

# True Performers know preventive care is better care.

As part of our True Performance program, we're helping Dr. Christine Florendo keep her patients healthy — and rewarding her for it. By using our data, she and her staff are able to identify patients who need specific vaccines. It also allows them to take a more proactive role in scheduling routine follow-ups. Because of doctors like Christine, to date, this program has saved \$260 million in emergency room visits and hospital stays.\*

## There's value in that.

Download the True Performance ebook at [HighmarkTruePerformers.com](http://HighmarkTruePerformers.com).



## True Performance results:

**11%** fewer emergency room visits

**16%** fewer hospital admissions

**\$260 million** in cost avoided

◀ **Christine Florendo, MD**  
Kids Care Pediatrics  
True Performer

\*Based on reduction in hospital costs for patients with True Performance doctors compared to those without from January 2017 to December 2017. Highmark Blue Cross Blue Shield Delaware is an independent licensee of the Blue Cross and Blue Shield Association.



*DSCC President Mike Quaranta and former DSCC Chairman Chip Rossi, Delaware Market President of Bank of America. Chip shared his experience at the October installment of our Chamber Leadership series.*

# In this Issue

## Features

### **SUPERSTARS IN BUSINESS**..... 16

Meet the winners:

- Delaware Humane Association
- Promo Victory
- Cover & Rossiter
- Kuehne Company

*Photos by Final Focus Photography*

What it Takes to be a Superstar in Business

### **GUIDE TO REAL ESTATE & CONSTRUCTION**..... 28

A Place to Play

Home Court Advantage

The New BioDome

### **GUIDE TO INNOVATION & TECHNOLOGY**..... 34

Tech Disaster

AI

Protecting your data

\$12 billion scam

### **GUIDE TO BANKING**..... 40

Keeping Banking Personal

Great Investo

M&T Bank: Understanding what's important

## Departments

**President's Message** ..... 2

**Legislative Priority** ..... 3

**Member News and Notes** ..... 5

**Welcome New Members** ..... 10

**Chamber Scene** ..... 14

**Calendar** ..... 48

**Newsbites** ..... 60

**Chamber Committees** ..... 69

**Chamber Member Benefits** ..... 70

**For Assistance, Contact the Chamber** ..... 72



*On the Cover* 2018 Superstars in Business Photos by Final Focus Photography

**Volume 23, Number 6** / Delaware Business (USPS 012098) (ISSN 153253542) is published bi-monthly by the DSCC Center for Business Management. Subscription price is \$18 a year (included in membership dues). Known office of publication is 1201 N. Orange St., Suite 200, Wilmington, DE 19801. Periodicals postage paid Wilmington, DE 19850. Postmaster: Send address changes to Delaware Business, c/o DSCC Center for Business Management, P.O. Box 671, Wilmington, DE 19899-0671. Telephone (302) 655-7221.

# Message from the President



Michael J. Quaranta

Today we celebrate twenty years of Superstars in Business! Our 2018 winners are an excellent group and worthy of this distinguished award, yet as they bask in the glow of this great recognition, let's look back at some past winners and see how everybody is doing. In 1998, Superstars celebrated its first winner, a gallon of gasoline was \$1.06, Titanic won "Best Picture"

and the New York Yankees swept the San Diego Padres in the World Series. EDiS Company was the inaugural winner that year. A little brewery in Milton entered the competition a few years later and had so much success that it took its "off centered craft brewed ales" on to the national stage.

Another local favorite, millicare by EBC, made a clean sweep of the awards a few years later! Fast forward to more modern history and Superstars in Business celebrated the innovative trim and matrix removal work of Precision AirConvey in 2016. Even the keynote speaker at our 2018 awards banquet, Scott Kammerer of SoDel Concepts, is a past winner. Now, with over ten restaurants, a catering company, hospitality consulting firm, a hospitality management company and a charitable nonprofit, SoDel Concepts is making its mark in Delaware and beyond.

Every year our Superstars in Business program recognizes some truly exceptional businesses. For some, it's just the beginning of something much larger and even greater than perhaps anybody imagined.



@DEStateChamber



Delaware State Chamber of Commerce



Delaware State Chamber



DEStateChamber



1201 NORTH ORANGE STREET, P.O. BOX 671 • WILMINGTON, DE 19899-0671  
(302) 655-7221 • (800) 292-9507 • WWW.DSCC.COM

## EDITORIAL STAFF

<b>Gary R. Stockbridge</b> <i>Chairman</i>	<b>Michael J. Quaranta</b> <i>President</i>	<b>Denée Crumrine</b> <i>Editor</i>	<b>Christina Jones</b> <i>Graphic Design</i>
---	--	--	---

## BOARD OF DIRECTORS

<b>CHAIR</b> <b>Gary R. Stockbridge</b> <i>Delmarva Power</i>	<b>Martha S. Gilman</b> <i>Gilman Development Company</i>	<b>Bonnie Metz</b> <i>Verizon, Delaware</i>	<b>Salvatore J. "Chip" Rossi</b> <i>Bank of America</i>
<b>VICE CHAIR</b> <b>Katie Wilkinson</b> <i>Fulton Bank, N.A.</i>	<b>Michael Houghton</b> <i>Morris, Nichols, Arsh &amp; Tunnell, LLP</i>	<b>Mac Nagaswami</b> <i>Carvertise</i>	<b>Dennis M. Salter</b> <i>Summit Realty Advisors, Inc.</i>
<b>TREASURER</b> <b>Barry Crozier</b>	<b>Nicholas P. Lambrow</b> <i>M&amp;T Bank</i>	<b>Janice E. Nevin, M.D., MPH</b> <i>Christiana Care Health System</i>	<b>Mark A. Turner</b> <i>WSFS Bank</i>
	<b>Scott Malfitano</b> <i>CSC - Corporation Service Company</i>	<b>Robert (Rob) Rider, Jr.</b> <i>O.A. Newton</i>	

## BOARD OF GOVERNORS

<b>Tony Allen, Ph.D.</b> <i>Delaware State University</i>	<b>Jason D. Gonzalez</b> <i>DuPont</i>	<b>Chris Perdue</b> <i>Perdue Farms</i>
<b>Steve Baccino</b> <i>Delmarva Power</i>	<b>Glen Gray</b> <i>CAI</i>	<b>Robert W. Perkins</b> <i>Brandywine Public Strategies</i>
<b>Christopher W. Baker, P.E.</b> <i>George &amp; Lynch, Inc.</i>	<b>Dr. LaVerne T. Harmon</b> <i>Wilmington University</i>	<b>Roy Proujansky, M.D.</b> <i>Nemours Children's Health System</i>
<b>Greg Ballance</b> <i>Diamond Technologies, Inc.</i>	<b>Pete Hayward</b> <i>University of Delaware, Retired</i>	<b>Ted Prushinski</b> <i>Citizens Bank, NA</i>
<b>Michael B. Berardi</b> <i>Wohlsen Construction Company</i>	<b>John E. (Jack) Healy III</b> <i>Healy Long &amp; Jevin, Inc.</i>	<b>Michael Ratchford</b> <i>W.L. Gore &amp; Associates, Inc.</i>
<b>Robert A. Book II</b> <i>Delaware Electric Cooperative</i>	<b>Vera Holmes</b> <i>Ashland, Inc.</i>	<b>Bettina Tweardy Riveros</b> <i>Christiana Care Health System</i>
<b>Pete Booker</b> <i>The Smart Drive Foundation</i>	<b>Tom Horne</b> <i>JPMorgan Chase</i>	<b>Rhett Ruggerio</b> <i>Ruggerio Willson &amp; Associates, LLC</i>
<b>Jennifer Gimler Brady</b> <i>Potter Anderson &amp; Corroon LLP</i>	<b>Bryan B. Horsey</b> <i>Bloom Energy Corporation</i>	<b>Greg Sawka</b> <i>Bracraft Construction Company</i>
<b>Mark T. Brainard</b> <i>Delaware Technical Community College</i>	<b>Timothy J. Houseal</b> <i>Young Conaway Stargatt &amp; Taylor, LLP</i>	<b>Fred C. Sears II</b> <i>Delaware Community Foundation, Retired</i>
<b>Kevin Broadhurst</b> <i>Comcast</i>	<b>Christopher L. Kenny</b> <i>ShopRites of Delaware</i>	<b>Jeffrey Sills</b> <i>Capital One</i>
<b>Robert L. Byrd</b> <i>The Byrd Group</i>	<b>Lisa Kirkwood</b> <i>TD Bank</i>	<b>Greg Smith</b> <i>The Chemours Company</i>
<b>Bruce H. Colbourn</b> <i>PNC Bank</i>	<b>Richard LaPenta</b> <i>Insurance &amp; Financial Services Ltd.</i>	<b>William Smith</b> <i>Environmental Alliance, Inc.</i>
<b>Stuart Comstock-Gay</b> <i>Delaware Community Foundation</i>	<b>Stephan Lehm</b> <i>VanDemark &amp; Lynch, Inc</i>	<b>W. Laird Stabler III, Esq.</b> <i>Laird Stabler &amp; Associates, LLC</i>
<b>Timothy J. Constantine</b> <i>United Concordia</i>	<b>Rodger Levenson</b> <i>WSFS Bank</i>	<b>Mark Stellini</b> <i>Assurance Media</i>
<b>Pam Cornforth</b> <i>Ronald McDonald House of Delaware</i>	<b>Alan Levin</b> <i>SoDel Concepts</i>	<b>Grace Stockley</b> <i>FideliTrade Incorporated</i>
<b>Charlie Copeland</b> <i>Associates International, Inc.</i>	<b>Renee Lewandowski</b> <i>Agilent Technologies</i>	<b>Dian C. Taylor</b> <i>Artesian Water</i>
<b>Rick Deadwyler</b> <i>DuPont</i>	<b>Lisa Lindsey</b> <i>Delaware City Refining Company</i>	<b>James A. Tevebaugh</b> <i>Tevebaugh Associates</i>
<b>Ernest Dianastasis</b> <i>The Precisionists, Inc.</i>	<b>Andy Lubin</b> <i>Delaware Financial Group</i>	<b>Michael S. Uffner</b> <i>AutoTeam Delaware</i>
<b>Brian DiSabatino</b> <i>EDiS Company</i>	<b>William Manning</b> <i>Saul Ewing LLP</i>	<b>Richelle Vible</b> <i>Catholic Charities, Inc.</i>
<b>Denis Dunn</b> <i>AT&amp;T Delaware</i>	<b>Guy Marcozzi</b> <i>Duffield Associates, Inc.</i>	<b>Michael D. Waite</b> <i>WJBR FM 99.5</i>
<b>Jerry Esposito</b> <i>Tidewater Utilities, Inc.</i>	<b>Nick Marsini</b> <i>PNC Bank, Delaware -- Retired</i>	<b>Clinton Walker</b> <i>Barclaycard, US</i>
<b>G. Kevin Fasic, Esquire</b> <i>Offit Kurman</i>	<b>Paul McConnell</b> <i>McConnell Development, Inc.</i>	<b>Robert W. Whetzel</b> <i>Richards, Layton &amp; Finger</i>
<b>Jeffrey M. Fried, FACHE</b> <i>Beebe Healthcare</i>	<b>Chad Moore</b> <i>Beacon Hospitality</i>	<b>Stu Widom</b> <i>Calpine Corporation</i>
<b>Donald T. Fulton</b> <i>Weiner Benefits Group</i>	<b>Nicholas A. Moriello, R.H.U.</b> <i>Highmark BCBS</i>	<b>Thomas C. (Tom) Wiedemann</b> <i>AAA Mid-Atlantic</i>
<b>Jeffrey Garland</b> <i>University of Delaware</i>	<b>Terry Murphy</b> <i>Bayhealth Medical Center</i>	<b>Stephanie Wiswall</b> <i>AstraZeneca Pharmaceuticals LP</i>
	<b>Chris O'Neill</b> <i>PSCI</i>	

## STAFF

<b>Michael J. Quaranta</b> <i>President</i>	<b>Mark A. DiMaio</b> <i>Director Grassroots and Research</i>	<b>Fred Miller</b> <i>Advertising/Retention</i>
<b>Cheryl Corn</b> <i>Chief Operating Officer</i>	<b>Linda D. Walsh</b> <i>Accounting Associate</i>	<b>Bill Osborne</b> <i>Interim President, DPPI</i>
<b>Denée Crumrine</b> <i>Communications Manager</i>	<b>Ken Evans</b> <i>Account Executive</i>	<b>Matt Volk</b> <i>Digital Advertising Sales</i>
<b>James DeChene</b> <i>Sr. Vice President Government Affairs</i>	<b>William H. Hastings, Jr.</b> <i>Controller</i>	<b>Kelly Basile</b> <i>Assistant to the President, Events Manager</i>
	<b>Chuck James</b> <i>Sr. Vice President Membership</i>	

## LEGISLATIVE PRIORITY

# New Faces Will Bring New Perspectives to Dover

BY JAMES DECHENE

AT THE TIME of this writing there are seven weeks until the General Election. A lot can happen in an election cycle over the course of a few hours, let alone weeks. And while we may not be able to predict accurate outcomes for November 6 at this point in time, there are a few hard facts we already know will impact Chamber members.

First, five key committees in the General Assembly will have new chairs. These are the committees that first hear bills related to wages, insurance requirements, legalization of recreational marijuana, labor and employment law, and the impact of increased taxes. Add to that the shuffle of members who currently chair a committee but serve as a vice-chair for an open chair position, changes to Joint Finance Committee membership and for the Capital Infrastructure Committee. It makes for a lot of changes in how legislation impacting the business community will be handled.

Second, add to that mix at least 20% new faces at Legislative Hall. There are currently 14 open seats, with two members of the House running for Senate. Add to that another new face in the House 1st District as Rep. Charles Potter lost his primary to Nnamdi Chukwuocha.

The key takeaways from these events are: there has been a loss in institutional knowledge in Legislative Hall, which means a steep learning curve for some new members on how life works in Dover, and now, more than ever (or at least in the last decade), it is vital for the business community to be developing relationships with new and current legislators.

Of all the various ways to get involved, meeting with your legislator at your business is one of the easiest and most effective. A meeting over lunch followed by a tour of your facility goes a long way in showing legislators how your business works and provides a window to show the



impact of legislation in real world scenarios.

Another way to be involved and build relationships is to attend Small Business Day in Dover held by the Chamber in May. In partnerships with chambers around the state, this event brings together businesses from across Delaware to meet with their elected officials and to emphasize the importance small businesses have in driving Delaware's economy.

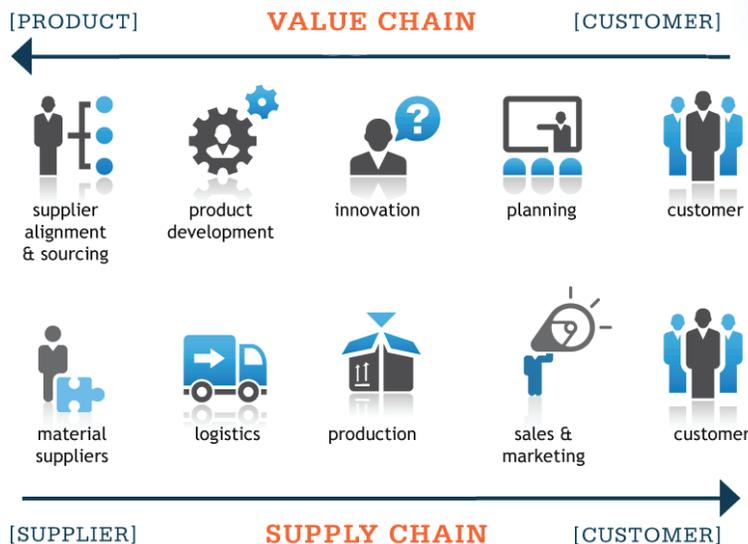
Additionally, we recommend visiting Dover during a committee meeting where legislation will be heard and voted on to be released for a full vote of the House or Senate. Provide feedback at these meetings on how legislation will impact you, your business and your employees, and you have the perfect trifecta of business community engagement.

Any of these three activities taken separately are impactful and, with a critical mass engaging in all three, shows legislators that the business community is and should be a voice to be reckoned with. It is up to all of us to make that happen in the months and years to come. The State Chamber is happy to help you coordinate meetings at your business, to take you to Dover on visits, and to help you tell your story on how you're helping make Delaware a better place to work and live.

# 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.**

We'll show you how to apply constraint theory concepts that address risk, and account for total cost of ownership, so you may make informed sourcing decisions that increase the flow of products from suppliers to customers, using a value system model.



To learn more about Supply Chain Optimization, visit [www.demep.org](http://www.demep.org) or call 302.283.3131.

# Member news & Notes

## BUSINESS SPOTLIGHT

### Advanced Networking



» Advanced Networking has found success in a field where many large and small companies have failed. The company specializes in selling, installing, and supporting business telephone systems. It was founded by its president, Rik Raphael in 1987. It started as a wiring company that installed voice cabling for local interconnects. They then expanded to installing and programming phone systems, which earned them projects coming with the State of Delaware, Diamond State Telephone and many other local businesses. Today nearly all their customers are within 100 miles of Wilmington, but some are up and down the East Coast, and in Texas, California and Illinois, as well.

Since Delaware is such a tight-knit community, word travels fast – good or bad. Advanced Networking recognized from the start that their reputation was on the line with every job. Many new clients, both then and now, are referrals from existing customers and local IT companies. It is our commitment to our customers and ability to adapt to the evolution of our industry that has kept us in business.

Over the years, business telephone systems have changed from mechanical to electro-mechanical to digital to Voice Over Internet Protocol (VOIP), with many hybrids along the way. When we lost a bid to job to supply a “by the mailbox” rental voicemail product in the early 90s, we decided to build our own. The result was a huge success. Customers appreciated that it did much more at a lower expense. We later

built an Interactive Voice Response system for a local nonprofit to provide their callers with self-help medical information. This service gave the caller hundreds of pre-recorded message prompts in either English or Spanish. We also built a customized on-call emergency notification system for a multi-state waterproofing company. Our solution enabled the company’s clients to connect with the appropriate on-call technician by using their zip code.

“When a customer has a need, we strive to come up with a practical, economical, and dependable solution using products and services that are readily available and that we can support. This is our greatest strength,” said Raphael.

Advanced Networking does its due-diligence to analyze projects and show customers projected expenses using our solution. In most cases, the cost is less than what they used to spend. When it’s not, the benefits and security of our solution justify the difference. Other companies might save you money, but will they meet you in person at your office? Will they be available after normal hours or on a weekend? Can you get a person who can help you on the first phone call? With us, the answer is yes.

“Many customers have requested programming changes after hours and have been surprised and grateful when they get a response that the work has been completed, and at no charge, said Raphael. “That just doesn’t happen with most of our competition. Their appreciation is very gratifying.”

## Chairman’s Message

BY GARY STOCKBRIDGE

» Small businesses are a foundational element in our state economy, as well a pivotal part of our chamber membership. I am thrilled that we are celebrating our 20th year recognizing their achievements through the Superstars in Business Award. Too often, we miss opportunities to step back and acknowledge our successes, but these awards provide us a moment to pause every year to recognize small businesses, as well as nonprofits, and applaud the entire small business community across the state.



More than half of all new jobs come from small businesses. At the state chamber, we know it’s critical that we foster a supportive business community for these organizations – not only to maintain job growth but also to drive innovation and progress in our economy. Thanks to the leadership of Martha Gilman and the help of our planning and selection committees, the Superstars in Business Award continues to promote a positive environment for small businesses. Through this annual award, we have honored 76 organizations for their outstanding achievements, demonstrating to our small businesses that we value them, we support them, and we want them to succeed.

## NONPROFIT SPOTLIGHT: **Connections CSP Inc.** BY CLAIRE ARMANN

» With an original purpose of helping older adults with life-long histories of psychiatric hospitalization move into the community and receive services outside of institutions, Connections CSP Inc. now impacts the community in a much more powerful way. Connections serves more than 42,000 people each year in over 100 locations, with matters ranging from homelessness, to the opioid epidemic.

Connections was founded in 1985, stemming off a company called Church Home Foundation. A core mission of Connections eventually became helping Delawareans who were the most vulnerable in a variety of ways. People going through all types of life transitions - homelessness, veterans, those with intellectual disabilities, incarcerated individuals, and individuals struggling with substance abuse, could benefit from assistance and Connections aims to help them.

This company is the largest substance use disorder treatment provider in Delaware. They provide medication assisted treatment (MAT) to more than 3,000 people a day at their clinics in Newark, Smyrna, Dover, Seaford and Milford. In addition to this, they operate several recovery residences throughout Delaware, including some for women with children, along with an inpatient treatment facility for women in Wilmington. They also run all the drug and alcohol treatment programs in Delaware's Correctional System.

Most importantly, Connections does more for the people they serve than just provide treatment and a safe place to receive help. Their staff, which includes peer specialists who are in recovery, pro-



vide excellent care that considers the needs of the specific individual. Case managers work with them to find housing, employment and other services to truly give them what they need.

By going above and beyond to help Delawareans be successful, Connections is improving Delaware on an individual basis and at the community level. Connections also saves Delawareans tax money by preventing negative expensive outcomes, such as incarcerations.

Recently, they opened four recovery residences for women and children. Called "Mommy & Me" houses, they allow women to receive outpatient substance use disorder treatment, while staying with their children. Living in these homes produces better outcomes, allowing mothers to be counseled by people in recovery, and aiding in the transition to find work and permanent housing.

"Our recovery residences for women



and children, and all of our other recovery residences throughout Delaware, provide stable housing for people in early recovery, which is a critical factor in their long-term success,"

said Connections CEO Cathy McKay. The "Mommy & Me" recovery residences establish a solid foundation for the families as they embark on this key chapter in their lives. These residences mark the latest addition to our comprehensive array of substance use disorder services that are part of our progressive and innovative response to the opioid crisis."

Other businesses in Delaware can help Connections by partnering with them and providing financial assistance when available. Connections already partners with many Delaware businesses with similar missions, such as Delaware Department of Correction, Attack Addictions, Christiana Hospital, the Foodbank of Delaware and the Boys and Girls Clubs of Delaware.

# Chambers Partner to Strengthen Economic Presence

BY LYNN HARMAN, EXECUTIVE DIRECTOR, WESTERN SUSSEX CHAMBER OF COMMERCE

» At a recent joint meeting of both Board of Directors, the Laurel and Western Sussex Chambers of Commerce voted and agreed to form one regional chamber of commerce for Western Sussex County. The organizations decided to move forward with the plan to become one chamber, in a collaborative and dedicated effort to support business economic development along the Route 13/Sussex Highway corridor, along with the promotion of visitor traffic and tourism dollars to funnel from the eastern part of the county to Western Sussex County.

The current Western Sussex Chamber of Commerce (formerly the Greater Seaford Chamber of Commerce) moved to the Route 13 location and changed its name in January 2018 to better represent the towns of Greenwood, Bridgeville and Blades, and the City of Seaford with the support of its membership. In 1954 the Seaford Chamber was chartered by a group of local businessmen, and then later in 1975, the membership decided to amend their charter to incorporate the towns of Blades, Bridgeville and Greenwood in their service area. It has been serving the business community for over 65 years, acting as the primary advocate, voice and resource for business organizations in the community. The Laurel Chamber was founded in 1917 and has been serving the Laurel community for over 100 years to advance the economic development of Laurel by promoting civic, industrial, commercial, agribusiness and social interests in the community.

WSSC President Mike McClure shared, "Gone are the days of the Laurel-Seaford rivalry. We look forward to working together as one chamber to better serve all of our members in Western Sussex County."

It wasn't until mid-2017, after the State Legislature began considering taking back state tourism dollars that had been disbursed to local chambers to promote local tourism programs and activities, discussions began between the two



**WESTERN SUSSEX**  
**CHAMBER OF COMMERCE**  
**YOUR GROWTH PARTNER**

organizations to consider becoming one regional chamber to pool their resources under one administration. The State Legislature did vote, after a collaborative advocacy effort by local tourism offices and chambers, to keep the state accommodation tax formula to remain intact with 1% to continue to be distributed to local visitor bureaus, and in the case of Sussex County a portion also disbursed to local chambers to promote their local events and tourism efforts.

Although funding resources maintained for both organizations, it has become apparent that a partnership of the two chambers will create a stronger, vibrant and engaged membership working together toward a common goal of fostering enhanced economic development

and tourism for Western Sussex County.

Both Chambers have had an ongoing collaboration of working together along with their business members, as well as other organizations and local groups, to promote and support economic development and tourism for Western Sussex County. In the last four years the two organizations pulled their tourism resources and began hosting travel writers from all over to share the charm and the pristine beauty that Western Sussex County has to offer. Over two dozen articles, blogs and tv segments have resulted, thus supporting the fact that for every \$1.00 allocated from state accommodation taxes and re-distributed to local tourism efforts, yields \$2.75 in State revenue, supporting almost 42,000 jobs statewide and boosting economic development. Executive Director, Lynn Harman acknowledged, "We have already seen an increase year after year in our overnight stay packages at our local hotels, and we have also witnessed several new small businesses and restaurants open in our towns. There is definitely room for more, and I am excited for our organization to support that growth!"

Board members and staff of both organizations are currently working together to develop a new board of directors, slate of officers, strategic plan and administrative documents. The new organization plans to have a formal kick-off celebration for its combined membership in early-December at the Chambers' annual Holiday Social and roll out as the Western Sussex Chamber of Commerce, serving from Laurel to Greenwood, on January 1, 2019.



## **AstraZeneca** DELIVERING LIFECHANGING MEDICINES TO PATIENTS WORLDWIDE FROM OUR DELAWARE HEADQUARTERS

» As one of the world's leading biopharmaceutical companies, AstraZeneca operates in more than 100 countries, producing innovative medicines used by millions of patients worldwide. Our expertise spans the entire life-cycle of a medicine and provides a strong foundation to speed novel, targeted therapies from concept to care.

Delaware serves as home base for AstraZeneca employees at our North America commercial headquarters in Wilmington and manufacturing plant in Newark. AstraZeneca's operations and our employees in Delaware are integral to our ability to benefit patients around the world. With approximately 1,500

local employees, we have strong ties and deep roots, and we are committed to supporting the health and vitality of the Delaware community.

We are proud supporters of the Delaware Chamber of Commerce, and provide charitable support to nonprofit groups across the state that are working to build the next generation of leaders in science, technology, engineering and math. AstraZeneca employees are also engaged as volunteers and board members, and their contribution to the community totaled more than 20,000 hours of support in 2017.

Employees at our Wilmington campus have also recently benefited from the adoption of a new open office

environment which we are in the process of completing. This industry best practice provides employees the freedom to exercise personal preference over which space they want to work in at any given time. This workplace is a reflection of our culture and values, and inspires collaboration and innovation every day.

Our ongoing efforts to support healthy communities and a vibrant workplace are part of our continuous commitment to attract world class talent to the region. As we continue to lead in the development of medicines for patients around the world, we remain committed to our Delaware presence, which is critical to our overall global performance.

CHAIRMAN  
LEVEL  
SPONSOR

181<sup>st</sup>  
ANNUAL  
DINNER



# 182<sup>ND</sup> ANNUAL DINNER

MONDAY, JANUARY 7, 2019

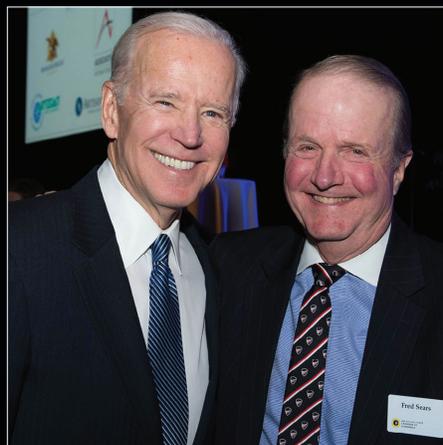
Chase Center on the Riverfront, Wilmington, Delaware

Keynote Speaker:

**MARK VERGNANO**

President & CEO, The Chemours Company

Register online at [www.DSCC.com](http://www.DSCC.com) or call Kelly Wetzel at 302-576-6564



---

---

# WELCOME

## New Members



### **A LIVING TRIBUTE**

[www.alivingtribute.org](http://www.alivingtribute.org)

**(860) 375-4035**

**30 Old Kings Highway South**

**1st Floor**

**Darien, CT 06820**

A Living Tribute allows individuals and companies to plant trees as gifts. The organization sponsors the tree planting efforts of conservation nonprofits in both the United States and Canada.

### **A CAPITOL OFFICE INC.**

[capitoloffice.us](http://capitoloffice.us)

**(302) 352-9988**

**1521 Concord Pike**

**Suite 301**

**Wilmington, DE 19803**

20,000 square feet of new, preowned, and refurbished office furniture convenient to all major roads and downtown Wilmington.

### **ARWALD ENTERPRISES**

[www.arwaldenterprises.co.za](http://www.arwaldenterprises.co.za)

**9177767273**

**Belgravia**

**38**

**Cape Town, South Africa**

Arwald Enterprises was established as an Import and Export corporation to offer our services to global markets while concentrating our efforts in South Africa and the Sub-Saharan region. We strive to become the leaders in Africa, that will offer significant employment and economic opportunities in communities we serve. As a Global Imports and Exports concern we aim to work in partnership

with our suppliers and communities we serve for the mutual development of a sustainable future.

### **CHECK POINT SOFTWARE TECHNOLOGIES**

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

**(904) 321-6167**

**810 Haddon Avenue**

**Apt. 2**

**Collingswood, NJ 08108**

The most advanced threat prevention and centralized management across all networks and cloud environments.

### **COMPASS INVESTMENT ADVISORS**

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

**(302) 526-2565**

**46 S. State Street**

**Dover, DE 19901**

We are Financial Planning Professionals with a Passion for Collaborating with Families and Businesses to achieve Success.

### **DELAWARE STAR DENTAL**

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

**(302) 994-3093**

**5507 Kirkwood Highway**

**Wilmington, DE 19808**

Our office has been in operation for over forty years and our highly personable team is knowledgeable and skilled in most aspects of dentistry. We stay current with the innovations in our field and we offer a wide array of the latest dental treatments to our patients. Dr. Syed has an MAGD award from the Academy of General Dentistry in recognition of his leadership and pursuit of continuing education.

### **EDWARD JONES**

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

**(302) 792-1035**

**501 Silverside Road**

**Wilmington, DE 19809**

The Edward Jones approach in determining your goals, and developing tailored financial strategies, has been helping nearly 7 million clients for more than 90 years. In fact, we like to think we became one of the largest financial services firms in the country by not acting that way. If you're ready to work with a different kind of investment firm — one that cares as much about why you're investing as what you invest in — you're ready to work with Edward Jones.

### **EVERGREEN APARTMENT GROUP**

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

**(302) 998-0322**

**1627 New Jersey Avenue**

**Suite 2**

**New Castle, DE 19720**

At Evergreen, we build communities to call home. This comprehensive approach starts with your apartment home and extends into all areas of our communities. The result is a home within a real community, where you will enjoy a quality of life that matches your lifestyle. Organizationally, our top priority is that you are comfortable, happy, and proud of your home.

### **EVIDENCE MANAGEMENT CENTER**

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

**(302) 691-8944**

**1 Lewis Circle**

**Wilmington, DE 19804**

### FERRIS HOME IMPROVEMENTS

[ferrishomeimprovements.com](http://ferrishomeimprovements.com)  
(302) 998-4500  
1908 Kirkwood Highway, #3  
Newark, DE 19711

Ferris Home Improvements is an award winning, family owned & operated, and locally owned & operated home improvement company headquartered in Wilmington DE. Ferris Home Improvements specializes in residential and commercial remodeling, and our services include roofing, windows & doors, siding, decks, kitchens & bathrooms. Call today to request a FREE estimate.

### FORT DUPONT REDEVELOPMENT & PRESERVATION

[fortdupont.org](http://fortdupont.org)  
(302) 838-7374  
260 Old Elm Avenue  
Delaware City, DE 19706

At Fort DuPont, history meets the future along the banks of the Delaware! Fort DuPont Redevelopment and Preservation Corporation is focused on the restoration of this historic military base while creating a Live Work Play Shop destination along the waterfront in Delaware City. The Fort Dupont community will feature new homes, restaurants, shops, brewery, marina and hotel, all of which will emphasize the fort's historic character and natural setting.

### GEESE CHASERS SOUTH JERSEY

(866) 984-3373  
2237 Auburn Avenue, Atco, NJ 08004  
Keeping commercial property and golf courses clear of geese.

### GET LIFE COACHING

[www.getlifecoaching.com](http://www.getlifecoaching.com)  
(302) 832-3424  
2417 Silverside Road  
Wilmington, DE 19810

Personal and business coaching. We help individuals and businesses overcome the obstacles that are holding them back.

### HEARTLAND PAYMENT SYSTEMS, INC.

[www.heartlandpaymentsystems.com](http://www.heartlandpaymentsystems.com)  
(302) 463-8989  
2207 Concord Pike  
Unit 407  
Wilmington, DE 19803

Heartland Payment Systems is a Global Payments company. Global Payments Inc. (NYSE: GPN) is a leading worldwide provider of payment technology services that delivers innovative solutions driven by customer needs globally. Our technologies, partnerships and employee expertise enable us to provide a broad range of products and services that allow our customers to accept all payment types across a variety of distribution channels in many markets around the world.

### HUMANSCALE

[www.humanscale.com](http://www.humanscale.com)  
(302) 293-0781  
2104 Market Street, 2nd Floor  
Philadelphia, PA 19103

Humanscale specializes in ergonomic products such as sit to stand desks, task, conference and side seating, task lighting, monitor arms, keyboard trays, and other ergonomic tools. We also offer consulting services for companies to create ergonomic programs/assessments, etc.

### LACY REAL ESTATE

[www.amylacyhomes.com](http://www.amylacyhomes.com)  
(302) 803-4663  
3705 Kennett Pike  
Greenville, DE 19807

When you're ready to buy or sell you want Excellence and Experience! Amy Lacy & her team have been a staple of the Greater Wilmington Area real estate market for close to 20 years. Their reputation is unsurpassed; just ask your friends, family, and neighbors, chances are someone you know has worked with Amy & her amazing support staff to reach their real estate goals.



*Member Holmes Smith Consulting recently invited the Chamber to a ribbon cutting ceremony for their new location in Wilmington.*

### LIBERTY ELEVATOR EXPERTS

[www.libertyelevatorexperts.com](http://www.libertyelevatorexperts.com)  
(844) 542-3538  
113 Barksdale Professional Center  
Newark, DE 19711

Specializing in elevator design, consulting, engineering and state inspections.

### MARLEX PHARMACEUTICALS, INC.

[www.marlexpharm.com](http://www.marlexpharm.com)  
(302) 328-3355  
65 Lukens Drive  
New Castle, DE 19720

Marlex manufactures, repackages and distributes generic pharmaceuticals.

### MID-ATLANTIC ALLIANCE FOR PERFORMANCE

[www.midatlanticape.org](http://www.midatlanticape.org)  
(717) 737-6470  
590 Centerville Road #260  
Lancaster, PA 17601

The Mid Atlantic Alliance for Performance Excellence (MAAPE), a Baldrige based awards program serves Pennsylvania, New Jersey, and Delaware. MAAPE is a 501c(3) nonprofit corporation that helps all types of organizations improve their performance and outcomes, including productivity, workforce

# Welcome New Members

engagement, competitiveness, and customer and stakeholder satisfaction.

## RECOVERY CENTERS OF AMERICA

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

(302) 544-1275

2383 Limestone Road

Wilmington, DE 19808

At Recovery Centers of America, we work relentlessly to deliver an addiction treatment and admissions process that is easy and effective. Addiction is a nightmare for patients and families alike, we have a solution – and it's right around the corner, in your neighborhood.

## SECURENETMD, LLC

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

(302) 236-3347

16557 Coastal Highway

Lewes, DE 19958

SecureNetMD® is the industry leader in providing HIPAA compliant Managed IT

Services to Healthcare Providers, nation wide. Our exclusive focus on Healthcare IT delivers the region's most comprehensive, next generation solutions that allow Healthcare Providers to get back to focusing on what is most important—improving patient care. Ranging from preliminary network implementations to full service, 24x7, helpdesk support, SecureNetMD® has knowledge and resources to make your project a success.

## THE 5S STORE

[www.the5sstore.com](http://www.the5sstore.com)

(856) 404-8888

10 Runway Road

Levittown, PA 19057

The 5S Store is the one stop shop for 5S supplies, tools, and consulting, utilizing the 5S system. The 5S system removes waste and develops standardized processes, so that businesses, hospitals, and manufacturers can achieve a clean, safe, and organized workplace.

## TINT WORLD

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

(302) 595-9100

400 N. Maryland Avenue

Wilmington, DE 19804

Tint World is an automotive styling center. Services include: window tint, audio/video systems, detailing, reconditioning and ceramic coating, mobile electronics, wheels and tires, security systems, and remote starters.

## WDPN – METV 2

[metv2.com](http://metv2.com)

(610) 798-4038

300 East Rock Road

Allentown, PA 18103

MeTV, Memorable Entertainment Television. America's #1 all classic television network.

*\*New members as of September 30, 2018*



## Congratulations to All the Honorees!

We are proud to be recognized again and included among such outstanding companies in Delaware.



*Directors Peter Kennedy, Loretta Manning, Marie Holliday, Jennifer Pacilli and Eric Williams*



MARVIN S. GILMAN  
**SUPERSTARS  
IN BUSINESS**

2018 & 2012 Superstars in Business Winner

2017 & 2011 Award of Excellence Winner

Great advice. Great people.

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



/CoverRossiter



@CoverRossiter

(302) 656-6632

# JOSIAH MARVEL CUP

*Now accepting nominations...*

*The Delaware State Chamber is seeking nominations for the Josiah Marvel Cup.*

*For more information or to nominate someone you know, contact Cheryl Corn at (302) 576-6572 or [ccorn@dsc.com](mailto:ccorn@dsc.com)*



# National resources. Local expertise.

## We support local businesses, like yours.

People don't often think of Bank of America® as a neighborhood bank. But we are. Like you, we work here and live here, and bring national resources and a local know-how to businesses like yours.



To find out how a local Small Business Banker can help you, call **Andrew Johnstone** at **302.332.0709** or visit **bankofamerica.com/smallbusinessbanker**

For information on fees and other costs related to business products and services, please visit [bankofamerica.com/smallbusiness](http://bankofamerica.com/smallbusiness).  
Bank of America, N.A. Member FDIC. © 2018 Bank of America Corporation. All rights reserved.  
AR5T9BHN | AD-02-18-0231.B | SBB-100-AD | 03/2018



Join our honorary host **Senator Christopher Coons** for the **Eighth Annual Taste of Delaware** — crowd favorite event in the nation's capital that showcases the finest culinary traditions from the First State — we will have your Delaware favorites and more to enjoy.

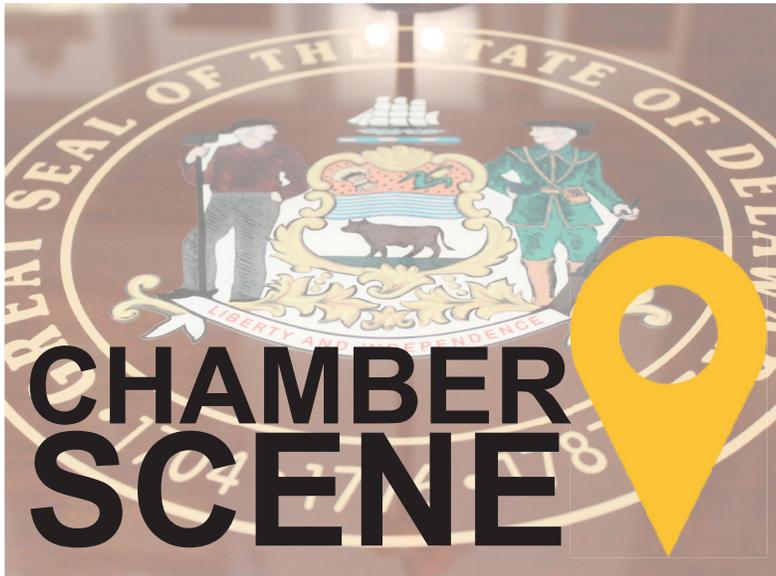
# TASTE of Delaware

**WEDNESDAY  
DECEMBER 5, 2018  
4:00 PM – 7:00 PM**

Russell Senate Office Building  
Kennedy Caucus Room (325)  
Constitution Avenue and 1st Street, NE  
Washington, DC 20002



Register online at **[www.DSCC.com](http://www.DSCC.com)**  
or call (302) 576-6564.



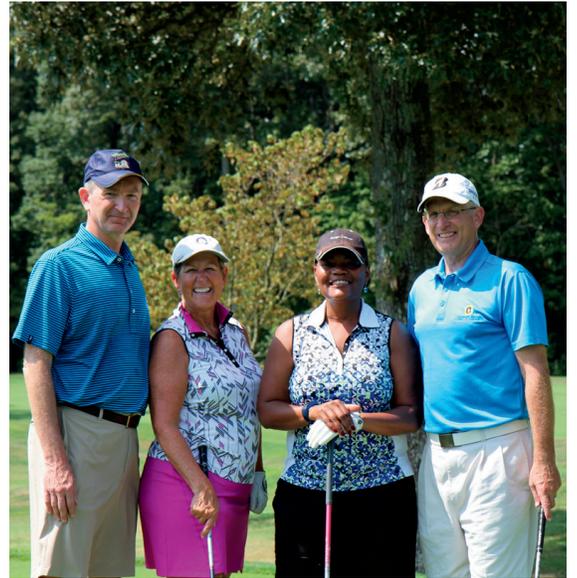
*Bank of America's Delaware Market President Chip Rossi, a former DSCC Chairman, shared insight at a recent Chamber Leadership breakfast.*

*DSCC participated in the 3rd Annual Francis D. Vavala National Guard Youth golf tournament, hosted by the Joint Military Affairs Committee.*





*Chamber members golfed to benefit our Political Action Committee at Kings Creek in Rehoboth.*



*The annual Delaware Networking Station saw over 600 attendees. We also showcased some cool ways to get around the state.*



*NextFab hosted a Networking Breakfast at their Wilmington campus in September.*

# 20<sup>TH</sup> Annual Marvin S. Gilman Superstars in Business Awards



The Delaware State Chamber of Commerce's Small Business Alliance and Superstars in Business planning committee appreciate the support and generosity of the following sponsors:

## PLATINUM

**M&T Bank**

## DIAMOND

Bank of America  
Christiana Care Health System  
The Gilman Family  
TD Bank  
Wilmington University

## GOLD

Artisans' Bank  
Associates International, Inc.  
BDO  
Belfint, Lyons & Shuman, CPAs  
BrightFields, Inc.  
Citizens Bank  
Cover & Rossiter  
CSC  
Delaware City Refining Company  
Delaware Division of Small Business  
Delaware State University  
Delaware Prosperity Partnership  
Diamond Technologies, Inc.  
DuPont  
Highmark Blue Cross Blue Shield Delaware  
MilliCare by EBC  
MySherpa  
PNC Bank  
Santora CPA Group  
ShopRites of Delaware  
Weiner Benefits Group  
WSFS Bank

## SILVER

Aloysius Butler & Clark  
Artesian Water Company  
Be Like Frank Foundation  
BSA+A  
Colonial Parking, Inc.  
Delaware Cadillac, Subaru & Kia of Wilmington  
& Chevrolet of Dover  
Environmental Alliance, Inc.

## SILVER *continued*

FideliTrade, Inc.  
Goldey-Beacom College  
Horty & Horty, P.A.  
Maillie LLP  
McConnell Johnson Real Estate  
Metro Merchant Services  
New Castle Insurance, Ltd.  
Offit Kurman  
PSEG Nuclear, LLC  
VanDemark & Lynch, Inc.  
Wheeler, Wolfenden & Dwares, CPAs

## BRONZE

The Bellmoor Inn and Spa  
Brown Advisory  
DiSabatino Construction Company  
Duffield Associates, Inc.  
Janssen's Market, LLC  
M. Davis & Sons, Inc.  
University of Delaware, School of Public Policy & Administration

## FRIEND

Assurance Media  
Community Service Building  
Delaware Association of REALTORS  
Ronald McDonald House of Delaware

## GIFT

Delaware Today & Delaware Business Times  
Healy Long & Jevin, Inc.

## VIDEO PRODUCTION

TELEDUCTION

## MEDIA

Delaware Business Times  
Delaware Today

## PHOTOGRAPHY

Dick Dubroff / Final Focus

## EVENT SIGNAGE

Metrocolor



\*As of 10/22/18



MARVIN S. GILMAN  
**SUPERSTARS**  
IN BUSINESS

Making up more than 85 percent of our membership, small businesses are the backbone of the Delaware economy. Every year, The Delaware State Chamber of Commerce (DSCC) and the Small Business Alliance (SBA) honor businesses that not only have effective business models with demonstrable results, but have also made a positive impact in their communities. All of these honorees have been in business for at least three years, are small businesses based on number of full-time employees, and are members of the Delaware State Chamber of Commerce. Awards of Excellence are also granted to deserving companies. Superstars in Business has recognized outstanding organizations throughout the state since 1998.



## 2018 SUPERSTARS IN BUSINESS AWARD WINNERS



### Delaware Humane Association (Nonprofit Category)

Delaware Humane Association (DHA) is Delaware's premiere nonprofit no kill animal care and adoption center, serving a four-state area. For the past 61 years, DHA has been helping and saving countless animals. DHA strives to promote the humane values of protection, care and compassion for all living things.

### Promo Victory (1-24 Employee Category)

Promo Victory is a strategic promotional marketing company that creates innovative custom branded merchandise & apparel. Promo Victory provides screen printing, embroidery, laser engraving, debossing and all other decoration methods. They serve clients nationwide and ship worldwide.

### Cover & Rossiter (25-59 Employee Category)

Cover & Rossiter is one of Delaware's first and most respected certified public accounting and advisory firms. They provide a full range of services, including tax compliance and accounting, audit, estate and trust planning, and outsourced accounting and bookkeeping services. Cover & Rossiter serves individuals, families, trusts, nonprofits, corporations, small businesses and captive insurance companies.

### AWARDS OF EXCELLENCE

Exceptional Care for Children  
(Nonprofit Category)

Holmes Smith Consulting Services,  
Inc. (1-24 Employee Category)

Ferris Home Improvements  
(25-59 Employee Category)

Home Instead Senior Care  
(60-150 Employee Category)

### Kuehne Company (60-150 Employee Category)

Kuehne is a producer of high strength sodium hypochlorite (bleach) used primarily in water treatment. Kuehne is the largest supplier of sodium hypochlorite in the Mid-Atlantic region, supplying bleach to most of the major water and waste water municipalities.



SUPERSTARS IN BUSINESS WINNER

# MAKING FRIENDS FOR LIFE

**Delaware Humane Association**

BY MATT AMIS | PHOTOS BY FINAL FOCUS PHOTOGRAPHY

PETS ARE FAMILY—today more than ever. They sleep in our beds, they come with us on vacation. We give them their own birthday parties and Instagram accounts.

Patrick Carroll, executive director of the Delaware Humane Association, says there's been a major increase in pet ownership throughout the country, "and they've taken a larger role in our lives."

It's why, after 61 years in the community, the Delaware Humane Association is also taking a larger (and more modern) role in the region's approach to animal care and adoption.

The no-kill shelter serves a massive four-state imprint. It finds homes for around 1,500 homeless cats and dogs that are in need of a second chance, and provides care for more than 1,600 animals annually. A goal for 2018 is 2,018 adoptions, up from 1,571 in 2017 and 1,373 in 2016.

"The need is just there," Carroll says. "And we need to be that resource

for the community."

And while the DHA cares for more and more animals, they're also helping to shift the way we as a society think about animal welfare.

As social sectors like health care, education, and housing continue to search for ways to provide critical services to low-income or high-need families—so too are organizations like DHA. Last October, it launched the One Health program, a monthly, no-cost, "pop-up" veterinary health clinic, where income-qualified clients of Henrietta Johnson Medical Center in Wilmington can receive free vet care for their pets.

The concept is simple: take the clinic to the people, remove stressful barriers like cost of services, transportation, or an unfamiliar location, then listen to their concerns, provide needed care for their pet, and valuable human health information for the participants.

"Animal lovers come in all backgrounds," Carroll says. "And people don't



MARVIN S. GILMAN  
**SUPERSTARS  
IN BUSINESS**



always have the resources to care from them. That human-animal bond, it's really strong regardless of socioeconomic status. Keeping them together is what we're aiming for, keeping them home and in-tact."

One Health, which came to fruition thanks to numerous partners and sponsors, highlights DHA's secret weapon: its reputation for cross-sector collaboration across Delaware. Local giants ranging from Bank of America to Dupont to JPMorgan Chase to the University of Delaware support DHA in one way or another, along with an army of 250 volunteers. Last year it expanded its footprint into Sussex County, with a new storefront adoption center in Rehoboth Beach's Midway Shopping Center.

But it's the human touch that really makes DHA unique. Its 36 staff members pride themselves on delivering friendly, next-level customer service to clients, who often come to the DHA during times of stress. "We value relationships," Carroll says. "We work hard to ensure the pet has the right fit with an owner for adoption. And we value quality over quantity. We want people to have a good experience and we want them to receive excellent medical care." A recent client survey found that 95% of respondents would recommend DHA's veterinary clinic to friends or neighbors.

That compassion and community-mindedness helps DHA deliver on its mission of "making friends for life" between Delawareans of all backgrounds and their favorite animals. It's also why the state itself has a friend for life in the DHA. ■



Since 1957, DHA has been "Making friends for life" and we are honored to have been selected as the 2018 SuperStars in Business winner for best nonprofit!  
We couldn't have done it alone!

Please stop by our adoption centers in Wilmington or Rehoboth, or visit our website, [delawarehumane.org](http://delawarehumane.org), to find your own super star!



MARVIN S. GILMAN  
**SUPERSTARS  
IN BUSINESS**

🐾 Adopt    💰 Donate    ❤️ Volunteer



**THE  
WEEKLY REPORT**  
DELAWARE STATE  
CHAMBER OF COMMERCE

The Weekly Report is the Delaware State Chamber's digital publication, which features important business articles, legislative updates and timely state news.

## PURCHASE A BANNER AD TODAY!

Price effective rates:

\$150 per ad / Additional \$50 click-through ad-on

Contact Kelly Wetzel [kwetzel@dsc.com](mailto:kwetzel@dsc.com) for more information.



SUPERSTARS IN BUSINESS WINNER

# A WINNING APPROACH

**Promo Victory**

BY CLAIRE ARMANN | PHOTOS BY FINAL FOCUS PHOTOGRAPHY

THOUGH PROMO VICTORY began during the peak of the recession with no clients. Soon after, it started to shine and prove itself as one of Delaware's most dedicated and innovative promotional companies. Their strategic approach has created successful and impactful promotions which allowed the brand and message to stand out from the crowd. Unlike their competition, they have the marketing expertise to consult, educate and help clients utilize relevant promo items for their brand.

Promo Victory won the Superstar in Business 2018 award from the Delaware State Chamber of Commerce for the 1-24 employee category. This company has only one employee, Vicki Lam the President and Founder, who is also Delaware's only Certified Advertising Specialist. She has single-handedly acquired and served over 350 satisfied clients locally

and nationally. They include small businesses, corporations, nonprofits, health care, malls, hotels, schools, churches and government agencies.

"The application process may be challenging, but it's rewarding because it forced me to fully evaluate my business in all aspects, and to realize how much I've accomplished in the last decade. It's a great honor to be selected as one of the winners," said Lam. "The award is a great way to celebrate 10 years in business!"

Lam started the company three days after she quit her job at a promotional company, where she felt undervalued and underpaid. The frustration became motivation. "If I was going to be underpaid and overworked, it might as well be my own company. I'm very passionate about the business and very good at it."



MARVIN S. GILMAN  
**SUPERSTARS**  
 IN BUSINESS



Promo Victory has many unique defining qualities. Clients get free promotional consulting services. The company's detail-oriented approach leads to meaningful promotions that tell the story of each client's brand. Clients always work directly with Lam, who is brand-, strategy-, and customer-focused. "The personalized service I provide has built strong relationships. I became friends with many of my clients over the years. Not many business owners can say the same."

Continuous marketing and innovation helped grow her business, along with utilizing superior vendors who are the best of the best. This along with being extremely organized has significantly streamlined her 45-hour work week to be efficient and productive.

Lam believes that networking is essential for growth and relationship building. Through networking, Lam was able to acquire the DuPont account. They have now been a client of Promo Victory's for seven years and maintain a great working relationship. Additionally, Promo Victory is the only promotional company in Delaware to be certified by the Women's Business Enterprise National Council. Despite its humble beginning, the company has always remained profitable and debt-free.

The success of Promo Victory, Lam attributes much to her marketing background. She has 22 years of experience in marketing and advertising and holds a bachelor's degree in Marketing Management. Because lack of marketing, and poor marketing, are major reasons why businesses fail, she volunteers her time to the business community by teaching free marketing workshops at many nonprofits to help businesses sustain and grow. ■

# 182<sup>ND</sup> ANNUAL DINNER

MONDAY  
 JANUARY 7, 2019

Chase Center on the Riverfront  
 Wilmington



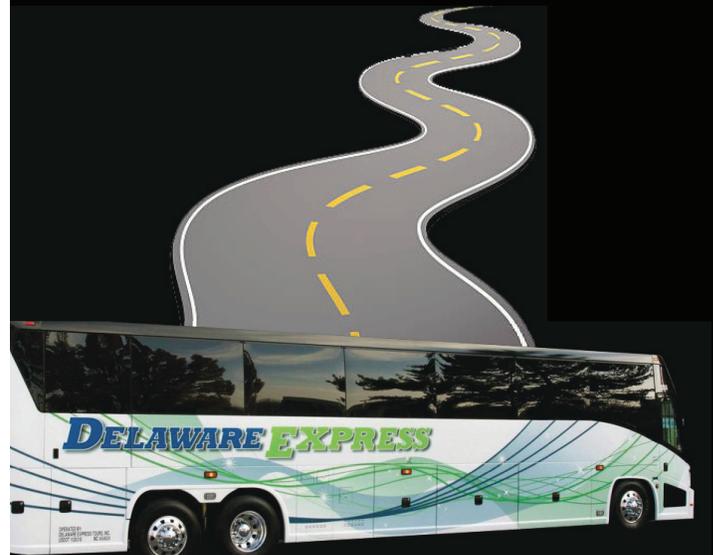
## RIDE THE BUS WITH US!

The State Chamber is offering complimentary round-trip rides on Delaware Express to the 182<sup>nd</sup> Annual Dinner.\*

Includes happy hour on the ride up and live streaming of the College Football Playoff National Championship!

Pick-ups and drop-offs will be in Rehoboth and Dover.  
**\*Must be pre-registered to attend the 182<sup>nd</sup> Annual Dinner.**

Contact Kelly Basile at [kbasile@dsc.com](mailto:kbasile@dsc.com) for more information.





SUPERSTARS IN BUSINESS WINNER

# EIGHT DECADES AND STILL GOING STRONG

**Cover & Rossiter**

BY LORA ENGLEHART | PHOTOS BY FINAL FOCUS PHOTOGRAPHY

FOR NEARLY EIGHT DECADES, Cover & Rossiter has been a respected certified public accounting and advisory firm, serving clients in Delaware, Pennsylvania, New Jersey, and Maryland. Cover & Rossiter provides a full range of services, including tax compliance and accounting, auditing, estate and trust planning, and outsourced accounting and book-keeping services to individuals, families, trusts, nonprofits, corporations, small businesses, and captive insurance companies.

The firm began in Wilmington as a branch office of Philadelphia-based Cover & Co. Accounting Firm in 1939. In 1965, the company became Cover & Rossiter when Paul Rossiter joined the firm as director. Since then, there have only been 14 directors—five still serve—a testament to the commitment and dedication of its directors over the past 79 years.

The company's three guiding principals have always been: 1) high quality, 2) a financially conservative business approach, and 3) a commitment

to preparing the firm for continued success in the future.

Cover & Rossiter is one of the few medium-sized professional services firms in the region with a woman at the helm. In addition to Managing Director Marie Holliday, CPA, MBA, three of five equity partners are women and 79% of Cover & Rossiter's professional staff is female. A family-friendly environment and benefits that support families attract first-rate people to Cover & Rossiter and inspire them to stay. The company proudly retains an experienced staff of professionals by fostering staff development, productivity, and teamwork in the work environment with open and ongoing communication, trust, and respect for one another.

Cover & Rossiter could sit on its laurels, but it does not. In 2017, the firm refreshed its brand with the new tagline, "Great Advice. Great People," which succinctly expresses who Cover & Rossiter is and what its clients can expect from them. The firm's mission statement, which was crystalized



MARVIN S. GILMAN  
**SUPERSTARS  
IN BUSINESS**



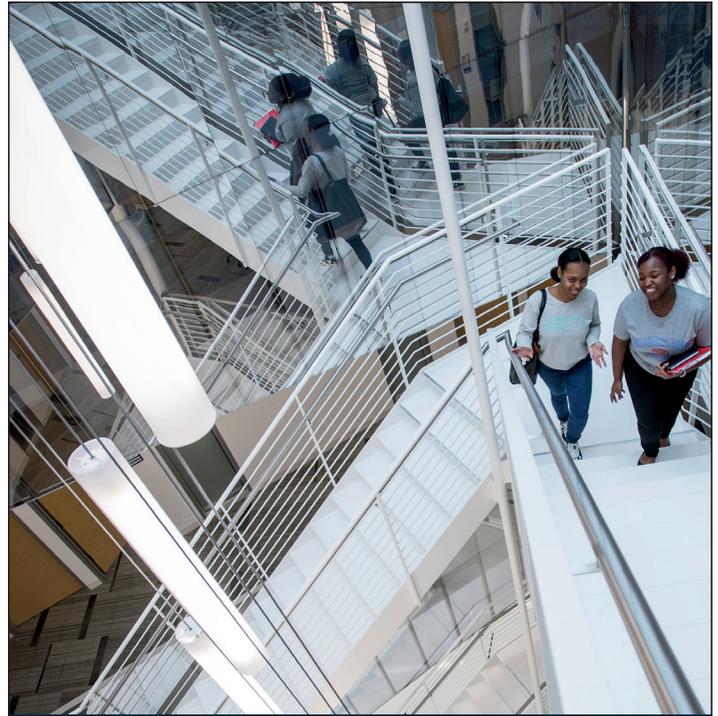
at an all staff retreat with input from anecdotal client comments, expresses Cover & Rossiter's commitment to being proactive partners and attentive advisors, to providing personal, quality, innovative service to their clients by developing strategies to maximize their clients' profitability and to minimize their individual tax burden.

In July of 2018, Cover & Rossiter moved into new offices at Little Falls Centre One, motivated by the desire to support their expanding client base and to position the company for future growth. They also wanted to create a unique, state-of-the-art work environment to attract and retain the best talent. The new facility at Little Falls was one of two major investments Cover & Rossiter made to ensure that the company is "future ready." The second investment, in technology, will implement process efficiencies and facilitate work-life balance.

Client references supporting Cover & Rossiter for the State Chamber 2018 Superstars in Business Award all mention the very client services that Cover & Rossiter aspires to in their mission statement.

Director Holliday reflected on the Superstars in Business application process saying, "It was a great opportunity for us to take an in-depth look at our business. The questions asked went beyond the numbers and required us to evaluate our systems, processes, and people. It was also gratifying that clients took the time to write testimonials in support of our application."

She concludes, "It is humbling to win and yet, I know our team is very deserving. This past year has been one of transition and transformation for us. Being honored with this award is validation that we are doing the right things to ensure that we are positioned to serve our clients well into the future. I can't think of any better motivation as we enter into our 80th year in business!" ■



It All **MATTERS.**

- **Degree programs that connect with high-demand career fields**
  - Aviation program with its own fleet of aircraft and 100% placement of pilot graduates
  - Only accredited Social Work bachelor's and master's degree programs in Delaware
- **State-of-the-art laboratory facilities and major research centers on campus**
- **Two convenient locations for graduate studies:**
  - Dover and Wilmington

**INSPIRE SCHOLARSHIP**

*available for qualifying Delaware high school graduates!*

**DESU.EDU**  
302.857.6351





SUPERSTARS IN BUSINESS WINNER

# LEADING THE WAY IN CHEMICAL MANUFACTURING

**Kuehne Company**

BY DENÉE CRUMRINE | PHOTOS BY FINAL FOCUS PHOTOGRAPHY

WHEN YOU'VE BEEN IN BUSINESS for 99 years, it's likely you're doing something well. Such is the case for Kuehne Company, a family-owned business out of New Castle, Delaware. Kuehne produces high strength sodium hypochlorite (bleach). They supply bleach to most major water and waste water municipalities in the Mid-Atlantic region. In addition to their growth and reach, Kuehne was named a 2018 Superstars in Business award winner thanks to its legacy of innovation, customer service and commitment to community.

The Kuehne Family founded the company in 1919, building their first chlor-alkali plant in Elizabeth, New Jersey in 1959. They acquired The Chloramone Corporation of Delaware City, Delaware, in 1989. In 1998, Kuehne built the first brine-to-bleach chlor-alkali plant in the United States. The company has grown to 123 full-time employees, boasting an average tenure of 13 years.

Being in a mature market, Kuehne must be efficient and innovative in maintaining their business and preparing it for the future. In 2015, the company constructed a state-of-the-art brine-to-bleach manufacturing facility in New Jersey, which cut operational costs and reduced bulk transport of chlorine via railcars into a major metropolitan area. In 2018, Kuehne has begun engineering a state-of-the-art brine treatment system for the Delaware facility. They also implemented a 5S system to reduce waste and improve store room inventory accountability, and audited equipment service schedules so that equipment could be replaced before failure. These efforts, among other initiatives, correspond with Lean Manufacturing best practices, and lend to a smarter way of doing business.

They aren't just proactive in the day-to-day, but in extraordinary circumstances as well. In October 2012, Hurricane Sandy devastated the New Jersey coastline. Kuehne's New Jersey facility endured 18 hours of



MARVIN S. GILMAN  
**SUPERSTARS  
IN BUSINESS**



**2018 SUPERSTARS IN BUSINESS AWARD  
PLANNING COMMITTEE**

- |   |   |
|---|---|
| <b>Ken Anderson</b><br>DE Division of Small Business          | <b>Chad Moore</b><br>Beacon Hospitality                         |
| <b>Greg Ballance</b><br>Diamond Technologies, Inc.            | <b>Joe Nadel</b><br>Colonial Parking, Inc.                      |
| <b>Pam Cornforth</b><br>Ronald McDonald House of Delaware     | <b>Chip Rankin</b><br>MilliCare by EBC                          |
| <b>Lawrence DiSabatino</b><br>DiSabatino Construction Company | <b>Michael Reath</b><br>Delaware Today                          |
| <b>Joseph Farley, Jr.</b><br>Associates International, Inc.   | <b>Christopher L. Scarpitti</b><br>WSFS Bank                    |
| <b>G. Kevin Fasic, Esq. **Chair</b><br>Offit Kurman           | <b>Scott A. Schaffer</b><br>TD Bank                             |
| <b>Martha S. Gilman</b><br>Gilman Development Company         | <b>Robert S. Smith</b><br>Santora CPA Group                     |
| <b>Mark R. Hutton</b><br>M&T Bank                             | <b>Shawn P. Williams</b><br>Bryn Mawr Trust Company of Delaware |

**2018 MARVIN S. GILMAN SUPERSTARS IN BUSINESS  
SELECTION COMMITTEE**

- |  |   |
|--|---|
| <b>Ken Anderson</b><br>DE Division of Small Business                 | <b>Michael Ramone</b><br>State Representative                   |
| <b>Greg Ballance</b><br>Diamond Technologies, Inc.                   | <b>Chip Rankin</b><br>millicare by EBC                          |
| <b>Pam Cornforth</b><br>Ronald McDonald House of Delaware            | <b>Michael Reath</b><br>Delaware Today                          |
| <b>Joseph Farley, Jr.</b><br>Associates International                | <b>Christopher L. Scarpitti</b><br>WSFS Bank                    |
| <b>G. Kevin Fasic, Esq.</b><br>Offit Kurman                          | <b>Scott Schaffer</b><br>TD Bank                                |
| <b>John Fleming</b><br>Small Business Administration                 | <b>Brett Smith</b><br>Gilman Development Company                |
| <b>Martha Gilman</b><br>Gilman Development Company                   | <b>Shawn Standen</b><br>Bank of America Merrill Lynch           |
| <b>Mark Hutton</b><br>M&T Bank                                       | <b>Robert S. Smith</b><br>Santora CPA Group                     |
| <b>Rev. Thomas Laymon</b><br>Sunday Breakfast Mission                | <b>Shawn P. Williams</b><br>Bryn Mawr Trust Company of Delaware |
| <b>Donna Masley</b><br>Masley Enterprises / Be Like Frank Foundation |   |

storm surge, more than 11 feet of water in the facility, and 10 days without power. Kuehne still managed to serve its customers, thanks to tremendous advance disaster planning. Kuehne restored power within three days, moved command and control functions to its Delaware facility and created a mechanism to communicate with its customers and employees.

The larger issue at hand during this time for the company, however, was its employees.

“We needed to make sure that our employees impacted by Sandy were being taken care of, so Kuehne distributed small backup generators and fuel to them. None of it would have been accomplished without the dedication of our entire team. Even with this devastating event we were able to distribute end-of-year bonuses, and achieve our financial objectives for 2012,” said William Paulin, Senior Vice President and CFO for Kuehne Company.

In addition to its employees, this Superstar is also connected to its community in a variety of ways. The company supports the Pathways to Prosperity initiative by hosting high school interns, in partnership with William Penn High School and Delaware Technical Community College. Kuehne is also a primary responder in the CHLOREP® (the Chlorine Emergency Plan) and TRANSCAER® (Transportation Community Awareness and Emergency Response) programs; and they are an active member of The Chlorine Institute and Chemical Industry Council of Delaware.

“The Kuehne Company is honored to be recognized as a Superstar in Business. We strive to serve our customers and the community in many ways, while working hard to maintain a family tradition of taking care of our employees and enjoying our successes together,” said Kuehne Company Plant Manager, Alan Rogers. ■

# WHAT IT TAKES ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ TO BE A SUPERSTAR IN BUSINESS



## ★ The Organization

- ★ Must be a member of the Delaware State Chamber of Commerce, in business for a minimum of three years and employ 150 or less
- ★ Illustrate that the organization has a clear mission statement, vision statement, guiding principles or strategies for success that is demonstrated to not only business and community partners but also to those within the organization
- ★ A company that is always searching for strategies to continue grow, prosper and foster a better community for its employees and Delawareans

## ★ The Application

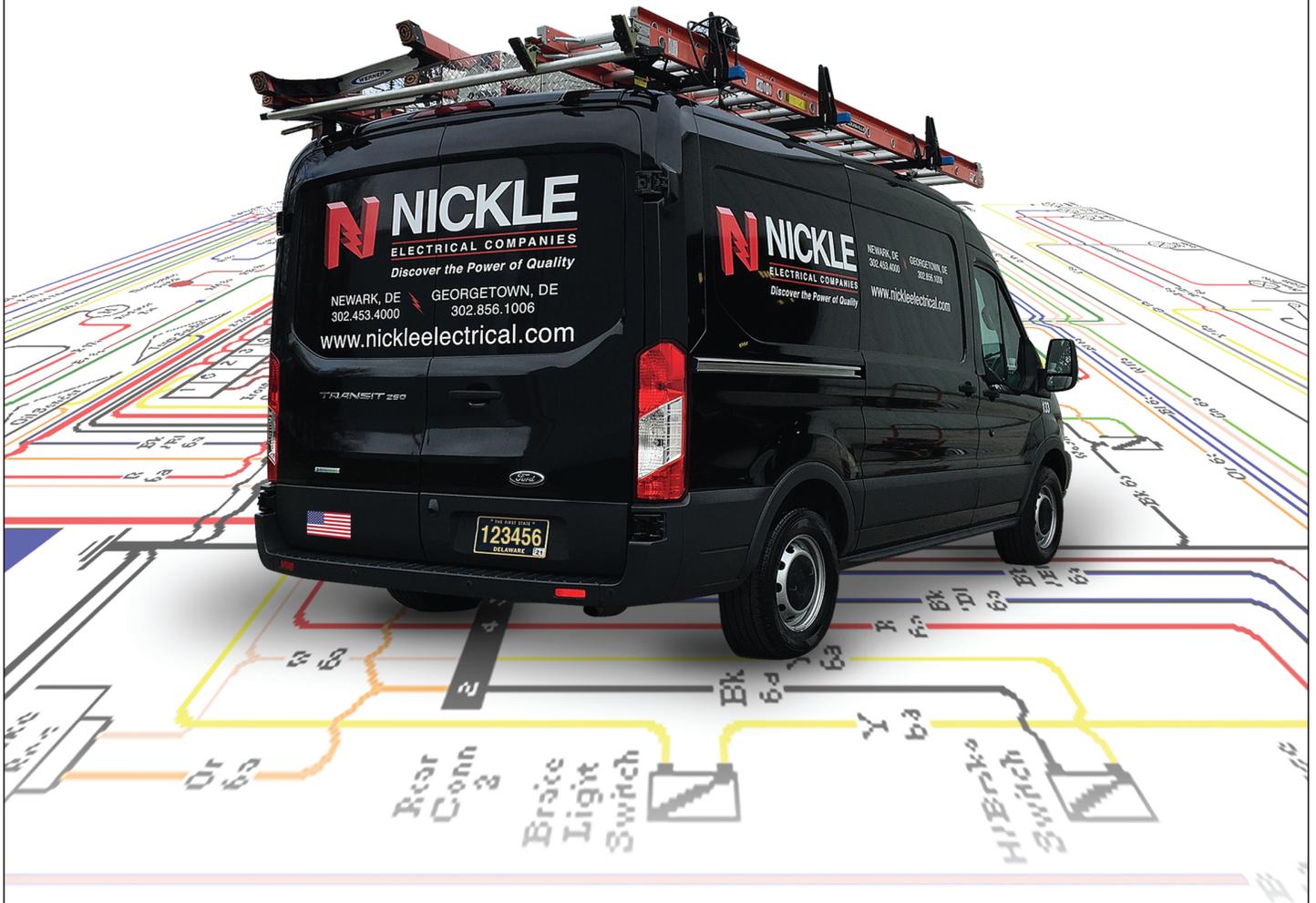
- ★ Tell a story of passion and how the organization came to be
- ★ Provide detailed examples of how the organization has continued to sustain and grow through recent economic challenges
- ★ Show profitability and viability of the organization
- ★ Explain why the organization stands apart from the rest
- ★ Present challenges and demonstrate how the organization solved those issues
- ★ Prove a commitment to the community
- ★ Share customer, employee and community partner testimonials

## ★ The Selection

- ★ Withstand a review process comprised of 15-20 prominent leaders in the community
- ★ Tell a compelling story that stands out from the rest



# Service Ready for Everyday Electrical Needs.



*Always doing what's right!*



Newark, DE • 302.453.4000  
Georgetown, DE • 302.856.1006  
[www.nickleelectrical.com](http://www.nickleelectrical.com)



# A Place to Play

BY CLAIRE ARMANN

THERE ARE MANY PLAYGROUNDS in Newark, Delaware, for parents to enjoy with their children. However, none offer accommodations for children with special needs. This is not due to a lack of demand, but a lack of inclusivity for these children.

That is changing with Deb Beunaga and Nic DeCaire, who teamed up to build Preston's Playground. They first collaborated when creating the Inclusion 5K, a 5K event for people of all mobility levels. The vision for this playground came after the success of the second Inclusion 5K in October 2015, and their combined energy and love for special needs advocacy. Preston's Playground is focused on building an all-inclusive, safe playground, with adaptive equipment for children. For the last three years, the duo championed this concept and has been raising funds to make it a reality.

Buenaga has always been an advocate for accessibility and inclusion because her son, Preston, has mitochondrial disease. Mitochondrial disease affects the energy level of those diagnosed with it and makes participating in physical activities more difficult. Her family is very active, and it was not always easy finding play equipment suitable for Preston. She founded Preston's March for Energy six years ago, which is an organization that

raises money to provide children with adaptive bicycles and other equipment. Buenaga said, "The main goal in my mind was including everyone and always promoting inclusion."

DeCaire runs Fusion Fitness center and has worked with Preston's March for Energy and other charitable causes that benefit children with special needs. These experiences led him to see the need for adaptable playgrounds and equipment for children. Prior to working on Preston's Playground, the Special Olympics Delaware powerlifting team trained at Fusion Fitness. He said the playground "has allowed me to help spread the message of inclusion and get people involved in fundraising. It has brought joy to many people's lives already."

With the help of Corrado Construction, construction of the 8,000-square-foot playground began in June 2018 and is located at the Newark Reservoir. The land was donated by New Castle Parks and Recreation and the City of Newark donated all the underground facilities for restrooms. EDiS did an extensive computer layout and used concrete donated by Heritage Concrete to get the foundation of the playground ready.

Buenaga's sister is the CFO of Playcore, a playground equipment compa-



ny, and was able to offer equipment at a discounted cost. The playground has a rubber play surface and wheelchair accessible entrances, equipment, parking and restrooms. Over 100 volunteers from throughout the Newark community came out to help with construction.

With an initial goal of \$250,000, Preston's Playground raised more than double that thanks to the generosity of many sponsors. The likes of which are also State Chamber members: EDiS, Highmark Blue Cross Blue Shield, Sallie Mae and Nemours Fund. Andy DiSabatino of EDiS said, "Little by little we raised enough money to purchase the playground equipment, which is really the biggest expense of all." He added that building the playground has been "an absolute team effort." ■



### Welcome to Dewey Beach's only resort-style condominium community.

Featuring a select number of luxury beach homes in the final phase of **The Residences at Lighthouse Cove**, homes offer desirable finishes and features overlooking Rehoboth Bay. 1, 2 & 3 bedroom options starting at \$549,900.

*Interested in a tour?*  
Contact us today!



**THE RESIDENCES**  
LIGHTHOUSE COVE ~ DEWEY BEACH

THERESIDENCESDE.COM | 302-212-0002  
1301 COASTAL HIGHWAY, DEWEY BEACH, DE 19971

Building quality and trust  
with every landmark...  
**it's how Wohlsen works!**



Datwyler Pharma Packaging USA, Inc.



CSC - Corporate Headquarters



Delaware Military Academy

At Wohlsen Construction we have over 125 years of quality in our name. We continue that tradition with each landmark we help to create in the Mid-Atlantic Region.

**WOHLSSEN**  
CONSTRUCTION

www.WohlsenConstruction.com



# Home Court Advantage

The Delaware Blue Coats to call new 76ers Fieldhouse home

NOVEMBER MARKS THE BEGINNING of the 2018-2019 season for the Delaware Blue Coats, who first faced the Raptors 905, of Ontario, Canada, in the Raptors' arena. The Blue Coats early schedule also includes the Maine Red Claws, Westchester Knicks, and Long Island Nets. All of which will be away games as the team, along with much of Delaware, awaits the completion of the 76ers Fieldhouse.

Currently playing at the Wells Fargo Center and the University of Delaware, the Blue Coats look forward to playing in the new space under their new moniker. In case you missed it, the team rebranded from their 2013 founding name of the 87ers. Much like the Philadelphia 76ers, who derive their name from the year the Declaration of Independence was signed in the City of Brotherly Love, the 87ers drew inspiration from the year Delaware became the first state to ratify the U.S. Constitution. Their updated brand pays homage to 1st Delaware Regiment soldiers, also called

Delaware Blues, who were instrumental in the American Revolution and distinguished by their blue uniforms.

The Delaware Blue Coats are the Philadelphia 76ers' affiliate in the National Basketball Association's G League, the NBA's official minor league. The 76ers Fieldhouse, which broke ground in August of 2018, will



*President of Business Operations Chris Heck with Wilmington Mayor Michael Purzycki at the 76ers Fieldhouse groundbreaking ceremony.*

be home to both teams as the result of a partnership between Buccini/Pollin Group and Harris Blitzer Sports & Entertainment. The groundbreaking ceremony hosted Philadelphia 76ers President of Business Operations Chris Heck, Delaware Governor John Carney, Wilmington Mayor Michael Purzycki, NBA G League President Malcolm Turner, The Buccini/Pollin Group Co-Founder Rob Buccini, Delaware Blue Coats General Manager Elton Brand and Delaware Blue Coats President Larry Meli.

Wilmington, Delaware's business community is excited about the construction project and what the future holds.

"We're building what we feel is going to be the best G-League facility throughout the country in Wilmington with Buccini Group and, of course, working with the mayor and the governor," said the 76ers president of business operations, Chris Heck, a Wilmington resident, in a recent interview with The News Journal.

The \$26 million state-of-the-art facility will sit on nearly nine acres off U.S. Route 13, and feature a 2,500-seat arena. It will house three full-size NBA-regulated professional basketball courts and two full-size indoor turf



soccer fields. Visitors will find a sports performance and athletic training area, along with office and retail space. The facility also aims to provide basketball skills development, physical fitness, and nutrition and wellness programs, to served underprivileged youth within the community.

January 2019 is when we can expect to witness the Blue Coats first true home game, when they place the Grand Rapids Drive. ■



**Santora CPA Group**  
*Right, By Your Side*



**Chip Rankin**      **Bob Smith**

milliCare® | by *EBC*

**Bob Smith is  
Right, By My Side**

Call 302-737-6200 or toll free 800-347-0116



**CONGRATULATIONS TO THE 2018  
★ SUPERSTARS IN BUSINESS ★  
AWARD WINNERS**



**KARINS AND ASSOCIATES  
YOUR REGIONAL EXPERTS FOR  
SURVEYING, LAND PLANNING AND ENGINEERING**

<b>NEWARK, DE</b> 302-369-2900	<b>BRYN MAWR, PA</b> 610-527-3030
<b>GEORGETOWN, DE</b> 302-858-4331	<b>EXTON, PA</b> 610-416-1119
	<b>EDGEWOOD, MD</b> 410-612-9900



# Delaware Bioscience Association Opens New BioDome in Wilmington

BY MITCH TOPAL

ON OCTOBER 10, surrounded by members of the scientific community, entrepreneurs and the media, Governor John Carney underscored his administration's patronage of a robust high-tech future for Delaware's economy. At the ribbon cutting ceremony for Delaware Bioscience Association's new BioDome, the Governor spoke about Delaware Bio's contribution to the growth of the state's scientific community. In addition, a proclamation was presented to Ernie Delle Donne, President and CEO of

Delle Donne Associates, for his vision, generosity and investment in creating a better Delaware for bioscience.

Formed in early 2006, Delaware Bio is a non-profit, member-supported trade organization that offers valuable resources for scientific research and ancillary organizations. Housed in a LEED-certified building on the AstraZeneca campus, the new BioDome offers a location for members to hold meetings, seminars, and presentations that includes hot-desk work-

Meeting ALL of Your  
Commercial Real Estate Needs!

Providing Delaware and the  
Mid-Atlantic with Commercial  
Real Estate Services including:  
Commercial Construction  
Commercial Brokerage  
Property Management  
24/7 Maintenance



**Emory Hill**

**Companies**

Real Estate. Construction. Excellence.

10 Corporate Cir., Ste. 100, New Castle, DE • 302-322-9500  
20245 Bay Vista Road, Rehoboth Beach, DE • 302-827-4940

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

spaces, conference rooms, and high-speed Wi-Fi. Delaware Bio offers personalized attention and resources that enables its members to solve problems, attract investment and create new possibilities for business growth. They deliver programs and events that build skills, expand networks and connect top-tier life sciences organizations in Delaware and the region. Delaware Bio has brought together pharmaceutical and biotechnology firms, medical device manufacturers, agricultural biotech and chemical companies, research and testing companies, hospitals and medical institutions, and other organizations and related service companies, with the shared goal of expanding our state's vibrant science economy.

For many years, manufacturing had been the cornerstone of Delaware's economy. With the shuttering of both the GM and Chrysler plants, those days are now gone. That is why it is imperative for the state to invest in innovative research and development in the life sciences and other high-tech fields. Toward that end, Delaware Bioscience Association helped draft and promote the Angel Investor Tax Credit bill (HB 170) which creates tax incentives for individuals or organizations to invest in early-stage companies engaged in pioneering scientific or high-tech work. Since research & development requires considerable time and money, angel investment is vital to support startups in their pre-revenue years. Angel investor tax credits are in place in over 25 states, and Delaware joining the ranks is an important step in keeping the First State competitive, in the region and nationally, for attracting and retaining them. Delaware has much to offer companies who choose to start-up or re-locate here: A world-class higher education system that includes the new University of Delaware Science, Technology and Advanced Research (STAR) Campus, affordable housing,

a highly-skilled work force, and an attractive tax structure. HB 170 was signed into law by Governor Carney in June 2018.

"Delaware Bio is all about providing value to our members. Our new BioDome provides a launch pad to help put entrepreneurs and small businesses on a growth trajectory. We're proud to be an integral part of Delaware's growing science and technology industry, now and into the future." said Helen Stimson, President and CEO of Delaware Bio.

Delaware Bio hosts numerous events throughout the year created to fuel professional development and forge meaningful relationships and collaborative partnerships. Included are regular BioBreakfasts, a career fair, Inspiring Women in STEM, a CRISPR symposium, roundtables with elected officials and an annual Gala. Last month, the organization hosted an Intellectual Property (IP) symposium at Agilent Technology's headquarters that included talks by U.S. Senator Chris Coons and Andrei Iancu, Director of the United States Patent and Trademark Office.

Also located at the BioDome is a satellite office for the Small Business Development Council (SBDC) to make it convenient for Delaware Bio members to get assistance with everything from starting a business to obtaining capital developing an effective marketing strategy. Delaware Bio also works closely with the Delaware Prosperity Partnership and the Delaware State Chamber of Commerce to assist members who want to make connections with site selectors, investors, human resource specialists, and career development professionals.

For more information, including memberships, visit [www.delawarebio.org](http://www.delawarebio.org), or call (302) 635-0445. ■

# Technology Disaster Preparation for Winter Storms

BY JOHN BAKER, ACCOUNT MANAGER, TECH IMPACT

IT'S TIME TO DUST of your snow blower, get your shovels ready and don your best winter hat – winter is quickly approaching. As you prep for the cold rain, snow and ice – please consider how this inclement weather can wreak havoc on your technology. Tech Impact wants to make sure you are empowered to take action and defend against pesky winter storms.

If you have onsite infrastructure (think servers and switches), please follow the below guidelines to make sure you're doing what you can to protect your technology assets when the storm hits.

## 1. Invest in protective devices such as UPSs and line filters.

It's important to think about what happens to your machines when you lose power but do not experience a surge. This situation occurs more frequently and sometimes you can't predict when it's going to happen. To protect your machines from losing power (blackout) or not getting enough power (brownout) invest in an uninterrupted power supply (UPS) and make sure it is configured properly. UPSs are devices designed to keep your computer running for a given period of time when building power is cut off. UPS's need to be configured to send a signal to your machines that tells them to gracefully shut down after a certain period of time. The battery in UPSs last for a limited amount of time, and if you do not configure them your machine will eventually turn off without gracefully shutting down - just like it would have if you didn't have a UPS. You should also consider installing line filters for power surges. Line filters monitor power intake and prevent blackouts and brownouts.

## 2. Forward calls to cell phones.

Many phone providers allow the option of automatic call forwarding to cell phones. The feature works wonders for people who work remotely in the field but is also very handy when your office (and the phones in

it) loses power. If you work for an organization that provides critical or emergency services and currently cannot forward your calls to mobile phones/devices - look into alternative phone providers.



## 3. Power off and unplug servers, workstations and networking equipment.

The best way to prepare your equipment when expecting severe weather is to shutdown your workstations, servers and network equipment properly and then unplug all power cables. If you cannot power down and unplug your server because it is essential, make sure it's protected by a reliable surge protector and UPS and back up your files. Remember - not all power strips are effective surge protectors, it is likely that a strong surge can run right through your strip and fry your machine.

## 4. Make sure your backups are working properly.

Check the backups you have already set in place. When is the last time your files were backed up? Are there any files that are not included in the backup that you can move to a cloud file storage space for safekeeping?

If you currently are not using a backup solution - now is the time to investigate which tool will work best for you. The expense to back up your information is far less than the cost your organization will incur if you lose your data.

## 5. The Cloud has a silver lining.

With cloud solutions like Office 365 for Nonprofits and VoIP it may be possible to decommission your onsite hardware to receive better service, features and the peace of mind that a qualified professional is protecting your infrastructure and data.

If you have any questions about the cloud and how it can save you headaches and money while giving you access to enterprise level tools that meet a nonprofit budget, please contact Tech Impact. ■

# AI is Everywhere.

## What You Need to Know

BY THOMAS HELFRICH (CAI CHIEF TECHNOLOGY AND INNOVATION OFFICER) &  
MATT PETERS (EXECUTIVE DIRECTOR OF INTELLIGENT AUTOMATION AT CAI)

ARTIFICIAL INTELLIGENCE (AI) is an eventuality for all of us, and will soon affect many aspects of our lives – from self-driving cars to more job-specific examples like invoice processing, fraud detection, and investment planning. The money pouring into development of artificial intelligence continues to grow. Gartner research indicates that revenue from data science and machine-learning platforms grew to \$2.4 billion in 2016 – growth that continues to be driven today by organizations’ desire to use advanced analytics to improve decision-making. IDC estimates that spending on AI and machine learning will grow from \$12 billion in 2017 to more than \$57.6 billion in 2021.

Nearly every technology vendor out there is touting an AI solution. Marketers claim AI can do everything from approve loans to diagnose disease, improve email marketing and prevent crime. Though the AI hype hasn’t even peaked yet – and many companies feel they must adopt it in their own environments somewhere – the reality is that commercial applications on the market today vary widely in their ability to deliver and are useful only in narrow contexts. In Gartner’s 2018 CIO Survey, only four percent of respondents indicated they had invested in and implemented an AI solution in their operations. For an enterprise to find AI relevant or useful, its leaders must first find a real sense of AI purpose – and then a gainful business case.

Most companies lack clarity about where or how they can use AI. Many must first reckon with a dearth of skills required for training the technology or face the daunting task of modernizing their data management platform. Companies that think they can “set it and forget it” – which may be tempting with a solution that seemingly stacks neatly into an IT environment – will not create the outcomes they desire

Here’s what really matters:

AI requires hard work. It involves training software to perform tasks based on (lots of) examples rather than cut-and-dry programming. In fact, the training is what makes it “intelligent.” There are no short cuts.

AI can liberate insights from big data – but it first needs access to big data (and then it needs lots of training).

AI needs to be customized to your business context. Simply downloading and applying open-source software to your data will produce thoroughly disappointing results.

AI can accelerate business decision-making by helping close the gap from insights to action, but you must first understand what AI can do and how it fits into your strategy.



Most companies that invest in AI today find it harder than they imagined getting the value they hoped for. Training an AI application so it is relevant is more expensive than they predicted – and ROI numbers are difficult to formulate and then even harder to hit. What’s more, AI – like robotic process automation, natural language processing and other emerging technologies – needs to be orchestrated in concert with other relevant systems. To be able to do its thing – to be able to map a set of inputs to a set of outputs to detect fraud, say, or identify an outage on a power grid – AI solutions must touch the right data sets, expose outputs to the right networks and interface with humans or automated resources at the right moments. Companies need to take the time needed to meticulously integrate their AI solutions into their overall business and technology environment to realize the potential benefits.

Act with cautious optimism but do not act slowly. If you wait, AI will infiltrate via other channels, and then you’ll have no choice but to react and deal with a solution that may not be optimized for your business. ■

### Is your Business Ready for Intelligent Automation?

Join DSCC and CAI for an overview of artificial intelligence and how it is impacting the business world.

Tuesday, November 27, 2018

Learn more at [www.dsc.com](http://www.dsc.com).



# Protecting your data and reputation under GDPR

How to protect data throughout the entire technology lifecycle

BY SERDAR BANKACI

### INTRODUCTION: NEW RULES

On May 25, 2018, the European Union General Data Protection Regulation, also known as GDPR, went into effect. This was one of the most comprehensive overhauls of data privacy laws the world has seen. It is expected that this will be the model for future data privacy laws.

Under GDPR, data liability will reach beyond basic data protections and exposure. Companies will be required to ensure robust data protection for and absolute destruction of data from end-of-life equipment, including computers, servers, tablets, phones and other data-containing devices.

Legal liabilities for not meeting and documenting appropriate methods can result in irreparable harm to brands, significant civil liability and other penalties, which can be as high as 4% of global annual revenue or €20M.

While GDPR may be new, end-of-life IT asset management is not. By

ensuring they have a compliant cradle-to-grave IT asset management and security plan, companies can rest assured that they are protected. The first step in this process is partnering with responsible service providers, vendors and IT asset disposition (ITAD) companies.

Experienced ITAD companies can help you evaluate your current process and improve it. GDPR is only one piece of the puzzle. With no federal e-waste law and many states having their own e-waste laws, companies need help navigating these murky waters.

### GDPR IN A NUTSHELL

GDPR is designed to protect the privacy and data of European citizens. GDPR has wide-reaching applications, applying to any business that collects or handles the personal data of European citizens. With nearly all business

transactions taking place online and no physical storefronts, nearly all major companies are affected by GDPR.

If your business meets any of the following criteria, GDPR applies to you:

- It has a physical business presence in an EU country.
- It collects, stores or processes the personal data of EU citizens, regardless of physical location.
- It provides data-related services to companies that handle EU citizens' data.

#### WHAT CONSTITUTES PERSONAL DATA?

The GDPR applies to 'personal data,' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. This definition provides for a wide range of personal identifiers to constitute personal data, including name, identification number, location data or online identifier, reflecting changes in technology and the way organizations collect information about people.

#### LIABILITY UNDER GDPR

One of the most unique aspects of GDPR is that it creates a shared liability between the companies that collect the data and any data processor. For example, your company hires an ITAD company that fails to destroy your data. Under GDPR, both your company and the ITAD company can be subject to liability. Under GDPR, a company needs to vet its partners, vendors and ITAD providers carefully.

Organizations can be fined up to 4% of annual global turnover or €20 million for breaching GDPR. This is the maximum fine that can be imposed for the most serious infringements, e.g., not having sufficient customer consent to process data or violating the core of Privacy by Design concepts.

There is a tiered approach to fines, e.g., a company can be fined 2% for not having its records in order (article 28), not notifying the supervising authority and data subject about a breach, or not conducting impact assessment. It is important to note that these rules apply to both controllers and processors, meaning 'clouds' are not exempt from GDPR enforcement.

What is the difference between a data processor and a data controller? A controller is the entity that determines the purposes, conditions and means of the processing of personal data, while the processor is an entity that processes personal data on behalf of the controller.

#### THE ITAD PROCESS AND GDPR

ITAD vendors specialize in the process of disposition of IT assets. Enterprises with end-of-life, off-lease or obsolete equipment must consider whether the items should be resold or recycled. Dumping used IT assets in landfills can be illegal in any state.

ITAD exists in response to several considerations: Nearly all devices contain data, which means that storage devices must be securely wiped and documented. IT assets cannot just be put into the trash; damage to the

environment and fines may result from improperly recycled equipment. And with different privacy and e-waste laws in various states, companies have difficulty understanding their responsibility in each state.

Practical applications for end-of-life equipment management:

- Find a reputable ITAD provider. Any reputable ITAD provider will be R2 certified and have cyber liability insurance.
- Establish a written end-of-life asset SOP that outlines both recycling and data destruction.
- Document the serial numbers of equipment and hard drives. ■

**CyberCrunch** is an innovator when it comes to data destruction and e-waste recycling, finding previously untapped value in e-waste that allows it to provide customers with the best service possible. Based in Pittsburgh, the company serves Fortune 1000 companies across the country with solutions that include data destruction, IT asset disposal and e-waste compliance. The company, which is R2 certified, fully insured and a member of the National Association for Information Destruction (NAID), handles clients' IT assets and sensitive data per the highest industry standards.

# Innovation begins here.

Providing leading companies with state-of-the-art facilities and access to resources and connections.



[www.deltechpark.org](http://www.deltechpark.org)

UNCLASSIFIED



## Public Service Announcement

FEDERAL BUREAU OF INVESTIGATION



12 July 2018

Alert Number I-071218-PSA

### Business E-mail Compromise: The 12 Billion Dollar Scam

This Public Service Announcement (PSA) is an update and companion to Business E-mail Compromise (BEC) PSA 1-050417-PSA posted on [www.ic3.gov](http://www.ic3.gov). This PSA includes new Internet Crime Complaint Center (IC3) complaint information and updated statistical data for the time frame October 2013 to May 2018.

### DEFINITION

Business E-mail Compromise (BEC)/E-mail Account Compromise (EAC) is a sophisticated scam targeting both businesses and individuals performing wire transfer payments.

The scam is frequently carried out when a subject compromises legitimate business e-mail accounts through social engineering or computer intrusion techniques to conduct unauthorized transfers of funds.

The scam may not always be associated with a request for transfer of funds. A variation of the scam involves compromising legitimate business e-mail accounts and requesting Personally Identifiable Information (PII) or Wage and Tax Statement (W-2) forms for employees.<sup>1</sup>

### STATISTICAL DATA

The BEC/EAC scam continues to grow and evolve, targeting small, medium, and large business and personal transactions. Between December 2016 and May 2018, there was a 136% increase in identified global exposed losses<sup>2</sup>. The scam has been reported in all 50 states and in 150 countries. Victim complaints filed with the IC3 and financial sources indicate fraudulent transfers have been sent to 115 countries.

Based on the financial data, Asian banks located in China and Hong Kong remain the primary destinations of fraudulent funds; however, financial institutions in the United Kingdom, Mexico and Turkey have also been identified recently as prominent destinations.

The following BEC/EAC statistics were reported to the IC3 and are derived from multiple sources, including IC3 and international law enforcement complaint data and filings from financial institutions between **October 2013 and May 2018:**

- Domestic and international incidents: 78,617
- Domestic and international exposed dollar loss: \$12,536,948,299

The following BEC/EAC statistics were reported in victim complaints where a country was identified to the IC3 from **October 2013 to May 2018:**

- Total U.S. victims: 41,058
- Total U.S. exposed dollar loss: \$2,935,161,457

- Total non-U.S. victims: 2,565
- Total non-U.S. exposed dollar loss: \$671,915,009

The following BEC/EAC statistics were reported by victims via the financial transaction component of the IC3 complaint form, which became available in June 2016<sup>3</sup>. The following statistics were reported in victim complaints to the IC3 from **June 2016 to May 2018:**

- Total U.S. financial recipients: 19,335
- Total U.S. financial recipient exposed dollar loss: \$1,629,975,562
- Total non-U.S. financial recipients: 11,452
- Total non-U.S. financial recipient exposed dollar loss: \$1,690,788,278

### REAL ESTATE SECTOR TARGETS

BEC/EAC actors heavily targeted the real estate sector in recent years. Victims participating at all levels of a real estate transaction have reported such activity to IC3. This includes title companies, law firms, real estate agents, buyers and sellers. Victims most often report a spoofed e-mail being sent or received on behalf of one of these real estate transaction participants with instructions directing the recipient to change the payment type and/or payment location to a fraudulent account. The funds are usually directed to a fraudulent domestic account which quickly disperse through cash or check withdrawals. The funds may also be transferred to a secondary fraudulent domestic or international account. Funds sent to domestic accounts are often depleted rapidly making recovery difficult.

Domestic money mules<sup>4</sup> are frequently identified in connection with the BEC/EAC real estate trend. BEC/EAC actors often recruit money mules through confidence/romance scams. The BEC/EAC actor may groom a victim and then direct them to open accounts under the guise of sending or receiving funds as directed by the BEC/EAC actor. The accounts opened to facilitate this activity are typically used for a short period of time. Once the account is flagged by the financial institutions, it may be closed and the BEC/EAC actor will either direct the romance/scam victim to open a new account or move on to grooming a new victim.

Based on victim complaint data, BEC/EAC scams targeting the real estate sector are on the rise. From calendar year 2015 to calendar year 2017, there was over an 1100% rise in the number of BEC/EAC victims reporting the real estate transaction angle and an almost 2200% rise in the reported monetary loss.<sup>5</sup> May 2018 reported the highest number of BEC/EAC real estate victims since 2015, and September 2017 reported the highest victim loss.

UNCLASSIFIED

## Federal Bureau of Investigation Public Service Announcement



### SUGGESTIONS FOR PROTECTION

BEC/EAC actors have been known to target all parties in a real estate transaction. The best defense is to verify all requests for a change in payment type and/or location. BEC/EAC actors often request that payments originally scheduled for check dispersal be made via wire instead. BEC/EAC actors may also request changes to the original recipient's financial information.

BEC/EAC actors will use information that is publicly available on real estate listing sites to target victims. This may include homes that are for sale and the progress of the sale such as "under contract" as well as the contact information of the real estate agent. Be wary of any communication that is exclusively e-mail based and establish a secondary means of communication for verification purposes.

Be mindful of phone conversations. Victims have reported receiving phone calls from BEC/EAC actors requesting personal information for verification purposes. Financial institutions report phone calls acknowledging a change in payment type and/or location. Some victims report they were unable to distinguish the fraudulent phone conversation from legitimate conversations. One way to counter act this fraudulent activity, is to establish code phrases that would only be known to the two legitimate parties.

Title Companies report establishing new procedures when processing legal documents requiring all changes in payment type and/or location to be verified prior to distributing funds.

If you discover a fraudulent transfer, time is of the essence. First, contact your financial institution and request a recall of the funds. Different financial institutions have varying policies; it is important to know what assistance your financial institution will provide when attempting to recover funds. Second, contact your local FBI office and report the fraudulent transfer. Law enforcement may be able to assist the financial institution in recovering funds. Finally, regardless of dollar loss, file a complaint with [www.ic3.gov](http://www.ic3.gov) or, for BEC/EAC victims, [bec.ic3.gov](http://bec.ic3.gov). The IC3 will be able to assist both the financial institutions and law enforcement in the recovery efforts.

<sup>1</sup> Reference PSA 1-022118-PSA Increase in W-2 Phishing Campaigns

<sup>2</sup> Exposed dollar loss includes actual and attempted loss in United States dollars.

<sup>3</sup> "Financial Recipient" is defined as an account holder who receives the fraudulent funds.

<sup>4</sup> Money mules are defined as persons who transfer money illegally on behalf of others.

<sup>5</sup> Based on IC3 adjusted loss

*The Federal Bureau of Investigation's Wilmington Resident Agency (phone: 302-658-4391) and Dover Resident Agency (phone: 302-857-4440) of the Baltimore Division (phone: 410-265-8080) are responsible for Delaware.*



## Keeping Banking Personal

BY KATHERINE "KATIE" WILKINSON, COMMERCIAL MARKET EXECUTIVE, FULTON BANK

SOUTHERN DELAWARE IS A MAGNET for families on summer vacation, many of whom are seeking a reprieve from the hustle and bustle of their everyday lives. The appeal of pristine beaches, boardwalks, bike trails, bird watching and boating have kept visitors returning for generations. Many of these return visitors eventually find their way back during retirement, making our beach towns their year-round residences.

This explosive growth has led to a new crop of restaurants, healthcare facilities and a host of other large and small businesses taking root in the area. When it comes to banking, businesses and residents want to know they have a resource large enough to meet their needs, and one that cares enough to make banking personal. That's where Fulton Bank comes into the equation.

Fulton's story began in 1882, when local merchants and farmers in Lancaster Pennsylvania organized Fulton National Bank. From the very beginning, Fulton has had a reputation for understanding and serving agricultural and business accounts, as well as personal banking needs. With the changing landscape and increase in population, we have adapted to the needs of our customers, while remaining true to our roots.

Today, we have grown into a \$20 billion financial holding company, and we still maintain our close connections to and understanding of our customers. We provide a wide range of financial products and services to individuals and businesses throughout our footprint (Delaware, Pennsylvania, Maryland, Virginia and New Jersey).

Last year, we were recognized by Money Magazine as The Best Bank

in Delaware, thanks to the dedication of our 100 employees in our 10 Delaware branches.

What sets us apart from other banks in the region is not awards or accolades; it's the emotional investment we make in our customers, and the pride we have when we see our communities thrive.

Our size allows us to offer more products and services than traditional community banks, but still provide exemplary service that surpasses what you might find at a larger financial institution. In a word, we make banking "personal."

This is evident in our effort to hire local employees who are steeped in the culture and community that is Delaware. We are tightly aligned to our customers by volunteering at the same organizations and participating in the same community functions. We are part of the community.

While many things have changed throughout our history, the way we serve our customers has remained the same. Every day, we touch thousands of lives while delivering a wide array of services to help you meet your financial goals; fuel business growth; and nurture vibrant, thriving communities.

We understand the great responsibility we have as a financial institution, and we are committed to our customers and our community. When you walk through the doors of one of our offices, you can expect to meet a caring team who will go the extra mile to make banking personal for you. ■





**WE STAND**

**FOR OPENING AS MANY DOORS AS POSSIBLE.**

For nearly 200 years, we have stood for one thing: service. WSFS Bank was formed for working citizens to help encourage thrift and to safeguard savings. And although we've grown to become the oldest and largest locally headquartered bank in the Greater Delaware Valley, we'll never forget where we came from. We are committed to helping businesses flourish. If your business is ready to take the next step, we're ready to take it with you. We're WSFS Bank, and We Stand For Service.

**WSFSBANK.COM / 1.888.WSFSBANK**



©2018 WSFS Bank | Member FDIC | NMLS# 417673

**WSFS** bank  
*We Stand For Service®*

A SMALL CHANGE CAN MAKE A BIG IMPACT

# EXTENDED TAX SEASON HOURS

*Smith*  
& ASSOCIATES  
CERTIFIED PUBLIC ACCOUNTANTS

MONDAY TO FRIDAY  
8:00 AM – 9:00 PM

SATURDAY & SUNDAY  
10:00 AM – 6:00 PM



## CASH FLOW INSIGHT<sup>SM</sup> IS ANOTHER SMALL CHANGE THAT CAN HELP GROW YOUR BUSINESS.

As a business owner, you realize it's often the little things that make the biggest difference. That's why you're always looking for smart ways to make your business better. Cash Flow Insight is an easy-to-use online tool that can help you improve how you manage your business's cash flow.

**PNC CASH FLOW INSIGHT<sup>SM</sup>**

[PNC.COM/BIGIMPACT](http://PNC.COM/BIGIMPACT)  
855-762-2361

**OPEN A BUSINESS CHECKING ACCOUNT WITH CASH FLOW INSIGHT • SWITCH TO PNC WITH OUR QUICK SWITCH KIT**

Cash Flow Insight requires a PNC business checking account and enrollment in PNC Online Banking. \$10 monthly fee applies for Cash Flow Insight when you sign up with a business checking account, \$10 monthly fee is waived with a Business Checking Plus or Business Checking Preferred account. For supported accounting software and other details, call 855-762-2361 or visit [pnc.com/cashflowinsight](http://pnc.com/cashflowinsight).

Cash Flow Insight is a service mark of The PNC Financial Services Group, Inc.

©2017 The PNC Financial Services Group, Inc. All rights reserved. PNC Bank, National Association. Member FDIC

# Delaware Banks Teach Children the Importance of Saving Through the New Great Investo Savers Club

A FINANCIALLY SAVVY POPULATION is vital to the health and prosperity of the State of Delaware and its local communities. And, the best time to instill a lifelong savings habit is at a young age. That's why for over 20 years the financial services industry has conducted its annual Teach Children to Save Day. Each year banker volunteers visit schools throughout the state and teach thousands of elementary students a lesson on the importance of saving to assure a financially secure future. Earlier this year, Governor Carney proclaimed "Teach Children to Save Week". The General Assembly recognized two decades of teaching children the importance of saving with a joint resolution commemorating the event. Since the program's inception over one-hundred-thousand children in public, private, and parochial schools throughout the State of Delaware have participated in the Teach Children to Save program.

Delaware banks have a long history of being at the forefront of financial literacy. Through our partnership with the University of Delaware's Center for Economic Education and Entrepreneurship (CEEE) and the strong participation of Delaware banks, the program has become one of the best in the country. Author and illustrator Greg Koseluk with the Delaware Bankers Association and the Delaware Financial Education Alliance created a unique series of children's books featuring The Great Investo; the world's worst money magician, and his savvy assistant Penny. These books address a variety of savings concepts and topics in a way that is fun and memorable for children. What makes this program unique to Delaware, and the best in the nation, is the vital role the CEEE plays in preparing the lesson based on the content of the book to meet Delaware's economic education standards.

This year's book, *The Great Investo and the Winning Ticket*, features The Great Investo, the world's worst money magician, who wants to go on vacation, but doesn't have enough money. Penny, his smart assistant, suggests he save for his dream trip, but that's too slow for Investo. Why wait when you can use a mystical crystal ball to win the money? Investo



enters raffles, contests, and lotteries in pursuit of his prize. But alas, Penny is right all along ... every dollar you save is like a ticket that wins!

There is nothing more rewarding and fun than sharing a lesson on saving with a class of eager third or fourth graders. But that's only one hour in one day of a young life. The images and messages that kids are bombarded with daily in our culture can quickly overwhelm the lessons they learn in school, even one as important as saving for a secure financial future. That's why the Delaware Bankers Association and the Delaware Financial Education Alliance created The Great Investo Savers Club.

The Great Investo Savers Club is for all kids between the ages of 8 and 11. And best of all, it's free! Members receive a savings kit including a welcome letter, a membership card, a six-month savings diary, a wall-poster to track their savings progress, and a sheet of stickers to make their own savings bank at home. The kit comes with fun lessons on how to set goals, start saving, keep saving, and make savings grow. And of course, a club needs to meet, so kids can visit the Savers Clubhouse online at [DFEA.org](http://DFEA.org). There they will find short videos featuring The Great Investo and Penny doing magic tricks and delivering helpful lessons on saving

# Guide to Banking

and other money concepts. The videos may also be seen on the Delaware Bankers Association YouTube channel. Kids can send in notes to The Great Investo and Penny on their savings goals. Excerpts are then posted to the club's webpage.

So how do you get kids to join and start saving? You simply go where the kids are! The Great Investo Savers Club kicked off this July as part of Kids' Day at the Delaware State Fair. Kids Day is one of the busiest days of the Fair, packed full of activities and entertainment. The Great Investo and Penny were on hand to perform two magical shows complete with tips on how to save. Hundreds of savers kits were given out. And the magical duo will be performing in school assemblies throughout Delaware in the coming school year. In addition, the club will be promoted online, in libraries, through Scout Troops, on the air, as well as through select banks whose generosity made this new initiative a reality: Barclays, Capital One, Comenity Bank, Fulton Bank, M&T Bank, Shore United Bank, SmartyPig, WSFS Bank, Artisans' Bank, and Taylor Bank.

For more information on how you can join the Savers Club or find out more about the books in The Great Investo saving series, please visit DFEA.org. We hope that The Great Investo Savers Club will help kids throughout the State of Delaware learn the importance of saving a little bit every day. A habit that will serve them well all their lives.

About the Delaware Financial Education Alliance (DFEA)



The DFEA is a 501(c)(3) organization that provides financial literacy education targeted to persons of low- and moderate-income in the State of Delaware through a variety of educational programs designed to promote economic development and stability. The DFEA is also a provider of quality training programs available to employees of member banks in the financial services industry in Delaware.

About the Delaware Bankers Association (DBA)

The DBA is a not-for-profit, private trade association that represents its members chartered to do banking business in the State of Delaware. The Association serves in the areas of State and Federal advocacy, education, community outreach, communications and events. ■



**Sarah A. Long**  
President, CEO & Treasurer  
Delaware Bankers Association /  
Financial Education Alliance  
sarah.long@debanks.com  
8 W. Loockerman St., Suite 200  
PO Box 781  
Dover, DE 19903  
302-678-8600



## Banking built with your business in mind.

Real Relationships | Longest Hours\* | 24/7 online Banking

Stop by one of our convenient locations, visit us at [tdbank.com/smallbusiness](http://tdbank.com/smallbusiness) or call 1-855-278-8988.



America's Most Convenient Bank®

Member FDIC, TD Bank, N.A. | \*Data as of March 2017. Longest average store hours compared to major banks. For more information go to [tdbank.com/locations](http://tdbank.com/locations).



# HARD WORK

isn't a substitute for a plan.

How can you ensure the people you care about will be taken care of when you move on?

As a business owner, you have a lot of people relying on you. Do you have a plan in place for when you're ready to transition your business? Is your vision for the business clear? Will your employees, customers, and family be well cared for? Wilmington Trust has been helping business owners like you build effective transition strategies for more than a century. The earlier you begin planning, the more flexibility you'll have – and the better protected your business will be.

For a deeper understanding of business transition planning, call Tony Lunger and his team at 302-651-8800. Download our research *The Power of Planning* at [wilmingtontrust.com/businessowners](http://wilmingtontrust.com/businessowners).



WILMINGTON  
TRUST

PART OF THE M&T BANK FAMILY

WEALTH PLANNING | TRUST AND ESTATE SERVICES | INVESTMENT MANAGEMENT | PRIVATE BANKING\*

\*Private Banking is the marketing name for an offering of M&T Bank deposit and loan products and services.

**Investments:** • Are NOT FDIC-Insured • Have NO Bank Guarantee • May Lose Value

Wilmington Trust is a registered service mark. Wilmington Trust Corporation is a wholly owned subsidiary of M&T Bank Corporation. Wilmington Trust Company, operating in Delaware only, Wilmington Trust, N.A., M&T Bank, and certain other affiliates provide various fiduciary and non-fiduciary services, including trustee, custodial, agency, investment management, and other services. International corporate and institutional services are offered through Wilmington Trust Corporation's international affiliates. Wilmington Trust Investment Advisors, Inc., a subsidiary of M&T Bank, is an SEC-registered investment advisor providing investment management services to Wilmington Trust and M&T affiliates and clients. Loans, credit cards, retail and business deposits, and other business and personal banking services and products are offered by M&T Bank, member FDIC.

©2018 Wilmington Trust Corporation and its affiliates. All rights reserved. ADV2054



# M&T: Understanding What's Important

Sports facility an economic development win

BY PHIL HOSMER

THERE IS AN OLD SAYING that “if you build it, they will come.” That has certainly proven to be the case for the DE Turf Sports Complex in Frederica. After a lengthy process of planning and then construction, it opened in an open field off Route One in 2017. It has quickly established itself as one of the premier facilities of its type on the East Coast, featuring 12 state-of-the-art multi-purpose sports fields.

To commemorate the opening of DE Turf and the positive impact it has had on Delaware's communities and economy, Special Olympics Delaware athletes participated in a sports training clinic hosted October 4, at the DE Turf Sports Complex with M&T Bank. More than 100 athletes from local schools took part in technical and skills drills with Special Olympics coaches and 50 M&T Bank volunteers.

Since DE Turf opened, almost 90,000 out-of-state visitors have attended tournaments and booked more than 16,000 hotel rooms. Visitors have

traveled from 33 states, Canada and New Zealand. The total visitor attendance on tournament weekends since opening is more than 116,000.

DE Turf is the result of the efforts of local and state public officials, business representatives and M&T Bank. Last year, M&T announced it issued bonds in the sum of \$20.7 million for the construction and development of DE Turf, which allowed the sports complex to take advantage of historically low interest rates by locking in long-term, fixed-rate financing over a 30-year term.

After a short presentation from DE Turf Executive Director Chris Giacomucci, Special Olympics Delaware Executive Director Ann Grunert, and M&T Bank Regional President Nick Lambrow, the athletes enjoyed a variety of sports activities, including soccer and baseball.

The event received positive media attention in The Delaware State News, Delaware Business Now, WMDT-TV and WBOC-TV. ■



# ARTISANS' BANK

*A History of Service - Since 1861*

## We have the right mix to solve your banking needs.

You don't have to be a big company to get the perfect mix of first-class financial products and services. Artisans' Bank specializes in meeting the needs of local businesses, and we can provide a total financial service solution for you. When you become our client, we get to know you, your business and your goals. And you get to know what an advantage it is to have a relationship with a local bank that cares as much about your success as you do.

**Commercial Lending Offices:**

302.884.6885 (New Castle County)

302.674.1754 (Kent County)

302.296.0153 (Sussex County)



Visit our website to see what we can do for you. [www.artisansbank.com](http://www.artisansbank.com)

## Advertise on [www.dsc.com](http://www.dsc.com)



**YOUR AD HERE**

Contact Matt Volk at  
[MVolk@dsc.com](mailto:MVolk@dsc.com) or  
 (302) 576-6571

The Delaware State Chamber of Commerce is dedicated to promoting an economic climate that strengthens the competitiveness of Delaware businesses and benefits citizens of the state. Founded in 1837 as the Wilmington Board of Trade, the Delaware State Chamber of Commerce has a long history as the largest, most influential business organization in the state.

**With over 500 unique views per day,  
[www.DSCC.com](http://www.DSCC.com) puts your online ads to work!**

Contact our digital advertising specialist today:

**Matt Volk**

[mvolk@dsc.com](mailto:mvolk@dsc.com) • (302) 576-6571

## Local Expertise, Local Decision Making. Put Chase to work for you.

Chase is committed to helping businesses across Delaware build their success stories. Our Commercial and Business Banking teams provide small and mid-sized companies with the global capabilities and specialized industry expertise they need to grow and navigate the complex business environment. We are proud to deliver these services locally through our trusted banking team.

**For insights that will help take your business to the next level, visit [chase.com/insights](http://chase.com/insights)**

**To learn more, contact:**

**Mark Schrieber**  
 Managing Director and  
 Region Manager, Greater PA,  
 Delaware and Southern NJ  
 (215) 640-3470  
[mark.j.schrieber@chase.com](mailto:mark.j.schrieber@chase.com)

**Keith Kepplinger**  
 Executive Director  
 Delaware Middle Market  
 Banking  
 (302) 282-1204  
[keith.kepplinger@chase.com](mailto:keith.kepplinger@chase.com)



© 2018 JPMorgan Chase Bank, N.A. Member FDIC. 491753

# CALENDAR OF Events

2018/19

November  
14



## Networking Breakfast

7:30 to 9:00 a.m.  
Christiana Mall  
312 Christiana Mall, Newark, DE 19702

November  
27

## Is your Business Ready for Intelligent Automation?

7:30 to 9:00 a.m.  
University & Whist Club  
805 N. Broom Street, Wilmington, DE 19806



## Taste of Delaware

4:00 to 7:00 p.m.  
Russell Senate Office Building  
Kennedy Caucus Room, Room 325  
Constitution Avenue and 1st Street, NE  
Washington, DC 20002

December  
5

## Networking Breakfast

7:30 to 9:00 a.m.  
Sunday Breakfast Mission  
110 North Poplar Street, Wilmington, DE 19899

December  
11



January  
7

## 182nd Annual Dinner

4:45 to 8:00 p.m.  
Chase Center on the Riverfront  
801 Justison Street, Wilmington, DE 19801



Dates, times and locations subject to change. Stay up-to-date by checking [www.dsc.com/events](http://www.dsc.com/events).



# DELAWARE

## NETWORKING STATION

Thursday, September 20, 2018

Hosted by:



DELAWARE STATE  
CHAMBER OF COMMERCE



# #DNS18

This resource is yours, courtesy of the Delaware State Chamber of Commerce, the Better Business Bureau of Delaware and our event sponsors.

In here you will find the business cards of all our exhibitors\*.

We hope you make valuable connections!

*\*Business cards include exhibitors that chose to participate.*



# THANK YOU SPONSORS!

GOLD:



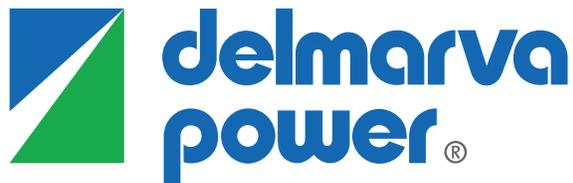
WILMINGTON  

---

UNIVERSITY

# THANK YOU SPONSORS!

SILVER:



An Exelon Company



EXHIBIT BAG:



# THANK YOU SPONSORS!

## BRONZE:



## PATRON:



## MEDIA:



## CHARGING STATION:



## WATER CONTRIBUTED BY:



**AGE ADVANTAGE**  
SENIOR CARE SERVICES  
WHERE PEOPLE MATTER MOST!

SOLUTIONS WE OFFER:

- Companionship • Personal Care • Light Housekeeping
- Meal Preparation • Medication Reminders
- Transportation • Available up to 24/7
- And more...

www.AGEADVANTAGE.COM

CALL US FOR A FREE CONSULTATION 302-722-8240

**alphagraphics**

PRINT • MARKETING • SIGNS • MAILING SERVICES  
GRAPHIC DESIGN • PROMOTIONAL PRODUCTS

Two convenient locations to better serve you!

NEWARK WILMINGTON  
us348@alphagraphics.com us177@alphagraphics.com  
302.453.2600 302.477.1884

**AmeriHealth Caritas**  
Delaware  
www.amerihealthcaritasde.com

Visit Belfint, Lyons & Shuman, P.A.  
at the DE Networking Station

*BLS*

BELFINT • LYONS • SHUMAN  
Certified Public Accountants  
info@belfint.com / 302.225.0600

**BUMPERS & COMPANY**  
CERTIFIED PUBLIC ACCOUNTANTS

Tax Planning & Preparation, Audit & Review,  
Bookkeeping Support / Quickbooks ProAdvisor,  
Business Valuations, Trusted Business Advisors

(302) 798-3300  
cpa@bumpersco.com  
www.bumpersco.com

HEALTHCARE • LAW FIRMS • BANKING • SCHOOLS

**Professional OFFICE MOVERS**

**BMSi**  
BMSI BUSINESS SERVICES INTERNATIONAL

GOVERNMENT OFFICES • ENGINEERING & RESEARCH LABS

**CarpeVITA Home Care**

CarpeVITA Home Care of Delaware

Office 302-482-4305  
Cell 302-528-4533  
Fax 302-502-2656  
CVDE@cvhomecare.com  
240 N. James Street Suite 103  
Newport, DE 19804

www.CarpeVITAHomeCare.com

**oasis SENIOR ADVISORS**

We make Senior Housing SIMPLE.

**Lynn Paxson, CSA**  
Certified Senior Advisor®  
302.668.0298  
LPaxson@YourOasisAdvisor.com  
OasisSeniorAdvisors.com/Delaware

**CHAMPIONS**  
FOR CHILDREN'S MENTAL HEALTH

Families Supporting Families  
ChampionsDE.org

Select High Performers  
With a Pre-Hire Assessment  
Try

**PXT SELECT**  
A Wiley Brand

\$29.50 off per assessment  
Use code PXT2950EV  
Expires 12/31/18

**Corexcel**  
www.corexcel.com  
302-477-9730

**Cover & Rossiter**  
Certified Public Accountants

Providing Tax, Audit, Trust and  
Accounting Services

**HARVIE & GILMAN SUPERSTARS IN BUSINESS**  
2012 Superstars in Business Winner  
2011 & 2017 Award of Excellence Winner

Great advice. Great people.  
www.CoverRossiter.com  
f /CoverRossiter @CoverRossiter (302) 656-6632

"DART" to your destination with DART Pass...  
The convenient way to pay!

Get DART Pass through the free DeDOT app.  
www.dartfirststate.com

**DAVID A. IOBST, CFP®**  
FINANCIAL PLANNING & INVESTMENT SERVICES

LIFEMARK SECURITIES CORP.  
WWW.DAVIDIOBST.COM  
302.668.6820  
323 PADDINGTON DRIVE  
BEAR, DE 19701

SECURITIES AND INVESTMENT ADVISORY SERVICES OFFERED THROUGH LIFEMARK SECURITIES CORP., 400 WEST METRO FINANCIAL CENTER ROCHESTER, NY 14623. MEMBER FINRA/SIPC

**DANA** | LEADING THE SECTOR FORWARD  
Delaware Alliance for Nonprofit Advancement

(302) 777-5500  
delawarenonprofit.org

f t in @

**ASSOCIATION of REALTORS DELAWARE**  
The Voice for Real Estate™ in Delaware

Celebrating the 50th Anniversary of the Fair Housing Act

134 East Water Street . Dover . DE . 19901  
302-734-4444  
www.DelawareRealtor.com  
Info@DelawareRealtor.com

**Subscribe Today!**

Subscribe to Delaware Business Times in Print & Digital to find out business news and events in Delaware.

SUBSCRIPTION INCLUDES:

- 26 Bi-weekly Issues • Digital Editions
- Innovation Magazine (\$9 value)
- Annual Book of Lists (\$50 value)
- Regular E-newsletters
- Premium Content on Our Website

**DELAWARE BUSINESS TIMES**  
DelawareBusinessTimes.com/Subscribe

SAVE THE DATE

Join us, with your dog, at the Hotel Du Pont for DE's 4th Antebellum Sunday Brunch on the Ballroom

Sunday, November 4, 11am to 2pm  
Hotel Du Pont - Gold Ballroom  
42 West 11th Street, Wilmington DE 19801  
Sponsorships are available for the event

Many thanks to our presenting sponsor

**WSFS bank**  
We Stand For Service™

Reserve your spot at delawareantebellum.org/sundaybrunch  
Make a toast for life in other words of our location: 701 S. State Wilmington, DE 19801 or 1875 Coastal Hwy. Newark, DE 19702

**DHA**  
Delaware Home Association  
delawarehwa.org

**Delaware ShoutOut**

f Blogging and Posts  
t Hands-on Training  
in Consultation  
p Profile Optimization  
e Email Marketing

302-273-2845  
deshoutout.com

Your Social Media Authority in the First State!



**DSBC**  
DELAWARE SMALL BUSINESS CHAMBER

We support small businesses and the larger companies that support our LOCAL small business community.

WE Support:  
LOCAL Small Businesses  
Franchisees  
Entrepreneurs  
Home-based businesses  
Larger companies that support those same

302-482-2120  
www.dsbcchamber.com  
support@dsbchamber.com

**REQUEST FREE BUSINESS ADVISING**  
DelawareSBDC.org



**Delaware Small Business Development Center**

Business Plans	Cybersecurity	Technology
Loan Packaging	Social Media	Commercialization
Market Research	E-Commerce	Venture Capital
Financial Projections	Digital Marketing	R&D Grants/Support



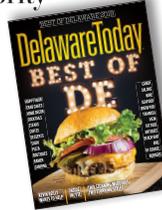
**ENERGIZE DELAWARE**  
TAKING CHARGE TOGETHER.™

Helping Delawareans save money at home and work through energy efficiency and renewable energy.

Rebates • Grants • Loans • Technical Assistance • Education

[www.EnergizeDelaware.org](http://www.EnergizeDelaware.org)

The Lifestyle Authority for the First State



**DelawareToday**  
DelawareToday.com

Advertise: 302.504.1366  
Sales@DelawareToday.com

**POWERING BUSINESSES FOR COMMUNITY GROWTH**

We're committed to providing safe, reliable, and affordable energy that local businesses need to help our communities grow.



© Delmarva Power, 2018 An Exelon Company



Delaware & Maryland's Eastern Shore

Do you need dependable employees?  
Easterseals can find and train your next employee for you!

[ESworks@esdel.org](mailto:ESworks@esdel.org) | [www.de.easterseals.com](http://www.de.easterseals.com)



**EMERGING ENTERPRISE CENTER**  
A Place to Launch and Grow

Committed to helping you build a sustainable business  
(302) 737-4343  
[www.EECincubator.com](http://www.EECincubator.com)

42 COMPANIES  
Since its inception, the EEC has worked with 42 Companies

62  
\$62 MILLION  
While in the program, these companies have generated \$62 Million in revenue...

200 JOBS  
...and created 200 jobs

The Emerging Enterprise Center is an initiative of the New Castle County Chamber of Commerce and New Castle County Economic Development Council

**Sheldon's Magical Open**

GOLF OUTING TO BENEFIT EXCEPTIONAL CARE FOR CHILDREN'S 2019  
Magical Journey

OCTOBER 22ND, 2018  
NEWARK COUNTRY CLUB  
EXCEPTIONALCARE.ORG



**FIDELITRADE INCORPORATED**

Trusted Bullion Services...straight from the source

Grace Stockley  
Vice President  
Marketing & Business Development Manager

3601 N. Market Street, Wilmington, Delaware 19802  
(800) 223-1080 x 211 • Fax (302) 762-2902  
[www.fidelitrade.com](http://www.fidelitrade.com) | [gstockley@fidelitrade.com](mailto:gstockley@fidelitrade.com)

**LET'S COUNT ON EACH OTHER.**  
INVESTING IN OUR COMMUNITY.

**Fulton Bank**  
FULTON FORWARD®  
1.800.FULTON.4 | [fultonbank.com](http://fultonbank.com)  
Fulton Bank, N.A. Member FDIC.

Kim Jones, BA  
Intake Specialist III



Gaudenzia, Inc.  
Gaudenzia Delaware Programs  
604 W. 10th Street  
Wilmington, DE 19801  
(302) 268-0798 Cell  
E-mail: [kajones@gaudenzia.org](mailto:kajones@gaudenzia.org)

**GAUDENZIA**  
a new beginning..

girl scouts of the chesapeake bay

**DESIGNED WITH, BY, AND FOR GIRLS.**

Want to get involved with Girl Scouts? Connect with us!

(302)456-7150  
gscb.org




**GBC** Goldey-Beacom COLLEGE  
1818  
*achieve greater.*

BACHELOR'S | MASTER'S | DOCTORATE  
Goldey-Beacom College  
Wilmington, DE • [www.gbc.edu](http://www.gbc.edu) • 302-225-6248

**Government Marketplace**

Helping businesses connect with the government, one business at a time.

844-722-2265  
[www.gov-marketplace.com](http://www.gov-marketplace.com)

**Habitat for Humanity®**

**ReStore®**

One Store, Two Locations

Prices Corner 3312 Seminole Ave Wilmington DE 19808 302-652-5181  
Middletown Shopping Center 600 N Broad St Middletown DE 19709 302-449-1414

**Heroes Self Defense Foundation**  
Providing Survival Tactics Training and Lifesaving Gear for Police, First Responders and Police Canines



Ryan Quackenbush  
President and Founder  
[RyanQHeroesSelfDefense@gmail.com](mailto:RyanQHeroesSelfDefense@gmail.com)

[www.HeroesSelfDefense.Org](http://www.HeroesSelfDefense.Org)  
FB: Heroes Self Defense Foundation  
302-389-8494

Est. 2018  
-Making Good Guys Better

**Your One Stop Shopping for Health, Dental and Vision Plans**

VISIT [HIGHMARKBCBSDE.COM](http://HIGHMARKBCBSDE.COM)



An Independent Licensee of the Blue Cross and Blue Shield Association



Helping One More Entrepreneur

Middletown Professional Center  
252 Carter Drive, Suite 200  
Middletown, DE 19709  
302.261.3530 Office  
302.376.3081 Fax  
[www.TheHomeLLC.com](http://www.TheHomeLLC.com)

- BUSINESS DEVELOPMENT
- OFFICE SPACE
- INCORPORATION SERVICES
- BOOKKEEPING & ACCOUNTING SERVICES
- VIRTUAL ASSISTANT
- GRAPHIC DESIGN & WEBSITE
- PROPERTY MANAGEMENT

# JOIN THE CONVERSATION ONLINE!



@BBBdelaware  
@DelawareStateChamber



Delaware State Chamber of Commerce  
Better Business Bureau of Delaware



@BBBdelaware  
@DEStateChamber



Falan Mifflin  
Director Of Sales

**Hyatt Place Dewey Beach**  
1301 Coastal Highway  
Dewey Beach, DE 19971  
T 302.581.3311  
F 302.864.9101  
C 302.448.0568  
falan.mifflin@hyatt.com  
hyattplacedeweybeach.com

THOMAS J. HORNING & ASSOCIATES  
A Division of



INSURANCE FOR YOUR  
**BUSINESS**  
HOME & AUTO  
**LIFE**

**WE MAKE THE COMPLEX SIMPLE**

900 Philadelphia Pike, Wilmington, DE 19809  
302-764-1000

**JERRY'S ARTARAMA®**  
Empowering Artists Since 1968  
Delaware-Jerrys.com

Delaware Art Supplies  
delaware@jerrysartarama.com

**TAX FREE**  
P 302.268.1238

- ART SUPPLIES
- CUSTOM FRAMING
- FREE DEMOS & MORE!

269 South Main Street  
Newark, DE 19711

**JFS**  
DELAWARE  
Jewish Family Services

Call or Click:  
P: 302-478-9411  
E: info@jfsdelaware.org  
www.jfsdelaware.org

Strengthening individuals, families,  
and the community by providing  
counseling & support services.

**Our Locations**

99 Passmore Road Wilmington, DE 19803    288 E. Main Street Newark, DE 19711    20684 John J. Williams Hwy. Lewes, DE 19958

**JOE'S CRAB SHACK**  
**HAPPINESS IS AT JOE'S**  
600 South Madison St. | Wilmington, DE | 302.777.1803 | JoeCrabShack.com

**KSI** Embrace Abilities!  
Create opportunities for people with disabilities to work, learn or contribute. We'll help you.  
Contact KSI at 302-422-4014  
www.ksiinc.org

**LAMAR** | PHILADELPHIA / READING

**Steven H. Geltman**  
Account Executive

3201 S. 26th Street Philadelphia, PA 19145 5201  
M: 484 919 0129 O: 215 334 1700 F: 215 952 355  
E: sgeltman@lamar.com W: lamar.com

**LegalShield™**  
**Mike and Betsy Schwartz**  
Independent Associates  
Employee Benefits, Small Business and  
Broker Division Specialists  
New Castle, DE  
Mobile: 302-275-8898 • Office: 302-328-8768  
mss65.com  
mssrvp@comcast.net

# MEMBERSHIP IS CRITICAL.

## STRENGTH IN NUMBERS MATTERS WHEN ADVOCATING IN DOVER

The Delaware State Chamber represents 1,200 member businesses — from mom-and-pop stores to Fortune 500 companies — that employ 115,000 private sector employees in Delaware.

Join the conversation. Make your voice heard:  
Call (302) 576-6562 to talk about membership

**DELAWARE STATE CHAMBER OF COMMERCE**

**Liberty Mutual Insurance**  
131 Continental Drive, Suite 108  
Newark, DE 19713

**Amy Mister** Direct: (302) 444-9107  
Cell: (302) 300-0454

**Jen Vitak** Direct: (302) 252-3463

Auto-Home-Renters-Rentals-Life-Annuities

**M&T Bank**  
Understanding what's important®

Business & Professional Banking  
Yvette O'Donnell, VP  
302-472-3368

Equal Housing Lender. ©2016 M&T Bank. Member FDIC. [mtb.com](http://mtb.com)

Certified Public Accountants & Business Consultants

**Maillie®**  
Expertise Beyond The Numbers®

**Audit & Accounting**    **Tax Services**    **Business Consulting**

Delivering exceptional service to business, government, and non-profit clients in our surrounding area for 70 years.

West Chester | 610.695.4353  
Mort Chase | 610.955.1420  
Wilmington | 302.324.0780  
[www.maillie.com](http://www.maillie.com)  
© Maillie LLP 2016

**Make-A-Wish®**  
DELAWARE

**Michelle Wall**  
Community Relations Manager

mwall@philadesv.wish.org  
Direct: 302.281.2460  
Cell: 302.518.2103  
Fax: 215.654.9346

**Your Superstar in Electronic Payment Processing!**

- Clover POS
- Check and ACH Processing
- Merchant Cash Advances
- IronClad Guarantee - Lowest Rates Guaranteed
- Mobile Payment Processing
- Online Customer Payment Portal/ Virtual Terminal
- eCommerce Payments

**METRO MERCHANT SERVICES** 302-838-9100 [www.MetroMerchantServices.com](http://www.MetroMerchantServices.com)

**SUPERSTARS IN BUSINESS**

**Eric Bentley**  
BUSINESS SALES SPECIALIST  
Microsoft Retail Stores

[eric.bentley@microsoft.com](mailto:eric.bentley@microsoft.com)  
[www.microsoftstore.com/newark](http://www.microsoftstore.com/newark)  
Tel 302-669-0200  
Cell 302-299-0369

Microsoft  
Christiana Mall  
137 Christiana Mall  
Newark DE 19702

**Microsoft**

**Mid-Atlantic Waterproofing**

Mid-Atlantic Systems of DPN, Inc.  
802 Interchange Blvd.  
Newark, DE 19711

Call for your FREE Basement Inspection "For The Driest Basement In Town"

855-650-6699  
[www.basements.com](http://www.basements.com)

"Award Winning Waterproofers"

Send Us a Friend, We'll Give You a Grand!  
We appreciate referrals.

**NOBLE'S POND**  
Delaware's Premier 55+ Community

Call or visit us for details. [NoblesPondHomes.com](http://NoblesPondHomes.com)

302-244-3706 or [NoblesPondHomes.com](http://NoblesPondHomes.com)

**PAIN AND SLEEP Therapy Center**

Do you snore? After a full night's rest, do you wake up tired? Sleep Apnea may be the cause.  
Head, Neck or Jaw Pain? You may suffer from TMJ Disorder

**SERVICES**  
Snoring & Sleep Apnea - TMJ/TMD  
Facial Pain - Musculoskeletal Pain  
Primary Headaches - Frenectomy  
Myofunctional Therapy

Ryan P. Robinson, DDS  
[www.painandsleepcenter.com](http://www.painandsleepcenter.com)  
302.314.1409

Coming Soon to Churchmans Crossing Area @ The Health and Wellness Center  
Currently operating at 4901 Limestone Rd Wilmington, DE 19808

10<sup>th</sup> YEAR ANNIVERSARY

**PROMO VICTORY™**

Thinking Outside The Box For Your Brand

Your Source For Successful Promotions

[PROMOVICTORY.COM](http://PROMOVICTORY.COM)

Read Aloud DELAWARE

Giving Kids A Reading Start

You can change the life of a child in one hour each week.

Learn how at [ReadAloudDelaware.org](http://ReadAloudDelaware.org)

Direct Primary Care family medicine practice dedicated to authentic, relational care for the whole family.

**REKINDLE Family Medicine**

Dr. Kimberly Nalda  
[DrKim@RekindleFamilyMedicine.com](mailto:DrKim@RekindleFamilyMedicine.com)  
5590 Kirkwood Highway | Wilmington DE 19808 | 302-565-4799

**R. SHORT ROOFING**  
LEAK FREE ONCE YOU MEET ME

Ralph P. Short, Jr., Owner  
302-276-9531 • [ralphp.shortjr@gmail.com](mailto:ralphp.shortjr@gmail.com)  
915 Cox Neck Rd, New Castle, DE 19720

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

[www.FlyILG.com](http://www.FlyILG.com)  
855-FLY-ILG5

**Wilmington Airport (ILG)**  
An Amazing Amount of Business Takes Off Here

151 N. DuPont Highway, New Castle, DE 19720  
[airports@DRBA.net](mailto:airports@DRBA.net)

**Ronald McDonald House® of Delaware**

Keeping families close®

Ask Us About Online Catering.

**ShopRite**

THE KENNY FAMILY SHOPRITES OF DELAWARE  
Brandywine Crossing • Christina Crossing • First State Plaza  
Chestnut Hill Plaza • Governor's Square • Four Seasons  
[www.shoprite.com](http://www.shoprite.com)

**SPICER-MULLIKIN**  
Funeral Homes & Crematory

MATTHEW C. SMITH  
[matt@spicermullikin.com](mailto:matt@spicermullikin.com)

1000 N. DuPont Parkway • New Castle, DE 19720 • (302) 328-2213  
121 W. Park Place • Newark, DE 19711 • (302) 368-9500  
214 Clinton Street • Delaware City, DE 19706 • (302) 834-4524

GET INVOLVED. BE INSPIRED.  
**SPURIMPACT**  
spurimpact.org

**STAM**  
Promotional Marketing  
Our Products. Your Brand.

Wendy Stam  
(302) 378-4332  
(443) 995-7777 Cell  
1108 Country Berry Court  
Middletown, DE 19709  
ideas@StamOnline.com

A Full Service Promotional Agency

- Apparel & Uniforms ☆
- Promotional Products ☆
- Gifts & Giveaways ☆
- Awards & Recognition ☆
- Print Collateral ☆
- Exhibit & Event Products ☆
- 24 Hour Rush Service ☆

StamOnline.com

**ITWorks**  
TECHIMPACT

Hire Tech Interns for Impact

Email Tracey@TechImpact.org  
to find out how.

**TINT WORLD**  
AUTOMOTIVE STYLING CENTERS

- ✓ WINDOW TINTING
- ✓ VEHICLE GRAPHICS
- ✓ PAINT PROTECTION FILM
- ✓ AUTO ALARMS
- ✓ REMOTE START

302-595-9100 • WWW.TINTWORLD.COM  
400 N MARYLAND AVE • WILMINGTON, DE 19804

Let us make an **IMPRESSION** on you!  
Located in DOWNTOWN NEWARK since 1988!

Screen Printing  
Embroidery  
Promo Products and  
Amazing customer service!

(302)738-7933  
61 East Main Street  
Newark, DE 19711  
UniqueOnline.com

**CAREER SERVICES CENTER**  
www.udel.edu/csc

CONNECTING ORGANIZATIONS TO TALENTED BLUE HENS.  
UD STUDENTS OFFER:

- EXEMPLARY LEADERSHIP
- GLOBAL PERSPECTIVE
- INNOVATIVE THINKING
- LIMITLESS POTENTIAL

LYNN SYDNOR, EPPS - lynneps@udel.edu - 302.831.3159  
JENNI KAPER - jkaper@udel.edu - 302.831.8599

UD PROFESSIONAL DEVELOPMENT PROGRAMS

**LONG-TERM BENEFITS FOR SHORT-TERM COMMITMENTS**

Business  
Drone Training  
Healthcare  
Information Technology

UNIVERSITY OF DELAWARE  
PROFESSIONAL & CONTINUING STUDIES  
pcs.udel.edu • 302-831-7600  
continuing-ed@udel.edu

**WeinerBenefits GROUP**  
we work for your benefit

Transforming Benefits Management—Since 1988

302-658-0218 | www.weinerbenefitsgroup.com  
2961 Centerville Rd. Ste. 300, Wilmington, DE 19808

**WHISMAN GIORDANO**  
CERTIFIED PUBLIC ACCOUNTANTS

Building Extraordinary Relationships

302-266-0202  
www.whismangiordano.com

**Grow Your Business with WilmU:**

1. Build Customized Training Programs
2. Enhance Leadership Skills
3. Create Partnerships

Contact Clint Robertson:  
302.295.1148  
clinton.d.robertson@wilmu.edu

WILMINGTON UNIVERSITY

**WORLD TRADE CENTER® DELAWARE**  
Your Strategic Global Network

**Carla Sydney Stone**  
President

World Trade Center Delaware  
802 N. West Street  
Wilmington, DE 19801  
www.wtcdelaware.com  
@wtcdelaware  
@carlstoneintl

T 302.656.7905  
M 302.353.6684  
F 302.428.0511  
cstone@wtcdel.com

**Emir Lake**  
Recruitment Specialist

**Year Up**  
Wilmington University  
320 North DuPont Highway  
New Castle, DE 19720  
www.yearup.org

WILMINGTON  
empowering urban talent  
to reach their potential

(302) 463-3066  
elake@yearup.org

**BBB SCAM TRACKER**

Find out where scams are happening. **Be alert.**  
bbb.org/scamtracker

In case you missed it...



...popular Chamber topics on social media

DSCC Vice Chair Katie Wilkinson has been elected board president of Delaware College Scholars program - #congrats, Katie! Read more: <http://bit.ly/2Mq1dlb> #netde #leadership



Join us at the BIGGEST networking event in the state! Don't believe us? Google it! <https://bit.ly/2MujABL> #netde #DNS18



Despite the heat, we've got a great crowd here at Constitution Yards! Our DYPN chair Matt Laird of Assurance Media introduces new DSCC president Mike Quaranta to the group. #netde #youngpros #inwilm



We're headed downstate for an evening of #networking at @dogfishbeer Brewings & Eats! Register for our evening mixer on September 5: <http://bit.ly/2lpBxhC> #netde #rebothbeach



DSCC is pleased to have Scott as this year's keynote at our annual #SuperstarsinBiz awards luncheon! READ: "Coastal Style: SoDel Concepts Kammerer 'Best Businessman' in Sussex" <http://bit.ly/2N8TIkF> ..... REGISTER: <http://bit.ly/2MtIEO6> #netde #smallbiz #nonprofit Coastal Style: SoDel's Kammerer 'Best Businessman' in Sussex - Sussex Post



The \$12 Billion Scam - a PSA from the FBI - in today's #WeeklyReport! <https://conta.cc/2BH3i7q> #netde #business



NEW CHAMBER EVENT feat. Governor Carney and the Delaware Prosperity Partnership, announced in today's #WeeklyReport ... <https://conta.cc/2oIKTDE> #netde #developingDE

 Congratulations to the 2018 Superstars in Business Winners!

Please join us in congratulating this year's Superstars in Business winners: Delaware Humane Association, Promo Victory, Inc., Cover & Rossiter and Kuehne Company!  
Read more: <https://bit.ly/2phBeyo>  
[#SuperstarsinBiz](#) [#smallbusiness](#) [#nonprofit](#) [#netde](#)



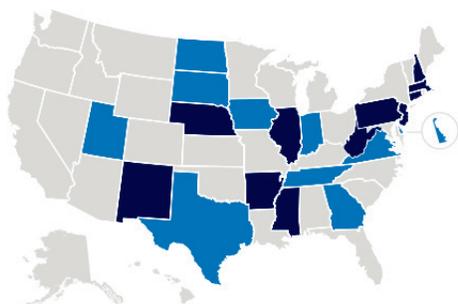
Check out this stellar cover of Delaware Business magazine! This issue is packed with great stories, featuring the DE [#Manufacturing](#) Extension Partnership at Delaware Technical Community College, ILC Dover and more! [bit.ly/2DHHG6F](http://bit.ly/2DHHG6F)  
[#debiz](#) [#netde](#)



The focus on workforce development is now mobile! A great partnership between [@carvertise](#) & [@DelawareDOL](#) is using new and innovative ways to get their message out [pic.twitter.com/qOnslZ6lzs](http://pic.twitter.com/qOnslZ6lzs)

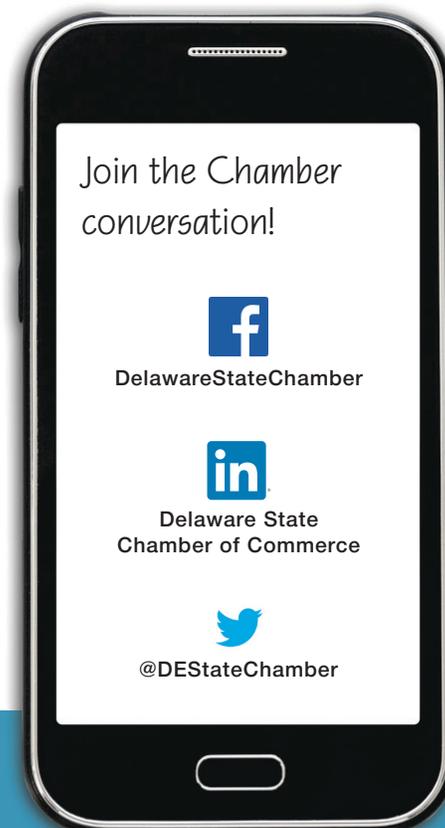


THE TEN STATES IN WHICH WOMEN-OWNED BUSINESSES HAVE THE HIGHEST AND LOWEST ECONOMIC CLOUT GROWTH RATE, 2007-2018



Well done, [#Delaware](#)! We're in the top 10 for states where women-owned businesses most increased their economic clout from 2007 to 2018, as well as for employment vitality among women-owned businesses. Read more: [amex.co/2LT3GzC](http://amex.co/2LT3GzC)  
[#netde](#) [#debiz](#)

Excited to be at [#NextFab](#) for this morning's [#Networking Breakfast](#)! Check out their website [www.nextfab.com](http://www.nextfab.com) and register for one of their cool workshops!  
[#netde](#) [#inwilm](#) [#create](#)





## Nanticoke Welcomes 4-Legged Volunteers As Part Of New Pet Therapy Program

Nanticoke Health Services is thrilled to welcome the newest members of our Volunteer Services program – several four-legged volunteers and their handlers from National Capital Therapy Dogs! The new pet therapy program at Nanticoke Memorial Hospital was introduced at a special leadership meeting where each dog was presented with their official Nanticoke Health Services volunteer identification badge. After their introduction, the teams toured the hospital visiting staff, patients, and guests throughout the hospital, spreading smiles and awareness for the new program.

The goal of the new pet therapy program is to provide Nanticoke's employees, patients and visitors interaction with trained, tested and certified handler and dog teams, promoting positive mental health and reduce the effects of stress in a medical environment. These visits can reduce stress, anxiety, pain, blood pressure, and feelings of suffering and loneliness, which in turn promotes the healing process.

"Pet therapy services have been shown to reflect a positive service and influence to both patients and staff," said Ray Fulkrod, DNP, MBA, MSN, RN, Vice President of Clinical Operations. "We are excited to have National Capital Therapy Dogs join the Nanticoke family and look forward to seeing our new team members throughout the hospital."

## Sallie Mae Receives State's Highest Honor For Exemplary Support Of Guard And Reserve Employees

Copy their logo into the folder Sallie Mae, the nation's saving, planning, and paying for college company,

has been awarded the 2018 Pro Patria Award for its steadfast support of National Guard and Reserve employees. The Pro Patria Award is the highest honor awarded by the Delaware State Committee of the Employer Support of the Guard and Reserve (ESGR). Sallie Mae leadership and employees accepted the award at

## SallieMae<sup>®</sup>

Let's Make College Happen<sup>™</sup>

ESGR's annual awards recognition banquet in Dover.

ESGR's Pro Patria award recognizes a company's exemplary support to National Guardsmen and Reservists through service, community outreach, personnel policies that make it easier for employees to serve in the military, and recruitment of active and veteran personnel.

## Belfint, Lyons & Shuman, P.A. Ranked as a 2018 IPA Top 300 Firm

For the fourth consecutive year, Delaware-based certified public accounting firm, Belfint, Lyons & Shuman, CPAs (BLS) was ranked as a Top 300 firm in North America by INSIDE Public Accounting (IPA). IPA is an award-winning publication for the accounting profession, published by The Platt Group.

INSIDE Public Accounting's Survey and Analysis of Firms and the resulting national benchmarking report on North America's largest accounting firms serve as a barometer of the overall health, challenges, and opportunities of the profession. The IPA survey and benchmarking report is one of the longest-running and most comprehensive surveys in the U.S and the rankings are compiled using data gathered from IPA's Annual Survey and Analysis of Firms, which attracted over 550 firms this year.

"We are thrilled to not only be recognized among the best accounting firms in the country, but also to have moved up 18 spots to #273 on the list." stated Michael French, CPA, Managing Director.

“Being part of the IPA Top 300 is a great accomplishment that can only happen with the full support and contribution of everyone at BLS. I am extremely proud of our team.”

## Navient names new board member

“We are pleased to have Fred join the board of directors and believe he will be an excellent addition,” said Bill Diefenderfer, chairman of the Navient board of directors. “He is an accomplished leader with a proven track record in financial services and enhancing shareholder value.”

Arnold has held a series of senior financial positions at private equity-owned portfolio companies, and prior to these roles, he spent 20 years as an investment banker, primarily at Lehman Brothers and Smith Barney.

He currently serves as chairman of Corporate Capital Trust, as a board member of Syncora Holdings Ltd., and is a member of the post-emergence board of directors of Lehman Brothers Holdings Inc. He graduated from Amherst College, the University of Oxford and Yale Law School.

## 30 Potter Anderson Attorneys Named to the 2019 Best Lawyers® List

Thirty Potter Anderson attorneys have been included in the 2019 edition of The Best Lawyers in America: David Baldwin, Joy Barrist, Jennifer Gimler Brady, Brad Davey, Bill Denny, Art Dent, Tim Dudderar, Matt Fischer, Josh Martin, Kathleen Furey McDonough, Dave Moore, Mark Morton, Tom Mullen, Steve Norman, Matt O’Toole, Mike Pittenger, Chip Price, Brian Ralston, Janet Reed, Mike Reilly, Jeremy Ryan, Kevin Shannon, Myron Steele, Bob Symonds, Michael Tumas, Wendy



## Wilmington’s Newest Luxury Apartment Community The Residences At Mid-Town Park Celebrates Grand Opening

The Buccini/Pollin Group, Inc. (BPG), BPGS Construction, and ResideBPG are pleased to announce the completion of The Residences at Mid-town Park, Wilmington’s newest luxury apartment community steps away from the Market Street corridor at 116 W 9th Street. The grand opening celebration and ribbon cutting ceremony for this 200 unit state-of-the-art ResideBPG community took place on Thursday, August 9th at 3:00 PM.

The occasion signified the continued progress of the downtown revitalization movement of the Market Street corridor expanding west and attracting residents to be a part of the continued renaissance. In addition to The Residences at Mid-town Park, the \$75 million development included the creation of Burton Place, a road to connect Shipley Street to Orange Street, 511 spaces in the City’s first subterranean parking garage at Mid-town Park Garage, and 12,751 square feet of retail space.

Voss, Pete Walsh, Jennifer Wasson, Dan Wolcott and Don Wolfe.

## Sunday Breakfast Mission Creating Smiles for Back to School

Sunday Breakfast Mission hosted its 16th Annual Free Back to School Rally and Dental Screening on Saturday, August 18.

Children in grades K – 8 were invited to attend the event and received a free backpack filled with supplies needed to

begin the upcoming school year.

Rev. Tom Laymon, President, CEO and Sr. Pastor of SBM has witnessed the struggles many impoverished and needy families face as they try to obtain school supplies and prepare for their child’s return to school. SBM hosted its annual Back to School Rally to meet the needs of families and provide an opportunity to give a message of hope and help for children and parents alike.

The free dental screening was staffed by the generous healthcare partners at Christiana Care, All About Smiles,

Westside Family Healthcare, and Gentle Touch Smiles.

## 6 Potter Anderson Attorneys Named 2019 Best Lawyers® “Lawyer of the Year” in Wilmington, Delaware

Best Lawyers has recognized six of the firm’s attorneys as 2019 “Lawyer of the Year” in the Wilmington, Delaware area, more than any other Delaware law firm.

Congratulations to Josh Martin, Mediation; Mark Morton, Mergers and Acquisitions Law; Matt O’Toole, Securitization and Structured Finance Law; Chip Price, Personal Injury Litigation; Wendy Voss, Labor Law – Management; and Pete Walsh, Corporate Law and chair of Potter Anderson’s Corporate Group.

57 WTP Attorneys Listed in Best Lawyers in America 2019, Four Named “Lawyer of the Year”

57 lawyers from Whiteford, Taylor & Preston have been selected by their peers for inclusion in The Best Lawyers in America® 2019 (copyright 2018 by

Woodward/White, Inc., of Aiken S.C.). The lawyers selected are based in the firm’s Delaware, Maryland, Virginia and Washington offices. Client comments are posted on the U.S. News & Best Lawyers web site, atbestlawfirms.usnews.com.

In addition, four lawyers were selected as “Lawyer of the Year” for their particular areas of practice: Edwin G. Fee, Jr.; G. Scott Barhight; Bradford F. Englander; and Michael E. Hastings.

## Navient Foundation donates to local library

Navient Foundation, the company-sponsored philanthropic fund, announced a \$10,000 contribution to support Osterhout Free Library’s children literacy development programs. The company’s foundation has supported the library and its initiatives since 2001.

“Good literacy habits start at a young age,” said Christopher Kelly, director of development, Osterhout Free Library. “We appreciate the Navient Foundation’s continued support over the years. Without the Foundation’s support, the library

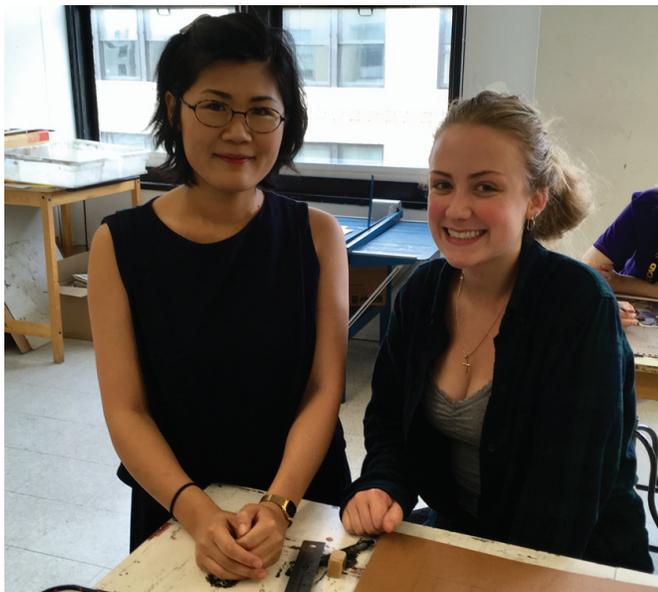
would not be able to offer as many educational programs.”

Contributions will help purchase books and literature materials to support special programs developed and implemented by the Youth Services Department.

## Nanticoke memorial hospital recognized with gold plus award for stroke care

Nanticoke Memorial Hospital received the American Heart Association/American Stroke Association’s Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: Stroke Honor Roll. The award recognizes the hospital’s commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Nanticoke Memorial Hospital earned this award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These



## DCAD launching first dual-enrollment program at Cab Calloway School

Entering college with a few credits already earned is a big advantage for today’s students, saving them money on higher education expenses and helping them graduate with their associate’s or bachelor’s degrees on time or even early. Opportunities for students to bank credits often come through dual-enrollment agreements between their high schools and local colleges and focus on basic courses that serve as the foundation of their degree programs.

Delaware College of Art and Design and Cab Calloway School of the Arts are teaming up to provide Cab’s visual arts students with an early start on their art and design degrees. Beginning this fall, DCAD will send instructors and curricula to Cab to offer “Figure Drawing” and “Animation I” that will count toward both a high school diploma and a college degree.

measures include evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients. Before discharge, patients should also receive education on managing their health, get a follow-up visit scheduled, as well as other care transition interventions.

## The News Journal Names Bancroft Construction Company a Winner of the Delaware 2018 Top Workplaces Award

Bancroft Construction Company in Wilmington, DE, has been awarded a 2018 Top Workplaces honor by The News Journal. The list is based solely on employee feedback gathered through a third-party survey administered by research partner Energage, LLC (formerly WorkplaceDynamics), a leading provider of technology-based employee engagement tools. The anonymous survey measures several aspects of workplace culture, including alignment, execution, and connection, just to name a few.

“Top Workplaces is more than just recognition,” said Doug Claffey, CEO of Energage. “Our research shows organizations that earn the award attract better talent, experience lower turnover, and are better equipped to deliver bottom-line results. Their leaders prioritize and carefully craft a healthy workplace culture that supports employee engagement.”

## Nanticoke tribute award recipients announced

Nanticoke Health Services has announced the recipients of its 14th Annual Nanticoke Tributes for Healthcare

Leadership Awards. The Nanticoke Tribute Awards honor individuals who have made significant contributions to the provision and improvement of healthcare in the communities of Western Sussex County.

The Founders Award will be presented to Janet K. Hubbard and Lynda A. Messick. Mrs. Hubbard will be recognized for her dedication and commitment to Nanticoke Health Services and the community. She is a Past President of the Nanticoke Health Services Auxiliary, previous Nanticoke Foundation Board member, Co-Chair of the Nanticoke Health Services Capital Campaign Community Division, and volunteers on numerous projects throughout the organization.

The Charles C. Allen, Jr. Philanthropy Award will be presented to Karl and Nancy Brown. Both have been vital members of the Nanticoke Health Services family through their extensive philanthropic support and giving of their time for the betterment of the health of the community.

The Nanticoke Tributes will also recognize a new inductee into the Nanticoke Physicians Hall of Fame. This award recognizes and honors physicians who have served their communities with dedication and distinction. This year, Dr. Jose L. Barriocanal will be presented with the Physicians Hall of Fame Award.

## Papastavros' associates medical imaging merges with diagnostic imaging associates, changes name

RadNet, Inc. (NASDAQ: RDNT), a national leader in providing high-quality, fixed-site outpatient diagnostic imaging services through a network of outpatient imaging centers, has announced the joining of two of its affiliated radiol-

ogy practices, Papastavros' Associates Medical Imaging (PAMI) and Diagnostic Imaging Associates (DIA), effective August 1, 2018.

The facilities supported by the newly merged radiology practices will be known as Delaware Imaging Network (DIN). DIN's imaging network of 12 locations throughout New Castle County offer patients more convenient access to high-quality, consumer-focused healthcare. DIN will be able to provide outpatient imaging services at a cost differential much lower than hospital and hospital-owned radiology centers.

The merger will allow for significant operating system efficiencies and improved patient access and care. It will also include adoption of RadNet's eRAD Radiology Information System at all locations and integration and coordination of the radiologist professional component.

## Jewish federation of Delaware receives three Fundraising and communications excellence (face) awards

The Jewish Federation of Delaware is the proud recipient of three winning entries in the Association of Fundraising Professionals (AFP) DE/Brandywine Chapter's 2018 Fundraising and Communications Excellence (FACE) Awards.

Federation's three winning entries include Newsletter (j-VOICE Monthly), Special Event (WOW Event) and Special Publication (Shalom Delaware) categories. Federation will be accepting the awards at the AFP 2018 National Philanthropy



# Newsbites

Day on Wednesday, November 15th at the DuPont Country Club. This year's theme is "Inspire – Educate – Connect."

"Winning multiple FACE Awards in consecutive years is a wonderful achievement and a testament to our professional and lay leadership's commitment to excellence," stated Seth J. Katzen, Chief Executive Officer of the Jewish Federation of Delaware. "We are honored to be part of the Association of Fundraising Professionals and building community together."

## Hastings and Rapp Named Leading Attorneys by Top Ranking Organizations

Whiteford, Taylor & Preston is pleased to announce that Roanoke-based partners Michael E. Hastings and Brandy M. Rapp have once again been selected as leading attorneys by preeminent ranking organizations.

Client commentary in Chambers USA 2018 describes Mike Hastings as having "a leading reputation as a 'great lawyer who is very knowledgeable in commercial bankruptcy, insolvency, default situations and commercial litigation.'" His recognition includes:

- Chambers and Partners, Chambers USA: America's Leading Lawyers for Business, (Bankruptcy/Restructuring, Band 1)
- The Best Lawyers in America® (Bankruptcy and Creditor/Debtor Rights) including:
  - 2019 Litigation – Bankruptcy "Lawyer of the Year"
  - 2014 Bankruptcy and Creditor/Debtor Rights "Lawyer of the Year"
  - 2010 Bankruptcy and Creditor/Debtor Rights "Lawyer of the Year"
  - Virginia Super Lawyers (Bankruptcy & Creditor/Debtor Rights)
  - Virginia Business' "Legal Elite-Virginia's Best Lawyers"

Brandy Rapp has been recognized by Best Lawyers with a "Lawyer of the Year" award. Additional recognition includes:

- Virginia Super Lawyers "Rising Stars" (Bankruptcy & Creditor/Debtor Rights)
- The Best Lawyers in America® (Bankruptcy and Creditor/Debtor Rights) including:
  - Litigation – Bankruptcy "Lawyer of the Year"
  - Virginia Business "Virginia's Legal Elite – Young Lawyer"
  - 2014 Roanoke Bar Association "Young Lawyer of the Year"

Mike Hastings and Brandy Rapp are part of the firm's nationally recognized Business Reorganization & Bankruptcy practice.

## Assurance Media acquires DTI Inc, celebrates third consecutive year as a Delaware Top Workplace

Assurance Media announced that it has completed the acquisition of DTI Inc, a privately held company based in Newark, Delaware. DTI's focus on advanced audiovisual systems and network design and maintenance capability made it an ideal match for Assurance Media's growing team. The company offers design, build, and maintenance services for building security, audiovisual systems, structured cabling infrastructure, and network support. Assurance Media has seen record growth in recent years, increasing their headcount by 40% in 2018 to date. The company has also been awarded a Top Workplace designation from the Delaware News Journal for the third year in a row. "We are proud to be a 3-year Top Workplace and even more proud that our commitment to excellent service for our customers has granted us the ability to grow and better serve them every day" said Jennifer

McKenzie, President of Assurance Media. The company was founded in 2009 and has experienced steady growth in each of its practice areas since inception.

## Whisman Giordano is pleased to announce that we have hired Frank DeFroda.

Whisman Giordano and Associates is proud to announce that Frank T. DeFroda, CPA has joined the firm in September 2018 as a Principal. Frank brings over 30 years of public accounting experience. This experience includes engagement in the management of nonprofit and government organizations, including school districts, charter schools, municipalities and housing authorities. He is a member of both the American Institute of Certified Public Accountants and the Pennsylvania Institute of Certified Public Accountants. In addition, he has served on the board of directors of several community organizations in the capacity as treasurer. Whisman Giordano is excited to see what the future holds with Frank!

## Kmiec to Head The Committee of 100

The Board of Directors of The Committee of 100 is pleased to announce that Jennifer L. Kmiec will become the Executive Director of the organization effective December 1st.

The transition to new leadership began two and a half years ago when Ms. Kmiec was recruited to serve as Associate Director and assumed responsibility for the organization's event planning, communications, and administration. "We are pleased to



have had such a seamless succession,” said The Committee of 100 President Ted Williams. “We’re fortunate to have an Executive Director with Jennifer’s abilities and extensive contacts in government, business, and education. Her broad experience in technology-based economic development puts us in a strong position as we work to build Delaware’s 21st Century economy.”

Ms. Kmiec has worked in business development and marketing for biotech companies. She was a founding director and is immediate past chair of the Delaware BioScience Association. She is a former board member of the Technology Forum of Delaware and served as the first executive director of the Delaware Sustainable Chemistry Alliance (DESCA). Ms. Kmiec is the founder of Inspiring Women in STEM, which organizes conferences that provide programming in leadership, professional, and personal development for women in STEM careers.

Outgoing Executive Director Paul Morrill recalled that he first encountered Ms. Kmiec when she was just getting DESCA off the ground. “I was impressed by her professionalism and presence of mind dealing with all the start-up issues. She’ll be a strong leader and that’s good for both The Committee of 100 and for the State of Delaware,” he said.

Mr. Morrill, who has served as Executive Director since 2010, will continue to advise the organization on legislative and regulatory issues through June of 2019.

## Richards Layton Again Named a Law360 Regional Powerhouse

Richards, Layton & Finger has been selected as a Delaware Regional Powerhouse by Law360, one of just five Delaware law firms recognized for being



## Easterseals Direct Support Professionals Recognized for Leadership

Easterseals Delaware & Maryland’s Eastern Shore employees, Ebony Keaton, of Bridgeville, and Lawrence “Larry” Manokey, of Seaford, were recently recognized with an Honorable Mention as the top Direct Support Professionals (DSPs) in the State for their inspirational work supporting people with disabilities. They were both nominated by their supervisors and honored at an annual event held by the Ability Network of Delaware.

“DSPs make a difference, not only in the lives of the people with disabilities that we serve and their families, but also to the community as a whole,” Easterseals Delaware & Maryland’s Eastern Shore President/CEO, Ken Sklenar, said. “We celebrate the invaluable role that DSPs play in our organization and applaud them for the sometimes challenging, but always meaningful, work that they do every day.”

Keaton, Senior Activity Assistant in the Easterseals Adult Day Care program in Georgetown, received an Honorable Mention for the “Star” award for a person who is a shining example for others to follow, fulfills the demands of her work with the highest level of integrity and demonstrates a commitment to participant satisfaction.

Manokey, who is a Community Supports Specialist in Supported Employment services in Sussex County, received Honorable Mention for the “Community Excellence” award presented to the DSP who has distinguished himself as someone who consistently treats the person he supports with dignity and respect while working in the community with people with disabilities.

Direct Support Professionals are the people who work as direct care workers, in-home support workers, and personal attendants to ensure that people with disabilities are able to live and work more independently and in community settings. Keaton, Manokey and their fellow honorees were selected by an independent committee brought together in celebration of “National Direct Support Professional’s Recognition Week.”

“in the vanguard of corporate, bankruptcy, and intellectual property law.”

Law360 reports, “From guiding Dell Technologies Inc. in a \$21.7 billion recapitalization plan to representing Papa John’s in a bitter Chancery Court fight with its founder to a lead role in the \$2 billion Chapter 11 of retailer Claire’s Inc., Richards, Layton & Finger stood out in every major Delaware litigation venue in the last year.”

While the firm’s roots as local lawyers go deep, Richards Layton routinely handles matters that are in the national spotlight. Law360 commends our work as Delaware counsel on T-Mobile’s acquisition of Sprint, representing DFC Global in its milestone appraisal action, defending Baxalta Inc. in a patent infringement suit filed by Bayer Healthcare, as co-lead counsel to Great Hill Equity Partners, and as lead counsel to 21st Century Fox in derivative litigation.

## Navient named a 2019 Military Friendly Employer

Navient announced it has been awarded gold status as a Military Friendly Employer for 2019. Presented by VIQTORY, publisher of G.I. Jobs magazine, it is the fifth consecutive year Navient has received the Military Friendly Employer designation.

“At Navient, we value the service our military employees provide to their country and to our customers,” said Mike Maier, senior vice president and U.S. Navy veteran. “We’re honored to be recognized for our commitment to providing military veterans an opportunity to build meaningful careers with our company.”

Since 2003, the Military Friendly Employers list is created each year based on extensive research. Out of more than 8,800 employers, the 226 companies earning Military Friendly Employer recognition were evaluated using public data

sources, input of military employees and responses to the proprietary, data driven Military Friendly Employers survey from participating companies.

The survey questions, methodology, criteria and weightings were developed with the assistance of an independent research firm and an advisory council of educators and employers. Data calculations and tabulations were independently evaluated for completeness and accuracy by Ernst & Young.

Navient will be featured along with other 2019 Military Friendly Employers in the December issue of G.I. Jobs® magazine and on MilitaryFriendly.com.

Navient provides veterans with employment opportunities, offers mentoring and development and raises funds and awareness for veterans. For more information about how the company supports veterans and to learn about career opportunities, visit the specialized veterans career site.

## New Crowdsourcing Tools Invite Bus Rider Input on Accessibility to/from DART Bus Stops

Whether it’s a bus trip to/from work, shopping, or home, public transportation doesn’t necessarily stop directly in front of a passenger’s origin or destination. DART wants transit riders to provide input on their accessibility to and from a bus stop in Delaware.

The Institute for Public Administration (IPA) at the University of Delaware has collaborated with Delaware Transit Corporation (DTC) to test three map-based crowdsourcing tools on first mile/last mile bus stop accessibility.

DART bus riders are invited to use one of three online, map-based tools to share their first mile/last mile accessibility experience. All crowdsourcing tools are pub-

licly available on the Mobility in Motion website ([www.MobilityDE.org](http://www.MobilityDE.org)), and each are being piloted/promoted in specific counties in Delaware.

## Wheeler Wolfenden and Dwares, CPAs ranked as a 2018 Best of the Best CPA Firm by INSIDE Public Accounting

Wheeler Wolfenden and Dwares, CPAs (WW&D) has been named to the INSIDE Public Accounting (IPA) 2018 Best of the Best CPA Firms list. This prestigious recognition ranks WW&D in the top 10% of the 550 firms that participated in this year’s IPA Survey and Analysis of Firms.

WW&D was honored for its performance on more than 50 metrics related to growth, income, productivity, governance, staff turnover and other areas integral to a successful public accounting firm. IPA congratulated WW&D on bringing a refined combination of nimbleness, skill and entrepreneurial acumen to the management and operation of the firm.

“It is an honor to be recognized among the nation’s most successful public accounting firms,” says Dave Wolfenden, CPA, CVA, MS, managing director of WW&D. “This well-established industry recognition shows our commitment to our clients, our people and our community.”

Firms of all sizes are eligible to participate in the annual IPA Best of the Best CPA Firms survey. IPA’s proprietary scoring system removes imbalances that could be attributed to the size of a firm or its proximity to a major metropolitan area.

“Most firms don’t aspire to be average. Best of the Best firms are the peer group to which progressive firms aspire,” says Michael Platt, principal of The Platt Group and publisher of IPA. “Best of the Best firms show that discipline, planning and a systematic approach to improvement can



Statement of Ownership, Management, and Circulation (Requester Publications Only)

1. Publication Title: Delaware Business; 2. Publication Number: 012-098; 3. Filing Date: October 2018; 4. Issue Frequency: bi-monthly; 5. Number of Issues Published Annually: 6; 6. Annual Subscription Price: \$18; 7. Complete Mailing Address of Known Office of Publication: 1201 N. Orange Street, P.O. Box 671, Wilmington, DE 19899-0671; 8. Complete Mailing Address of Headquarters or General Business Office of Publisher: 1201 N. Orange Street, Suite 200, Wilmington, DE 19801; 9. Full Names and Complete Mailing Addresses of Publisher, Editor, and Managing Editor: Denee Crumrine, 1201 N. Orange Street, P.O. Box 671, Wilmington, DE 19899-0671; 10. Owner: DSCC Center for Business Management, 1201 N. Orange Street, P.O. Box 671, Wilmington, DE 19899-0671; 11. Known Bondholders, Mortgagees, and Other Security Holders Owning or Holding 1 Percent or More of Total Amount of Bonds, Mortgages, or Other Securities: None; 12. Tax Status: Not checked; 13. Publication Title: Delaware Business; 14. Issue Date for Circulation Data Below: Nov/Dec 2017; 15. Extent and Nature of Circulation: Total Paid and/or Requested Circulation: 3148; Total Nonrequested Distribution: 0; Total Distribution: 3148; Copies not Distributed: 100; Total (Sum of 15f and g): 3148; Percent Paid and/or Requested Circulation: 100; 16. Electronic Copy Circulation: Requested and Paid Electronic Copies: 0; Total Requested and Paid Print Copies: 3148; Total Requested Copy Distribution: 3148; Percent Paid and/or Requested Circulation: 100; 17. Signature and Title of Editor, Publisher, Business Manager, or Owner: Denee Crumrine, Communications Manager; Date: 9/24/2018

result in measurable progress toward their goals. In a rapidly changing business environment, Best of the Best firms thrive.”

Grand opening of Get Life Coaching's new training center

In a Rut? Unsure of Your Next Step? Struggling? Get Life Coaching Can Help

With personal coaching, local Joe White helps people overcome their biggest obstacles.

Better yourself and your life, your financial success, interpersonal gains, and improve for your children and/or spouse. You can live the life you always wanted and thought you could never achieve. Or a person you care about can get help from us. Each person we guide is valuable and often their changes affect the community.

We are proud to announce the grand opening of Get Life Coaching's new training center located at 2417 Silverside Road, Wilmington, Delaware. We truly believe in the mission of helping people become their best selves.

Based in Delaware, Joe White has reached over 26,000 people in his efforts to make a positive impact on this world. He has built a business helping people do what he did himself: overcoming addiction, depression, and other life struggles. He created Get Life Coaching 20 years ago to transform the lives of others. By personal coaching, Joe White helps people lead the lives they want through their own effort and self-efficacy.

If you think about what holds you back, all the things you've wanted to do, and where you could be if you believed you could achieve it, life coaching can help you. This is about reaching for more than average. To create something better than you have right now, and to cherish and give energy to all the area of your life that you love.

Wohlsen Expands Safety Department

Due to continued growth in the Mid-Atlantic Region, Wohlsen Construction Company is pleased to announce the addition of a new safety and health manager.

Wesley Donahue of Cherry Hill, NJ joins the Wohlsen team as a safety and health manager. In this role, he will manage people, projects, and programs in all aspects of construction safety throughout our Maryland and Delaware Valley regions, creating a positive safety culture. Donahue brings 20 years of experience in the construction industry to the job as well as a Bachelor of Science degree from Rutgers University. His impressive array of safety and construction related training is sure to enhance the performance of this role and help Wohlsen uphold our number

13. Publication Title: Delaware Business; 14. Issue Date for Circulation Data Below: Nov/Dec 2017; 15. Extent and Nature of Circulation: Magazine for Chamber members; a. Total Number of Copies (Net press run): 3148; b. Legitimate Paid and/or Requested Distribution (By mail and outside the mail): 1943; c. Total Paid and/or Requested Circulation (Sum of 15b (1), (2), (3), and (4)): 3148; d. Non-requested Distribution (By mail and outside the mail): 0; e. Total Nonrequested Distribution (Sum of 15d (1), (2), (3) and (4)): 0; f. Total Distribution (Sum of 15c and e): 3148; g. Copies not Distributed (See Instructions to Publishers #4, (page #3)): 100; h. Total (Sum of 15f and g): 3148; i. Percent Paid and/or Requested Circulation (15c divided by 15f times 100): 100; 16. Electronic Copy Circulation: a. Requested and Paid Electronic Copies: 0; b. Total Requested and Paid Print Copies (Line 15c) + Requested/Paid Electronic Copies: 3148; c. Total Requested Copy Distribution (Line 15f) + Requested/Paid Electronic Copies: 3148; d. Percent Paid and/or Requested Circulation (Both Print & Electronic Copies) (16b divided by 16c x 100): 100; 17. Publication of Statement of Ownership for a Requester Publication is required and will be printed in the issue of this publication: Nov/Dec 2018; 18. Signature and Title of Editor, Publisher, Business Manager, or Owner: Denee Crumrine, Communications Manager; Date: 9/24/2018

I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).

# Newsbites

one value; safety. Donahue is a certified utility safety professional (CUSP) and in his spare time volunteers at New Jersey Boxer Rescue.

## Saint Francis and Trinity Health Investing \$1 Million in Cinnaire's Wilmington Healthy Neighborhood Fund

Saint Francis Healthcare and its parent organization, Trinity Health, are joining Cinnaire to launch the Wilmington Healthy Neighborhood Fund. A comprehensive, community-driven revitalization effort, the Wilmington Healthy Neighborhood Fund will address the social determinants of health, including safe and affordable housing, in the City of Wilmington. The one-million-dollar Trinity Health/Saint Francis loan will be used for the acquisition and renovation of vacant and blighted homes to revitalize areas of need in the city to create affordable, healthy and vibrant communities.

"For more than 94 years, Saint Francis has served the healthcare needs of the citizens of Wilmington, especially those who are underserved. We will now have the ability to provide greater impact to the health and well-being of those we care for by directly addressing the need for quality housing in the neighborhood in which we live and serve," said Dan Sinnott, President and CEO of Saint Francis Healthcare.

The first portion of the Wilmington Healthy Neighborhood Funds will be deployed in West Center City, one of Mayor Michael S. Purzycki's first targeted communities in the City of Wilmington's Neighborhood Stabilization



## Belfint, Lyons & Shuman, P.A. Named a 2018 Top Workplace

Belfint, Lyons & Shuman, P.A. (BLS), a certified public accounting and consulting firm, has been awarded the 2018 Top Workplaces honor by The News Journal for the 10th consecutive year.

The Top Workplaces program awards Delaware organizations solely on the opinions of employees through anonymous workplace surveys. The survey measures several aspects of workplace culture, including alignment, effectiveness, connection, leadership, and engagement. Only 60 Delaware companies ranked high enough to be placed on the 2018 Top Workplaces Winners List and the winners represent a wide range of industries and company size throughout the state.

Michael French, CPA, Managing Director states, "Being named as a Top Workplace is a big deal to us and I'm truly honored, especially because the judges were our staff!"

As in past years, BLS celebrated with an ice cream party, catered by The Moo Mobile, for the BLS team and the entire Delle Donne Corporate Center.

Learn about a career with BLS CPAs on the BLS Careers Section of our website!

Program. West Center City has suffered from decades of disinvestment and the City of Wilmington Neighborhood Stabilization Program provides for a holistic revitalization plan to eliminate vacant and blighted homes, reduce crime, improve access to green space and community facilities and overall improve conditions for the residents.

Cinnaire has committed to bringing the company's financial resources, products, network of partners and staff

expertise to promote comprehensive community development strategies that address social and economic issues in Wilmington. Cinnaire has already invested \$250,000 in the Wilmington Healthy Neighborhood Fund and is seeking additional investors to support the fund. Cinnaire will continue to oversee the loan process for qualified developers to acquire and renovate the homes.

---

---

# CHAMBER Committees

State Chamber members play a visible, active role in the business community by serving on committees. If you would like to get involved, contact the committee's Chamber representative or register online at [www.dsc.com](http://www.dsc.com).

## Delaware Young Professionals Network

The Delaware Young Professionals Network was formed to encourage young professionals, aged 21 to 40, in Delaware to get involved in the Chamber, develop relationships with peers, colleagues and mentors, and encourage personal growth through professional development opportunities.

Contact Kelly Basile at (302) 576-6564 or [kbasile@dsc.com](mailto:kbasile@dsc.com).



[facebook.com/DSCCDYPN](https://facebook.com/DSCCDYPN)

## Small Business Alliance

The Small Business Alliance serves Delaware businesses of fewer than 150 employees by coordinating with the Chamber at-large in legislative advocacy. The SBA and DSCC work to ensure the business climate in Delaware is conducive to the support of new and existing small businesses in a dynamic economy, safeguarding their long-term competitiveness and the retention of private-sector jobs.

## Ambassador Committee

The Ambassador Committee is a specially chosen group of volunteers that assists in increasing membership and retention, and acts as a liaison between the State Chamber staff and the membership at large.

Contact Chuck James at (302) 576-6562 or [cjames@dsc.com](mailto:cjames@dsc.com).

## Economic Development Committee

The Economic Development Committee promotes policies and regulations that facilitate the expansion of existing companies, and advocates for practices that expand the tax base and create higher-income employment opportunities. The committee will also act as a key resource for businesses that are considering locating in Delaware by partnering with the Delaware Prosperity Partnership, County and City Economic Development Offices and local chambers, to promote innovative strategies that foster a business climate that attracts new and cutting-edge companies to Delaware.

Contact Mark DiMaio at (302) 576-6575 or [mdimaio@dsc.com](mailto:mdimaio@dsc.com).

## Environmental Committee

The Environmental Committee works closely with the Department of Natural Resources and Environmental Control (DNREC) and is involved in the review and shaping of environmental legislation and regulation.

## Tax Committee

The Tax Committee reviews tax legislation, and lobbies for the reduction of personal and business taxes in Delaware.

## Employer Advocacy and Education Committee

The Employer Advocacy and Education Committee discusses and evaluates human resource and personnel issues, advises Chamber leadership on the impact of proposed legislative and regulatory measures, and educates the membership about regulatory requirements affecting their bottom line.

## Healthcare Committee

Members of the Health Care Committee discuss key health care issues facing Delaware businesses and provide feedback to the Chamber legislative team to assist in formulating policy.

## Infrastructure and Transportation Committee

The Infrastructure and Transportation Committee monitors issues, policies, and trends affecting Delaware's infrastructure and transportation systems, as well as advises the Chamber's Board of Directors on related policy issues.

## Joint Military Affairs Committee

The Joint Military Affairs Committee aims to build efforts to support the hiring of military veterans, and to support the local branches of the military on other relevant issues. Its goals include building business relationships to support the military community, and to create jobs for reserve components and veterans.

Contact James DeChene at (302) 576-6560 or [jdechene@dsc.com](mailto:jdechene@dsc.com).

up to **25% off** your  
Constant Contact  
subscriptions!

**Constant Contact**®

Call (302) 655-7221 for  
more information on  
Delaware State Chamber  
of Commerce member  
benefits.

# Delaware State Chamber of Commerce

## SMALL STATE. BIG BENEFITS.

### UPS Shipping Discounts

Save up to 34% on a broad portfolio of shipping services including:

- Up to 34% on UPS Air letters including UPS Next Day Air®\*
- Up to 30% on UPS Air packages (1 lb.+)
- Up to 32% on UPS International imports and exports
- Up to 16% on UPS Ground shipments
- Savings begin at 70% on UPS Freight® shipments over 150 lbs.

DSCC members can receive these discounts even if you already have a UPS account. Whether you need your documents or packages to arrive the next day or are looking for the most affordable shipping option, UPS understands the importance of reliability, speed, and cost. Plus, the more you ship, the more you can save with UPS.

To enroll and start saving today, visit [www.savewithups.com/dscc](http://www.savewithups.com/dscc). For more information, call 1-800-MEMBERS (1-800-636-2377).



list of discounts online, visit [www.dscc.com](http://www.dscc.com) and click on Member2Member Discounts.

### Notary Service

Did you know that Notary Public services are free for Chamber members? Call (302) 655-7221 to make an appointment to stop in for a notary seal on your documents.

### Certificate of Origin Documents

Certificate of Origin documents are \$20 for Chamber members (\$100 for non-members). Call (302) 655-7221 for more information.

### Delmarva Broadcasting Company



15% in bonus airtime on commercial orders placed by new advertisers on any Delmarva Broadcasting radio station.

Contact Mike Reath at [mreath@dbcmedia.com](mailto:mreath@dbcmedia.com) or call (302) 478-2700 for more information.

### UD Online MBA Scholarship

Through an Affiliate Partnership with the Lerner College of Business & Economics, Chamber members will receive a 10% discount off of their tuition for the University of Delaware Online MBA Degree Program.

The Lerner College Online MBA is an AACSB-accredited program that can be completed in as little as sixteen months. This powerful new education option offers the quality, flexibility, and convenience to earn an MBA degree from a highly regarded, nationally ranked, public university.

Visit [www.pcs.udel.edu/business-programs](http://www.pcs.udel.edu/business-programs) to get started.



completed in as little as sixteen months. This powerful new education option offers the quality,

### Prescription Drug Discount Card

The Delaware Drug Card will provide savings of up to 75% on prescription drugs at more than 50,000 pharmacy locations across the country. The Delaware Drug Card has no restrictions to membership, income or age, and you are not required to fill out an application. This program helps all residents of Delaware afford their prescription medications.

### Member-to-Member Discount Directory

State Chamber members offer substantial savings on products and services to fellow members. To see the full

### Dental and Vision Plan

Dominion Dental Services provides dental and vision benefits on a group and individual basis with competitive, member-exclusive rates. Dental care coverage for most diagnostic and preventive services is 100% with up to 80% coverage for restorative care including fillings, root canals, crown and bridge work, periodontal treatment, oral surgery and more. Go to [www.dscc.com/chamber/dental\\_plan.aspx](http://www.dscc.com/chamber/dental_plan.aspx) or call (888) 518-5338 for more information. No application fee for DSCC members.



### Constant Contact Email Marketing Service

State Chamber members are eligible to receive discounts on their Constant Contact account subscriptions. Members can save 20% if they prepay for 6 months and 25% if they prepay for 12 months. That is a 10% deeper discount than what is available to other customers. To sign up, visit the Constant Contact link on the State Chamber's members-only page or call (866) 876-8464 to activate your member discount.

### 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.

Member companies can join the more than 37,000 companies currently offering LegalShield's personal legal plans as a voluntary benefit to their employees. Through LegalShield's personal legal plans, employees gain access to unlimited personal legal advice from LegalShield provider attorneys on topics such as mortgages, wills, contracts, and more. Employees also have the option to enroll in LegalShield's identity theft plans for the added benefits of identity monitoring



and identity restoration services. LegalShield's personal legal plans also effectively reduce employee stress and absenteeism while driving increased productivity.

The Small Business Plan provides member companies with legal advice and counsel on any business legal issue, contract and document review, debt collection, trial defense and more. In eliminating cost barriers associated with obtaining legal counsel, LegalShield's Small Business Plan ensures members have access to the legal support they need to grow and protect their businesses. Currently, LegalShield services 140,000 businesses.

LegalShield now offers Launch – a superior program that helps people start and protect new business entities, such as DBAs, LLCs and corporations. LegalShield helps people looking to start their own business. To get started with LegalShield, visit [www.legalshield.com/info/dscc](http://www.legalshield.com/info/dscc). For more information, contact Independent Associate Mike Schwartz at (302) 275-8898 or visit [www.legalshield.com/hub/mikeschwartz](http://www.legalshield.com/hub/mikeschwartz).

Access full details on these benefits of membership in the members-only section of the DSCC website. For more information about obtaining your company's members-only login credentials, please email [info@dscc.com](mailto:info@dscc.com).

Great business headshots are about conveying your energy and personality, headshots that you want vs. settling for headshots that you got!

Corporate headshots are one of the most important marketing tools for any company. It can be the photographic face of the business!

DICKDUBROFF**FINALFOCUS**PHOTOGRAPHY

301A Street • Wilmington, Delaware • 19801 • 302 655 7718 • [finalfocus.com](http://finalfocus.com)

Make up Artist & Stylist on Staff

# 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.



**Michael J. Quaranta**  
*President*  
576-6585  
mquaranta@dsc.com



**Linda D. Walsh**  
*Accounting Associate*  
576-6569  
lwalsh@dsc.com



**Fred Miller**  
*Advertising Sales*  
*Member Retention*  
576-6579  
fmiller2@dsc.com



**Cheryl Corn**  
*Chief Operating Officer*  
576-6572  
ccorn@dsc.com



**Ken Evans**  
*Account Executive*  
576-6576  
kevans@dsc.com



**Bill Osborne**  
*Interim President, DPPI*  
576-6590  
bosborne@dsc.com



**Denée Crumrine**  
*Communications Manager*  
*Delaware Business*  
*Production*  
*Digital Communications*  
*Website*  
576-6566  
dcrumrine@dsc.com



**William H. Hastings, Jr.**  
*Controller*  
576-6567  
whastings@dsc.com



**Matt Volk**  
*Digital Advertising Sales*  
576-6571  
mvolk@dsc.com



**James DeChene**  
*Sr. Vice President,*  
*Government Affairs*  
*Small Business Alliance*  
576-6560  
jdechene@dsc.com



**Chuck James**  
*Sr. Vice President,*  
*Membership*  
*Ambassador Committee*  
576-6562  
cjames@dsc.com



**Kelly Basile**  
*Assistant to the President,*  
*Events Manager*  
*Delaware Young*  
*Professionals Network*  
576-6564  
kbasile@dsc.com



**Mark A. DiMaio**  
*Director, Grassroots*  
*and Research*  
576-6575  
mdimaio@dsc.com



1201 N. Orange Street, P.O. Box 671  
Wilmington, DE 19899-0671  
(302) 655-7221 / Fax (302) 654-0691  
(800) 292-9507 Kent & Sussex counties  
www.dsc.com  
Blog: delawarebusinessmagazine.com  
facebook.com/delawarestatechamber  
twitter: @Destatechamber

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.

# MS IN ORGANIZATIONAL AND STRATEGIC LEADERSHIP

grad school  
is calling you



NEUMANN UNIVERSITY



*Jahlia Smallwood '17*

**Ranked among the Top 10 management programs in Pennsylvania and the 50 Best Online organizational leadership programs nationally**

- Accelerated 18-month curriculum
- 30 credit hours
- Eight-week sessions, same night each week
- Cohort-based
- Professional faculty with significant leadership experience
- Students urged to connect research projects with their careers, so employers see a return on their investment

Learn more at 610-361-5208 or [www.neumann.edu/graduate](http://www.neumann.edu/graduate)



# Our Patients are Never Alone

Tunnell Cancer Center's multidisciplinary team offers personalized and compassionate care from diagnosis through treatment and survivorship. All of our patients' needs are supported including counseling, social worker assistance, nutritional counseling and prescription assistance. For those who qualify, transportation is offered. The patient comes first.

Beebe Healthcare offers clinical trials sponsored by the National Cancer Institute's Community Oncology Research Program through Christiana Care's Helen F. Graham Cancer Center & Research Institute. This is just one more way Beebe offers the most advanced treatments that allow patients to stay close to home.

**QCP**  
QOPI Certification Program  
Quality Cancer Care. Recognizing Excellence

**NAPBC**  
NATIONAL ACCREDITATION PROGRAM  
FOR BREAST CENTERS  
ACCREDITED BREAST CENTER  
A QUALITY PROGRAM  
of the AMERICAN COLLEGE  
OF SURGEONS



**Experience. Technology. Close to Home.**

(302) 645-3770 | [beebehealthcare.org](http://beebehealthcare.org)

