

Dayton Area Chamber of Commerce

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YOUR
BUSINESS.
YOUR
FUTURE.
YOUR
CHAMBER.



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MINORITY BUSINESS
PARTNERSHIP HIGHLIGHT:
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SOIN AWARD WINNER: NANOSPERSE p28

DPL Energy Resources KEEPING THE REGION'S

KEEPING THE REGION'S ECONOMY CHARGED UP AND GROWING p06



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Recreation





Building Maintenance Professionals

EXPLORE CREATE NAVIGATE

EVOLVE

TO TRULY ADVANCE YOUR BUSINESS, YOU NEED TO KNOW WHERE YOU WANT TO GO. YOU ALSO NEED A MARKETING PARTNER THAT CAN HELP YOU GET THERE.

THE MARKETPLACE IS EVOLVING. JOIN THE EVOLUTION.





1 Chamber Plaza Dayton, OH 45402-2400



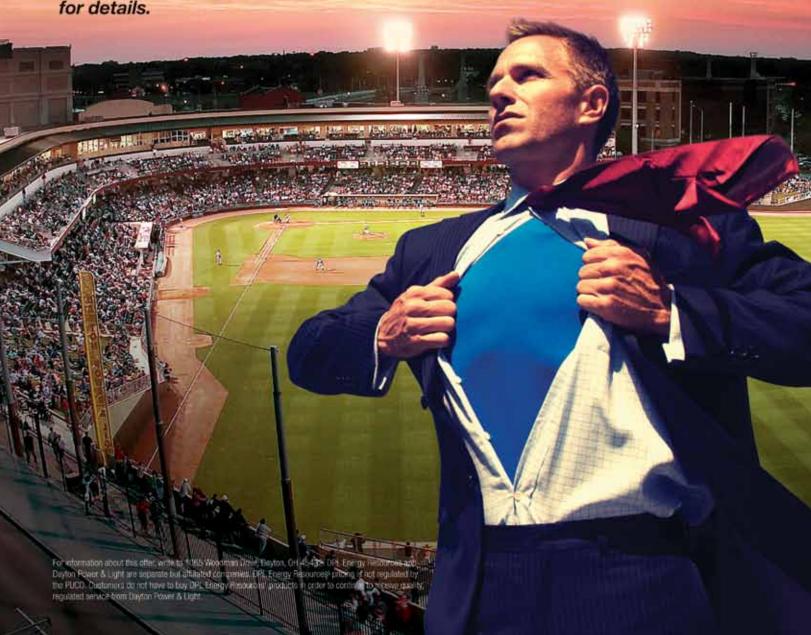


Be an energy savings Super hero

Chamber members now have two powerful options to save with DPL Energy Resources. Choose from our 5.50 cents per kilowatt-hour fixed price offer or our 17% discount offer – available exclusively to chamber members in good standing.

Questions?

Visit www.dplenergy.com/chamber or call DPL Energy Resources at 888-674-3753 for details.



FOCUS is a quarterly publication of the Dayton Area Chamber of Commerce. It is distributed to Chamber members and regional businesses. Copies are available online at www.daytonchamber.org.

The Chamber is not responsible for advertisements included in this magazine.

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PRESIDENT'S Message



FOCUS ON: OUR LOCAL SPEND

As many of our members know, starting in 2010 our volunteer Board of Trustees created a comprehensive plan to focus more of the Chamber's resources towards encouraging our members to do more business with other local member businesses and drive more of our community's consumers to spend more locally. This led to not only

the creation of our Buy Local - Buy Dayton campaign; but also led to expanding services our Minority Business Partnership (MBP). In turn, this initiative became a key priority program in the

Chamber's 3-year 2011-2013 Strategic Plan.

So far we have made great progress by using our network and our bully pulpit wherever and whenever possible to drive this point forward within our community. Our members in the media industry have been great partners as they quickly understood the positive economic rippling effect this would have on our region. Feedback has been positive and responsive.

We are now ready for the next phase of services to be rolled out to our members. Some — for instance retailers, restaurants and service organizations — will use our new Chamber App (one of only six in Ohio) and our web promotional coupons for B2B and B2C sales. Our construction members will use our expanded network for growth through the MBP program. The forthcoming and newest opportunity for many others will be a more dynamic electronic bidding marketplace that can connect more Chamber members to local spend opportunities. This new platform might well have applications for local businesses seeking to connect with growth industries in other parts of Ohio. A great example of this may be the shale exploration happening along Ohio's

> eastern borders and how we connect members to that business spend back here in the Dayton area.

> All of this is clearly designed to "Enable each member to do more and better business" exactly what our Chamber

mission is for our community. It creates more value for members of the Chamber and differentiates our services from others (another good reason for you to be an active member of our regional Chamber).

It is our hope that you will take advantage of each and every opportunity we have at the Chamber and we encourage you to look for new and additional ways to grow your business in 2012 and beyond through your Chamber's network and services. —





FOCUS is a "green" publication and is printed on NewPage paper. The paper is made from 30% recycled fiber with chlorine-free pulp timber from managed forests. The soybased ink meets all requirements of The American Soybean Association.











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Formy from an other would blody from the based build on our hand build on the Wolfe of legal through any Formalise to be seen as dense? In sometime of sub-industrial ray way 0.7007 from Wolfson

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On the Cover

In front of Vandalia-Morton Middle School: at left is Chuck Sutton, President of DPL Energy Resources; at right is Ken Swink, Executive Director of the Southwestern Ohio Educational Purchasing Council.

FedEx.

DACC Members Save With FedEx



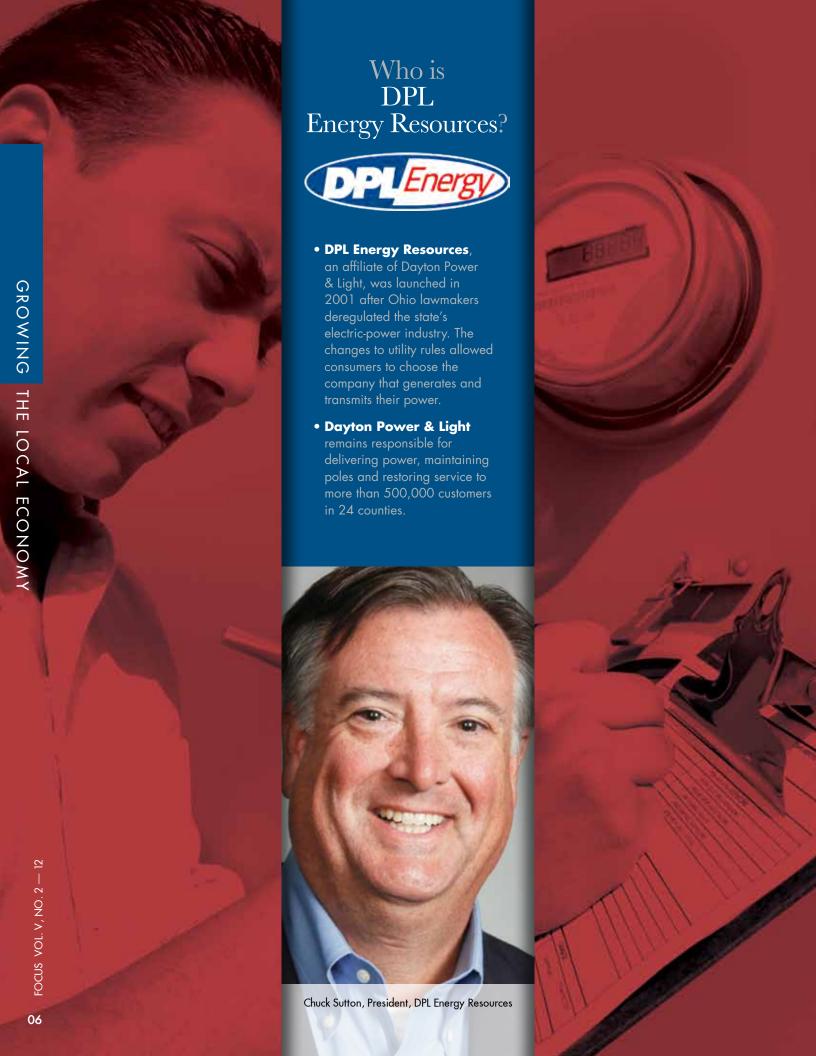
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DPL Energy Resources has teamed up with the Dayton Area Chamber of Commerce to offer eligible chamber members a program with ways to cut energy costs, which can be a big part of the bottom line for a small business.

Keeping the region's economy and growing. By Tim Tresslar

DPL Energy Resources is keeping the region's economy charged up and growing by providing Miami Valley businesses with lower prices for electricity. DPL Energy Resources can provide customized energy plans for both small mom-and-pop businesses on the corner and large organizations with hundreds of members.

CUSTOMIZED PLANS FOR LARGE BUSINESSES

DPL Energy Resources reached out more than a decade ago to the Southwestern Ohio Educational Purchasing Council, which pools the buying power of its 130 members to acquire buses, food services, paper, office supplies, health insurance and other things needed to run a school district. In addition, the organization hammers out pricing deals with electric and natural gas suppliers. Ken Swink, the organization's executive director, said education administrators recently have seen an influx of offers and information from energy services companies. But DPL Energy Resources explained the changes and worked to help the council members. "They started very early with anything that would help schools lower their costs," Swink said.

The 82 members of the council in Dayton Power & Light's service territory participate in a DPL Energy Resources program that locks in their cost per kilowatt-hour (kWh) Swink said. School administrators appreciate the price stability they have gained by working with DPL Energy Resources, Swink said. And saving approximately \$2.9 million in the 2010-2011 school year doesn't hurt either. "We're pleased to be able to offer it," he said.

DISCOUNTS ADD UP TO BIG SAVINGS FOR SMALL BUSINESSES

DPL Energy Resources has also teamed up with the Dayton Area Chamber of Commerce to offer eligible chamber members a program with two ways to cut energy costs, which can be a big part of the bottom-line for a small business. The chamber program allows many of its 2,600 members to opt for either a fixed rate per kWh usage or a discount on Dayton Power & Light's standard offer. Eligible chamber members can buy electricity for 5.5 cents per kWh, plus a \$4 monthly fee per account, for 24 months. Another option offers chamber members a 17 percent discount on Dayton Power & Light's standard offer rate.

"Small businesses eligible for the chamber program will find it particularly appealing to be able to predict their monthly costs," said Chuck Sutton, president of DPL Energy Resources. "Both offers are available even if you already have a contract with DPL Energy Resources."

Depending on the size of a business, these programs can shave hundreds of dollars from an electric bill, according to DPL Energy Resource's website. For example, a small restaurant could cut \$400 from its monthly costs by using the discounts.

(continued on page 08)

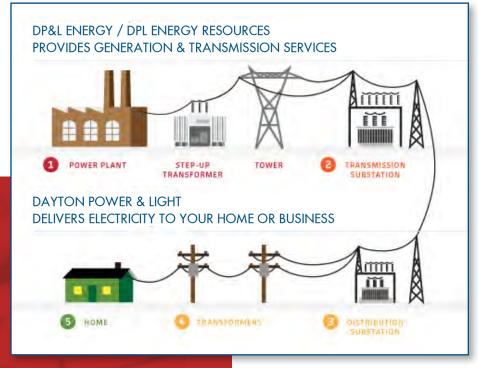
DPL ENERGY RESOURCES IS THE LOCAL COMPANY

Partnering on this project made sense for both the chamber and DPL Energy Resources.

Recently, several out-of-town companies offering energy services have moved into the region and consumers find themselves deluged with options – and questions, Sutton said. Many customers are turning to the chamber as a trusted source of information, Sutton said. "People are very concerned about their power supply," Sutton said. "They have a lot of questions and the changes can seem complex."

Sutton said DPL Energy Resources remains committed to the Dayton area, and its discount programs are aimed at benefiting local businesses and the economy. "We want to make sure people understand we're a local company invested in the Miami Valley and have been for a long time. If we can help businesses save money, it's good for them and it's good for us. It's good for the community as a whole." —

WHOLESALE ELECTRICITY PRICES HAVE DECREASED IN OUR AREA Monthly average wholesale on-peak electricity prices for parts of Southwestern and Central Ohio. \$100 \$90 \$80 \$60 \$50 \$40 \$30 09 07 '08 10 '11 12



How to Save with DPL Energy Resources

Current offers and more information can be found at www.dplenergy.com/chamber.

OPTIONS FOR SIGNING UP:

- 1. Download and fill out a contract. Copies of discount or fixed-price option contracts can be downloaded at http://daytonchamber.org/index.cfm/member-benefits/member-benefits-and-discounts/energy-resources/.
- 2. Return the contract and a complete copy of all pages from your recent Dayton Power & Light bill to DPL Energy Resources one of three ways:
 - Email: DPLEnergyCare@dplinc.com
 - Fax: 937-259-7867
 - Mail: DPL Energy Resources, 1065 Woodman Drive, Dayton, OH 45432

DPL Energy Resources will review, verify, sign and return a copy of the agreement to your organization.

For additional information or questions, visit www.dplenergy.com/chamber, email DPL Energy Resources or call 888-674-3753.

Sources: DPL Energy Resources and the Dayton Area Chamber of Commerce



The Miami Valley is saving big with DP&L's energy efficiency upgrades.

DPEL works with local businesses and governments to find a number of ways to save both energy and money. Our energy efficiency upgrades and equipment rebates can help you do both. The City of Dayton has already taken advantage of the savings by installing energy-efficient LED traffic lights, office lighting, and heating and air conditioning systems. The DPEL rebates and the annual energy savings add up to a \$277,000 smile.

What's more, with our new online bill payment availability and both the Business Energy Advisor and Ohio Business Energy Saver, it's not only money and energy your company saves, it's also time. Call our new Business Call Center today at 800-253-5801 so you can start saving tomorrow.



ECONOMIC Indicators

The Chamber's monthly publication, "Economic Indicators", provides useful information in the areas of employment trends, new construction, home sales, sales tax collection and much more. These indicators allow analysis of economic performance and predictions of future performance. Here is a sampling from the February 2012 report.



GDP

GROSS DOMESTIC PRODUCT — ANNUAL PERCENTAGE CHANGE

4th Qtr '11 3rd Qtr '11 2nd Qtr '11 1st Qtr '11 4th Qtr '10 +2.3 +3.0+1.8+1.3+0.4

CPI

CONSUMER PRICE INDEX JAN. 2012

January 2012

monthly change+0.2%

Annual percent

change 2011.....+2.9%



SALES TAX COLLECTIONS

COUNTY	RATE (%)	DEC '11	DEC '10	12 MO. CHANGE	YTD '11	YTD '10	YTD CHANGE
Butler	0.75	2,609,353	2,416,418	+7.98%	30,745,215	29,589,370	+3.91%
Clark	1.50	1,713,033	1,613,343	+6.18%	20,374,884	19,451,080	+4.75%
Darke	1.50	469,107	560,685	16.33%	6,733,248	6,319,928	+6.54%
Greene	1.00	1,904,151	1,857,225	+2.53%	21,965,538	21,130,730	+3.95%
Miami	1.25	1,151,307	1,136,590	+1.29%	13,898,864	13,068,299	+6.36%
Montgomery	1.00	5,726,931	5,267,048	+8.73%	66,650,957	60,821,918	+9.58%
Preble	1.50	385,826	336,344	+14.71%	5,027,910	4,444,872	.+13.12%
Warren	1.00	2,418,962	2,189,767	+10.47%	28,359,839	27,206,741	+4.24%
Region (\$,000s)		16,378,670	15,377,420	+6.51%	193,756,455	182,032,938	+6.44%

Cost of Living Index

91.2
93.1
99.2
99.4
108.3
114.4
118.0
161.3
100.0

UNEMPLOYMENT RATE

JAN '12	JAN '11	'12 AVERAGE
8.8%	10.6%	8.8%
8.8%	9.8%	8.8%
	8.8%	JAN '12 JAN '11

VALUE OF NEW CONSTRUCTION

DAYTON MSA NEW CONSTRUCTION	YTD JAN '12	YTD JAN '11	YTD CHANGE
Non-residential	86,132,000	85,872,000	0%
Residential	10,467,000	14,296,000	27.0%
Total	96,599,000	100,168,000	4.0%

HOME SALES

DAYTON MSA	JAN '12	JAN '11	% CHANGE	YTD '12	YTD '11	% CHANGE
No. of homes sold	577	554	+4.15%	577	544	. +6.07%
Total home sales (\$,000s)	56,319	56,439	0.21%	56,319	56,439	0.21%
Average sale price (\$)	97.607	. 101.876	4.19%	97.607	101.876	4.19%



APPRENTICESHIP Program

Who's going to build it? America will face a shortage of electricians in the near

future, according to the U.S. Bureau of Labor Statistics. Projections show that by 2012, the national need for electrical workers will rise to more than 734,000— a figure 78,000 beyond the number currently employed in this field.

To meet this challenge, the National Electrical Contractors Association (NECA) and the International Brotherhood of Electrical Workers (IBEW) are spreading the good news that apprentices in the electrical trades can look forward to a wide-open employment market, good pay, and ample opportunities for advancement.

Locally, the most qualified electricians are trained at the Dayton Electrical Training Center, run by the Joint Apprenticeship Training Committee (JATC), a nonprofit organization that is jointly supported through a collective bargaining agreement with the Western Ohio Chapter NECA and IBEW Local 82.

The apprentice learns the skills of the trade through on-the-job training, working alongside an experienced Journeyman while attending related classes at the JATC. In addition, apprentices start earning a livable wage as soon as they begin their program and receive pay advancements as they progress. Upon graduation, an apprentice can earn up to 45 credit hours towards an Associate's Degree in Technical Studies, and doesn't owe a dime in student loans!

The Dayton JATC offers two career paths: Inside Wireman and Telecommunications Installer Technician. The Inside Wireman program is five years and includes installation of conduit, electrical wiring, fixtures, and electrical apparatus inside commercial buildings and industrial settings. The Teledata program is three years and includes installing, connecting, and servicing products that move voice, video, audio, and data signals in a building, like nurse-call stations, security systems, and fire alarms.

IBEW Local 82 has also implemented a Construction Wireman/Construction Electrician (CW/CE) program, to enhance their labor pool. Upon acceptance, the CW/CE's are tested and placed according to their skills. They are also encouraged to apply to the apprenticeship program to further their skill set.

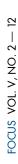
Recently, several new courses have been added to the curriculum. The Code of Excellence training reinforces the goals of professionalism, excellent workmanship, and integrity on-the-job. Energy efficient retrofits and installations are an emerging market. To meet these needs, solar installation, wind turbine installation, and building automation (controls integrated for energy efficiency) courses have been offered for the last three years in the apprenticeship program, and are available to Journeyman as well. Continuing education is critical for Journeymen to keep up with changing technology.

Ongoing training to acquire additional leadership and technical skills are available through the Management Education Institute (MEI) and the National Training Institute (NTI). MEI offers 62 courses year-round in Project Management, Technical Management and Business Management for Contractors, Project Managers, Estimators and other managerial staff. NTI is held for one week each year and is open to Instructors, Contractors, and Journeymen.

There is a reason that IBEW members are the best in the industry. They are simply the best trained, drug-free, workforce with a commitment to perform quality installations. Ongoing education in the latest technology, including alternative energy and energy efficiency puts them at the forefront of the electrical industry.

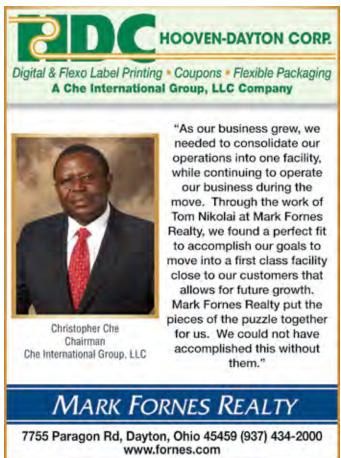
For more information about the program, NECA Contractors and IBEW Local 82, please visit www.daytonohiojatc.org, www.wocneca.org, or www.ibew82.org













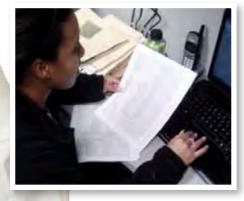
school students as well?

NOT JUST for College

Internships are not just for college anymore! — Did you know that student interns are energetic, hungry to succeed and willing to give their time for invaluable, real world work experience? Did you know that internships are no longer being pursued buy only higher education students, but are becoming an integral part of the curriculum for high



Workforce development at the high school level is becoming critical for student development, but also for ensuring that our graduating students have the right foundation to meet the skilled workforce demands of growing companies in the Dayton region. The Dayton Area Chamber of Commerce has partnered with the Dayton Regional STEM School in Kettering to ensure high school students are receiving valuable experiential internship opportunities with Dayton area businesses. The Dayton Chamber recently visited the Dayton Regional STEM School to learn more about their rigorous high school internship program and the value that their program not only provides for their students, but also for their partner employers.



[LEFT] **Student Maddy Nagel**, prepares water samples for a chemical analysis training during her Internship with the 711th Human Performance Wing Applied Neuroscience Branch at Wright-Patterson Air Force Base.

[ABOVE] **Student Chelsea Bradshaw** uses Google Maps to track and record the mileage that the Charles Drew Health Center's Dr. Richmond traveled while doing home visits. From January 17 through February 6, 2012 nineteen high school juniors from the Dayton Regional STEM School became an integral part of 17 business organizations throughout the Dayton region. These students calibrated equipment; recorded inventory; created customer satisfaction surveys and marketing campaigns; collected and analyzed data for a company's sustainability efforts; filmed, edited and created special effects for a video; and worked on the planning and

execution of a high-profile special event. These duties and more were all part of the students' Internship Experience – which is a graduation requirement for the Dayton Regional

STEM School and a value-add for employer/mentor organizations.

"From the moment they come to our School, we are helping students to explore the many careers available in today's world and to be ready for what lies ahead," says Robin Fisher, Director of Counseling for the Dayton Regional STEM School. "Completing an Internship Experience as a high school junior or senior is really the culmination of a series of college and career readiness activities that students engage in during their years with us."

The Dayton Regional STEM School's Internship Experience entails students working directly with a regional organization for a three-week period to complete a meaningful and relevant project – one that benefits the host organization and allows the student to experience a real world work environment. The Internships are unpaid, with students earning ½ high school credit. The real compensation for these students comes from the vital experience and workforce knowledge they are gaining from Dayton area employers.

How did the first set of Internships go? Here are reflections from the Dayton area business community that hosted Dayton Regional STEM School interns:

"I had to keep reminding myself that Isaac is only a high school junior. His personal maturity is extremely high and he is also very savvy in his work ethics and professionalism."

— Avetec (Advanced Virtual Engine Test Cell, Inc.)

"Maddy has been great to work with. She is very open-minded and participated in multiple aspects of research." — 711th Human Performance Wing, WPAFB

"Bradley not only came to work on time, he came prepared with a positive attitude and a willingness to learn. He stayed late to attend a Marketing planning meeting. We decided to implement a new program as a result of his direct contributions." —

The Dayton Regional

School

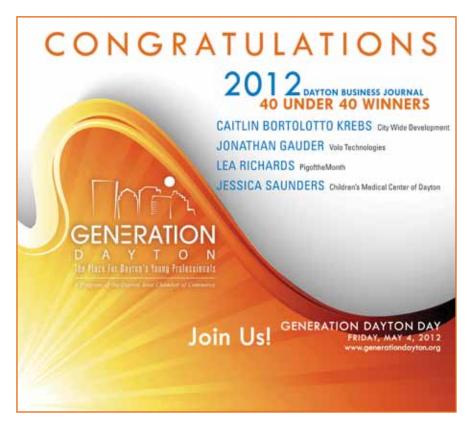
Greater Dayton Regional Transit Authority

"Rick had the opportunity to visit a packaging plant with another employee while he worked with us. He gave valuable input,

followed all safety/proprietary instructions, and helped our business make a positive impression with a new client." — REPS Resource Engineering Services

How can you get involved? The Dayton Regional STEM School is building a resource pool of regional organizations willing to host its students for their Internship Experience. Please contact Laurie McFarlin, Director, Communications and Partnerships at: laurie.mcfarlin@daytonstemschool.org or via phone at: 937-256-3777 to find out more.





FOCUS VOL. V, NO. 2 — 12

BUY Local from...

Linked Technologies, Inc. (LTI) is a woman-owned IT services business located in Beavercreek, Ohio. The business was started in 1993 as 5 O'Clock Computers which was later incorporated as an Ohio corporation in 1997.



CHAMBER STATS

Member Since — 1999

Top Official —

Niki Chaudhry, President Number of Employees —

14

Website — linkedtechnologies.com

WHY DO I BELONG TO DACC?

"DACC is a strong advocate of Small Businesses. They become a powerful voice for Dayton and DACC does not hesitate to stand up when it comes to policy matter either. DACC has helped us make some valuable connections through their unbelievable networking opportunities. Over the years we have benefited from the value programs that are offered by DACC. Why stand on the sideline, when one can be a part of such an amazing organization.

Thank you DACC!"

Today Linked Technologies, Inc. provides Managed and Onsite networking services, IT consultancy and infrastructure support, 24/7 remote system monitoring, SAN storage, Network Administration, VPN, Cisco firewall and device management, Cloud-based data backup and Disaster Recovery, data migrations, Server integration and virtualization, corporate antivirus installations, office productivity enhancement by using onsite or cloud version of WebSense services. LTI also provides support for VoIP phone systems

including Asterisk, Cisco, Shoretel, Nortel, Avaya and many others.

5 O' Clock Computers is still a strong local computer hardware store in Beavercreek. You can find them at www.5oclock.com or call them at 937-426-0350.

For offers and deals from Linked Technologies, Inc. visit daytonchamber.org and click the "Buy Dayton" link from our homepage. For more information about Linked Technologies, Inc. call 937-427-9790 or visit their website at www.linkedtechnologies.com.



MBP Highlight

This new portal connects businesses to help Chamber members

buy local. The Dayton Area Chamber of Commerce now has an exciting way to connect with new business opportunities within the local community and beyond.





The new Dayton Minority Business Partnership (MBP) Portal will provide an online service to connect local minority businesses with companies seeking to expand and diversify their supplier base.

"The MBP Portal is a powerful tool for area businesses in so many different ways," said Belinda Matthews Stenson, Minority Business Partnership director. "Local minorityowned companies who register can be found by companies looking for new suppliers. Companies interested in buying from diverse suppliers can easily search for them or post opportunities for only local companies. It facilitates our "Buy Local" initiative by making it easy to identify area businesses, while at the same time making it possible for area businesses to connect with and have access to business relationships and contract opportunities with minority companies all over the United States."

POWERED BY CONNXUS

The MBP Bid Portal is powered by ConnXus.com (www.connxus.com), an online service that revolutionizes supplier diversity by making it easy and affordable for corporations to locate, evaluate and engage performance-rated small, minorityor woman-owned businesses. By aggregating real corporate purchasing demands in one location, diverse businesses have easy access to actual corporate contracting opportunities and corporations can easily expand their supplier base and meet supplier diversity objectives.

Bob Ross Auto Dealer Principal Jenell Ross, an active DACC member, joined ConnXus. com in 2010 and found a new corporate fleet customer through the service.

"ConnXus provides a wonderful opportunity to match companies with MBE's, especially for the local area," said Ross. "Companies realize that there's someone right in their own backyard who can supply their needs. It's exactly what people want - to simply be connected to opportunities for business. Plus, the process is so easy and flexible."

ConnXus was developed by Rod Robinson, former Cincinnati Bell chief procurement officer and managing partner of diversity consultant Accel Advisors Inc., and Chris Downie, founder and CEO of SparkPeople, America's #1 diet and fitness site. It combines Robinson's understanding of the complex world of procurement and supplier diversity with Downie's technical know-how to create a user-friendly way for suppliers and companies to find each other and do business together.

HOW IT WORKS

It's easy to get started connecting. Buyers and suppliers register for their free membership through the MBP Portal at http://dayton. connxus.com.

Corporations register as buyer members

They include the product or service categories they need to purchase in their profile. The ConnXus system then actively identifies minority suppliers in those categories. More than 100 spend categories are represented, including construction, legal, facilities, information technology, professional services (accounting, consulting, training, etc.), capital equipment, manufacturing, transportation and temporary labor. Buyers can conduct searches for suppliers or post opportunities for which qualified suppliers submit bids.

Minority-owned businesses register as supplier members

They create a profile that indicates the product or service categories they provide, company size, industry expertise, representative customers and other relevant information. Supplier members then request performance ratings from prior customers via the proprietary ConnXus.com rating system. Just like other consumer-focused websites, the more and the better a supplier member's ratings, the higher that supplier member will rank in a buyer's search. The ConnXus system actively identifies buyers seeking suppliers in the member's categories.

Basic memberships for both buyers and suppliers are free. Members also benefit from special offerings, like access to the LexisNexis® Prospect Portfolio sales and marketing tool at a discounted price.

"We are excited about the opportunities this new Portal provides, and proud to be the first Chamber of Commerce in the nation to offer our businesses this type of benefit," said Stenson.

For more information about the Minority Business Partnership (MBP), please contact:

Belinda Matthews Stenson bstenson@dacc.org 937-226-8233

Adrian Taylor ataylor@dacc.org 937-226-8224





DID YOU KNOW

these products are manufactured right here in the Dayton region?

CARGILL, INC.

CUSTOM MANUFACTURING SOLUTIONS, INC.

THE DANNON CO.

DRT MANUFACTURING CO.

ENCON, INC. & ENCON WEST, LLC

ESTHER PRICE

THE GEM CITY ENGINEERING CO.

GREEN TOKAI CO.

LASTAR

MIDMARK CORP.

MIKE SELLS

MILLAT INDUSTRIES CORP.

THE MINSTER MACHINE CO.

MOTOMAN, INC.

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SELECT INDUSTRIES

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nutritional snacks

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Manufacturing in the Dayton Region:

- More than 2,400 companies
- \$32 billion in annual sales
- More than 100,000 employees
- \$4.7 billion in annual payroll 17.4% of the region's total
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 - Based on 2009 statistics; research by
 Wright State University's Center for
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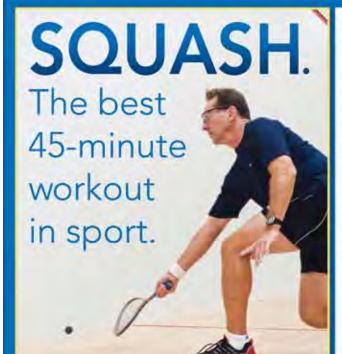


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LET'S TAKE ON

the Big Guys!

by Roger Wentworth, President, Sandler Training

This article is for the owners of businesses between 1 and 5 million in sales, the economic backbone of this great country.



Do you ever think about the difference between you and the big guys? Why are they the big guys? Are their products and services superior? Sometimes they are but not usually. Are they less expensive? No not typically. In fact they're usually a higher price than yours.

So what's the difference? You're offering a better product or service and can do it for a lower price so why isn't the world beating down your door to buy what you sell? Because regardless of what you have to sell, it still has to be sold. Perhaps what the big guys have embraced is that selling must be a core competency in the organization. They know that salespeople whether it's the owner or someone else must be a professional, have a system and process, and use that process to efficiently connect with, qualify and move their prospects through the system to a close. A close is either deciding to do business together or not to.

So the big guys and gals know selling is crucial and nothing happens without a sale and a steady stream of new customers. They put lots of tools in place such as:

- A selection process to hire the right salespeople (that's where it starts)
- A standardized process and sales template (This is how we sell this stuff)
- Goal setting and behavior planning (how will we accomplish this?)
- Accountability (by the way salespeople should embrace this. If not you're doing it wrong)
- Etc, etc, etc.....

And the big guys and gals train, train and train again. John Patterson of NCR opened Sugar Camp in 1894 to train his salespeople.

In the 1990's Pete Luongo the President and CEO of The Berry Company here in Dayton drove sales to over 1½ billion through professional selling. Pete would personally speak at the graduation of every sales class in locations across the USA.

So maybe you have the resources to do all this. But there are some basic things you should have in place that anyone can afford.

- When hiring a salesperson, use a proven process, and assessments. Don't just trust your gut.
- Develop a sales process and template.
 If you're not sure what is right for your business, get some help. This will create a huge payoff year after year.

 Set some goals and put accountability in place. Salespeople should understand their goals and know how to accomplish them or we're doing them a disservice.

If you need a starting place contact the Dayton Area Chamber of Commerce. They know who to connect you with. They are also creating a professional sales workshop for small business owners like you in the near future. Watch for more information the coming weeks and get ready to take on the big guys. —





Selling is crucial, and nothing happens without a sale and a steady stream of new customers.

OUTSOURCING Challenge

by William F. Hutter, Founder & CEO, Sequent

The outsourcing challenge: what you don't know —

How do you know which companies have the credentials to serve your business needs?





Just as there are standards and licensing rules in banking, law, and medicine, the outsourcing industry also has licensing and accreditation standards.

Well-intentioned companies often forge ahead when making an outsourcing decision without understanding what measures are used to evaluate the credibility of an outsourcing company. The price may appear attractive, but the emerging HR outsourcing industry (such as Professional Employer Organizations — PEO) is full of minefields for the uninformed consumer.

Ever-increasing government compliance is one reason companies consider outsourcing functions such as human resources, payroll, benefits and 401(k) administration. Although these functions do not drive revenue, they are required infrastructure for any business with employees.

These backroom functions expose business owners, managers and HR people to extraordinary personal liabilities. But how do you determine if the outsourcing company you are considering can keep you compliant and reduce your liability? Asking the following questions is vital for any company considering outsourcing their HR functions to a professional employer organization.

- Is the PEO a member of NAPEO?
- Does the PEO offer Employment Practices Liability Insurance which covers their clients and managers?
- Is the PEO self-insured for worker compensation? If yes, how do they reserve for future liabilities?
- Is the PEO a member of the Certification Institute for Workers Compensation Best Practices?



- Is the PEO accredited by the Employer Service Assurance Corporation (www.esacorp.org)?
- Does the PEO protect you from secondary tax liability?
- Does the company have audited financial statements?
- Is the PEO able to secure fiduciary liability insurance coverage to protect trusted money such as retirement plan funds?
- Who is the plan sponsor for health insurance?
- Does the PEO have senior HR staff to assist you in a time of need?

NAPEO, EPLI, the Certification Institute, and ESAC are just a few of the standards established by accrediting organizations for the HR outsourcing industry. In addition to the accreditation standards, the key to establishing a successful HR outsourcing relationship is built on a few fundamental considerations.

- Find the best fit for your company
- Price is important, but should not be the determining factor
- Trust and confidence in your service provider are very important
- Verify the company credentials
- Visit the service provider local office to look under the covers

For more information, visit www.sequent.biz or call 1-888-456-3627.

■



Frequently outsourced, Human Resources is just one of the functions within a company that does not drive revenue, but is required infrastructure for any business with employees.

WORKERS' Compensation

The Dayton Area Chamber of Commerce is proud to to have

endorsed CareWorks as the preferred Workers' Compensation

Managed Care Organization (MCO) for DACC members dince 1997.



"CareWorks' customer service philosophy, effective return-to-work strategies and quality medical management efforts can provide significant benefits to employers," said Phillip Parker, President and CEO of the Dayton Area Chamber of Commerce.

"CareWorks can also deliver substantial medical savings through provider network discounts. These discounts can help employers reduce claim costs and help control future premiums," added Parker.

If you have any questions about your Ohio Workers' Compensation claims, contact the Dayton Area Chamber of Commerce at (937) 226-1444.







ABOUT STEVE CHABOT

Congressman Steve Chabot has proudly served Ohio's First Congressional District for 15 years.

He continues to serve on the Committee on the Judiciary, the Committee on Small Business and the Committee on Foreign Affairs. He was named to the role of Chairman of the Foreign Affairs Subcommittee on the Middle East and South Asia in 2011.

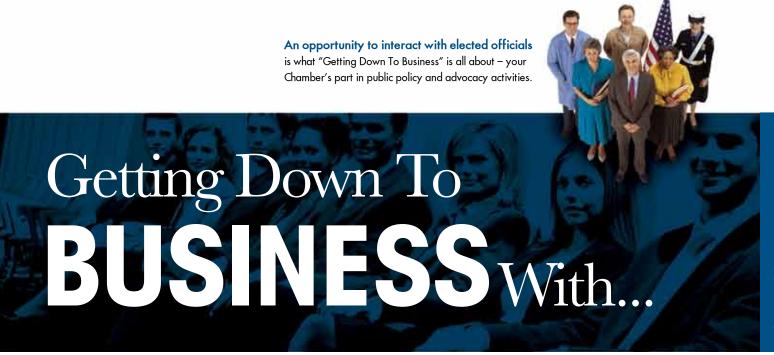
Congressman Chabot is one of Congress' leading advocates for fiscal responsibility, voting consistently to eliminate wasteful spending and reduce the excessive tax burden on hard-working Americans.

Congressman Chabot has helped lead efforts to block taxation of the Internet, pass product liability reform measures and toughen anti-drug laws. He is also an outspoken defender of the rights of the unborn, most importantly having authored the ban on the practice of partial-birth abortions.

He has been active in the community, having taught political science at the University of Cincinnati and chairing the Boy Scouts of Cincinnati. He and his wife Donna live in the Cincinnati neighborhood of Westwood and have two children, Erica and Randy.



Steve Chabot, (R) Congressman, Ohio First District



Steve Chabot

(R) CONGRESSMAN, OHIO FIRST DISTRICT

During the healthcare reform debate of the past several years, the Dayton Chamber advocated for a focus on curbing the rising cost of health care for businesses. With the Affordable Care Act passed in 2010, many members of the business community have found themselves in a more uncertain and precarious position as they attempt to navigate the new reforms. How do you plan to focus on addressing concerns over the implementation of the Affordable Care Act?

Steve Chabot The Affordable Care Act (Obamacare) overstepped the appropriate role of the federal government in healthcare and in my view is unconstitutional. The Supreme Court heard arguments from both sides this week as to the constitutionality of the issue. I'm hoping the court will find that the mandate is unconstitutional and therefore the business community won't be burdened by this big government solution to healthcare.

Last year I voted with the overwhelming majority of Republicans in the House to repeal the bill. The last thing we need is the government playing such a large role in healthcare in this country. There are some healthcare reforms that I think are overdue and would support. For example, we need medical malpractice reform to reduce the number of frivolous lawsuits, and therefore bring the cost of healthcare down. And we should allow insurance companies to sell healthcare insurance across state lines in order to increase competition and further lower costs.

Each year, members of the Dayton business community travel to Washington D.C. for the annual Community Leader Fly-In to express the importance of Wright-Patterson Air Force Base to the economy of not only the region, but the entire State of Ohio. As we continue to realize the positive development outcomes for WPAFB of the Base Realignment and Closure (BRAC) outcomes of 2005, the community is also managing significant changes to federal defense spending and budget cuts. What recommendations would you share with our community to ensure that we continue to build upon the success of our BRAC achievements for WPAFB?

SC A potential BRAC is part of a larger, in my view, irresponsible national defense strategy put forth by the Obama Administration. With enemies like Iran doing everything in their power to attain nuclear capabilities, now is not the time to be slashing our military force structure. The Administration's

plan to reduce military spending, compounded by possible sequestration cuts, exacerbates an irresponsible and dangerous national defense strategy. The President intends to cut the defense budget by more than \$500 billion, while at the same time increasing nondefense spending - essentially firing thousands of soldiers, so that he can hire thousands of bureaucrats to implement costly new programs like Obamacare. While the defense budget, like all departments and agencies of the federal government, deserves aggressive scrutiny to determine where waste can be eliminated - it must be done strategically so that we are not jeopardizing our security.

As for a potential BRAC, the Ohio Congressional delegation has been working together in a bipartisan fashion, and has recently met to discuss strategies on how to deal with an upcoming BRAC. Members of the delegation will continue working together to ensure that critically important military infrastructure, such as Wright Patterson Air Force Base, is protected.

(continued on page 26)

Improving the Dayton region's transportation system to meet the current needs of the community is an issue that is at the forefront of the regional business community's legislative priorities. Multi-jurisdictional projects, such as the Austin Road Interchange, require state and federal transportation funding and years of planning to come to fruition, but are of the utmost importance because of the substantial impact these improvements will have on the economic development of the region. What more can we do in Southwest Ohio to ensure that our region's transportation needs can continue to be met?

SC Congress needs to pass a long-term transportation bill that includes pro-growth reforms and will focus taxpayer resources on high-priority infrastructure projects. The bill should not include earmarks, add to our national debt, or raise taxes. According to the Federal Highway Administration, large infrastructure projects can take as long as 15 years to complete because of bureaucratic government regulation and red tape. We need to reduce these barriers and make sure money in the Highway Trust Fund goes only to appropriate projects that will help boost the local economy.

I have also co-sponsored an important piece of legislation called the Regional Infrastructure Improvement Zones (RIZZs) Act. This bill would allow businesses or individuals in a community to contribute tax deductible funds toward the construction or maintenance of public infrastructure if that infrastructure is part of an approved regional plan. This bill serves as a local and regional tool aimed at incentivizing private sector investment and gives regions the power to move important projects forward without waiting for the federal government to act.

The region's business community has identified workforce development as one of its highest priorities, with a significant emphasis on "growing our own talent" through a number of regional initiatives, including K-16 STEM education, job training and internship opportunities. Creating a workforce pipeline in our community that matches the job needs outlined by businesses has required significant investment at the local and state levels from a wide variety of partners. What is being done at the federal level to support community initiatives that are so vital to meeting the demands for a high-tech workforce?

SC February marked the 37th consecutive month that unemployment has been above 8 percent. Unfortunately, I am not expecting the numbers for March to break this sad streak.

The most efficient way to match business needs with a capable workforce is to ensure that the unemployed have access to our community colleges, career centers, vocational schools and other institutions that specialize in workforce training. These schools offer programs that are oftentimes much more affordable and efficient than other government options. Places like the Warren County Career Center in Lebanon maintain excellent relationships with the business community that allows them to tailor their curriculum to meet the skill sets needed for available jobs. I had the pleasure of touring this career center a few weeks ago and was very impressed. Such institutions mix school with work-based learning experiences that makes them very valuable to area businesses. This foundation of skills can lead to successful careers for folks that are struggling right now and ultimately allow them to contribute to the success of our region.

Obviously the ultimate goal is to get our economy moving again. Right now there are some signs of improvement, but we've got a long way to go. This past week the House passed The Path to Prosperity Act (the Ryan budget) that, if enacted, could go a long way toward balancing the budget and improving the economy. Both the House and the Senate also passed and sent to the President the Jump Start Business Startups (JOBS) Act—a bipartisan piece of legislation that streamlines federal regulations that are currently holding back small startup companies.

During your distinguished career in Congress, what do you consider to be your greatest accomplishments thus far? If re-elected, what do you look forward to tackling in your next term?

SC I've been one of the most consistent opponents of Washington's profligate spending ways for many years. In fact, I was recognized and honored by Citizens Against Government Waste for having one of the highest lifetime scores of any member of Congress for voting against wasteful Washington spending.

I was also the principle sponsor of the Ban on Partial Birth Abortion, which passed both Houses of Congress, was signed into law by President George W. Bush, was upheld by the United States Supreme Court in a 5 to 4 decision, and is now the law of the land.

If re-elected, I will continue my efforts in holding the line on wasteful Washington spending, and promoting policies that will get the economy moving again, and get Americans back to work.



"The most efficient way to match business needs with a capable workforce is to ensure that the unemployed have access to our community colleges, career centers, vocational schools and other institutions that specialize in workforce training." —— Congressman Chabot

GAME OVER

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DPEL has increased its business fluorescent lighting rebates by 50%! Using rebates to upgrade your old T12 fluorescent lighting to high-efficiency T8s is a great way to save. The annual energy savings and rebate can often pay back the retrofit in just a few months. But don't delay. The final buzzer on the T12 rebates sounds with the phase-out of T12 lamps on July 14, 2012. So submit your application at www.dpandl.com/save or call 800-253-5801 today and start saving tomorrow.





2012 is shaping up to be a good year for NanoSperse. Not only is the Kettering nanotechnology company this year's Soin Award winner, but demand for its services are on the rise. By Vince McKelvey

"We have record bookings this year for commercial prototyping and development activity," said Arthur Fritts, company founder, CEO and president. "Right now, we have more business booked on the prototyping side than we did basically all last year."

NanoSperse, a tenant at the National Composite Center, is the country's leading nanocomposite design, development and supply business, Fritts said. It takes a customer's idea for a product and develops it from concept to production. In nanotechnology, "there's a great divide between lab-based development and commercial production," Fritts said. "We live in the middle of that."

NanoSperse began operations in 2004 after licensing technology from the University of Dayton Research Institute, an organization that remains a "very important and terrific partner," Fritts said. The company's core skill is to precisely disperse nanoparticles into resins and adhesives used in making composite materials, primarily for the aerospace industry.

Composites are popular in aviation because of their light weight but they have drawbacks and nanoparticles can improve a composite in any number of ways - making it more durable, for example, or letting it conduct electricity.











composites," Fritts said, citing another example. Metal parts shed heat, but composites generally don't and heat can build up. "What we're able to do is impart thermal conductivity properties into the composites themselves," he said.

"Everything we do is basically a made-toorder a material specific to our customer's need," Fritts said. The company has created more than 300 nanocomposite formulations in the last two years. After developing a material, NanoSperse produces and supplies it. The company employs just eight people, but can manufacture, for example, 2000 pounds of enhanced resin an hour. "A very robust amount of material," Fritts said.

The company is growing, he said, but the commercialization of these materials takes a long time. "We have to be prepared to grow very quickly but not put in the cost structure until we see the volume coming. So that's one of the challenges."

Fritts said annual sales are between \$1 million and \$5 million. His company works in other industries, but is aerospace-focused and is registered to the AS9100-RevC quality standards for the aviation, space and defense industries.

NanoSperse was presented with the Soin Award on April 30, at the Dayton Area Chamber of Commerce's annual meeting. The award, named for industrialist and philanthropist Raj Soin, has been given out by the chamber since 2007 and carries a \$25,000 prize.

"We're thrilled," Fritts said. "To be recognized locally for the kind of effort that we're putting in, the kind of company that we are, the innovation that we bring to the community, it's really an honor."



Put your business in the hands of customers anywhere, anytime.

As a new member benefit, the Chamber now offers My Chamber App, a cross-platform mobile membership application via SmartPhones. My Chamber App provides maps, locations, phone numbers, websites, images, and even videos to help consumers instantly access businesses in the Chamber's Directory. This exclusive business promotion tool for Chambers works with current SmartPhone products, including iPhone, Android, and Blackberry. The application is available as a free download from your Smartphone marketplace or app listing as well as www.mychamberapp.com.

Dayton Area Chamber of Commerce





FOCUS VOL. V, NO. 2-12

NEW MEMBERS List

For members' complete information, visit www.daytonchamber.org



Apex Aluminum Die Casting Company, Inc.

P.O. Box 617 Piqua, OH 45356

Aqua Pro

101 Production Drive Harrison, OH 45030

Associated Builders & Contractors, Inc.

33 Greenwood Lane Springboro, OH 45066-3034

Baldwin Creative & Co., LLC

2430 Dayton-Xenia Road, Suite F Beavercreek, OH 45434

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BarryStaff, Inc.

22 S. Jefferson Street Dayton, OH 45402

Brunner's Lawn & Services, LTD

11 East Cottage Avenue West Carrollton, OH 45449

Choice Comfort Services, Inc.

2561 Rudy Road Troy, OH 45373

Clear Channel Airports

4635 Crackersport Road Allentown, PA 18104

CM Mechanical Services, Ltd.

1841 West Main Street, Suite 182 Troy, OH 45373

Comprehensive Geriatric Care

7792 Misty Shore Drive West Chester, OH 45069

Concrete Sealants, Inc.

P.O. Box 176 New Carisle, OH 45344

ConnXus Inc.

7577 Central Park Boulevard, Suite 318 Mason, OH 45040

Cooperative Business Services, LLC

One River Park Drive Dayton, OH 45409

Dayton Bag & Burlap

322 Davis Avenue Dayton, OH 45403

Dayton Internal Medicine

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Dayton VFW Post 9936

1720 East Third Street Dayton, OH 45403

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European Academy for Complementary Studies

1 Elizabeth Place, Suite 100 Dayton, OH 45408

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IT2 Resource, Inc.

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Kelchner, Inc.

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332 Skinner Drive Trotwood, OH 45426

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P.O. Box 345 Eaton, OH 45320

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The Porter Group, LLC

1845 Successful Drive Fairborn, OH 45324

Toxic Brew

51 Colorado Avenue Dayton, OH 45410-1715

Trojon Gear, Inc.

418 San Jose Street Dayton, OH 45403

U.S. Bank Private Client Reserve

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Wagoner Power Equipment, Inc.

520 W. National Road Englewood, OH 45322

Wenzler Daycare & Learning Center, Inc.

4535 Presidential Way Kettering, OH 45429-5752

World Class Plastics, Inc.

7695 State Route 708 Russells Point, OH 43348





CHAMBER Chatter



Oops — Sorry We Missed You!

Please make the following corrections to your 2012 directory:

COMPUTER NETWORKING

ClearLogic Corporation

30 North Clinton Street Dayton, OH 45402 Contact: David S. Mohler Website: www.clearlogic.net Phone: 937-424-1383

DEFENSE CONTRACTORS

Dynamics Research Corp.

2900 Presidential Drive

Suite 100 Fairborn, OH 45324-6224 Contact: Bob Hamsik Website: www.drc.com Phone: 937-429-0055 x149

DISASTER RECOVERY

PuroClean Emergency Services

8590 N. State Route 48 Waynesville, OH 45068 Contact: Becky Edgren

Website: www.purocleandayton.com

Phone: 937-401-9701

HOME HEALTH SERVICES

Seniors Helping Seniors

5740 Frederick Pike Dayton, OH 45414 Contact: Debra Burdick

Website: www.seniorhelpingseniors.com

Phone: 937-387-6760

INSURANCE

SEEP, LLC

120 W. Second Street Suite 714

Dayton, OH 45402 Contact: Ronald Todd Phone: 937-422-7750

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BHA Pianos

868 South Patterson Blvd. Dayton, OH 45402 Contact: Bob Royer

Website: www.pianocenter.com

Phone: 937-461-5520

TRUCK DEALERS

Midwest Trucks & Equipment

6975 Brookville Salem Road Brookville, OH 45309 Contact: Suzy Smith Phone: 937-833-9977

Volunteers

1ST QUARTER 2012 —

Kim Duncan — Elements IV Interiors

Al Wofford — CDO Technologies

Susan Herrmann — Applied Mechanical Systems

Bruce Feldman —

Economy Linen & Towel Service

(not pictured)



New Hire



BELINDA MATTHEWS STENSON—

Belinda Matthews Stenson was recently named Director, Minority Business Development for Dayton Area Chamber of Commerce. In this position, she will be responsible for leading the Chamber's efforts in the regional advocacy for minority business development and programming for the Minority Business Partnership diversity and inclusion initiatives. After spending over twenty years with NCR Corporation, Belinda launched a career as a small business consultant. Most recently, Belinda worked with the Omega Community Development Corporation as the Executive Director. In this role, she was the lead administrator for the organization and responsible for programming and economic development and oversight.

Belinda has an undergraduate degree in Economics/Accounting from Talladega College (Talladega, AL) and a Masters of Business Administration in Finance/Accounting from Atlanta University (Atlanta, GA).

Benefits Network Opens New Office

NEW OFFICE IN DAYTON REGION

Benefits Network Insurance Agency has been a strong supporter and member of the Dayton Area Chamber of Commerce for twenty-three years.

Over the past fifteen years Benefits Network has experienced tremendous growth in the Dayton market, providing companies and individuals with health, life, dental, disability, Medicare and 401K programs. This growth necessitated Benefits Network to move into a new and larger space at 3055 Kettering Boulevard, Suite 216, Moraine, OH 45439.

Much of their growth is due to the Chamber's health insurance plan, Chamber Care. This plan, sponsored by the Dayton Area Chamber of Commerce and Anthem Blue Cross and Blue Shield, encompasses one-thousand companies.

Benefits Network believes that their success and the Chamber Care plan will continue to expand and prosper in the future.





BUSINESS After Hours

The Indu & Raj Soin Medical Center hosted our

February Business After Hours.











GENERATION Dayton Events

MAY

Thirsty Thursday (Business & Social Networking)

894 South Main Street #C, Centerville

15

Business and Breakfast Speaker Series

рате/тіме.....Мау 15, 7:00 - 8:30 am

speaker.....Col. Amanda Gladney, Commander,

88th ABW at WPAFB

гортс.....ТВD

LOCATION.......Hope Hotel, Building #823

Area A, Gate 12A, WPAFB

REGISTRATION....LaDonna Wulfeck at lwulfeck@dacc.org



Fourth Friday Lunch Speaker Series

DATE/TIME.......May 25, 12:00 noon - 1:30 pm SPEAKER......Steve Petijean, SVP-Market Manager, Fifth Third Bank

торіс.....Work, Life, Balance

LOCATION.......University of Dayton, River Campus,

1700 Patterson Boulevard, Dayton

SPONSOR.....Fifth Third Bank

REGISTRATION....LaDonna Wulfeck at lwulfeck@dacc.org

sponsors...........Presenting Sponsor: Cincinnati Bell

JUNE 14

Thirsty Thursday (Business & Social Networking)

рате/тіме.....June 14, 5:30 - 7:30 pm

LOCATION......Fleming's, 4432 Walnut Street, Beavercreek



Business and Breakfast Speaker Series

DATE/TIME.....June 19, 7:00 - 8:30 am

SPEAKER......Robert Forschner, Owner-President,
Excellence in Business Coaching

ropic......Create Clarity with Coaching

LOCATION.........Crowne Plaza, 33 East Fifth Street, Dayton REGISTRATION....LaDonna Wulfeck at lwulfeck@dacc.org

22

Fourth Friday Lunch Speaker Series

Date/time........June 22, 12:00 noon - 1:30 pm SPEAKER........Michael Roediger, Executive Director, Dayton Art Institute

TOPIC......DAI and the Importance of Non-Profits

to the Community

REGISTRATION... LaDonna Wulfeck at lwulfeck@dacc.org

For more information or to register, visit us online at www.daytonchamber.org.













CALENDAR Of Events

MAY

Safety Lunch with the Experts

рате/тіме..... May 16, 11:30 am - 1:00 pm SPEAKER......Ohio Bureau of Workers' CompensationBWC Awards Ceremony and Presentation LOCATION Dayton Convention Center 22 East Fifth Street, Room 305-306, Dayton REGISTRATION...937-226-8227 or abyers@dacc.org

SPONSOR.....US HealthWorks

MAY

2 Hour Group Rating Required **Hot Topic Safety Training**

рате/тіме......Мау 23, 7:30 - 10:00 ат SPEAKER......Gary Auman; Dunlevey, Mahan & Furry TOPIC......Keystones to a Safe Workplace LOCATION......Crowne Plaza Hotel 33 East Fifth Street, Dayton REGISTRATION...937-226-2853 or bwiford@dacc.org



Chamber 101 New Member Orientation

рате/тіме.....Мау 23, 4:30 - 5:30 pm SPEAKER......Phillip Parker, CAE, CCE, President and CEO, Dayton Area Chamber of Commerce .Chamber Benefits and ServicesCaterpillar 6611 Hoke Road, Clayton REGISTRATION...937-226-8253 or registration@dacc.org

Business After Hours

DATE/TIME..... May 23, 5:30 - 7:30 pm LOCATION......Caterpillar 6611 Hoke Road, Clayton REGISTRATION..937-226-8253 or registration@dacc.org

sponsor......CAT Logistics/Caterpillar

JUNE

Breakfast Briefing

DATE/TIME..... June 8, 7:15 - 9:15 am SPEAKER......David Hodge, President, Miami University торіс.....ТВА LOCATIONDayton Racquet Club 40 North Main Street, Dayton REGISTRATION...937-226-8253 or registration@dacc.org SPONSOR.....Benefits Network Insurance; CareWorks SUPPORTINGPickrel, Schaeffer & Ebeling Col, LPA













For more information or to register, visit us online at www.daytonchamber.org.