inc. is announcing Richard T. Przywara as



Richard T. Przywara

the organization's next President & CEO. Rich began at Woodlawn on February 15th.

Woodlawn Trustees was founded by William Bancroft in 1901.

Mr. Bancroft felt he owed a 'special debt' to

the residents of Wilmington and so he began Woodlawn Trustees as a way of continuing his passion for affordable housing, planned orderly development and preservation of open space.

Rich has the vision and expertise to further William Bancroft's ideas. He brings the skills and knowledge necessary to complete the Flats Redevelopment Project on the West Side of Wilmington. He will help to continue Woodlawn's commitment to the East Side of Wilmington and the remaining land in Brandywine Valley. Rich will become only the 5th CEO & President in Woodlawn's 120-year history.

Kent and Sussex Counties Partner with Energize Delaware to Launch Commercial PACE Programs

Energize Delaware announced that Kent and Sussex counties joined New Castle County as partners in the Delaware Property Assessed Clean Energy (D-PACE) program. PACE is a managed initiative that allows commercial and industrial property owners to finance

energy efficient and clean energy projects that will lead to significant energy cost savings. Projects that qualify under the statewide PACE program will be financed through a voluntary assessment on property tax bills similar to a sewer or other benefit assessment. PACE in

Delaware, is an open-market model, using private capital to finance all projects; no taxpayer dollars will be used for financing. With the recent addition of Kent and Sussex, this benefit is now available to every commercial or industrial business across the state.



Delaware Technical Community College's Diesel Technology Program Trains In-Demand Workers



Delaware Technical Community College's Automotive Technology Program recently unveiled a new academic program - a Diesel Technology Associate of Applied Science degree. The program is taught in the Georgetown campus' new Automotive Center of Excellence. The first cohort began in January 2021.

The program was created in response to research and industry requests for qualified auto/diesel technicians. It will provide training to meet industry hiring needs in the areas of sales, quick-lube, service advisor, and automotive and diesel technicians.

Automotive Technology Department Chair Mark E. Swarbrick, M.Ed. said the training offered by Delaware Tech is unique to the region. "There is no other diesel training available nearby, and the demand is tremendous," said Swarbrick. "We are an all-purpose program in that we are not partial to one brand. With the training students gain at Delaware Tech, they should be able to do work on big trucks, medium trucks, or in the agricultural field on tractors and heavy equipment, with starting salaries of \$41,000 - \$58,000 and growing to six figures."

Did you miss the Chamber Chatter online? Here are our most popular posts on social media...

 @Delaware State Chamber of Commerce


 @DelawareStateChamber  @DEStateChamber

ICYMI

IN CASE YOU MISSED IT

 **#MemberNews:** @BeebeHealthcare celebrates nearly 100,000 #kudos as @SchellBrothers' project kudos campaign donates \$96,796
<https://bit.ly/3q4PiJB>



 **@DrKaraWalker:** Wonderful to hear inspiring words from US Sen @CoryBooker on how to achieve success by focusing on adding diversity to our teams, measuring the impact and outcomes, and adding consequences for falling short. Thank you for your leadership and for the Chamber #184thAnnualDinner

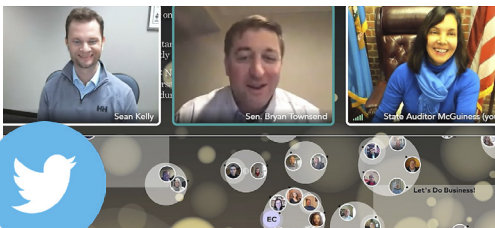
#Diversity in our **#workforce** is a must, bridging the **#skillsgap** is a must, connecting people to **#jobs** is a must. DSCC members **Tech Impact, Delaware State University, SSD Technology Partners, Computer Aid, Inc. & WSFS Bank** are working to make it happen!




Jobs for Delaware Graduates: What a great way to start the week! JDG is excited to be featured in the January/February edition of **Delaware State Chamber's Delaware Business** magazine. It is an honor to be recognized as the Award of Excellence recipient for 2020. JDG has been committed to helping students achieve success for more than 40 years! Click to uncover the full story ---> <https://www.dsc.com/delawarebusiness.html>.

Delaware Department of Labor receives \$9,193,902 from the H1B One Workforce Grant to provide more economic growth opportunities in the IT Industry.

Delaware Department of Labor receives \$9,193,902 from the H1B Grant - State of Delaware News
news.delaware.gov • 3 min read



 **@DEAuditor1:** The @DEStateChamber's 184th Annual Dinner may have been virtual this year, but it was still great connecting with familiar faces!



#MemberNews: Wohlsen Construction Company names Vice President of Construction Quality
<https://bit.ly/3qujLjL>

"Hire for **#attitude**, train for **#skills**"

Great **#leadership** advice this morning from our **#ChamberLeadership** speaker, Jennifer Cohan of Leadership Delaware, Inc. **#netde**



Delaware State Chamber of Commerce

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Member-to-Member Discount Directory: State Chamber members offer substantial savings on products and services to fellow members.

Notary Service: Notary Public services are available to Chamber members free of charge.

Certificate of Origin Documents: Certificate of Origin documents are \$20 for Chamber members (\$100 for non-members).

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DELMARVA BROADCASTING COMPANY

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Constant Contact Email Marketing Service: State Chamber members are eligible to receive discounts on their Constant Contact account subscriptions.

Continuing Education Certificate Discounts: The University of Delaware offers a 10% discount to State Chamber members when they choose to sign up for continuing education certificate programs.

LegalShield: All Delaware State Chamber members and member companies now have the opportunity to access affordable legal services. LegalShield is one of the nation's leading providers of legal safeguards for individuals, families, small businesses and employee groups.



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Some information about member benefits may require signing into your member portal. If you need assistance accessing your account, please email info@dscc.com or contact your membership representative.

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For more information, contact Helana Rodriguez at hrodriguez@dscc.com or (302) 576-6575



CALL THE CHAMBER

The State Chamber of Commerce staff works for you, serving our member companies and organizations statewide. This State Chamber staff directory lists phone numbers and email addresses, as well as individual areas of responsibility. If you need business assistance or information, please don't hesitate to call.



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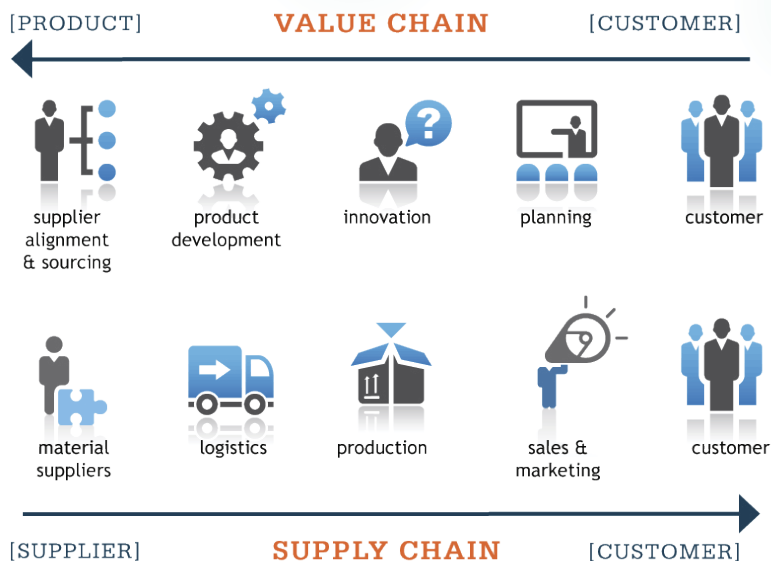
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The mission of the Delaware State Chamber of Commerce is to promote an economic climate that strengthens the competitiveness of Delaware businesses and benefits citizens of the state. The Chamber will provide services members want; it will serve and be recognized as the primary resource on matters affecting companies of all sizes; and it will be the leading advocate for business with government in Delaware.

WHAT ARE YOUR SUPPLY CHAIN WEAKNESSES?

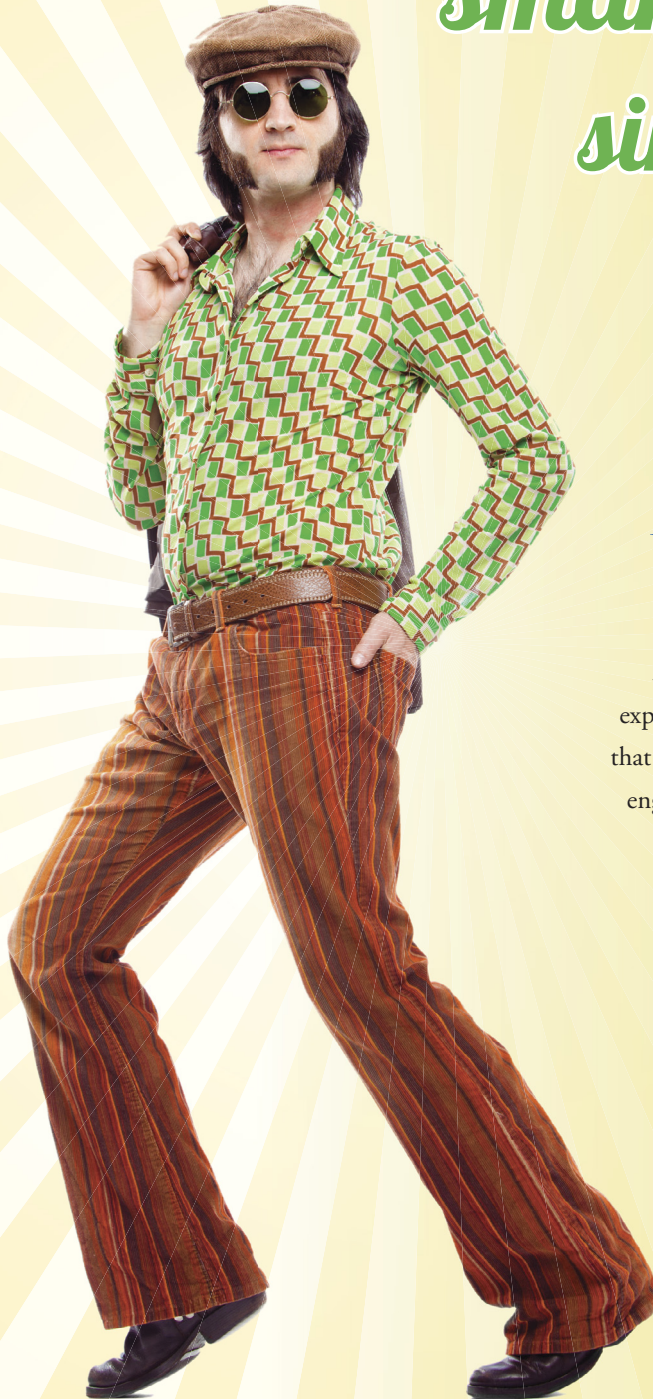
Risk is everywhere. It doesn't sleep. It often shows up uninvited and at the most inopportune time. Manufacturers most trusted resource, the NIST-Manufacturing Extension Partnership, provides a step-by-step roadmap to help manufacturers **address risk, increase visibility and create supply chains that function at optimum capacity.**

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