



Covering Business in Flint & Genesee

Jan/Feb 2018



Beauty with a purpose

Local companies accent innovative design

Hamilton Community Health:

Focused on the future

The hackers' sweet spot

A publication of the Flint & Genesee Chamber of Commerce



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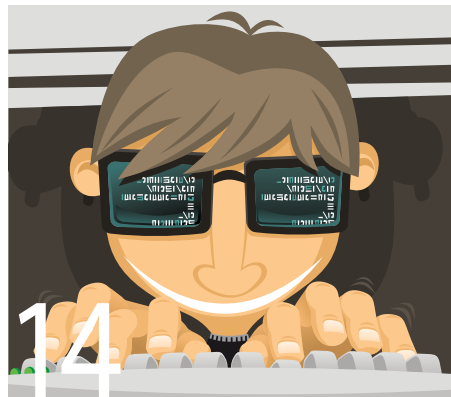
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Contemporary workplaces transformed by natural light, technology and a collaborative spirit

(On the cover: Huntington Bank's informal meeting room in its client waiting area. The first-floor space was renovated to service Huntington's business, commercial and private banking colleagues and clients.)

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EDITORIAL INQUIRIES

Members are encouraged to send news about their business—staff changes, awards, or expansions—for publication in *Members on the Move*. Send submissions to Savannah Lee, slee@flintandgenesee.org. The Chamber reserves the right to deny and/or edit submissions.

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Chamber of Commerce

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JANUARY

10 | Chamber Luncheon

"What's New in Social Media for 2018"

Eric Heltgren, MLive Media Group

\$10 members | \$20 future members

Noon – 1:30 p.m.

Holiday Inn Gateway Centre, 5353 Gateway Centre

16 | Professional Development

Working in a Multigenerational Space

11:30 a.m. – 1 p.m.

Northbank Center, 432 N. Saginaw St.

18 | Professional Development

The Uncommon Factor

Noon – 1:00 p.m.

Baker College, 1050 W. Bristol Rd.

24 | Professional Development

Leading from Within

Noon – 4:00 p.m.

Baker College, 1050 W. Bristol Rd.

25 | After Hours Wine Down

Sponsors – B's Bowling, Ashlor Staffing and GeneseeConnects

5 – 7 p.m.

Location: B's Bowling, 750 S. Center Rd.

29 | Professional Development

Vision Board Party

5:30 – 7:30 p.m.

Food Bank of Eastern Michigan, 1939 Howard Ave.

31 | Professional Development

Writing a Business Plan

1 – 3:30 p.m.

Oak Business Center, 2712 N. Saginaw St.

FEBRUARY

14 | Chamber Luncheon

"Professional Golf Returns to Warwick Hills:

The Ally Challenge"

Chris Coffman, Tournament Director

\$10 members | \$20 future members

Noon – 1:30 p.m.

Holiday Inn Gateway Centre, 5353 Gateway Centre

14 | Professional Development

Leading from the Front and Behind

Noon – 4 p.m.

Baker College, 1050 W. Bristol Rd.

21 | Professional Development

Grant Writing 101

8:30 – 10:30 a.m.

Northbank Center, 432 N. Saginaw St.

22 | INSPIRE Leadership Series

Speaker: Dr. Susan E. Borrego, Chancellor University of Michigan-Flint

Noon – 1 p.m.

Food Bank of Eastern Michigan, 2300 Lapeer Rd.

22 | After Hours Wine Down

5 – 7 p.m.

Location: TBD

MARCH

6 | Professional Development

Does Your Business Sell Itself?

Noon – 1:00 p.m.

Food Bank of Eastern Michigan, 1939 Howard Ave.

14 | Chamber Luncheon

\$10 members | \$20 future members

Noon – 1:30 p.m.

Holiday Inn Gateway Centre, 5353 Gateway Centre

22 | Annual Meeting

Noon – 1:30 p.m.

Holiday Inn Gateway Centre, 5353 Gateway Centre

22 | After Hours Wine Down

5 – 7 p.m.

Location: TBD

Welcome New Members

When you join the Flint & Genesee Chamber of Commerce, you become part of the collective force building a vibrant economy in Flint & Genesee.

Support our newest members! Working with them strengthens the network of your local chamber.

MK Independent Beauty Consultant by Meshelle Merritt

marykay.com/mmerritt7

The Sandbox Virtual Reality Arcade

thesandboxvra.com

Jay Clothier – Attorney at Law

urnotguilty.com

Happy's Pizza

happypizza.com

Express Employment Professionals

www.myexpresspros.com

RetroFoam of Michigan

retrofoamofmichigan.com

Crime Stoppers of Flint & Genesee County

crimestoppersofflint.com

Great Harvest Bread Co.

grandblancbread.com

Flint Prints

flintprints.com

The Ally Challenge presented by McLaren

theallychallenge.com

Acute Care Consultants

(810) 348-6185

Mawri's Medical Clinics

mawrimd.com

MAKE STAFF DEVELOPMENT A PRIORITY IN 2018

With the Flint & Genesee Chamber of Commerce training and development workshops, staff across your business or organization have access to quality, affordable programs and training sessions to enhance their skills and your organization.

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- Marketing
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From the CEO

Starting the New Year with Optimism



Greetings and Happy New Year!

As we usher in 2018, I want to first thank our members for choosing the Flint & Genesee Chamber to help address their business needs. Together, we accomplished a great deal toward the revitalization of Flint and Genesee County, and it's been recognized by investors and a variety of other influencers.

In fact, there are a lot of good things about the Flint & Genesee region, and having a strong business climate is one of them. So, many of you, our members, are at the heart of the progress we are making. The region is supported by employers of all sizes that represent many industries – from medical and medical technology to higher education, research and development, packaging and logistics, information technology and manufacturing.

Those companies that have chosen to expand their businesses or those who have opened new businesses have told us the Flint area is appealing because of many key advantages. This includes a strong logistics network with great

access to interstate highways, broadband connectivity, rail service and Bishop International Airport. Add to that, a skilled workforce, access to incentives, low cost of living, and a business environment that encourages investment and quality of life amenities that make Flint & Genesee an appealing place to live, work, learn and play.

That's great feedback, yet, let's not forget that the Flint area is at a tipping point. What happens over the next three years could significantly increase or slow down the Flint metro area's growth trajectory. So, we must stay focused on goals that help Flint recover from its challenges and develop strategies that put us in the long game – grow business investments, build a culture of innovation, grow the talent pipeline, and improve our public-school system and perception of the area.

The bottom line: We are positioned for success. But we must work together. One person or one entity cannot achieve what we need, alone. So, I'm starting off this year by extending my hand in partnership. Continue to work collaboratively with us. Share your feedback on our services, programs and overall interactions with you. And importantly, share your ideas. Our local economy will be better off because of it.

All the Best,

Tim Herman
CEO

Follow us on Facebook /flintandgenesee



Beauty **with a purpose**

Contemporary workplaces transformed by natural light, technology and a collaborative spirit

By Gary H. Piatek | Photos Mike Naddeo



When you walk into the new McLaren Health Care headquarters in Grand Blanc Township, you are struck by the openness and beauty.

As you pass an etched glass wall, you see a glass staircase with white terrazzo steps that climb its three floors; and as you walk through workspaces, sunlight flows through large windows that look out onto acres of trees and grassland around the building.

Yes, there's beauty. Beauty with a purpose.

THE NEED

Modern American workspaces have evolved to be much more than just functional. The design and "feel" have become a priority. The evolution is much the result of changing work styles created by the rise of mobile technology and the growing presence of millennials and decline of baby boomers in the worker pool, agree architects, design firms, and workers themselves.

In a study by Gensler, an influential American design and architecture firm, 89 percent of U.S. office workers surveyed rated the importance of workplace design as "important" to "very important"; and 90 percent of respondents said that better workplace design and layout result in better overall employee performance.

It's not just the workers who see design as important. In the same study, 88 percent of C-level/upper management respondents said they believe that the workplace environment would have a positive impact on their company's bottom line; 92 percent of respondents agreed that better workplace design can make a company more competitive.

THE TRENDS

Companies that want to recruit and retain employees from that growing percentage of the workforce and others are tearing down walls, removing the perimeter offices and letting in more natural light.

"There's a lot to be said for an employee to be able to lift his or her head and look out the window to see if it's raining outside," said Madonna Bennett, president/project manager of THA Architects Engineers in Flint. "That has a lot to do with my psyche and how creative I can be."

They also are opening up floor plans and replacing closed spaces with open workspaces, breakout areas with comfortable furniture, bar-height tables and stools, and cafes that offer more variety and healthy options.

The desire for collaboration is a key driving force.

"Millennials are collaborators, and they don't like to isolate themselves," Marlyn Zucosky, partner and director of interior design with JZA+D, based in New Jersey told Building Design & Construction magazine. "Providing more open places for informal meetings is a successful strategy. And millennials in general have a lower demand for privacy than baby boomers."

The cubicle itself also has been modernized. Now they have lower or adjustable walls, include writable surfaces, task lighting, desktops that have adjustable heights, and more comfortable and adjustable chairs.

Even conference rooms have come of age. They often are exposed to natural lighting, and function has trumped fancy when it comes to furnishings and finishes. In addition, current technology is essential. Users must be able to access information wirelessly and project that to wall-mounted flat screens.

To top it off, many designs raise the ceiling height to create the sense of more space. And to keep all that open space from getting too noisy, white noise fills the work areas.

"Google has changed a lot of things concerning workplace design," said Jeffrey Bennett, THA's project manager/business development. "It changed the thinking about what surroundings, what services you provide (workers) so that they will be in a better frame of mind to provide better services for you."

Following is a look into several local modern workplaces.

MCLAREN HEADQUARTERS



WHEN MCLAREN decided it wanted to bring together all its corporate workers into a new facility, executives saw it as a branding opportunity, said Daniel Medrano, corporate vice president of facilities management.

“We thought, ‘What does the building need to say about our corporation?’ There was a desire to show vitality and strength, conservatism, and yet incorporate progressive ideas for new workplaces,” he said.

An example of how this was accomplished is how the design of the boardroom creates a conservative and strong feel with its long table and color scheme, but the open work areas feel more progressive and collaborative.

The progressive design includes modern light fixtures, large windows that bring daylight deep into the building, outdoor balconies with seating on each floor, and an outdoor fireplace on the third, work

spaces with adjustable desks, and upscale furnishings throughout.

Even the building was situated on the 23-acre site to incorporate the natural beauty of the land to create a campus feel. It takes advantage of natural light on the south side of the building but also opens up the east side to the natural landscape, where there will be hiking trails and outdoor exercise areas just beyond the indoor exercise room.

The executives on the design committee told Smith GroupJJR that the building needed to have many “coordination points” so the once far flung colleagues could be more personal with each other, Medrano said.

“We were going for collaboration, face-to-face meetings,” he said. “Having personal interactions between colleagues was very important.”

They accomplished that by creating many gathering areas — from “huddle

rooms” where a small number of people could come together and write on erasable walls, to small intimate rooms and spaces for two people. The large open cafe area is also used for small and large gatherings.

The reaction by workers since the Oct. 30 opening has been better than expected, he said.

“Myself, I’ve had interactions with colleagues that I would have missed in the past configuration. Now I see them passing and we stop and have a short conversation or we duck into one of the rooms and have that conversation that we would have missed being in other buildings.

“It allows you to have a personal interaction that helps you understand that person better, and that is a reminder that you are not alone, that you are part of a large organization that, one, cares about you, and, two, you are part of something special.”

CNXMOTION had a different challenge. It took over a building on Embury Road in Grand Blanc Township that had been the home to a tool and die shop and turned it into a modern workspace.

“When we walked in here there was nothing of what we wanted, but we had a shell, enough space and the right location to turn it into what we wanted it to be,” said Kevin Burns, general manager of the joint venture between Nexteer Automotive and Continental that focuses on vehicle motion control systems.

“We aimed for it to be an innovative startup type of atmosphere,” he said. “We

needed this to be something that would inspire my team to make new ideas, new ways of approaching things and be a small, nimble organization.”

To create that atmosphere, his team knocked out interior walls to open up workspace and changed exterior walls and garage doors to put in windows to bring in natural light.

The workspace has modern cubicles with low walls and adjustable desks. Around that space and in a balcony are furnished areas for impromptu meetings of two or more people, and standing workspaces for visitors or for just a

change of atmosphere.

There is also a large break area with coffee and supplies that doubles as a large meeting space. Of course, there is connectivity everywhere.

“People can change their environment, change their thinking during the course of the day to help keep them creative and doing what they would like to do, not distracted by what else is happening,” said Burns.

The color scheme is a mixture of orange — a combination of the colors of the two parent companies, Continental’s yellow and Nexteer’s red — and complementary colors.

“Orange is an exciting color,” Burns said. And that reflects how he and his new staff feel about their future.



When Jason Stoddard and Jason Furr were given the task of finding a larger home for **LAIRD** than what it had in Holly, they wanted a building that would change the culture.

The old site had very small hallways and “basically was a pole barn stuffed with too many people who were being paid too much to be working in that kind of facility,” said Senior Director Furr.

When they couldn’t find an existing building that suited the company’s needs, they turned to new construction.

“We wanted a place where people would want to come to and to where we could recruit to easily,” said Stoddard, director of special projects.

“Everyone told us that we needed an open office concept,” said Furr. “This is where

the future is. ... Meaning fewer offices, much more open space. We said that would be too much of a culture shock for us.”

They compromised by making sure there are private spaces for people to have conversations and have a work-space where they don’t feel packed on top of each other, said Stoddard.

They decided to key on things like natural light and open spaces. They wanted employees to be able to see outside yet maintain private offices and meeting spaces.

To improve collaboration, they put in bigger offices where meetings of up to five people could occur, and created four “huddle rooms” for meeting of five to seven people. Larger meetings would be held in one of the three conference rooms.

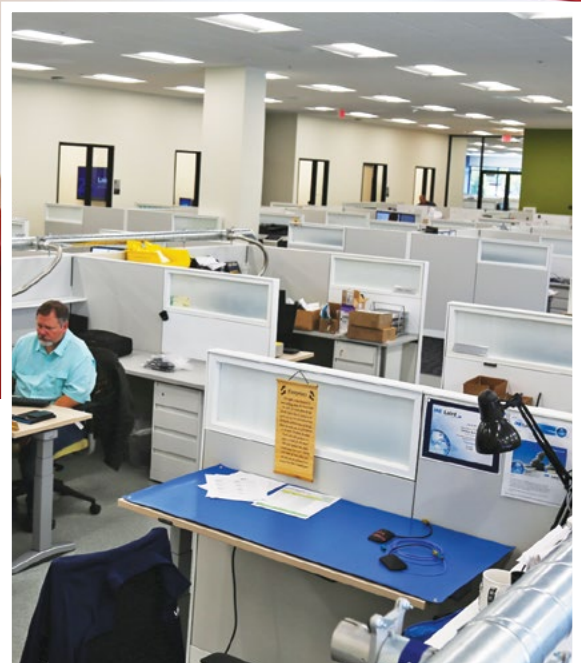
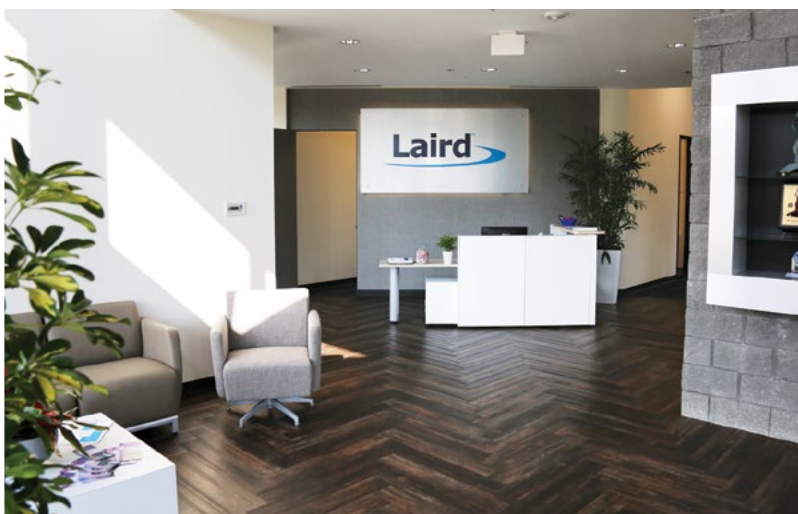
They also brought the engineering

teams together. In the old building, engineering teams were separated, sometimes by floors.

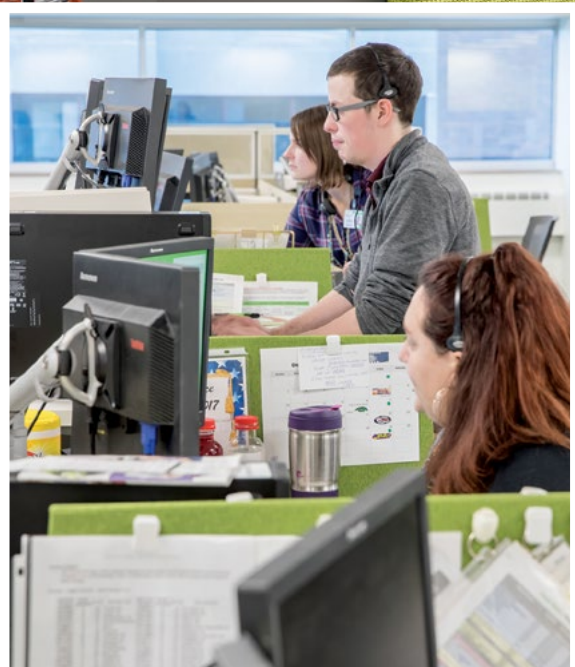
“The casual conversations that these people should be having never happened because they didn’t even see each other,” said Stoddard of the former building. “If there was a new employee, you wouldn’t even see that person for a couple of days because you never crossed paths.”

Now all the engineering is done in one big area, so if you need to talk to someone all you have to do is stand up to see if that person is there and then walk over, said Stoddard.

They also created more open spaces, a large lunchroom and “think areas” to encourage incidental conversations.



HUNTINGTON BANK



HUNTINGTON BANK is in the process of remodeling its downtown Flint location with a goal of bringing together teams that are in cross-functional lines of business that have been scattered throughout the building, said Greg Viener, senior vice president and Flint community president.

“We brought them together on one floor for better collaboration,” he said.

Included in that remodel are offices with glass walls that look out on a central open area with comfortable seating arrangements conducive to collaboration with clients or fellow employees. There also are offices for more private meetings.

It’s just one part of a wider effort to

enhance collaboration throughout the building to improve business outcomes and customer satisfaction.

Another part of the building remodel is focused on the phone bank center, where 200 employees take calls from Huntington customers across the region, said Viener.

“We wanted to create a world-class environment for our phone bank colleagues,” he said. “It benefits attracting and retaining the best employees in the industry.”

Each operator has his or her own modern workspace so that they can be coached more easily by a team leader or captain. They have height-adjustable desks and rolling file cabinets for better flexibility and comfort, said Cindy


Wilson, site manager for the phone bank.

The lighting is both natural from large windows and soft overhead fixtures.

The workers used to be in cubicles with high walls, she said. The area was darker, as light couldn’t penetrate into the workspace because of offices.

The area also has private rooms for making personal phone calls, and each floor has its own modern area for breaks and lunches.

Beyond those areas, Huntington is renovating a large space for a cafeteria.

“It will serve as kind of a town hall area,” Viener said. It will also have some large meeting rooms. 

To view additional innovative work spaces, visit flintandgeneseesee.org/design-gallery

Member Spotlight

FOCUSED ON THE FUTURE: HAMILTON COMMUNITY HEALTH IS JUST GETTING STARTED

By Gary H. Piatek | Photo Mike Naddeo

2017 was a landmark year for Hamilton Community Health Network. It celebrated its 35th anniversary, opened a new clinic to provide health care for the homeless populations in collaboration with Catholic Charities, began a Women's Breast Care Clinic in partnership with the University of Michigan in Ann Arbor, and received a \$1 million federal grant to help reduce crime and increase safety and support the revitalization of targeted north Flint neighborhoods.

That was on top of the regular services it provides to patients regardless of their ability to pay, such as adult and pediatric primary care, general dentistry, obstetrics and gynecology, behavior management, and foot and vision services.

And it's not stopping, says CEO Clarence Pierce.

"We now are looking at doing some things on the specialty side: dermatology, cardiology," he said.

Pierce has been at Hamilton for nearly 12 years, and in health care for about 30, starting in Philadelphia at a health management company, which exposed him to community health centers. He decided that's the area where he wanted to work. He wanted to touch people's lives.

Fate and opportunity then brought him to Flint. While in Philly, he was hired by one of the largest community health centers in that area and soon moved to become CEO of another. It was while he was working there in 2006 that he heard about the job in Flint.

Pierce saw it as an opportunity to make a big difference in the community, but it was tough sledding. He said Hamilton "was just months away from going under." He hired a billing manager, negotiated deals to dig out of debt and brought in more health care providers. By the end of 2007, Hamilton was on the rise.

Fate helped continue the rise, Pierce said.

He was concerned about the overcrowded Burton center on Saginaw Street, and would regularly see lines of people streaming out the door. One day he saw property next door for sale. Pierce was able to negotiate a much lower price that enabled

Hamilton in 2009 to greatly expand the space and upgrade the equipment at the center.

"From the day of its opening, it has been full every day," he said. Now the location is open 12 hours a day, four days a week.


The next task was to deal with the overcrowded administration space in the Northbank Center. He happened to take a different route home one day and passed by the current building on East Fifth Street and saw another for sale sign. He talked with the owner, who lived in Traverse City and was eager to sell the building. It turned out to be another good deal, and it came with automatic cash flow because the building had several renters.

In 2010, it bought an empty lot on north Saginaw Street and built its current main health services building, which is now paid off. The facility also includes a teaching health center residency program with three partner institutions. Hamilton collaborates with the University of Michigan in Ann Arbor, which sends residents and medical students to help with its breast clinic, urology, and dental services. That's in addition to two University of Detroit residents and residents from the Lutheran Medical Center in New York.

"It's unbelievable how this happened and how fast. All in 12 years," he said.

But Pierce is not looking back. He's focusing on the future, and that's where the \$1 million grant comes in.

"What can we do to lift the health status of this community is the driving question," he said. "We can work on a patient here and there, but what is it going to take to impact the whole community so that we make people healthy? We can't do it alone, but we can do it if we start educating the people in the community, by getting into the homes of the people and find out what's going on.

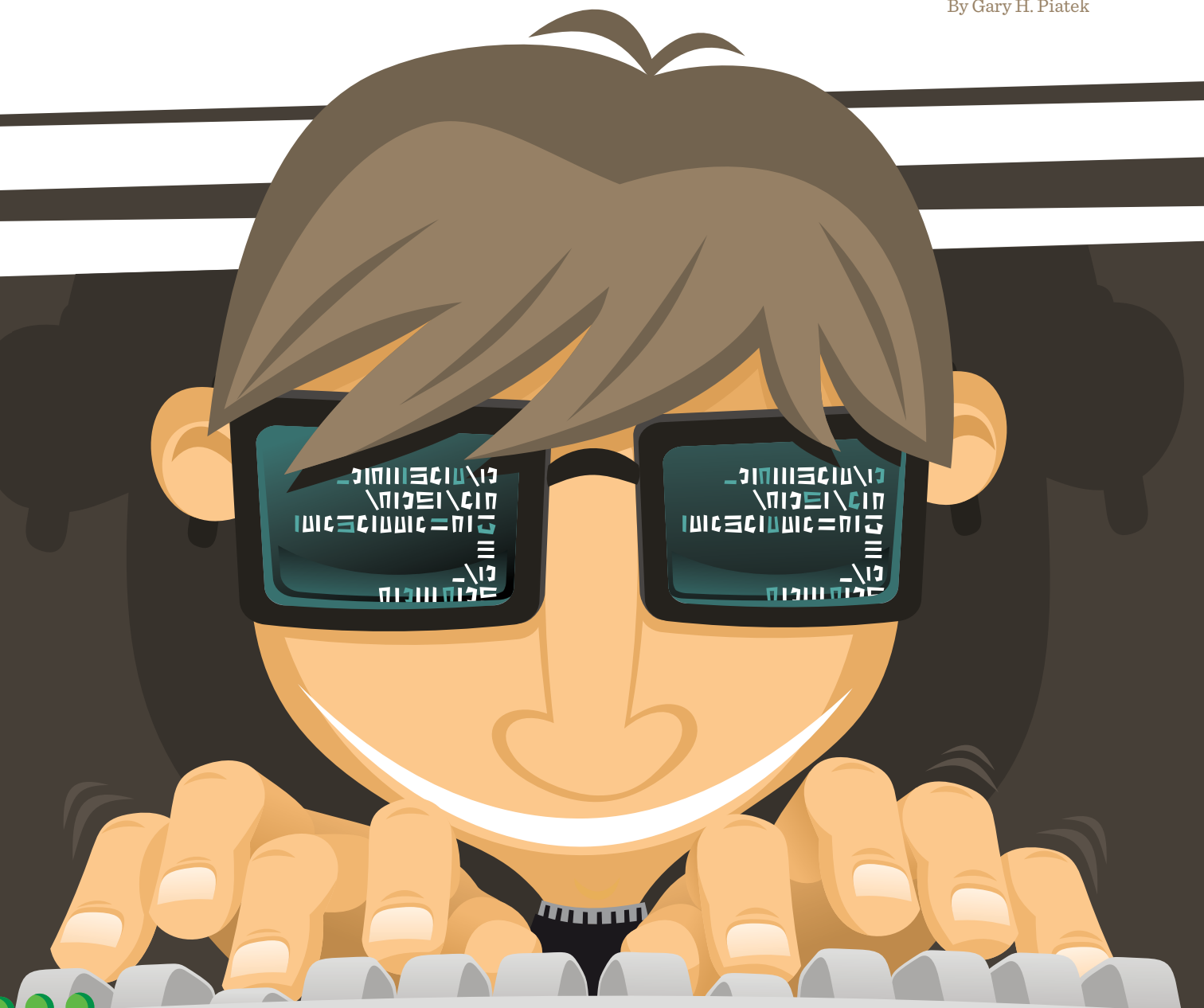
"If we can gain a little bit of trust, then we can get them to the right agency, the right source to help. But if we don't know, there's nothing we can do to help. That's why we are hoping that this grant is going to help us on the north end. To address not only the health issues, but also to address the social issues." 



Small businesses are the hackers' sweet spot

How to protect your investment

By Gary H. Piatek



Doug Witten, Baker College's cyber defense program director, tells a funny story that illustrates just one of the dangers of being lax about cybersecurity.

When Witten worked at EDS, one of his friends was a practical joker. That guy left his computer unlocked around the Christmas holiday. Witten noticed that, went in and called up his email and sent a note to everybody in EDS throughout Flint. The note said, "I just want to let you know how much I truly love you," and put the man's name on the bottom and sent it. "He was getting emails back over Christmas break saying, 'Uh, I ... love ... you ... too?'"

We can laugh at that, but if it had been a computer at your small business and the "practical joker" had been someone with nefarious intent, it's a good bet that you would not be laughing.

Witten gave an example of the scope and seriousness of the cybersecurity problem by recalling the nine years he oversaw the infrastructure of michigan.gov.

"We averaged 10,000 hacks a day against us," he said. "People love trying to break into the government. We had the resources to defend against that kind of stuff."

While the "big boys" of business spend millions of dollars a year on cybersecurity, many small-business owners don't realize that they are equally at risk for an attack.

But the reality is that small businesses fall into a hacker's "sweet spot," said Stephen Cobb, a senior security researcher at anti-virus software company ESET. Small businesses have many assets to target but less security than larger companies because as many as 80 percent of small companies believe they don't have anything worth stealing, according to

Towergate Insurance.

Witten agrees, adding that "a hacker is just looking for information, something valuable that they can exploit: somebody's Social Security number (or) credit card numbers. Today's hackers are in it for the profit." The easier the target the better. And even if a small-business owner realizes that he could be a target for hackers, he often doesn't have the resources to have his own robust IT department. In that case, Witten and others say, a third-party security company could be the answer.

That was the case with Stat EMS LLC.

Because of the sensitive information it collects, the Flint company has had to stay on top of technology, said Matthew Rozen, director of business development.

Rather than have its own IT department, however, Stat EMS has always relied on a third party because of the complexity of its data, he said.

"We have so many spokes in our wheel, most of it patient information security."

Those "spokes" include phone calls containing personal information that move to an emergency dispatcher from a home or an accident site or crime scene. That information is then sent to the emergency vehicle where more information is gathered and then sent to a hospital or other appropriate agency, and then to the billing department.

"The connectivity and the availability of our vehicles is paramount for us," he said. "The information that needs to be protected is constantly traveling back and forth. How do we protect ourselves?"

"If you don't have that capability internally, then you have to have someone you trust externally," he said.

Rozen decided to turn to Spud Software

and INC Systems, both in Grand Blanc.

Jeremy Smith, senior developer at 20-year-old Spud Software, said that many small businesses just ignore security because they feel they don't have the manpower, the time or the money.

A small company should at least hire someone to do an annual audit of its systems to see if it has been hacked or if credit card information has been stolen, said Larry Bossman, sales director at Spud.


"Do a regular checkup of the network to see if there are any vulnerabilities," he said. But Bossman cautioned the business owner to first look at the qualifications of the company: what is its size, is it an established business, what is its history, check its references.

Aaron Hamp, CEO of INC Systems, agrees. "You can't just go hire a guy who knows computers and think that you have an IT department."

He estimated that to do an IT department correctly, a company would have to spend about \$250,000 a year.

"What you need," he said, "is an entry-level guy who can do the printer fixes, plug in this and that; you need a high-level engineer who understands network security, server configurations; and then you need a manager who can interface with the leadership team and translate the geek speak into business ideas."

Hamp emphasized that no matter how you tackle IT, training is key.

"People are the piece of the equation that throws everything out the window," he said. "It doesn't matter what security you have in place, if you allow the bad guys in, there's nothing we can do. So education is a big piece of cybersecurity." 

Suggestions made by Witten, Smith and Hamp on how businesses can help protect their data:

- 1.** Understand the importance and security of your data.
- 2.** Understand the risks to you and your customers.
- 3.** Make sure your servers are not accessible to the public.
- 4.** Hire a company regularly to do an IT audit, and get a second opinion.
- 5.** Hire a company to consult on setting up a system.
- 6.** Encrypt sensitive data and hash passwords.
- 7.** Know if your data is being backed up, and how it is being done.
- 8.** Stay up to date with software.
- 9.** Have a strategy to patch software holes.
- 10.** Know who is keeping track of your network and who has access.
- 11.** Use the "least privilege principal," which means you give all of your users just enough privileges to do their jobs. If they need elevated rights, they must go to a trained key person who doles out those rights.
- 12.** Keep up to date with security-related training.

Congratulations to our members on the move. Share your ribbon cutting ceremony, groundbreaking, expansion or promotion with us. The Chamber has the media connections to promote your news, offering valuable exposure to the community announcing you are open for business.



Talecris Plasma Resources, G-3483 Van Slyke Rd., Flint Township, on Oct. 16. Plasma donation center.



Table & Tap Express, 555 S. Saginaw St., Flint, on Nov. 14. Open for lunch Tuesday through Friday, 11 a.m.-4 p.m.



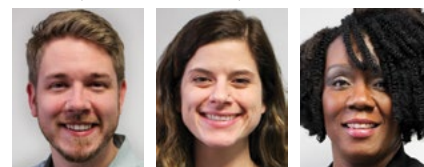
GoodBoy Clothing, 522 S. Saginaw St., Flint, on Nov. 17. Opened a second-floor production studio and showroom.

Promotions/New Hires

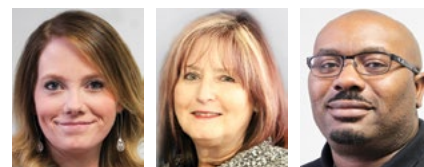
The following individuals are the 2017 graduates of **Leadership NOW**, an intensive, year-long leadership development program offered through the Flint & Genesee Chamber of Commerce and United Way of Genesee County. The participants have completed 100+ hours of training and 10 hours of one-on-one coaching, focused on honing their personal leadership styles and developing effective partnerships.



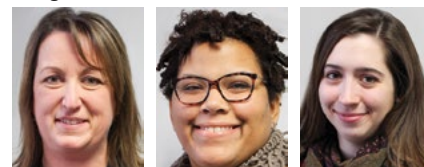
Miya Banks, Data Manager, Food Bank of Eastern Michigan; **Shavonta Crawford**, Regional Instructional Coach, Carman Ainsworth Community Schools; **Michael Czop**, Senior VP/Chief Commercial Officer, TIDI Products, LLC



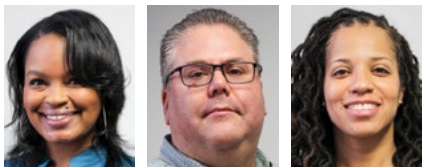
Steven Elkins, Member Services Director, Flint & Genesee Chamber; **Jamie Florida**, Healthy Start Evaluation Consultant, Genesee County Health Department; **Tiffany L. Griffin**, Vice President of Programs, Girl Scouts of Southeastern Michigan



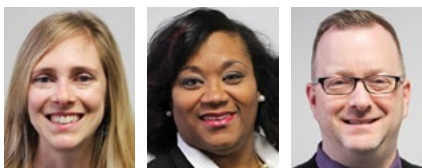
Rachel Johnson, Director of Development & Sexual Assault Services, YWCA of Greater Flint; **Lynette Kaiser**, Nutrition Program Instructor, MSU Extension; **Art Mance**, Team Leader, Morley Companies & President, Mott Park Neighborhood Association



Nicole Mason, Director of Human Resources-N.A., Chem-Trend Ltd. Partnership; **Jasmine McKenney**, Sr. PTAC Counselor, Flint & Genesee Chamber; **Caitie O'Neil**, Marketing Manager, Sloan*Longway



Shakyra Pea, Executive Administrator, Loving Hands Adult Day Health Club; **Tom Roark**, Senior Director, Diplomat Pharmacy, Inc.; **Jessica L. Robinson**, Community School Director, Eisenhower Elementary



Stacie Scherman, Vice President, Flint Distributing Company; **Shearese Nekail Stapleton**, Early Childhood Parent Support, Cummings Elementary School; **Tom Travis**, Director of Success Program, Carriage Town Ministries

Diplomat Pharmacy, Inc.

has hired **Robyn Peters** as executive vice president of sales and payor strategies. As a member of Diplomat's executive leadership team, Peters will oversee payor and business development strategies, as well as sales and pharma account management. She joined Diplomat after serving as vice president of market access and reimbursement for biotechnology company Biogen, Inc.



Chris Palazzolo is the new President and CEO of Ascension Crittenton and Genesys Health System.

He had been serving as President and CEO of Ascension Michigan's Mid-Michigan ministries since 2016. From 2008-2016, Palazzolo led Genesys Health System in various executive roles, including President, Chief Operating Officer and Chief Financial Officer.



The **State Bank** welcomes **Aaron Wirsing** as its new Senior Vice President Chief Financial Officer. Wirsing will be responsible for administering the company's fiscal record keeping, including budget preparation, regulatory reporting and all periodic internal and external reporting. Also, **Chris Dickinson** has

been promoted to Senior Credit Analyst, with responsibility for performing credit analysis functions.

Business News

Mac Arthur Corporation was awarded Supplier of the Year by the National Minority Supplier Development Council at the 2017 NMSDC Conference, held Oct. 14-17 in Detroit. NMSDC Suppliers of the Year awardees are grouped by Region (North, South, West and Central) and by Class (based on annual sales). Mac Arthur – which provides custom labels, tags, decals, and die-cut components for a wide range of industrial applications – was awarded top honors for the Central Region.

ROWE Professional Services has named **Jonathan H. Rick, PS, CFedS**, a principal/vice president of the company. He will become part of a team of five ROWE principals in January. Rick joined ROWE in 2005 and was named an associate in 2014. He was named director of surveying in 2015. ROWE employees **Ryan D. Bair, PE**, and **Aaron J. Wendzel, PE**, earned their professional engineer licenses.

Diplomat Pharmacy, Inc. has entered into a definitive agreement to acquire Pharmaceutical Technologies, Inc., D.B.A. National Pharmaceutical Services (NPS). NPS is a full-service pharmacy benefit manager, based in Omaha, Neb. Diplomat has entered into a definitive agreement to acquire Leehar Distributors, LLC, D.B.A. LDI Integrated Pharmacy Services (LDI), a full-service pharmacy benefit manager based in St. Louis, Mo.

Ferris Wheel Innovation Hub/100K Ideas has been named as one of the top six most impactful economic development projects in the country. The award presented by the National Development Council recognizes the most innovative finance structure of impactful economic development projects. The Ferris Wheel Innovation Hub/100K Ideas supports the renovation of downtown Flint's historic seven-story Ferris Building, and the development of an entrepreneurial infrastructure to facilitate new business in Flint, from idea to financing to opening the doors.

The Flint & Genesee Chamber of Commerce was named the 2017 Outstanding Chamber of Commerce by the Michigan Association of Chamber Professionals, the industry association for chambers of commerce in Michigan. The Flint & Genesee Chamber also received the 2017 Chamber Innovation Award from GrowthZone for the Moving Flint Forward initiative, which launched in 2016 to address the business development needs related to the Flint water crisis.

Artina Sadler, Food System Navigator and Program Manager at the **Community Foundation of Greater Flint**, was selected to participate in the Culture of Health Leaders program, an initiative of the National Collaborative for Health Equity and CommonHealth ACTION with support from the Robert Wood Johnson Foundation. Sadler joins leaders from across the country to collaborate and innovate to solve persistent challenges and advance a Culture of Health – one that places well-being at the center of every aspect of life. As part of the program, Sadler will continue to lead the Community Foundation's strategic initiative to improve access to healthy food to residents across Genesee County.

The **Ruth Mott Foundation** awarded nearly \$200,000 in new grants for programs that offer parental supports to residents of north Flint. The awards, announced in November, are among the more than \$1 million in grants approved by the foundation's Board of Trustees. Overall, the 14 grants will fund a variety of programs ranging from youth development and blight removal to bottled water delivery and a neighborhood center.

HAP's annual Boots for Kids Drive runs through February 28. New boots of any size can be donated at HAP's Flint office, 2050 S. Linden Rd. Boots can also be donated onsite at any of the businesses and organizations participating in this drive. The list of HAP's Boots for Kids Donation Stations are available at hap.org/bootsforkids.

Members are encouraged to send news about staff changes, awards, or recognitions for publication in Members on the Move.

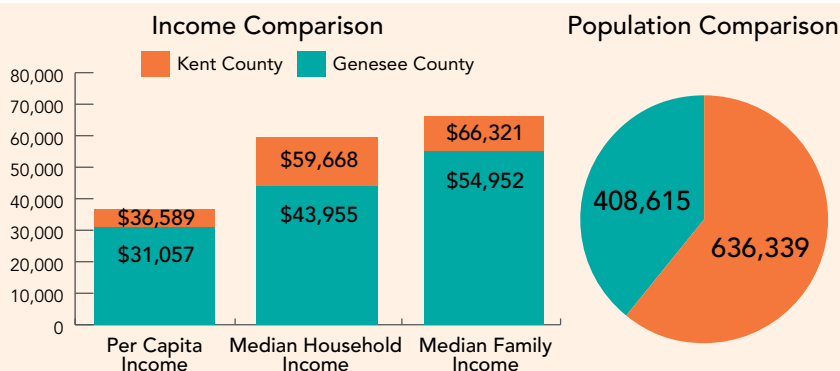
Send submissions to Savannah Lee: slee@flintandgenesee.org.

Let's spend less time looking through the rearview mirror

By Gary Fisher

From the standpoint of economic development and business climate, Grand Rapids/Kent County is often considered the darling of Michigan. And if you've visited there in recent years, it's easy to see why. The center of commerce for West Michigan, Grand Rapids/Kent County is a bustling region with an impressive skyline and a vibrant arts-and-culture scene.

Flint, in contrast, is viewed far less favorably, to put it mildly. However, the statistical disparity between the two metro areas isn't nearly as glaring as one might have expected, particularly given the historically unique set of circumstances Flint and Genesee County have faced. We're still not that far behind. However, the gap is widening, especially in median household and family income. Let's look at the numbers:



(Source: 2017 United States Census Data, 2015-2017)

The keys to closing this gap are here now. Moreover, the proposed tax reform bill, once enacted, has the potential to rather quickly and dramatically impact jobs, income, growth and investment. This is because it offers significant incentives to large and small business alike. The plan would lower tax rates for small business to 25 percent, allowing business owners to take advantage of a tax rate of only 9 percent on their first \$75,000 of income with a cap of 25 percent on the balance. Big business would see corporate tax rates drop dramatically from 35 to 21 percent.

All of this is a powerful incentive for the entire business community to expand, develop, invest and hire. This means jobs, opportunities and income across the board. Communities that win will be those with the available educated and trained workforce ready to take advantage of the expanding need. Those without such a ready workforce will likely be left behind.

Understanding how economic barometers impact the economy can help business leaders, investors and other decision-makers make higher quality choices.

Here in Flint & Genesee, we're prone to looking in our rearview mirror. We've heard it all before: in 1978, there were nearly 80,000 General Motors employees working here. Today there are fewer, around 7,500. In 1964, Flint had an estimated population of more than 200,000, more than twice the city's population in 2017.

But instead of looking at how we did in the past, let's focus on how we can do in the future and what needs to happen to make those dreams and goals a reality.

One of the biggest risks to a more prosperous future is the lack of enough skilled workers to fill all of the positions that an expanding job market will offer. Stagnant income is, in many ways, tied to stagnant skills.

Nowhere is that last risk more obvious than right here in

Flint & Genesee where we haven't added a single percentage point of college-educated workers to the workforce since 1980, according to an analysis by Enrico Moretti, economics professor at the University of California, Berkeley. That's a startling and sobering statistic.

But it's also one of the biggest opportunities we'll ever see. Why? We already have a world-class higher education infrastructure here, with the University of Michigan-Flint, Kettering University, Baker College of Flint and Mott Community College, as well as satellite campuses for several other Michigan colleges. We have a solid foundation in place.

Therefore, our success moving forward can be found in a three-pronged tactical plan and business playbook for the future of business in Flint & Genesee:

1. Attract the most innovative companies, prospective new workers, students, apprentices and cutting-edge ideas.
2. Engage our various publics to explain how the confluence of low costs, significant resources and a deep talent pool properly deployed could offer a historic opportunity.
3. Retain our top talent, thinkers and intellectual property right here. That means workers, companies, students, teachers and ideas, like patents. The brain drain must stop.

Working together, we can embrace the future to nudge the trajectory to our advantage by expanding the intellectual infrastructure needed to properly leverage our considerable attributes.


The timing might never be better to make Flint and Genesee County America's engine of prosperity once again. Success is the intersection of preparation and opportunity, and if we remember this we just might see the dawn of a truly new day.

Gary Fisher is president of G.L. Fisher Capital Management, LLC in Flint



Congratulations **2017 ART OF ACHIEVEMENT AWARD WINNERS**

Presented by Blue Cross Blue Shield and Blue Care Network of Michigan



CEO BUSINESS AWARD
Huntington Bank

ECONOMIC DEVELOPMENT PROJECT OF THE YEAR AWARD
CNXMotion

SMALL BUSINESS AWARD
Hoffman's Deco Deli & Café

SMALL BUSINESS CONTRACTOR OF THE YEAR
W. T. Stevens Construction, Inc.

MINORITY OWNED BUSINESS AWARD
Honey Bee Palace Child Care

NONPROFIT IMPACT AWARD
Crim Fitness Foundation

YOUNG PROFESSIONAL AWARD
**Isaiah Oliver, Community Foundation
of Greater Flint**

COMMUNITY CHAMPION AWARD
Bernie and Venus Langlois, American Legion

CLAIRE M. WHITE AWARD
**Julie Lopez, Crime Stoppers
of Flint and Genesee County**

ART HURAND AWARD
Mark Braun, Mr. B's Joybox Express

ROBERT P. GERHOLZ AWARD
Tom Gores, Platinum Equity/FlintNOW

C.S. MOTT AWARD
Gary Hurand, Management Diversified, Inc.

GLORIA J. DEHART AWARD
**Mary Kramer, Holiday Inn
Flint-Grand Blanc Area**

HOSPITALITY AMBASSADOR AWARD
Michael Lynn, Cork on Saginaw

FRONTLINE AMBASSADOR AWARD
**Megan Mannor, Hampton Inn & Suites
Flint/Grand Blanc**

RESTAURANT OF THE YEAR
Blondie's Food & Spirits

HOTEL OF THE YEAR
Best Western Flint Airport Inn & Suites

ENTERTAINMENT VENUE OF THE YEAR AWARD
The Machine Shop Concert Lounge

CERTIFIED TOURISM AMBASSADOR OF THE YEAR AWARD
Amber Taylor, Taylor Health & Wellness

The Flint & Genesee Chamber of Commerce and the Convention and Visitors Bureau honored local businesses and hospitality providers at the 4th Annual Art of Achievement Awards gala, on Nov. 9 for their contributions to the wellbeing and success of the region last year.



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