Because caring for others is a big role in your life, Arnot Health is here to care for you. From birthing to pediatrics and breast health to menopause, we offer the most advanced technology in the safest and friendliest setting possible. We make sure you, and your family, are taken care of every step of the way. It’s what we do.

Find a doctor: 607-737-4499
or 800-952-2662
www.arnotwomen.org
Message from the Chair, Jeffrey Kenefick

As I come to the end of my first year as Chair, and with the Chamber preparing to celebrate its 115th anniversary in 2020, it’s the perfect time to reflect on our achievements, and even our challenges.

As an advocate for business, the Chamber takes our role very seriously. In addition to championing dozens of legislative issues on behalf of our members this year alone, we continued to bridge the gap between the business community and all levels of government. Whether hosting sessions with political leaders, collaborating with organizations like The Business Council, Unshackle Upstate, and the newly formed Advocacy Coalition of Rochester Area Chambers (ACRAC), or conducting educational initiatives to prepare members as new regulations go into effect, our efforts are growing while our dedication remains steadfast. We firmly believe no single factor has a greater impact on members than government, and we are the leading voice of business in that arena.

Addressing Workforce Development, the Chamber continues to work closely with local employers to overcome obstacles. We know this will be a commanding issue for our region throughout the next decade as we build networks with partners in business, education, and government to identify solutions. Empowering individuals throughout the region with opportunities and resources, we develop powerful initiatives, like MFG Day, to direct our workforce towards fulfilling careers.

Working towards a prosperous future, the Chamber’s Leadership Chemung program, now in its 34th year, cultivates the next generation of leaders in our community. The newly launched Empire State Poverty Reduction Initiative (ESPRI) Elevate Elmira Entrepreneur program, which offered skill building for entrepreneurs in the targeted census tracts as part of the planned revitalization process, was so successful in its first round that the state has asked us to complete a second round in 2020.

Serving as the County Tourism Promotion Agency, we continue to strengthen initiatives that amplify our region as a travel destination and a great place to live. From hosting travel writers and distributing engaging promotions, to providing guidance to visitors and educating our community, we preserve the vibrant history of Mark Twain Country while showcasing the exceptional attractions we have to offer. Working together with our partners, including Finger Lakes Wine Country, the Steuben County Conference and Visitors Bureau, the Watkins Glen Area Chamber of Commerce, and our many local tourism affiliates, has proven to be most effective in marketing our beautiful area to visitors and locals alike. We look forward to growing these relationships.

Chambers of Commerce reflect the communities they serve. Beyond doubt, our activities are driven by what is most important to our members. As we celebrate 115 years of service, we continue to evolve in ways to best accomplish our mission for this community at this time. We’re grateful for the ongoing support of the business community we serve, and hope you will continue to help us grow by encouraging other businesses to join.

It is a pleasure to serve as Chair to this organization and its membership. Thank you and have a great 2020!

Jeffrey Kenefick, Chair

Jeffrey Kenefick, Chemung Canal Trust Company
2019-2020 Chair

2019 Executive Committee

Chair, Jeffrey Kenefick
Chemung Canal Trust Company

Immediate Past Chair, Lou DiFabio
Chemung Canal Trust Company

Treasurer, Kathy Stickler, CPA
Mengel, Metzger, Barr & Co., LLP

At Large, Jan van den Blink
The Hilliard Corporation

Vice Chair, Jim Frame
Greater Southern Tier BOCES

Vice Chair, Jamie Gensel
Fagan Engineers & Land Surveyors, P.C.

Vice Chair, Michael Printup
Watkins Glen International

President & CEO, Kamala Keeley
Chemung County Chamber of Commerce
FEARLESS IS RISING
TO THE CHALLENGE
Jeff Kenefick, Chair  
Chemung Canal Trust Company

Kurt Bartenstein  
Empower Federal Credit Union

Adam Bunce  
Turtle Leaf Café

Dawn Burlew  
Corning Enterprises

Steve Burns  
Cameron Manufacturing & Design, Inc.

Tom Carr  
Elmira Savings Bank

Julie Delgrosso  
The Christmas House & Happy Hippo

Lou DiFabio  
Chemung Canal Trust Company

Dr. Thomas Douglas  
Horseheads Central School District

Peter Dugo  
Arnot Realty Corporation

Jim Frame  
Greater Southern Tier BOCES

Ron Friedman  
Friedman Business Consulting, LLC

Allen Fusco  
Holiday Inn Elmira-Horseheads

Jamie Gensel  
Fagan Engineers & Land Surveyors, P.C.

Gary Grinnell  
Corning Credit Union

Kamala Keeley  
Chemung County Chamber of Commerce

Jill Koski  
Southern Tier Economic Growth

Jonathan Lawrence  
Arnot Health

Dr. Charles Lindsay  
Elmira College

Michael Printup  
Watkins Glen International

Scott Proudfoot  
Perry & Carroll, Inc.

JR Reazor  
pladis Global

Jessica Renner  
Excellus BlueCross BlueShield

Kathy Stickler  
Mengel, Metzger, Barr & Co., LLP

Jeff Streeter  
Streeter Associates, Inc.

Dr. Richard Terry  
LECOM

Suzanne Valicenti  
Valicenti Insurance Services, Inc.

Jan van den Blink  
The Hilliard Corporation

**2019 Income Total $1,257,390**

- General Room Tax Receipts $334,447
- Contract Room Tax Allocation $353,000
- Tourism Projects $162,612
- Programs $64,408
- Events $159,040
- Member Investments $42,713
- Tourism Programming $105,782

**2019 Expense Total $1,243,297**

- Tourism Projects $162,612
- Programs $19,533
- Events $68,179
- Operations $142,008
- Administration $401,782
- Room Tax Distribution $430,183
- Member Investments $42,713
- Tourism Programming $105,782
The Leading Voice of Business

No single factor has a greater impact on members’ bottom lines than government. Legislation and regulations significantly affect economic growth. Fortunately, the Chamber has a receptive delegation of elected officials, and productive affiliations with organizations including The Business Council of New York State, Unshackle Upstate, ACCE Government Affairs, U.S. Chamber, Consumer Energy Alliance, Realities of Single Payer, and National Federation of Independent Business (NFIB). In 2019, the Chamber joined the recently formed Advocacy Coalition of Rochester Area Chambers (ACRAC). The Public Affairs Council studies relevant issues, drafts policy proposals, and advocates positions on behalf of member firms.

In 2019, the committee:

• **SUPPORTED commonsense regulatory reform** to benefit small businesses in New York; investment in national infrastructure modernization; the *repeal of the ‘Cadillac Tax’* on a federal level; and the **United States-Mexico-Canada Agreement (USMCA)** to support farmers, manufacturers, and other New York businesses that rely on trade with Canada & Mexico.

• **OPPOSED** proposals for **Single-Payer Healthcare** in New York due to financial repercussions on New York taxpayers; **prevailing wage** legislation, which would impose public wage standards on private sector projects; the **Farm Worker Fair Labor Practices Act**, which imposes costly burdens on farms already struggling across New York; and other statewide proposals that would be damaging to local businesses, such as the **SWEAT Bill**, which would have allowed an employee to secure a lien on an employer’s property for a claim of wage/hour violations.

• **URGED AMENDMENTS** to the enacted **Climate Leadership and Community Protection Act**, asking legislators to consider the voice of business.

• **ORGANIZED communication** with local & national legislators, **social media** advocacy, and **briefing sessions** with business members & government leaders.

**PUBLIC AFFAIRS COUNCIL 2019**

<table>
<thead>
<tr>
<th>Jim Frame, Chair</th>
<th>Lou DiFabio</th>
<th>Kamala Keeley</th>
<th>Ken Roberts</th>
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<tr>
<td>Greater Southern Tier BOCES</td>
<td>Chemung Canal Trust Company</td>
<td>Chemung County Chamber of Commerce</td>
<td>Arnot Health</td>
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<td>Andy Avery</td>
<td>Betiri Estornes</td>
<td>Jill Koski</td>
<td>Sheldon Smith</td>
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<td>Chemung County</td>
<td>CAF USA</td>
<td>Southern Tier Economic Growth</td>
<td>Harter, Secrest &amp; Emery, LLP</td>
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<td>Walter Booth</td>
<td>Ed Fairbrother</td>
<td>Sara Lattin</td>
<td>Frank Spena</td>
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<td>I.D. Booth</td>
<td>Town of Big Flats</td>
<td>New York Senate</td>
<td>Elmira Savings Bank</td>
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<td>Dawn Burlew</td>
<td>Drew Farren</td>
<td>Russell Miller</td>
<td>Nicolette Wagoner</td>
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<td>Corning Enterprises</td>
<td>Siemens Energy</td>
<td>Corning Natural Gas Corporation</td>
<td>Chemung County Planning</td>
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<td>Michael Collins</td>
<td>Don Ferrario</td>
<td>Rick Pirozzolo</td>
<td>Reed Yancey</td>
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<td>City of Elmira</td>
<td>Ferrario Auto Team</td>
<td>Arnot Art Museum</td>
<td>Sprague Insurance</td>
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<td>Leslie Connolly</td>
<td>Emily Hoffman</td>
<td>Jessica Renner</td>
<td>Ex Officio</td>
</tr>
<tr>
<td>Harter, Secrest &amp; Emery, LLP</td>
<td>Chemung County Chamber of Commerce</td>
<td>Excellus BlueCross BlueShield</td>
<td>Jan van den Blink</td>
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<td>The Hilliard Corporation</td>
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**SUCCESSFUL OUTCOMES**

**NEW YORK STATE**

- Neither **Single-Payer Healthcare** nor **Prevailing Wage Legislation** was passed in 2019; however there is continuing concern both pieces of legislation could become realities in the near future.
- Cuomo signed **regulatory reform** laws which help combat a climate of aggressive enforcement and lack of regulatory education by creating a culture where the state and businesses can work together.
- Cuomo vetoed the **SWEAT Bill**, which would have allowed workers to apply liens on employers for illegally withholding wages prior to judicial decisions.
- The **Tipped Wage Credit** was kept in place, avoiding a major increase in labor costs for restaurant owners in New York.

**UNITED STATES**

- The **“Cadillac Tax”** was repealed in December 2019, eliminating an impending 40% tax on higher cost employer-provided health benefits.
- A bipartisan agreement on the fiscal year 2020 federal spending bills announced an increase of over $1 billion for federal early care and education programs, including $550 million for both the Child Care and Development Block Grant and the Head Start program.
- In December 2019, a handshake deal was struck between House Democrats and the White House on the **USMCA**, a modernized NAFTA that will benefit New York farmers, manufacturers, and nationwide economics.
Business & Education Collaborate

The Chamber’s Business Education Roundtable fosters critical dialogue between our business and education communities to support the success of our schools, employers, and economy. The committee meets throughout the year to share information, gain reciprocal understanding of challenges and successes, develop vital partnerships, pragmatically analyze workforce development needs, and implement solutions.

BUSINESS EDUCATION ROUNDTABLE 2019

Jeanne Eschbach, Co-Chair
SUNY Corning Community College

Maggie Jones, Co-Chair
The Hilliard Corporation

Hillary Austin
Elmira City School District

Kristina Cadwallader
The Hilliard Corporation

Kellie Christopher
CSS Workforce NY

Lisa Doland
NYS Department of Labor

Dr. Thomas Douglas
Horseheads Central School District

Tim Driscoll
Greater Southern Tier BOCES

Mary Beth Fiore
Elmira Heights Central School District

Neil Folsbee
Corning Credit Union

Lynn Freid
Workforce Development Institute

Ernie Hartman
IBEW Local #139

Nick Ahearn
IBEW Local #139

Emily Hoffman
Chemung County Chamber

Barbara Hubbell
United Way of the Southern Tier

Brandyn Jacob
Remedy Intelligent Staffing

Donald Keddell
Greater Southern Tier BOCES Board of Education/ESPRI

Kamala Keeley
Chemung County Chamber

Joshua Michal
CAF USA

Deb Montrose
Engage Forward

Susan Pawlak
Career Development Council

JR Reazor
pladis Global

Ken Roberts
Arnot Health

Matthew Sharpe
Cameron Manufacturing & Design, Inc.

Brian Spencer
Bucher Embart Glass

Sarah Vakkas
Greater Southern Tier BOCES

Robert Sherburne
GST BOCES STEM Academy

Alan Yeck
Elmira College

“MADE IN THE SOUTHERN TIER” MFG DAY

The 4th annual local celebration of National Manufacturing Day was celebrated on Friday, October 4, 2019 with the “Made in the Southern Tier” MFG Day Expo at Greater Southern Tier BOCES. Produced by the Business Education Roundtable, the project showcases modern manufacturing and inspires the next generation to consider the industry’s fascinating & rewarding careers.

As a new marketing initiative, the 2019 event utilized digital media kits to reach manufacturers, schools, and members of the community—with great success. More than 500 students and members of the business community, including elected officials and the local media, attended the event. Fascinating exhibits and demos by nearly 20 local manufacturers awed participants. Highlights included a photo booth by Cameron Manufacturing & Design, an augmented reality MFG Day comic book app, robots from Automated Cells & Equipment, a virtual reality experience by Enhance-VR, and hands-on activities by The Hilliard Corporation, Kennedy Valve, and CCLD Makerspace.

Photo booth designed & fabricated by Cameron Manufacturing
Offering Expert Insight

The Chamber’s Educational Series, sponsored by Chemung Canal Trust Company, offered ten educational seminars for Chamber members covering a variety of issues that affected businesses and their employees in 2019. Select seminars were made available to the general public.

In total, more than 100 community members attended these sessions, which included:

- **Facebook Live Workshop**
  Keller Williams Realty

- **Marijuana and Drug Testing Issues for Employers**
  Barclay Damon, LLP

- **Pitch Fest**
  WETM TV

- **Listening for Understanding**
  Judith Rowe Consulting, LLC

- **Maximizing Survival During an Active Shooter Incident Course Demo**
  Pugh Self-Protection & Combatives

- **What Every Business Leader Must Know About NY’s New Cybersecurity Law**
  Semel Consulting

- **Understanding Your Credit Score**
  Chemung Canal Trust Company

- **Website & Workplace Accessibility Issues Under the ADA**
  Barclay Damon, LLP

- **Doing Business with Local, State, and Federal Government**
  Empire State Development & Cattaraugus County Procurement Technical Assistance Center

- **Build & Grow Your Business in the Southern Tier**
  Small Business Development Center, U.S. Small Business Administration, Southern Tier Economic Growth, Regional Economic Development and Energy Corporation, IncubatorWorks, Chemung County Chamber of Commerce

*Seminar was made available to the general public.
Leadership Chemung

LEADERSHIP CHEMUNG CLASS OF 2018-2019

Cultivating Leaders

For more than three decades, Leadership Chemung has developed individuals for future leadership roles in Chemung County and the Southern Tier by broadening their knowledge and awareness of the community, and honing their leadership skills.

During this extensive educational experience, which runs from September through April each year, participants attend class sessions covering a variety of topics and complete a group volunteer project for a local nonprofit organization. The volunteer projects are always a highlight of the program with their positive impact on the Chemung County community.

Classes, taught by local business leaders, cover the following topics:

- **Listening Skills & Communication** with Kurt Bartenstein (Empower Federal Credit Union), Missy Goetschius (The Arc of Chemung-Schuyler), and Randi Hewit (The Community Foundation of Elmira-Corning & the Finger Lakes)
- **County History** with Mark Delgrosso (Trolley into Twain Country Master)
- **Multigenerational Interaction** with Denise Talenti (Arnot Health)
- **Community Revitalization** with Jennifer Herrick-McGonigal (Elmira Downtown Development) and Jill Koski (Southern Tier Economic Growth)
- **The Business of Education** with Jim Frame (Greater Southern Tier BOCES) and Chris Goll (Cameron Manufacturing & Design)
- **Workplace Safety** with Sandra King (Practical Consultants LLC)
- **Conflict in the Workplace** with JR Reazor (pladis Global), Pam Burns (Chemung Canal Trust Company), and Joanne Conley-Pease (The Arc of Chemung-Schuyler)
- **Community Challenges** with Lyndsey Lyman (The Food Bank of the Southern Tier), Scott Lowmaster (iMatter Foundation), and Ruth Harvey (Chemung County Child Care Council)
- **Making Your Case** with Christina Bruner Sonsire (Ziff Law Firm, LLP)
- **Visionary Leadership** with Jim Capriott (Capriott Properties), Bill Mott (The Finger Lakes House), and Jim Pfiffer (Chemung River Friends)
- **Leadership Intelligences** with Linda Lathrop (Class Facilitator) and Travis Barnes (Journey Fitness)
- **Technology & its Effects on Leadership** with Theresa Pratt (Elmira College)
- **Team Building** with Steve Kettelle (The Steve Kettelle Team at Keller Williams Realty)

LEADERSHIP CHEMUNG COMMITTEE 2019

Leadership Chemung is overseen by a committee of business community members, many of whom are graduates of the program, dedicated to continuously developing helpful and dynamic curriculum.

Theresa Stewart, Chair
Valicenti Advisory Services, Inc.

Michelle Beiling
Chemung County Chamber
Steve Burns
Cameron Manufacturing

Christine Iles
First Heritage Federal Credit Union
Linda Lathrop
Leadership Chemung Facilitator
Denise Talenti
Arnot Health
Frank Spena
Elmira Savings Bank
Rob Stanton
Streeter Associates, Inc.
First launched in 2019, Elevate Elmira Entrepreneurs was an eight-week mentoring & networking program for entrepreneurs benefiting the City of Elmira. The goal of the program was to help individuals with businesses find career pathways to success by providing classes taught by experts on vital business topics, two years of Chamber membership, along with one-on-one mentor relationships. The program was provided courtesy of the Empire State Poverty Reduction Initiative (ESPRI) and the Chemung County Chamber of Commerce. Elevate Elmira was so successful in its first round that it received funding for another round in 2020.

Individuals who applied were required to complete an application, interview, and to have an in-home or storefront business impacting City of Elmira Census Tracts 6, 7, or 10. Course topics included Evolving Your Business Plan, Creating Your Pitch, Business Housekeeping 101, Financing & Grant Opportunities, Public Relations, Community Involvement, and more. For their culminating projects, the entrepreneurs built comprehensive three-year growth plans. In 2019, ten individuals graduated from the program, which was facilitated by Dusty Hewit of Long Run Communications.
Best Wishes for a Prosperous 2020

WWW.HILLIARDCORP.COM
The Chamber Is Its Members

The Chamber hosts numerous events throughout the year to facilitate vital networking opportunities, showcase local businesses, keep the business community apprised of recent developments, and celebrate member accomplishments.

In 2019:

- The 113th Annual Meeting of Members featured emcee Jessica Renner (Excellus BlueCross BlueShield) and Board Chair Lou DiFabio (Chemung Canal Trust Company). It was attended by more than 300 members.

- The 26th Annual Economic Forum was attended by more than 270 members and featured presentations by Ward Diesel Filter Systems, Hunt Engineers, Architects & Land Surveyors, PC, Wayfair, and John G. Ullman & Associates, Inc.

- The 31st Annual James V. Clune Memorial Golf Tournament at the Elmira Country Club hosted 31 teams.

- The Chamber organized the second annual RELISH Mark Twain Country Wine, Brew & Food Experience featuring more than 20 regional restaurants and beverage providers.

- In December, the 2019 Awards Breakfast hosted 300 members in attendance and celebrated 15 award winners.

- The Chamber held 17 Business After Business Receptions with a combined total of more than 900 attendees.

Better Business Bureau of Upstate New York
is proud to continue supporting the
Chemung County Chamber of Commerce

BBB of Upstate New York
800-828-5000
bbb.org
bemore@upstatenybbb.org
Jessica Renner (Excellus BlueCross BlueShield) addresses a full crowd at the 113th Annual Meeting of Members in January.

Chamber members attend the Harris Hill Flight Center Business After Business Reception in August to check out the new flight center.

The local food and beverage scene captivates guests at RELISH in October. Pictured here: Teall’s Tavern.

The Welliver team wins the Chamber’s annual Golf Tournament in August.

Helping Clients Make Informed Decisions

Proudly Supporting Businesses for 60 years.

607.962.6891  |  EFPRgroup.com
Much More Than Wine

Chemung County is an essential part of a complete Finger Lakes Wine Country experience.

Choose your story at
FingerLakesWineCountry.com | #myFLX
Tourism Promotion

Promoting Mark Twain Country and the Region

For tourism promotion in 2019, the Chamber:

• Helped import more than $91,500,000 in travel and tourism monies into Chemung County.
• Administered $637,000 in room tax marketing monies.
• Distributed 40,000 Chemung County travel guides at thruways, visitor centers, AAA offices, travel shows, and businesses throughout New York State, Pennsylvania, and beyond.
• Hosted 28 travel writers in Chemung County from across the U.S., resulting in 29 articles in media outlets that included: Atlas Obscura, Chicago Tribune, MSN.com, L.A. Times, Providence Journal, Travel & Leisure, Fodors, and Forbes, along with a variety of travel blogs. The coverage encompassed 26 tourism businesses.
• Collaborated with the Chemung Valley History Museum and Terps Enterprises to offer 225 Trolley into Twain Country tours during July and August to attract visitors to Chemung County during peak tourism season.
• Co-hosted a multi-day media tour with Steuben and Schuyler Counties for six writers who had participated in the North American Travel Writers Association conference in Syracuse.
• Launched the 8th Annual Thrills & Chills, a campaign to promote fall events in Chemung County and encourage fall visitation.
• Worked with numerous initiatives through New York State, Finger Lakes Regional Tourism Council, and Finger Lakes Wine Country to reach broader audiences and stretch tourism marketing dollars.
• Updated and maintained the Chamber’s tourism website, marktwaincountry.com, to provide current information on events, special offers, and tourism business listings.

CONVENTION & VISITORS BUREAU 2019

<table>
<thead>
<tr>
<th>Allen Fusco, Chair</th>
<th>Brenda Curren</th>
<th>Tom Magnusen</th>
<th>Kristina Schneider</th>
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<td>Julie Delgrosso</td>
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<td>Wings of Eagles Discovery Center</td>
<td>The Christmas House &amp; Happy Hippo</td>
<td>Namaste Event, Spa &amp; Wellness Center</td>
<td>Tanglewood Nature Center &amp; Museum</td>
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<td>Vincent Azzarelli</td>
<td>Laurie Desmarais</td>
<td>Erica Miller</td>
<td>Tori Srnka</td>
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<td>Chemung County</td>
<td>Near Westside Neighborhood Association</td>
<td>Toga Downs Casino</td>
<td>Newtown Battlefield</td>
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<td>Rick Bolt</td>
<td>Trafford Doherty</td>
<td>Glenn Miller</td>
<td>Connie Sullivan-Blum</td>
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<td>Hilton Garden Inn</td>
<td>National Soaring Museum</td>
<td>Chamberlain Acres Garden Center &amp; Florist</td>
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<td>Tiffany Bowes</td>
<td>Karen Dusek</td>
<td>Bill Mott</td>
<td>Jennifer Swain</td>
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<td>Visions Hotels</td>
<td>Orchestra of the Southern Finger Lakes</td>
<td>Finger Lakes House</td>
<td>Elmira College</td>
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<td>J.D. Iles</td>
<td>Rick Pirozzolo</td>
<td>Marisa Thomas</td>
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<td>Turtle Leaf Café</td>
<td>Hidden Landmarks</td>
<td>Arnot Art Museum</td>
<td>Hilton Garden Inn Elmira/Corning</td>
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<td>Jose Cervantes</td>
<td>Kitty Hall-Thurnheer</td>
<td>Cynthia Raj</td>
<td>Sheila Thomas</td>
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<td>Watkins Glen International</td>
<td>Castle on the Glen/Enchanted Cottage</td>
<td>Chemung County Chamber of Commerce</td>
<td>Holiday Inn Elmira-Horseheads</td>
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<td>Lisa Chalk</td>
<td>Jennifer Herrick-McGonigal</td>
<td>Randy Reid</td>
<td>Bruce Whitmarsh</td>
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<td>Emlira Civil War Prison Camp</td>
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<td>Karen Cromer</td>
<td>Kamala Keeley</td>
<td>Christina Roberts</td>
<td>Joe Yenger</td>
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<td>Clemens Center</td>
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<td>Finger Lakes Wine Country</td>
<td>GCP Discount Liquors &amp; Wines</td>
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Honoring Professional Accomplishment

The prestigious ATHENA® Leadership Award, given at the Chamber’s Awards Breakfast each December, celebrates the potential of all women as leaders of the community and recognizes those who support them. The award honors individuals who strive to the highest levels of professional accomplishment—women and men who excel in their chosen field, have devoted time and energy to their community in a meaningful way, and who open paths so that others may follow.

ATHENA® TASK FORCE 2019

Sr. Mary Walter Hickey, Chair
Notre Dame High School

Dr. Rose Y. Byland
Associated Radiologists of the FL

Venitra Clark
Clemens Center, Retired

Julie Delgrosso
The Christmas House & Happy Hippo

Dr. Katherine Douglas
Corning Community College

Kamala Keeley
Chemung County Chamber

Dr. Nancy L. King
 Guthrie Health, Retired

Laurie L. Liberatore
Hoxell, Liberator & Associates, Retired

J. Carol Lincoln,
RSVP of Chemung County, Retired

Angela M. McInerny
Swan Morris Insurance

Judith G. McIntosh
Mengel, Metzger, Barr & Co.

Robert B. McKinnon
Elm Chevrolet, Inc.

Dr. Mila H. Meier
Elmira College

Cynthia Raj
Chemung County Chamber

Myra Stemerman
Chemung Supply Corporation, Retired

Patricia Thompson
Elmira College

Dr. Katherine Douglas
Corning Community College

Kamala Keeley
Chemung County Chamber

Dr. Nancy L. King
Guthrie Health, Retired

Laurie L. Liberatore
Hoxell, Liberator & Associates, Retired

J. Carol Lincoln,
RSVP of Chemung County, Retired

Angela M. McInerny
Swan Morris Insurance

Judith G. McIntosh
Mengel, Metzger, Barr & Co.

Robert B. McKinnon
Elm Chevrolet, Inc.

Dr. Mila H. Meier
Elmira College

Cynthia Raj
Chemung County Chamber

Myra Stemerman
Chemung Supply Corporation, Retired

Patricia Thompson
Elmira College

Tim VanFleet
Elm Chevrolet, Inc.

Marie VonNeida
Elm Chevrolet, Inc., Retired

Clare van den Blink
The Hilliard Corporation

2019 ATHENA® recipient Michele Johnson (YWCA of Elmira & the Twin Tiers) inspires the audience at the 2019 Annual Awards Breakfast
**Every Member Matters**

The Member Services Council is a volunteer group of Member Ambassadors of the Chemung County Chamber of Commerce. Through a recruitment, outreach, and retention program, ambassadors volunteer their time communicating with Chamber members to help them connect and take full advantage of all of the benefits of membership. Additionally, they volunteer during all major Chamber events, and help new businesses engage with the local business community.

**MEMBER SERVICES COUNCIL AMBASSADORS 2019**

- Kurt Bartenstein, Chair
  Empower Federal Credit Union
- Shelly Cadek
  Perry & Carroll, Inc.
- Melanie Degraw
  REDEC
- Falon Denison
  Elmira Savings Bank
- Ron Friedman
  Friedman Business Consulting LLC
- Michelle Lewis
  Visions Federal Credit Union
- Amanda Harkness
  Adeco
- Sherry Mandell
  Glove House
- Karen Harris
  Manage By Karen
- Ryan Marsh
  Naglee Moving & Storage
- Janice Metzger
  United HealthCare Medicare Solutions
- Julie Monahan
  First Heritage Federal Credit Union
- Lisa Roan
  Wallin Insurance Agency
- Rob Stanton
  Streeter Associates, Inc.
- Kathy Taylor
  Radisson Hotel Corning
- Emily Walter
  Holiday Inn Elmira-Horseheads
- Candice West
  Chemung County Chamber

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**Headquarters**

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Showcasing Members Every Day

The Chamber showcases its members in a variety of unique and creative ways each day. It hosts and continually updates two responsive websites: chemungchamber.org and marktwaincountry.com. Newly launched in 2018, the Chamber website received over 14,000 views in 2019. The top three pages were Events & Programming, Business Directory, and MFG Day. The website features a Business Directory listing of all members, registration for events, links to publications, area information, a community calendar, and online advertising opportunities for members. The Mark Twain Country site received over 35,000 views in 2019. The top three pages were Trolley Tours, Calendar of Events, and Plan Your Visit. The travel website provides a wealth of information for visitors, locals, and prospective residents alike.

In 2019, the Chamber conducted more than 100 e-mail campaigns sharing initiatives, opportunities, and events with the business community. Major publications were designed and distributed to the membership and beyond, including nearly 1,000 copies of the 2019 Community Profile & Membership Directory and 40,000 copies of the 2019-2020 Mark Twain Country Travel Guide. The 2019 newsletter provided twelve months of engaging member news, and weekly social media posts spread the word about member happenings. Organic social media engagement grew with the most popular post of the year reaching 3,000 people.
In 2019, Chamber staff were involved in the following Councils, Committees, Boards, and Programs:

- Finger Lakes Regional Tourism Council Board of Directors
- The ARTS Council of the Southern Finger Lakes Board of Directors
- Finn Academy Board of Directors
- Harris Hill Soaring Corporation Marketing Committee
- Job Service Employers Committee (JSEC)
- Chemung County Advisory Committee for Room Tax Revenues
- Southern Tier Economic Growth Board of Directors
- Wings of Eagles Discovery Center Board of Directors
- Chemung County Child Care Council Board of Directors
- Twin Tiers Economic Development Board of Directors
- Southern Tier Kids on Track Leadership Council
- Finger Lakes Wine Country Board of Directors
- Chemung County Historical Society Board of Trustees
- Elmira City Club Board of Managers
- Brand Elmira Steering Committee
- Social Media Task Force
- Elmira Corning Regional Airport Marketing Committee
- Advocacy Coalition of Rochester Area Chambers (ACRAC)
- Elmira Refresh (DRI) Committee
- Empire State Poverty Reduction Initiative (ESPRI)
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