

Wrap Up

The 2007 Summer Conference & Networking Retreat, held last month at Deer Creek Resort & Conference Center, set a new registration record for summer conferences. Of the 88 participants, 92% rated the cost vs. value received (ROI) “good to excellent”, and 90% said the conference exceeded their expectations. Here are the “cast members” that shared their time, talents, knowledge and resources that contributed to the success of this conference:



Conference Committee: **Eileen Leuby** - New Albany, *Conference Chair*; **Jan Hills** - Reynoldsburg, *Assistant Conference Chair*; **Marla Akridge** - Ashland, *1st Timers Relations*; **Roger Blackburn** - Fayette County, *Hospitality Room*; **Mary Jo Bockrath** - Ottawa Area, *OCC Breakfast & Program Host*; **Bill Diehl** - Grove City, *Camp Fire*; **Amy Elsea** - Pickaway County, *Logistics, Food & Refreshments*; **Doreen Few** - Reynoldsburg, *Registration & Check-In*; **Sue Harrison** - Harding County, *Reception Host & Resource Tables*; **Cheri Hottinger** - Licking County, *Sponsor Relations*; **Debra Lynn-Schmitz** - Medina, *Camp Fire*; **Jed Metzger** - Lima-Allen County, *Reception Host & Resource Tables*; **BJ Wiberg** - CCEO, *Assistant to Conference Chair*.

Breakout Moderators:

Sponsors' Roundtable ... **Mark V'Soske**, CCEO Chair (Toledo) & **BJ Wiberg**

Measuring Customer Satisfaction, ... **John Moldovan** (Erie County) & **Doug Johnson** (Twinsburg)

In Search of Non-Dues Revenue Producer ... **Charlotte Keim** (Marietta) & **Vicki Lowery** (Tiffin)

Business-Education Partnerships in Workforce Development ... **Holly Stacey** (Sandusky County)

Organization & Time Management Tips ... **Marla Akridge** (Ashland)

Advocacy Guidelines ... **Jed Metzger** (Lima-Allen County)

New-On-The-Job? Questions & Answers ... **Jan Hills** (Reynoldsburg) & **Roger Blackburn** (Fayette County)

Partnership w. Local Govt. & E.D. Depts. ... **Marla Akridge** (Ashland) & **Cheri Hottinger** (Licking County)

"Member2Member" Discount/Purchasing Incentives ... **Ed Wallace** & **Rebecca Marker-Smith** (Logan Cnty)

Young Professional Programs ... **Marvin Jones** (Chillicothe-Ross) & **Jill Becker** (Tuscarawas County)

Sustaining Partners: **ChamberExpress - Ohio Chamber of Commerce**. Master Sponsor: **Hampton Publishing**. Keynote Speaker Sponsor: **NovoPrint USA**. Dinner Sponsor: **Village Profile.com**. General Sponsors: **CompManagement - Compensation Consultants Inc. (CCI) - Community Link - Journal Communications - HRTwentyFour.com**.



(See page 4 for the results of the Summer Conference “Team Challenge” and “Golf Classic”.)

Next Up

Staff Development Workshops and Board Leadership Symposiums

This fall you, your staff and board leaders will have opportunities to expand their knowledge and expertise in a series of regional half-day sessions.

This year you will have six choices of dates and locations:

1. Nov. 8 (Thu.) in **Troy** – hosted by the Troy Area Chamber.
2. Nov. 13 (Tue.) in **Fremont** – hosted by the Sandusky County Chamber.
3. Nov. 20 (Tue.) in **Westerville** – hosted by the Westerville Area Chamber.
4. Nov. 29 (Thu.) in **Chillicothe** – hosted by the Chillicothe-Ross Chamber.
5. Dec. 4 (Tue.) in **Painesville** – hosted by the Lake County Chambers.
6. Dec. 6 (Thu.) in **Ottawa** – hosted by the Ottawa Area Chamber.

The **Staff Development Workshops** (8:30-11:55 AM) will address operational topics & needs of chamber execs and their support staff to strengthen their effectiveness as a team. The specific issues and topics to be covered will be based on a “needs survey” of our members.

The **Board Leadership Symposiums** (1:30-4:55 PM) will sharpen your board leaders’ responsibilities and understanding of the uniqueness of the chamber of commerce, and give them the opportunity to discuss and share relevant leadership & governance issues with their peers from other chambers.

We are very pleased to announce that **HRTwentyFour**, “The People Problem Pros”, will partner with us on all Staff Development Workshops and Board Leadership Symposiums this fall! HRTwentyFour’s business is to help businesses and organizations manage their most important asset...people.

Select the dates and locations that will work best for your staff and board, put them on your calendar and start promoting their attendance now. Program content and registrations forms will be e-mailed to you in early October.

Speaker for your Annual Dinner or Membership Meeting **Ohio Chamber Chairman Available to Meet With Local Chambers**

Dale Fallat, chairman of the Ohio Chamber of Commerce is available to speak at upcoming local chambers of commerce events. In an entertaining and insightful way, Mr. Fallat will speak about:

- Ohio’s deep history and how it affects business today.
- How the Ohio Chamber builds on this history to be the voice of business in our state.
- The tools Ohio Chamber members have access to that strengthen their company’s bottom line.

Mr. Fallat is the vice president of Corporate Services for The Andersons, Inc. He manages real estate in seven states along with governmental affairs, company facilities and community affairs divisions. He is a member of the Toledo Bar Association, Ohio Bar Association, American Management Association, the Maumee Rotary Club and a board member for several local and statewide organizations.



To schedule a visit from Mr. Fallat to your chamber, please contact Linda Bristow at nda_bristow@andersonsinc.com, 419-891-6407 phone or 419-891-6695 fax.

Update **CCEO Board of Directors – July 12, 2007**

The following officers were elected to serve through December, 2007:

Chairman: **Mark V’Soske**, IOM, CAE, MCCE-AP, President, Toledo Regional Chamber

Chair-Elect: **Jed Metzger**, IOM, President/CEO, Lima/Allen County Chamber. Jed will also head up the CCEO’s Conferences & Education division

Vice Chair, Professional Development: **Marla Akridge**, IOM, CCEO-AP, President, Ashland Area Chamber.

Continuing their terms through December, 2007 are:

Vice Chair, Finance: **Eileen Leuby**, CCEO-AP, IOM, President, New Albany Area Chamber

Vice Chair, Membership Development: **Marie Pucak**, IOM, Executive Director, Mentor Area Chamber

Vice Chair, Policy & Administration: **Roger Blackburn**, CCEO-AP, IOM, President, Fayette County Chamber

Past Chair: **Debra Lynn-Schmitz**, CCEO-AP, IOM, President, Medina Area Chamber

The Board of Directors will hold its **Annual Planning Retreat** on September 13 & 14 at the Buxton Inn in Granville for the purpose of developing its 2008 Program of Works and a strategy focused on our association’s long term needs and opportunities. The centerpiece of the board’s focus will be on the results of the “Needs Survey” that was e-mailed to all professional members last week. *If you have not already done so, please return you completed survey a.s.a.p., but no later than August 31, 2007.*

From the Chamber Universe
USEFUL IDEAS & TIDBITS

Identity Theft – 1

Recently you and some of your business members may have received a letter from the state saying that some of your sensitive data may have been included in the data theft that occurred a few months ago. The letter suggests that you monitor your credit reports for any suspicious activity. Although the state is offering credit theft protection for its employees, the idea of asking the state to do the same for private sector businesses is not advisable, according to the Ohio Chamber of Commerce. Seeking such protection could likely result in additional bureaucratic burdens and unintended consequences for businesses. The good news is that so far there is no evidence the stolen data has been used.

Identity Theft – 2

Identity theft is a rising crisis that your chamber, employees, member companies and individuals face on a daily basis. To help address this important issue, the Federal Trade Commission has reached out to the U.S. Chamber with a special **FREE** offer for local chambers of commerce. As part of the U.S. Chamber *Data Security Campaign* and its *Data Security Toolkit* which can be found at <http://www.uschamber.com/sb/security/default.htm> the FTC’s information will help educate business owners on how to protect themselves and their businesses from identity theft, the importance of protecting consumer information and working to reduce fraud.

-For additional information, contact Matt Davis, Great Lakes Regional Office, Congressional and Public Affairs, U.S. Chamber of Commerce, at 312.983.7120 or mdavis@USChamber.com

Chambers’ Right To Privacy Protected by Ohio Supreme Court

With some frequency local chambers contact me about problems related to public officials challenging the chamber’s right to privacy. According to the Internal Revenue Code, chambers of commerce are classified as private business associations under section 501c6. This right to privacy was supported by the Ohio Supreme Court on October 4, 2006 in the case of *The State of Ohio vs. Oriana House*. **The ruling denies public access to records from private companies that do government work.** Justices Paul E. Pfeifer, Evelyn Lundberg Stratton, Terrence O’Donnell and Judith Ann Lanzinger ruled that private companies should be exempt from open-records laws with few exceptions. **"It ought to be difficult for someone to compel a private entity to adhere to the dictates of the Public Records Act, which was designed by the General Assembly to allow public scrutiny of public offices, not of all entities that receive funds that at one time were controlled by the government,"** concluded Pfeifer, writing for the 4-3 majority.

To further ensure that this privacy is protected, it is vital that every chamber creates an “Ethics & Confidentiality Policy”, and that every member of the chamber’s governing board sign off on this policy as a condition for serving as a director on the chamber’s board.

-BJ Wiberg, President/CEO, CCEO – 800.622.1893 – bwiberg.cceo@ohiochamber.com

Chamber Golfer Wins \$10,000

“On Monday (June 4) we had our golf outing and our chamber sponsored a \$10,000 cash prize from National Hole-in-One. Well, one of our ladies made an unbelievable shot which resulted in a hole in one, winning the \$10k!

We are so excited for her not to mention the great publicity for our chamber! Once I’ve completed the required paperwork and barring no mistakes or glitches, we will be presenting the check to our winner in 7-10 days. Knowing that we all hold golf outings, with opportunities for big prizes, I thought you would enjoy this story!”

-Leslee Blake, President, Gahanna Area Chamber of Commerce, leslee@gahannaareachamber.com

CONTRIBUTORS TO 2007 SCHOLARSHIP FUND

The CCEO Board encourages you to add a voluntary contribution of any amount for our scholarship fund when you renew your membership, or at any time for that matter. We thank the following members whose support will strengthen and perpetuate continuing education and training for up-and-coming CCEO peers committed to our profession:

| | |
|----------------------|---------------------------------------|
| Marla Akridge | Ashland Area |
| Roger Blackburn | Fayette County |
| Chuck Cochran | Troy Area |
| Dan Colantone | Greater Akron |
| Andy Doehrel | Ohio Chamber |
| Cathy Dunlap | North Canton Area |
| Tom Fellrath | Partners for Workforce Solutions (IN) |
| Randy Heath | Jackson Area |
| Jan Hills | Reynoldsburg Area |
| Cheri Hottinger | Licking County |
| Charlotte Keim | Marietta Area |
| Sandy Latchem | Perrysburg Area |
| Eileen Leuby | New Albany Area |
| Debra Lynn-Schmitz | Greater Medina Area |
| Nikki Matala | Willoughby Area |
| Lorie Neal | Gallia County |
| M.J. Neel | Resides in Broadview Hts. |
| Kevin Nestor | Mansfield-Richland Area |
| Jodie Perry | Van Wert Area |
| Doug Peters | Greater Findlay, Inc. |
| Marie Pucak | Mentor Area |
| Linda Reed | Painesville Area |
| Elaine Skoog | Bowling Green |
| Janet Tressler-Davis | Westerville Area |
| Ed Wallace | Logan County Area |

Building an Entrepreneur Friendly Community

The Carroll County Chamber and OSU Extension, Carroll County, have put together a series of workshops to build their community's capacity to support entrepreneurs. The purposes of these workshops are: (1) To train local leaders in tools and techniques that will help to create and nurture an entrepreneur-friendly community, and (2) To facilitate an understanding of the importance of high-value entrepreneurs to the local economic growth and vitality.

The program consists of twelve two-hour sessions held monthly, 11:00 AM – 1:00 PM, and include such topics as “Establishing an Enabling Local Culture”, “Creating Diverse Sources of Capital”, “Building Regional Business Clusters” and “Using Incubators to Support Entrepreneurs”.

-For more information, contact Rhonda Cogan, Executive Director, Carroll County Chamber, at 800.956.4684 or carrollchamber@eohio.net

A Word From The Chairman (from the July issue of the Reynoldsburg Chamber's "Chamber News")

“How do you view the hard-earned dollars you pay for Chamber dues each year? An expense? Or an investment? I've always believed that the attitude you have about our dues payment depends on what you get out of your membership.”

“Personally, I've always thought of paying dues as making an investment in my business. Sure, those dollars keep my membership current and enable our Chamber to operate and provide member services. But membership enables me to grow my business in many ways: networking events; advertising; developing referral sources; making diverse contacts throughout the community; learning about marketing techniques; member-to-member discounts; etc. If I were to list the cost of these membership benefits, the total would far exceed the nominal investment dues I make each year.”

“But the key to it all is the individual and corporate/company effort we put into our membership. Do you take advantage – on a regular basis – of all which your Chamber has to offer? Do you attend Chamber events and get to know others in the business community?”

“I promise that if your answer ‘yes’ to these questions, you'll soon realize that your dues are, truly, an investment in the success of your business. So take an active role in that investment, and watch the results. You'll be pleasantly surprised!”

-Dave Reidel, Chairman of the Board, Reynoldsburg Area Chamber.

SUMMER CONFERENCE RESULTS

“Team Building & Leadership Challenge” (as judged by our sponsors)

Maximum possible score: 40

1st Place: Team #3 ... 38.2 (Doreen Few, Jessica Forsythe, Sue Harrison, Cyn Macke, Doug Johnson, Joel Miller, Larry Payne & Holly Stacy)

2nd Place: Team #5 ... 36.6 (Matt Davis, Tina Gienger, Randy Heath, Cathy Hutton, Joe Kleinknecht, Amy Nelson, Nancy Traum & Dan Yahraus)

3rd Place: Team #7 ... 36.4 (Mandy Benton, Mary Jo Bockrath, Karen Haley, Vicki Lowery, Doug Peters, Lori Smith & Ed Wallace)

4th Place: Team #6 ... 35.8

5th Place: Team #1 ... 35.7

6th Place: Team #2 ... 34.9

7th Place: Team #4 ... 32.4

(For a complete list of all the teams, see attached addendum.)



“Golf Classic”



| | Gross Scores | Net Scores |
|----------------------------------|--------------|------------|
| Jeff Raible (Sidney-Shelby) | 78* | 69 |
| Mike McNeil (Hampton Publishing) | 87* | 71 |
| Mark V'Soske (Toledo) | 89* | 79 |
| Marvin Jones (Chillicothe-Ross) | 89 | 79* |
| BJ Wiberg (CCEO) | 97 | 82 |
| Cyn Macke (Clermont County) | 100 | 68* |
| Doug Peters (Findlay) | 103 | 83* |

*Winners of “CCEO Buck” Certificates

PRODUCTS & SERVICES

Looking for new products and services to enhance your chamber's operation, generate additional revenue, or provide new benefits for your member-investors? We encourage you to explore the possibilities first with the following CCEO Business Members.

Consulting

| | | | | |
|------------------------|--|---------------------------|--|--------------|
| Chamber Consults, Inc. | | David Vollette, President | dvollette@woh.rr.com | 937.773.6692 |
|------------------------|--|---------------------------|--|--------------|

Membership Database Software

| | | | | |
|---------------|--|---|--|--------------|
| ChamberMaster | www.chambermaster.com | Doug Hennum, President Ward Thompson, Sales Mgr. | doug@chambermaster.com ward@chambermaster.com | 866.847.4592 |
|---------------|--|---|--|--------------|

Office Supplies, Furniture, Design, and Promotional Products.

| | | | | |
|--------------|--|------------|--|----------------|
| Office Depot | www.officedepot.com/bsd | Kevin Brix | kevin.brix@officedepot.com | (513) 881-7226 |
|--------------|--|------------|--|----------------|

Printed & Electronic Directories, Community Profiles, Maps & more.

| | | | | |
|---------------------------|--|--|--|------------------------------|
| Hampton Publishing | www.hamptonpublish.com | Mike McNeil, President | mcmmaps@cinci.rr.com | 800. 837-1444 |
| Journal Communications | www.jnlcom.com | Ray Langen, Exec. VP | rlangen@jnlcom.com | 800.333.8842 x 255 |
| NovoPrint USA | www.novoprint.com | John Limbach, CEO/Publisher Tommy Thompson, VP Bus. Dev., OH Linda Shapona, IOM Consultant | Tommythompson1@msn.com novoprintlinda@cox.net | 937.475.4597 937.475.4597 |
| Village Profile.com, Inc. | www.villageprofile.com | Gayle Bohman, Ohio Manager | broadcast49@comcast.net | 866.496.3294 |

Speakers

| | | | | |
|--|--|--------------------------|--|--------------|
| Professional Speakers Bureau International | www.terrificspeakers.com | Thom Lisk, CEO/President | speak@terrificspeakers.com | 800.705.0079 |
|--|--|--------------------------|--|--------------|

Website Services

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|-----------------------|--|--------------------------------------|--|--------------|
| ChamberExpress | www.chamberexpress.com | Joanne Taylor, President | joanne.taylor@chamberexpress.com | 877.935.0300 |
| WebLink International | www.weblinkinternational.com | Steve Benner, Sales & Marketing Dir. | steve@weblinkinternational.com | 877.231.4970 |

Workers Compensation Group Programs

| | | | | |
|--------------------------------|--|--|--|-------------------------------------|
| Compensation Consultants (CCI) | www.cciworkerscomp.com | Mike Dove, V.P. & Melinda Ulery, Gp. Supp. Supervisor Theresa Passwaters, Acct. Exec. | mike.dove@ccitpa.com melinda.ulery@ccitpa.com theresa.passwaters@ccitpa.com | 800.837.3200x7108 (800) 837-3200 |
|--------------------------------|--|--|--|-------------------------------------|

“No one ever achieved greatness by playing it safe.”

-Harry Gray