Leadership Institute Graduates Community Leaders

Twenty-two business professionals will graduate from the Springfield Regional Chamber’s Leadership 2017 on April 20 at the Springfield Sheraton. Supported by MGM Springfield and the Irene E. and George A. Davis Foundation. The program is a unique collaboration between the Springfield Regional Chamber and Western New England University (WNE) to teach middle- and upper-level managers the crucial thinking and problem solving skills needed to prepare participants to be effective leaders in service to the community and their workplaces.

This year’s program,
ANNIVERSARY MEMBERS

Every month the Chamber honors those members who have continuously supported our mission throughout the years. The following members joined in the month of April. Happy Anniversary!

1 Year Anniversary
AirSweep Inc
Altus Dental
Lenox/American Saw
McNair Business Machines, Inc.
Racing Mart Fuels
W.F. Young, Inc.
White Lion Brewing Company

5 Year Anniversary
Albany St. Auto
Tufts Health Plan
Maureen Gaudreau (PWC)

20 Year Anniversary
Alarm Works/Fire Detection Systems
Dietz & Company Architects, Inc.

25 Year Anniversary
Fitzgerald Attorneys at Law, P.C.
Lauri Lavell (PWC)

30 Year Anniversary
Pioneer Valley Planning Commission

35 Year Anniversary
Better Homes, Inc.

40 Year Anniversary
Valley Communications Systems, Inc.

45 Year Anniversary
Building Specialties/Architectural Hardware, Inc.
Merriam-Webster, Inc.
Springfield Marriott

50 Year Anniversary
H.L. Dempsey Company
Smith & Wesson Corp.
Big Y Foods, Inc.

55 Year Anniversary
Agnoli Sign Company, Inc.
American International College
American Pest Solutions, Inc.
Blue Cross Blue Shield of MA, Inc.
Chart Oak Insurance and Financial Services Co
Chase, Clarke, Stewart & Fontana Ins. Agency
Collins Electric
D J St. Germain Co., Inc.
Eastern States Exposition
Eversource
Friendly’s Restaurants
HUB International New England, LLC
L E Belcher, Inc.
MacDuffie School
The Macmillan Group
MassMutual Financial Group
Northwestern Mutual
Palmer Paving Corp
Peter Pan Bus Lines, Inc.
Realtor Association of Pioneer Valley
Six Flags New England
Springfield College
Western New England University
WWLP-22 News & The CW of Springfield

NEW MEMBERS

Companies and organizations listed here have made an important investment in their business and in the community by joining the Chamber. Do business with Chamber members—it’s good business!

Casual Elegance, Inc.
10 Spruce Dr.
Wilbraham, MA 01095
Transportation Services

DTC Enterprises Inc.
420 Washington St.
Dorchester, MA 02124
Foods-Wholesale & Retail

People Ready
607 State St.
Springfield, MA 01104
Employment Agencies & Executive Search Firms

Pioneer Valley Riverfront Club
121 West St.
Springfield, MA 01104
Club-Private
Referred By: Seth Tenenbaum, Schooley Mitchell

Pamela Barthelette (PWC)

Sharon Beaudry (PWC)

Jennifer Ewers (PWC)

Anne Stout (PWC)

MISSION STATEMENT

The Springfield Regional Chamber represents the region and its geographic hub of Springfield and more than 600 businesses of all sizes, industry and profession, providing leadership to promote, support and enhance the economic health of the business community and the region.

VOL XXXV • NO.5
CHAMBER CHANNELS (USPS681-850)

is published bimonthly with $5 of Chamber dues covering subscription costs.

Postmaster:
Send address changes to:
Chamber Channels, 1441 Main Street,
Springfield, MA 01103-1449

Telephone:
413-787-1555

Fax:
413-755-1322

Email:
sullivan@springfieldregionalchamber.com

Website:
www.springfieldregionalchamber.com

News & Advertising Deadline:
10th of every month

Publisher: Springfield Regional Chamber

Editor: Maureen Sullivan
“Let’s Make a Deal”

The ultimate networking opportunity meets the ultimate driving machine at the showroom of BMW of West Springfield on April 19, when the Springfield Regional Chamber and the West of the River Chamber get behind the wheel to present a luxurious After 5 with hors d’oeuvres and cash bar.

Bring a few passengers and drive over to 1712 Riverdale Street in West Springfield on April 19, and join us and our friends from across the river, from 5 to 7 p.m.

Test drive, anyone?

Sponsorships are available for as low as $100. For information on sponsorships, call 413-755-1310 or email events@springfieldregionalchamber.com.

Reservations for this expanded networking event are $5 for members and $10 for general admission and may be made online at www.springfieldregionalchamber.com.

City Accepting DDDF Restaurant Loan Applications

Mayor Domenic J. Sarno has announced that the city is now accepting applications for the Downtown Dining District Fund (DDDF) loan program. The program seeks to attract experienced restaurateurs who seek to locate in Springfield’s “Transformative Development Initiative” (TDI) District, just steps from Union Station and three blocks from MGM Springfield.

“This is another piece, building off of the tremendous momentum we are seeing from the nearing completion of Union Station and the rising of MGM Springfield,” said Mayor Domenic J. Sarno. “This program is all about filling storefronts in the core of our downtown with new restaurants, new jobs, and new vitality.”

The program will offer low-interest loans of between $50,000-$200,000 to experienced restaurateurs to open new restaurants in the district. The fund is part of the larger TDI plan, which includes the Springfield Innovation Center, Make-It Springfield, and planned improvements to public spaces. TDI is a MassDevelopment initiative which focuses resources in a targeted manner to make the greatest impact.

The loan fund will consider applications for full service, sit-down restaurants that help bring new variety and new options to the district. The program is funded by the city via its Section 108 loan allocation, provided through the Department of Housing and Urban Development. The city will contract with local non-profit Common Capital to provide financial review of applications and loan servicing.
2017 YOUTH EMPLOYMENT SUMMER CAMPAIGN

The Regional Employment Board of Hampden County, Inc. is looking for private sector businesses to partner with us on our summer jobs for youth campaign. Your participation gives young people between the ages of 14-24 a chance to explore careers while earning a paycheck and most importantly develop skills.

You can help shape our future workforce.

Below is a sample of private sector employers who have made a difference by partnering with the REB in the summer 2016. Would you like to be added to the list?

Here’s How YOU can Help!

1. **Hire a youth**: Please consider directly hiring a youth for your summer employment needs. All youth receive 15 hours of work readiness skills training before employment.

2. **Donate money**: A $330.00 donation pays for one week of employment based on 30 hours a week at $11.00 an hour. A $1,980.00 donation pays for a young person to work for 6 weeks! All donations are tax deductible.

3. **Become a worksite**: Consider using your business as a worksite and the youth will be paid by the REB.

- Applied Light
- Aramark WNEU
- Baystate Noble Hospital
- Birch Manor
- Chaffee-Heliwell Insurance
- Chicopee General Store & Bait Shop
- Collins/Crochiere Construction
- C-Town
- Day Lumber Company
- El Rincon Boriqua
- Erica’s Hall of Fame Kitchen
- Environmental Integrity Co., LLC.
- Fairview Deli
- Fiesta Cafe
- Fruit Fair
- Gary Rome Hyundai
- Good Dog Spot
- Holyoke Medical Center
- Huiles Transportation
- Law Office of Rodriguez-Ross
- Marshall’s
- MassMutual
- Master Heo’s Tae Kwon Do
- McClelland’s Florist & Special Gifts
- Mercy Hospital
- Park Square Realty
- Pilgrim Candle Company
- Porchlight VNA Care
- PVTA
- Quality Life ADH
- Reyes Auto Sales
- Rivera and Rivera
- Act Against Foreclosure
- Salsarengue Restaurant
- Shaker Farms Country Club
- Shortstop Bar and Grill
- Springfield Housing Authority
- Tavern Restaurant
- The Axxion Company
- The Muse Custom Framing

For more information, contact Kathryn Kirby, Manager of Youth Employment Workforce Programs at (413) 755-1359 or kkirby@rebhc.org
FEBRUARY BUSINESS@BREAKFAST

Mark French, advertising director for The Republican and breakfast emcee, presents certificates of recognition to John Morse, left photo, chair of the Board of Directors of Mason Wright for its 125th anniversary; and to Peter Salerno, right photo, for his new position as executive director of the Springfield Symphony Orchestra.

Jamie Campbell of Northwestern Mutual and a Chamber ambassador, welcomes guests.

Meghan Fallon and Jackie Fallon from FIT Staffing, Coffee Bar sponsor.

Everyone wanted to know more about big data.

Alan Popp, president of Mason Wright, is surrounded by staff who joined him to celebrate Mason Wright’s 125th anniversary.
and actively advocating to encourage the region’s elected officials, regulatory agencies and the Administration to adopt the Chamber positions. Below is a recap:

**BUDGET / TAX POLICY**

With revenues below benchmark levels, the Chamber will focus on how revenues are prioritized, spent and will monitor any potential income or other tax increases which could impact business. Areas include:

- **Stabilization Fund**: The Chamber will encourage rebuilding this Fund and ensure its use only in dire circumstances.
- **Gateway Cities**: The Chamber will support adequate funding needed for programs to address the specific needs of these cities with an emphasis on funding programs which meet the Skills Gap.
- **Infrastructure**: The Chamber will monitor the I-91 reconstruction to ensure it is completed on time and on budget and will continue to advocate for adequate parking in downtown Springfield.
- **Local Aid**: The Chamber will advocate for adequate funding of local aid.
- **Bond Rating**: The Chamber will support the maintaining of the state AA+ bond rating.
- **Marijuana Excise Tax**: The Chamber will support an appropriate tax position which fully funds all regulatory and enforcement costs.
- **Income Tax**: The Chamber will oppose any increase in the income tax on business.

**WORKPLACE ISSUES**

The Chamber works hard to make the region competitive when it comes to the costs of doing business and will continue its advocacy to ensure it remains so, including:

- **Paid Family Leave**: The Chamber will monitor this issue and advocate as appropriate to ensure that undue burden is not placed on business.
- **Non-Compete Legislation**: The Chamber will oppose any efforts to discontinue use of these agreements.
- **Wage “Theft”**: The Chamber will oppose efforts to make a business vicariously or joint and severally liable for the wages of a subcontractor’s employees without any evidence of malfeasance by the business.

**HEALTH CARE**

The cost of health care remains a concern for the Chamber and its members. The Chamber will focus its efforts on:

- **The Federal Affordable Care Act (ACA)**: The Chamber will continue to follow expected changes to the Act and advocate at the state and/or federal level in order to avoid negative impacts to the health care system in Massachusetts.
  - **Mandated Benefits**: The Chamber will continue to review areas for cost containment and restricting mandated benefits where costs exceed value.
  - **Insurance Disbursements**: The Chamber will advocate for appropriate Medicare, Medicaid and Disproportionate Services Hospital payments so as not to penalize our health care providers.
  - **Managed Care**: The Chamber will encourage the exploration of an all Managed Care Organization model versus Medicaid as a way to reduce the costs of care.

**ENERGY**

The cost of energy is a critical issue for Chamber members. The Chamber will:

- Monitor this issue and advocate as appropriate to moderate these costs for employers.

**WORKFORCE DEVELOPMENT / EDUCATION**

The Chamber believes that all students should leave the school system with the knowledge, skills and experiences they will need in the 21st century. To that end, the Chamber will:

- **Skills Gap**: Support programs and services which close the gap between the skills and knowledge employers need and what the school system produces.
- **Funding**: Support higher appropriations for high quality, pre-kindergarten programs.

In addition to these specific issues, the Chamber monitors other issues that may be relevant to the business community, including the Fair Share Assessment as put forth in the Governor’s budget, potential ballot initiatives that may arise, earned sick time and fair rescheduling practices and more.

For information on any of these issues, to raise an issue of concern or to find out how you can get involved, contact Springfield Regional Chamber President Nancy Creed at creed@springfieldregionalchamber.com or (413) 755-1309.
Guests at the head table, from left to right, Dawn Leaks, CEO of Lioness; breakfast speaker Liz Dederer of Selling with Service; Jennifer Brown, vice president of client development at United Personnel; Colleen Loveless, President and CEO of Revitalize CDC; and Dr. Christina Royal, president of Holyoke Community College, listen as Chamber Ambassador and owner of Bottom-Line Bodyworks, Saskia Cote welcomes everyone.

Bob Ziomek and Matthew Van Heynigen from Western New England University catch up over coffee.

Dawn Creighton, Western Mass regional director for the Associated Industries of Massachusetts and Alan Popp, president of Mason Wright.
Dr. Christina Royal accepts a plaque recognizing her as the new president of Holyoke Community College from Dawn Leaks.

Speaker Liz Dederer wraps up her talk on “The 8 Languages of Money” by thanking the audience.

Emcee Dawn Leaks presents Colleen Loveless, president and CEO of Revitalize CDC with a plaque recognizing RCDC’s 25th anniversary.

Lisa Grenier from Market Mentors, center, and Kelly McGiverin, right, of Andrew Associates enjoy coffee and conversation with Paula Lynch from Market Mentors.
Chamber Leaders to Head to Beacon Hill for Business Summit

The Springfield Regional Chamber, in partnership with the East of the River Five Town Chamber of Commerce with support from the Greater Holyoke Chamber of Commerce, will hold its popular Beacon Hill Summit on April 26, 2017.

Sponsored by Baystate Health, Comcast and WWLP-22 News, and the CW of Springfield, the day-long event is the largest regional business summit at the statehouse and provides an opportunity for business and community leaders to hear from key legislators and members of the Baker-Polito Administration and voice their opinions, concerns and ideas during the day’s formal sessions and social events. This will be the third time this event is held under the new Administration.

Senator James Welch, chair of the Joint Committee on Health Care Financing, and his colleague from the House side, Representative Aaron J. Vega, vice chair of the Joint Committee on Children, Families and Persons with disabilities, will co-host the event.

The budget will be on top of mind as the Governor released his proposed FY 18 budget and the House of Representatives will be voting on its version with it moving to the Senate shortly thereafter.

The day’s agenda will also include lunch at the Omni Parker House with members of the region’s delegation and a wrap-up cocktail reception at the 21st Amendment.

Buses will depart from the Pride Stores’ Chicopee Travel Center off Exit 6 of the Massachusetts Turnpike in Chicopee at 7:00 a.m. with return by 7:00 p.m. The all-inclusive cost is $180 and includes transportation, continental breakfast, lunch, reception and all materials.

Reservations are required in advance by April 19, 2017 and can be made online at www.springfieldregionalchamber.com or by contacting Jessica Hill at hill@springfieldregionalchamber.com.

PWC Takes the Stage on April 11

The Professional Women’s Chamber division (PWC) takes the stage for its April 11 Ladies’ Networking Night at CityStage, 150 Bridge St., Springfield, from 5-7 p.m.

Complimentary beverages and refreshments will be served while members and friends network and shop “Fashion Alley” for spring apparel and accessories from Orange Scarf, Kate Gray Boutique and Cooper’s Apparel. There will be an optional cash bar. Guest will have an opportunity to win a theatre and dinner package for four, which includes tickets to “Disenchanted” – the hilarious new hit musical that The New York Times called “A girl’s night out rebellion.” The play runs April 27-28 at CityStage.

Reservations are complimentary, but suggested. Contact Debra Chamberland at smdchamberland@yahoo.com.

April 5 Business@ Breakfast to Feature Mayor’s Forum

The annual Mayor’s Forum is the highlight of the April 5 Business@ Breakfast at the Delaney House, 1 Country Club Road, Holyoke.

Ray Hershel of Western Mass News, and the dean of Western Massachusetts television journalists, will moderate an informal discussion with Mayor Domenic Sarno of Springfield; Mayor Richard Kos of Chicopee; and Mayor Alex Morse of Holyoke. The discussion will offer an inside look at the personal and professional lives of these elected officials.

The breakfast is sponsored by breakfast series sponsor United Personnel Services; FutureWorks of Springfield; Blue Cross of Massachusetts; Wolf and Company; and Employers Association of the NorthEast.

Tickets are $22.50 for Springfield Regional Chamber members in advance ($25 at the door) and $30 for general admission in advance ($35 at the door). Reservations are suggested and can be made online at www.springfieldregionalchamber.com or by contacting Jessica Hill at hill@springfieldregionalchamber.com.
Have Some “Words with Friends” at the May Breakfast

On dictionary apps and websites, lookups of words related to news events have surged, and Springfield’s own Merriam-Webster is having some fun on social media, posting definitions of trending words. The venerable 189-year-old dictionary company is getting a lot of media attention for its Tweets. In just the past two months, MassLive, the Boston Globe Magazine, The New York Times and NBC News all have written about Merriam-Webster and its use of Twitter.

In fact, Merriam-Webster’s Twitter followers increased to more than 260,000 during last year’s election.

On May 3, at our Business@Breakfast, Peter Sokolowski, Merriam-Webster’s editor at large, will speak about trends in word lookups, what makes a person look up a word, and the 1,000 new words recently added to the dictionary – from abandonware, to humblebrags and Seussian.

Those new words include terms from recent advances in science, borrowings from foreign languages, and words from tech, medicine, pop culture, sports, and everything in between.

Some words are perennial sources of curiosity, while others shows spikes of interest triggered by events in the news. Some are driven by political statements, such as betrayal, while others come from movies like revenant, sports announcements, like irregardless, and pop culture, like sanity – whatever sends people to the dictionary on a given day.

Tens of millions of individual word searches every month, taken together, tell a story about language, curiosity and culture and what is expected of a dictionary in the 21st century. Merriam-Webster has been reporting on trending words since 2010. It has become a cool brand with smart, sassy conversations and comebacks.

Pride Stores will be recognized at the breakfast for its 100th anniversary. Business@Breakfast series sponsor is United Personnel.

Let’s have a few words with friends over breakfast, May 3 at Chez Josef, 176 Shoemaker Lane, Agawam, from 7:15-9 a.m. Sponsorships are available for as little as $100. For information on sponsorships, call 413-755-1310 or email events@springfieldregionalchamber.com. Reservations are $22.50 for members in advance ($25 at the door) and $30 for general admission ($35 at the door) and may be made online at www.springfieldregionalchamber.com.

By the way, what’s the last word you looked up?

No kidding, ‘gaga’ is spiking @MerriamWebster:

 wrongdoing spreading on social media, posting definitions of trending words. The venerable 189-year-old dictionary company is getting a lot of media attention for its Tweets. In just the past two months, MassLive, the Boston Globe Magazine, The New York Times and NBC News all have written about Merriam-Webster and its use of Twitter.

In fact, Merriam-Webster’s Twitter followers increased to more than 260,000 during last year’s election.

On May 3, at our Business@Breakfast, Peter Sokolowski, Merriam-Webster’s editor at large, will speak about trends in word lookups, what makes a person look up a word, and the 1,000 new words recently added to the dictionary – from abandonware, to humblebrags and Seussian.

Those new words include terms from recent advances in science, borrowings from foreign languages, and words from tech, medicine, pop culture, sports, and everything in between.

Some words are perennial sources of curiosity, while others shows spikes of interest triggered by events in the news. Some are driven by political statements, such as betrayal, while others come from movies like revenant, sports announcements, like irregardless, and pop culture, like sanity – whatever sends people to the dictionary on a given day.

Tens of millions of individual word searches every month, taken together, tell a story about language, curiosity and culture and what is expected of a dictionary in the 21st century. Merriam-Webster has been reporting on trending words since 2010. It has become a cool brand with smart, sassy conversations and comebacks.

Pride Stores will be recognized at the breakfast for its 100th anniversary. Business@Breakfast series sponsor is United Personnel.

Let’s have a few words with friends over breakfast, May 3 at Chez Josef, 176 Shoemaker Lane, Agawam, from 7:15-9 a.m. Sponsorships are available for as little as $100. For information on sponsorships, call 413-755-1310 or email events@springfieldregionalchamber.com. Reservations are $22.50 for members in advance ($25 at the door) and $30 for general admission ($35 at the door) and may be made online at www.springfieldregionalchamber.com.

By the way, what’s the last word you looked up?

No kidding, ‘gaga’ is spiking @MerriamWebster:

Definition of chamber of commerce from Merriam-Webster

1. : an association of businesspeople to promote commercial and industrial interests in the community.

By the way, what’s the last word you looked up?

No kidding, ‘gaga’ is spiking @MerriamWebster:

Definition of GAGA anonymously enthusiastic or interested in something or someone. See the full definition... merriam-webster.com

131 RETWEETS 569 LIKES

Chair: Daniel Keenan, Sisters of Providence Health System
Vice Chair: Patricia Canavan, United Personnel
Treasurer: Barbara-Jean DeLoria, Florence Bank
Secretary: David Parke, Bulkley, Richardson

Paul Bailey, Springfield Partners for Community Action
Janet Casey, Marketing Doctor
Laurie Cassidy, West Springfield Council on Aging
Ellen Cummings, Verizon
Jennifer D’Amour, Big Y Foods, Inc.
John Doleva, Naismith Memorial Basketball Hall of Fame
Hayley Dunn, Eversource
Jeffrey Fialky, Bacon & Wilson, P.C.
Mark French, The Republican
Ellen Freyman, Shatz, Schwartz and Fentin, P.C.
Daniel Glanville, Comcast Cable Communications, LLC
James Goodwin, Center for Human Development, Inc.
Tiffany Greene, Disability Management Services, Inc.
Jody Gross, Health New England
Art Jasper, Johnstone Supply
Joan Kagan, Square One
Donald Kozera, Human Resources Unlimited
Christian Lagier, Baystate Health

Patrick Leary, Moriarty & Primack, P.C.
Dennis Lopata, Life Care Center of Wilbraham
Mary MacInnes, Pioneer Valley Transit Authority
Joseph Marullo, Berkshire Bank
Judith Matt, Spirit of Springfield, Inc.
Bill Miller, Friends of the Homeless, Inc.
Martin Miller, New England Public Radio
Timothy Murphy, Skoler, Abbott & Presser P.C.
William Pepin, WWLP-22 News
Evan Plotkin, NAI Plotkin
Alan Popp, Mason-Wright / Colony Care
Dora Robinson, United Way of Pioneer Valley, Inc.
Jeffrey Sattler, NUVO Bank & Trust Company
Meghan Sullivan, Sullivan, Hayes & Quinn, LLC
Mike Suzor, Springfield Technical Community College
William Trudeau, Insurance Center of New England
Mary Walachy, Irene E. & George A. Davis Foundation
Robert Ziomek, Western New England University

2016-2017 BOARD OF DIRECTORS

Chair: Daniel Keenan, Sisters of Providence Health System
Vice Chair: Patricia Canavan, United Personnel
Treasurer: Barbara-Jean DeLoria, Florence Bank
Secretary: David Parke, Bulkley, Richardson

Paul Bailey, Springfield Partners for Community Action
Janet Casey, Marketing Doctor
Laurie Cassidy, West Springfield Council on Aging
Ellen Cummings, Verizon
Jennifer D’Amour, Big Y Foods, Inc.
John Doleva, Naismith Memorial Basketball Hall of Fame
Hayley Dunn, Eversource
Jeffrey Fialky, Bacon & Wilson, P.C.
Mark French, The Republican
Ellen Freyman, Shatz, Schwartz and Fentin, P.C.
Daniel Glanville, Comcast Cable Communications, LLC
James Goodwin, Center for Human Development, Inc.
Tiffany Greene, Disability Management Services, Inc.
Jody Gross, Health New England
Art Jasper, Johnstone Supply
Joan Kagan, Square One
Donald Kozera, Human Resources Unlimited
Christian Lagier, Baystate Health

Patrick Leary, Moriarty & Primack, P.C.
Dennis Lopata, Life Care Center of Wilbraham
Mary MacInnes, Pioneer Valley Transit Authority
Joseph Marullo, Berkshire Bank
Judith Matt, Spirit of Springfield, Inc.
Bill Miller, Friends of the Homeless, Inc.
Martin Miller, New England Public Radio
Timothy Murphy, Skoler, Abbott & Presser P.C.
William Pepin, WWLP-22 News
Evan Plotkin, NAI Plotkin
Alan Popp, Mason-Wright / Colony Care
Dora Robinson, United Way of Pioneer Valley, Inc.
Jeffrey Sattler, NUVO Bank & Trust Company
Meghan Sullivan, Sullivan, Hayes & Quinn, LLC
Mike Suzor, Springfield Technical Community College
William Trudeau, Insurance Center of New England
Mary Walachy, Irene E. & George A. Davis Foundation
Robert Ziomek, Western New England University
LEADERSHIP INSTITUTE GRADUATES COMMUNITY LEADERS CONTINUED—

Leadership Skills: For Personal, Organizational and Community Development, included an emphasis on strategies and techniques designed to create high energy and high involvement leadership, focusing on problem solving, learning to ask the right questions, leading with an entrepreneurial focus, and implementing creative and innovative solutions for both nonprofit and for profit organizations.

Christopher Wystepek, director of undergraduate admissions for Western New England University and a 2017 graduate said, “The program allows you to reflect on what you are doing right and where. Overall, Leadership has been great, and it has reinvented how I think and how I lead.”

“Notwithstanding the learning component, the Leadership Program is unique in that it brings together people from different business backgrounds providing an opportunity to view the various learning topics from different points of view, giving participants a greater appreciation of the lessons,” said 2016 graduate Youssef Fadel of N.E.P.M.-New England Promotional Marketing. “The setting is casual and friendly making it conducive to developing an atmosphere where one wants to learn and observe. You get to appreciate many aspects of leadership and come out with a specific plan for your own leadership journey. You can use what you learned in your professional, volunteer or personal life,” he added.

Working side by side with Western New England University professors, participants actively explored best practices of leaders; analyzed their own leadership, learning, and problem solving styles; were challenged to think in new ways and to analyze their own strengths and organizational challenges within a dynamic economy; and explored task and interpersonal focus, professional, volunteer or personal life,” he added.

Working side by side with Western New England University professors, participants actively explored best practices of leaders; analyzed their own leadership, learning, and problem solving styles; were challenged to think in new ways and to analyze their own strengths and organizational challenges within a dynamic economy; and explored task and interpersonal focus, professional, volunteer or personal life,” he added.

As well, sessions provided opportunities to learn needed skills which could be immediately implemented in their individual business environments such as “Leaders Who Get Things Done: The Power of Influence” which focused on three types of influencing skills; and “Leading in the Community: The New Realities of Board Services and Volunteerism,” focusing on the most important attributes and responsibilities of board members and how to encourage high involvement.

Western New England University Dean of the College of Business Robert Kleine III, and Jack Greeley, executive-in-residence at the University, direct the program.

Upon graduation, the participants are encouraged to bring their expanded knowledge and skill base back to their place of employment and local community service organizations through serving on boards of directors or in other leadership roles.

CONGRATULATIONS TO THE LEADERSHIP 2017 GRADUATES!

Missing is Messiah El-Shabazz, Neighbor to Neighbor
United Personnel, with program/reception sponsors Comcast, Mercy Medical Center, and The Republican, and support from BusinessWest. The event is presented in partnership with the East of the River Five Town Chamber of Commerce (ERC5). The Springfield Regional Chamber Outlook is the area’s largest and premier legislative event, which attracts more than 700 guests and presents expert speakers on local, state and federal issues.

“Today’s News: Who’s Up, Down and What’s Really Going On” will be the topic of Robinson’s talk. In his twice-weekly column in The Washington Post, Robinson picks American society apart and then puts it back together again in unexpected and revelatory new ways. His remarkable story-telling ability has won him wide acclaim, most notably as the winner of the 2009 Pulitzer Prize for his commentary on the 2008 presidential race.

In his various roles at The Washington Post, including while reporting abroad, Robinson has witnessed firsthand, the revolution taking place online and in the 24/7 news cycle, and has seen how the news media is influencing American culture. He has written books about race in Brazil and music in Cuba, covered a heavyweight championship fight, witnessed riots in Philadelphia and a murder trial in the deepest Amazon, sat with Presidents and Dictators and the Queen of England, and handicapped three editions of American Idol.

He began his career at The San Francisco Chronicle, where he was one of two reporters assigned to cover the trial of kidnapped newspaper heiress Patricia Hearst. He joined The Washington Post in 1980, and in his three decades with the newspaper, he served as city hall reporter, covering the first term of Washington’s larger-than-life mayor Marion Barry, foreign correspondent in Buenos Aires and London, foreign editor, and assistant managing editor of The Post, in charge of its award-winning Style section. Robinson saw long before the states were split into red and blue, that politics and culture are always intertwined. He sees how the great trends that are reshaping our society are also reshaping our neighborhoods, our families, ourselves.

Using the old-fashioned instincts and habits of a reporter, Robinson goes out and finds these stories. He sees them as the foundation that supports his provocative opinions – and as building blocks that can be used to assemble the larger narrative of today’s America.

Robinson was a Nieman Fellow in Journalism at Harvard University, is a member of the Council on Foreign Relations, the Pulitzer Prize Board, the National Association of Black Journalists, and the NABJ Hall of Fame. He is the author of three books, Coal to Cream: A Black Man’s Journey Beyond Color to an Affirmation of Race, Last Dance in Havana: The Final Days of Fidel and the Start of the New Cuban Revolution, and his latest, Disintegration.

He will be joined in the program by Congressman Richard E. Neal, who will provide his unique insight into issues at the Federal level, including his thoughts on the 115th Congress, the election, and the front-burner issues facing Congress and the new Administration. Ascending to the highest position for his party – the ranking member of the powerful Committee on Ways and Means - Congressman Neal will play a key role in the new Congress.

Tickets are $50 for Springfield Regional Chamber members as well as ERC5 members and $75 for general admission. Reserved tables of ten are available. Reservations must be made by March 29, 2017 and may be made online at www.springfieldregionalchamber.com or by emailing events@springfieldregionalchamber.com. No walk-ins will be accepted and no cancellations will be accepted once the reservation deadline has passed.
Greater Springfield Senior Services Names New Executive Director

Jill M. Keough was recently named Executive Director of Greater Springfield Senior Services, Inc. (GSSSI), a nonprofit organization which offers in-home and community-based services to help older and disabled individuals live at home safely and independently.

She succeeds Elaine Massery, who retired.

Keough brings more than 20 years of leadership experience within the Western Massachusetts senior living industry. Most recently, she served as executive director of Landmark at Monastery Heights, a 105-unit assisted living residence and memory care neighborhood in West Springfield.

Previously, Keough worked as the director of operations at the Mont Marie campus in Holyoke, where she was also involved with the strategic planning process for its redevelopment. She oversaw the development of the HUD 202 senior living residences for low income seniors which provided access to supportive services allowing them to age in place gracefully.

Keough is a Corporator at Mason Wright Retirement Community and past Chairperson of the Cathedral High School Board of Trustees. She holds a Bachelor of Science Degree in Business Communications from Bentley College.
Tighe and Bond Launches New Website

Tighe & Bond recently launched its new website www.tighebond.com. Designed to provide a comprehensive user-friendly experience across multiple device platforms, the new site provides highlights of some of the firm’s most interesting projects, news and insights on leading industry topics, and information on the people and leadership that serve the firm’s clients.

In addition, the website includes overviews of the firm’s broad-ranging engineering and environmental services, improved Conference Center tools to register for regulatory seminars and training, and career opportunities driven by the firm’s growth across all eight of its office locations.
Western New England University Launches Lean Six Sigma Program

Western New England University Professional Development Center has launched a unique training/mentoring partnership that allows organizations and individuals to integrate proven Lean Six Sigma tools into their respective workplaces. Upon successful completion of this innovative and flexible program, students can achieve Lean Six Sigma certification while positioning themselves for advancement.

Lean Six Sigma is an effective business and engineering methodology that emphasizes elimination of waste and inefficiency through data collection and resulting analysis. It emphasizes employment of a complex set of analysis tools to both collect and draw conclusions related to productivity and efficiency. Although Lean Six Sigma has its origins in manufacturing, in recent years, the methodology has been applied to customer service, health care, information technology, and many other fields.

The University is partnering with Solomon EOS, a nationally recognized training and development corporation that specializes in Lean Six Sigma certification. The partnership allows for online self-paced instruction, or classroom instruction with online content and mentoring leading to Western New England University Lean Six Sigma Green Certification. Certification is awarded in several levels using a variety of colors, ending with Black Belt certification.

Black Belt instructor Lisa Totz, principal of LT Consulting of Westfield, and New England coordinator of business development for Solomon EOS, will serve as the lead instructor for the program, with LT Consulting associates assisting.

CHD/Department of Youth Services Renew Contract

CHD (Center for Human Development) has announced that the Massachusetts Department of Youth Services (DYS) has renewed its contract with CHD for its Assessment Program for adolescent males, ages 13 to 17, who are newly committed to DYS care. CHD is the largest provider of DYS services in the Western Region of the Commonwealth, and this renewed contract for assessment services is one of several provider contracts CHD has with the state. CHD was first awarded a contract for the Assessment Program in 1997 under a competitive bid process. The contract has been renewed periodically since then, based on a DYS examination of CHD’s performance, quality assessments and cost. The new contract is for five years.

The primary focus of the Assessment Program is comprehensive individual assessments within 30 days of commitment in order to provide DYS staff with a service plan designed to help the youth to be successful in avoiding reoffending behavior. CHD provides the initial assessment for each youth in DYS care and makes specific recommendations to DYS staff regarding ongoing services for the youth.
Anonymous Donor Benefits BHN’s Franklin Recovery Center

An anonymous donor has made a $5,000 donation to Behavioral Health Network’s Franklin Recovery Center in Greenfield through the Community Foundation of Western Massachusetts in honor of the Center’s Medical Director, Dr. Ruth Potee, and her work with those facing the challenges of addiction.

The donor and his/her family are patients of Dr. Potee and were moved by her work with those most affected by the opioid epidemic and substance abuse issues.

The Franklin Recovery Center, which opened in July 2016 and is located at 298 Federal Street in Greenfield, provides acute treatment/detoxification, serving those 18 years and older who are in their first 5-7 days of recovery. The center has 32 beds and serves both men and women. The Northern Hope Center, also located at 298 Federal Street, provides a next step in the recovery process for those ready to leave the Franklin Recovery Center.

Meyers Brothers Promotes, Adds to Team

Meyers Brothers Kalicka, P.C. has announced the promotion of Kara Graves, CPA from Audit and Accounting Senior Associate to Manager and the promotion of Joe Vreedenburgh from Audit and Accounting Associate to Senior Associate. Additionally, MBK welcomed Nathan Nicholson to the firm as a Tax Senior Associate.

Graves, who has been with MBK since 2011, has spent the last six years developing a diversified technical skillset with a focus in the commercial audit niche. She has also had the opportunity to develop a leadership skillset, serving as the in-charge accountant on a variety of large-scale projects. During that time, she has demonstrated her ability to lead teams through challenging projects all while delivering a quality client service experience.

Before coming to MBK, Graves worked as an associate at a regional public accounting firm in Westwood, MA. She earned a BSA from Roger Williams and an MSA from Western New England University.

Vreedenburgh has been with MBK since 2014. As a senior associate, he will be leveraging his 10 years of accounting experience to help lead teams in conducting the audit process. He specializes in commercial audits and accounting, employee benefit plans, not-for-profit entities and individual and business taxation. Vreedenburgh earned his BA at the University of Washington and holds an MSA from the University of Massachusetts, Amherst. He is a member of the AICPA and MSCPA and Treasurer of the Hitchcock Center for the Environment.

Nathan Nicholson comes to MBK from the Ayco Company, L.P., a subsidiary of Goldman Sachs, in Latham, NY, where he worked as a Tax Associate handling individual, trust and gift tax returns for high net worth individuals. He has a range of experience working with governmental, non-profit and for-profit entities, including banking, manufacturing, healthcare, real estate and small family-owned businesses. Nathan holds a BBA in Accounting from Siena College.

The Regional Employment Board (REB) of Hampden County, Inc., in partnership with Springfield Mayor Domenic J. Sarno is pleased to announce the approval of FutureWorks, Inc. and Hampden County Career Center, Inc. dba CareerPoint as the approved One-Stop Career Center Operators.

FutureWorks & CareerPoint provide comprehensive job seeker and business/employers services within the Hampden County Region under the U.S. Department of Labor’s Workforce Innovation and Opportunity Act (WIOA) and other federal and state funding.
Massachusetts Business Alliance for Education and Worcester Regional Chamber of Commerce Join Forces to Focus on Education

MBAE and the Worcester Regional Chamber of Commerce, the largest Chamber in New England, announced today that the Worcester Chamber has signed on as MBAE’s first business “Affiliate” signaling its commitment to driving education improvements that will ensure all students get the education they need to be successful in college and career.

The Springfield Regional Chamber of Commerce, Springfield Business Leaders for Education, Newton-Needham Regional Chamber of Commerce, Concord Chamber of Commerce, and TechNet have also joined the network.

Groups are responding to their members’ concerns on education and the workforce expressed through their responses to a recent statewide employer survey. 72% of Massachusetts employers say the schools need major or moderate change.

Employers believe that there is much room for improvement in the education system. This new initiative is aimed at working together to drive positive change in the education sector.

ESE Director Dennis Picard to Retire

Dennis D. Picard, director of Eastern States Exposition’s Storrowton Village Museum, has announced his retirement, capping a 27-year career with the West Springfield organization. He joined the staff of ESE in July 1990.

Picard began his career at Sturbridge Village in Sturbridge, Mass., in 1978, where he spent twelve years filling various positions including “lead interpreter” where he researched and designed many public programs that are still offered by that institution today. He was on the craft and interpretive staff at Hancock Shaker Village, in Hancock, Mass., in the early 1980s.

At ESE, Picard is responsible for administering the educational programs and special events as well as the daily management of the historic village. He also oversees all capital improvements and repairs to the 18th & 19th century buildings that make up the museum.

Picard implemented a number of popular programs at Storrowton Village Museum, such as Tales of Haunted New England, Maple Harvest Day, Ice Harvesting on the Lagoon, Storrowton and the Civil War, Runaway from His Master (a journey on the Underground Railroad), Little House Family Day and Today’s Math in Yesterday’s Market, which was presented at a national conference in San Francisco. His training of volunteers included basket making, fireplace cooking, spinning, weaving, blacksmithing and cooking demonstrations, to name a few.

With his background in public history and museum experience, Picard has authored many articles on the lifestyles and folkways of New England and has served as a consultant for many historical societies and museums.

In 2008, Picard served as the American contact for the British Broadcasting Company (BBC) production of “Absolute Zero: The Conquest of Cold,” a documentary on harnessing the cold and the race to reach the lowest temperature possible. He selected the filming site, provided the authentic tools, attire, oxen, made all local arrangements and monitored the weather for the production. It was filmed in March 2006 at Sunrise Park’s picturesque pond in Suffield, Conn. He appeared in the segment on Frederic “Ice King” Tudor who founded an empire harvesting ice.

Picard will retire April 20 and will remain active in the living history museum field throughout New England.
improvement in preparing our youth for success in postsecondary education and the workforce. Deep inequities in education that leave far too many students on the economic sidelines and a widening skills gap that makes it difficult for employers to find qualified candidates to fill open positions, must be addressed.

Education is emerging as a key policy issue this year. The Massachusetts business community has played a significant and successful role over the past three decades in calling for improvements in education. With efforts underway to roll back education reforms that have made Massachusetts number one in the nation in student achievement and with a need to better prepare all young people for a competitive economy, business groups are joining with MBAE to have a greater impact on that debate.

MBAE is finalizing its legislative priorities and positions.

Former VMware Executive Jonathan Butz Joins VertitechIT

Jonathan Butz has joined Holyoke, Massachusetts-based healthcare consultancy VertitechIT as an Executive Project Officer (EPO). Butz, who helped to shape the national healthcare platform strategy for VMware Inc., one of the largest virtualization software companies in the world, will lead engagements with large healthcare systems as VertitechIT continues to expand operations throughout the east coast and across the country.

As Healthcare Business Strategist for VMware, Butz was responsible for vision, messaging, and financial analysis for the company’s growth in the $40B vertical. Butz will work directly to VertitechIT CEO Michael Feld.

Butz will manage major healthcare engagements throughout the mid-Atlantic region.
Simple Steps to Register for an Event

1. Go to www.springfieldregionalchamber.com and choose the event you want to attend.

2. Click Register Now.

3. Enter Your email address and click Continue.

4. Add Attendee Simply type in the name(s) of those that want to attend. The more the merrier!

5. Stop If you don’t see pricing for members, Call us and we can verify if you are a member and finish the registration for you! Discounted pricing is exclusive for members! Another benefit to your membership!

5. Checkout You can pay online with a credit card or request an invoice. You will receive an email confirmation. See you at the event!

brought to you by: connect2commerce springfield Regional Chamber
CHAMBER EVENTS

Apr 2017

5 Business@Breakfast, 7:15-9 a.m., featuring our annual "Mayor’s Forum" with Springfield Mayor Domenic Sarno, Chicopee Mayor Richard Kos and Holyoke Mayor Alex Morse, Delaney House, 1 Country Club Road, Holyoke, $22.50 members in advance ($25 at the door), $30 general admission in advance ($35 at door)


May 2017

3 Business@Breakfast, 7:15-9 a.m., “Words with Friends” with Merriam-Webster editor at large Peter Sokolowski and saluting Pride on its 100th anniversary, Chez Josef, 176 Shoemaker Lane, Agawam, $22.50 members in advance ($25 at the door), $30 general admission in advance ($35 at door)

9 PWC Headline Luncheon, 11:30 a.m.-1 p.m., Location TBD, $30 PWC members, $40 general admission

10 Lunch ’n Learn, 11:30 a.m. – 1:00 p.m., “The Trump Effect: Potential Impact on Employer Mandates” presented by Amelia Holstrom, Skoler, Abbott & Presser, PC, Latitude Restaurant, 1338 Memorial Avenue, West Springfield, $25 members in advance ($30 at door), $35 general admission ($40 at door)

11 PWC Ladies Networking Night, 5-7 p.m, CityStage, One Columbus Center, Springfield, cost: complimentary but registrations suggested by emailing Debra Chamberland, smdchamberland@yahoo.com

12 Ambassadors Meeting, 4-5 p.m., Chamber Offices, College Room, 1441 Main Street, Springfield

14 Legislative Steering Committee Meeting, 8-9 a.m., TD Bank Conference Center, 1441 Main Street, Springfield

15 PWC Board Meeting, 8-9 a.m., Chamber Offices, EDC Conference Room, 1441 Main Street, Springfield

18 Membership Committee Meeting, 2-3 p.m., Chamber Offices, Chamber Room, 1441 Main Street, Springfield

19 “Let’s Make a Deal” After 5, BMW of West Springfield, 1712 Riverdale Street, West Springfield, $5 members, $10 general admission – SPECIAL EVENT PRESENTED JOINTLY WITH THE SPRINGFIELD REGIONAL CHAMBER AND THE WEST OF THE RIVER CHAMBER

20 Leadership Graduation, 6-9 p.m., Sheraton Springfield, One Monarch Place, Springfield, $40 per person

25 Springfield Regional Chamber Board of Directors Meeting, Noon-1 p.m., TD Bank Conference Center, 1441 Main Street, Springfield

26 Beacon Hill Summit co-hosted by Senator James Welch and Representative Aaron Vega, 7 a.m.-7 p.m., Massachusetts Statehouse, $180 members, $225 general admission, all inclusive

23 PWC Woman of the Year Celebration, 5:30 p.m., Storrowton Tavern, 1305 Memorial Avenue, West Springfield, $55 per person

29 Memorial Day, Chamber Offices Closed

30 Pastries, Politics & Policy, 8-9 a.m., TD Bank Conference Center, 1441 Main Street, Springfield, $15 members in advance ($20 at door), $25 general admission in advance ($30 at door)

We want to attend the following events:

APRIL 5 • BUSINESS@BREAKFAST, 7:15-9 A.M.
The Delaney House, 1 Country Club Road, Holyoke
$22.50 members in advance ($25 at door),
$30 general admission in advance ($35 at door)

APRIL 11 • PWC LADIES NETWORKING NIGHT, 5-7 P.M.
CityStage, One Columbus Center, Springfield
For reservations, contact Debra Chamberland,
smdchamberland@yahoo.com

APRIL 19 • “LET’S MAKE A DEAL” AFTER 5, 5-7 P.M.
BMW of West Springfield, 1712 Riverdale Street, West Springfield
$5 members, $10 general admission
Presented in partnership with the West of the River Chamber

APRIL 20 • LEADERSHIP GRADUATION, 6-9 P.M.
Sheraton Springfield, One Monarch Place, Springfield
$40 per person

APRIL 26 • BEACON HILL SUMMIT, 7 A.M.-7 P.M.
Massachusetts Statehouse
$180 members, $225 general admission

R.S.V.P.

Registerant Name(s) ____________________________
________________________

Company Name: ____________________________

Tel: ____________________________ Fax:________________________

Address: ____________________________

Town, State, Zip: ____________________________

Contact Name: ____________________________

Check Enclosed for $ ____________________________

Please charge this to my: AMEX Visa Mastercard Discover

Card # ________________ Exp. Date ____________

Signature ____________________________