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Over the past two years, Arnot has been proud to provide the testing, vaccination, and treatment capability our community needed to fight COVID-19. And whenever we asked for your help, you responded. You gave us the strength to persevere, knowing that together, we will get through this.

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It’s what we do.

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Message from the Chair, Michael Printup

As I embark upon my second year as the Chairperson of the 2022-2023 Board of Directors, I am optimistic by what the Chamber continues to bring to the business community. This past year demonstrated the role that the Chamber and our businesses play in the overall health of our community. 2021 remained to be another difficult year of the pandemic – yet this community continued to work together supporting all businesses and organizations. We are entering a new chapter in the Chamber’s 116-year history – from changes in leadership to diverse ways of working to help businesses weather changes due to the pandemic while working collaboratively to navigate Chemung County through the benefits and challenges of growth.

As we shift our focus from the immediate to the future, it is a wonderful time to look at the Chamber and the lessons learned and where we are going. The Chamber staff and Board of Directors are committed to being of service to our community and to find new ways to continue to deliver value to our members and engage with new stakeholders.

Our mission is always to represent the business community and working together for quality of life; therefore, our focus as we move forward is clear: to promote the region, support our businesses, foster partnerships, and grow our talent base. Knowing our Chamber and our members, I am optimistic about our future.

Moving forward: we will continue to advocate and support County-wide and regional initiatives that include economic development, workforce development, education, healthcare, and tourism. We understand that when all of us work together – it makes a stronger community. We will collaborate with our partners with attracting talent and sought-after skillsets needed by regional employers. We will continue to support new businesses and development while supporting our existing businesses in all areas. Our Chamber will continue to play a pivotal role in addressing issues by bringing together organizations needed to succeed.

I would like to express my gratitude for all our Chamber members. I know you are part of the Chemung Chamber of Commerce because you believe in the value and importance of our business community. Together, we will continue to make a significant impact on the entire region.

Micheal Printup, Chair
MOVE FORWARD WITH MORE

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The mission of the Chemung County Chamber of Commerce is to represent the business community in the promotion of the prosperity and the quality of life throughout its service area.

### BOARD OF DIRECTORS 2021

- **Michael Printup**, Chair
  - Watkins Glen International

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  - First Heritage Federal Credit Union

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  - I.D. Booth

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- **Jan van den Blink**
  - The Hilliard Corporation

- **Paul VerValin**
  - Guthrie
When I started on this new path what I realized in my abbreviated time is that like so many businesses and organizations with COVID-19, existing plans quickly became obsolete as the organization switched to a crisis response mode and struggled with continued uncertainty about the future. As the Chemung Chamber continues to be the conduit of information regarding COVID-19 to the business community that included members and non-members, the goal of the Chamber at the beginning of the pandemic and continues today, is to play a critical role in gathering relevant, timely, and needed information, along with the perspective and foresight from our county’s experts to communicate to our community. As the pandemic continues to be part of our everyday lives, the Chamber continues to support our members and the community by being the channel of information.

**Moving Forward** the Chamber will continue to build on the solid foundation already in place. Our team collaborates daily with our members through the various committees that foster partnerships while unlocking future partnerships. **Communication will be key.** The Chamber will stay in constant communication and make the connections our members need. We will continue to supply educational programs to our members. Through the Education Series, we will combat important topics, such as DEI, Small businesses support, E-Commerce, and continue to prepare our promising future leaders through the Leadership Chemung program. The Chamber will continue to prioritize **Partnerships**, and progress in our community through collaboration with elected leaders while advocating for economic development that will continue to put Chemung County on the map. The Chamber will press forward with the of local businesses/organizations with our current programs and services and at the same time – investigate new initiatives and programs. We will collaborate with our partners on workforce development, economic development, community development to ensure a better quality of life. We will be a **neighborhood champion** for pro-growth.

The Chamber team looks forward to continuing to advocate for all businesses and help our community be successful. Thank you to the Chamber team, the Board of Directors and especially the members for keeping the chamber moving in positive direction.
The Educational Series

The Educational Series, sponsored by Chemung Canal Trust Company, is one of the most valuable event series the Chamber offers its members and the Chemung community. Each year, the Chemung Chamber strives to provide opportunities for members to learn about a variety of issues that affect local businesses and their employees. In its’ second year in a fully virtual platform, the Chamber focused its efforts to assist members with COVID response, financial relief, employment forecasts, and relevant topics affecting local and state wide businesses taught by local leaders, business owners and attorneys to ensure members and non-members alike were educated on topics to help them navigate the current climate. Classes offered through the Chamber included:

- **New York Paid Sick Leave Proposed Regulations**
  (Barclay Damon, LLP)
- **Latest Information on PPP & EIDL Funding**
  (U.S. Small Business Administration)
- **Take Command on Your Online Reputation**
  (Better Business Bureau)
  - **Managing Year 2 in a Pandemic**
    (Bond, Schoeneck & King, PPLC)
  - **Breath-Body-Mind for Stress Relief in Troubled Times**
    (Breath, Body & Mind)
- **New NYS Guidance on Larger Events**
  (New York State Restaurant Association)
- **COVID-19 Employment Update**
  (Barclay Damon, LLP)
- **Unemployment Fraud & Cyber Security**
  (Chemung Canal Trust Company)
- **Adult Use Marijuana: Employer Obligations & Compliance Issues**
  (Barclay Damon, LLP)
- **New York HERO Act**
  (Barclay Damon, LLP)
- **Diversity, Equity and Inclusion in the Workplace**
  (Judith A. Rowe Consulting, LLC)
- **Sexual Harassment Training Update**
  (Barclay Damon, LLP)
- **The U.S. Department of Labor Under the Biden Administration**
  (Barclay Damon, LLP)

**Ofering Expert Insight**

- **325** Educational Series attendees
- **755** Views on the Chamber’s YouTube Channel
- **13** Webinars offered to Members and Non-members
- **22** Partnerships with local and statewide Chamber members to lead educational topics
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 2021**

Jeanne Eschbach, Co-Chair  
*SUNY Corning Community College*

Dr. Thomas Douglas  
Horseheads Central School District

Colleen Hurd  
Greater Southern Tier BOCES

Susan Pawlak  
Career Development Council

Hillary Austin  
Elmira City School District

Kristina Cadwallader  
The Hilliard Corporation

Barbara Hubbell  
United Way of the Southern Tier

JR Reazor  
pladis Global

Kellie Christopher  
CSS Workforce NY

Tim Driscoll  
Greater Southern Tier BOCES

Brandyn Jacob  
Remedy Intelligent Staffing

Ken Roberts  
Arnot Health

Sara Culotta  
Siemens Smart Infrastructure

Lynn Freid  
Finger Lakes Works

Donald Keddell  
Greater Southern Tier BOCES  
Board of Education/ESPRI

Matthew Sharpe  
Cameron Manufacturing & Design, Inc.

Brenda Curren  
YWCA of Elmira & the Twin Tiers

Michael Gill  
Elmira Heights Central School District

Donald Keddell  
Greater Southern Tier BOCES  
Board of Education/ESPRI

Brian Spencer  
Bucher Emhart Glass

Lisa Doland  
NYS Department of Labor

Ernie Hartman  
IBEW Local #139

Joshua Michal  
CAF USA

Sarah Vakkas  
Greater Southern Tier BOCES

**SUCCESSFUL PARTNERSHIP OUTCOMES**

- Junior Achievement of Central Upstate NY launches Signature Work Readiness Program: JA Inspire™ Virtual! in partnership with Greater Binghamton Chamber of Commerce, Chemung County Chamber, and Junior Achievement of Central Upstate NY

- JA Inspire™ Virtual was a collaboration of education, industry, nonprofit, and higher education leaders throughout the 25-county region of Junior Achievement of Central Upstate New York, focused on providing thousands of students with the tools they need for future success.

- The JA Inspire™ Virtual digital curriculum was aligned with career and work readiness standards required by the New York State Department of Education, and was infused into middle and high school students’ coursework.

- At the center of this coursework was powerful online event, the JA Inspire Virtual Career Fair, that showcase the careers specific to our 25-county region – at a time when they can plan their high school coursework and better prepare themselves for life after high school graduation.
Even amidst a pandemic, the importance of skilling up the workforce for manufacturing jobs, especially here in the Southern Tier, remains critical. Over the next decade, a recent study predicts that 2.4 million manufacturing jobs may go unfilled across the United States. Sources suggest that the crisis stems from misconceptions about manufacturing jobs, shifting skill sets due to advanced technologies, and the retirement of baby boomers. The Chemung Chamber, Career Development Council and local manufactures came together for the 6th annual MFG Day to work together and change misconceptions and educate students about the wide range of fun and exciting career opportunities right here in the Southern Tier.

In tandem with the national campaign, MFG Day Made in the Southern Tier launched on Friday, October 1st for its second year in an exciting virtual format. This year featured a 25-minute webinar with keynote speaker Barbie Parsons, aka Barbie the Welder where she shared her inspirational story of how she entered the dynamic world of manufacturing. “My first thought is how can I ever make this happen? And BOCES is the first things that came to mind.” She added “Our entire class went over to Cameron Manufacturing for a field trip and it didn't take me a solid 30 seconds of walking in the building to know this is where I was meant to be.”

Afterwards, more than 600 students from across the region attended the MFG Day virtual sessions. Students watched live, virtual sessions from AM&T, Cameron Manufacturing & Design, Evolution Edges, Eastern Metal Signs & Safety, Kennedy Valve and Ward Filter Systems, which included demonstrations, talking points about career opportunities, and Q & A.

This year the Chamber launched the very first view of this year’s Made in the Southern Tier MFG Day video project proudly sponsored by the Workforce Development Institute. The mission of this year’s video project is to highlight the workforce needs of our local manufacturers while showcasing the exciting opportunities that come with a career in the industry. The videos can be views on the Chamber’s YouTube channel.

The goal of the event was to showcases modern manufacturing and inspire the next generation to consider the industry’s fascinating & rewarding careers.

Thank you to our MFG Day Sponsors

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Manufacturer Virtual Session

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Best Wishes for a Prosperous 2022

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The Chamber recently had the honor of concluding the 35th Class of Leadership Chemung in 2020. Nineteen class members from businesses representing a broad swath of local industry have been welcomed into the alumni ranks after completing an extensive, virtual educational program designed to hone their community awareness and leadership skills.

For members of the 35th class, this was their first in-person meeting as their program was entirely virtual due to COVID-19. Class Facilitator Dusty Hewit (Long Run Communications) remarked at commencement, “I want to congratulate both classes represented in the room today because you did something no other class has done in the history of this program. I’m referring of course to managing this experience through a global pandemic,” noted class facilitator Dusty Hewit, adding “we did it all through the screen, and we did it from home offices, and dining room tables, with noise in the background and children who needed your help. We did it in isolation, some of us did it in quarantine, and we did it against all odds and expectations, together.”

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.

Megan Guzylak
Swan Morss Insurance

Dusty Hewit
Long Run Communications

Christine Iles
First Heritage Federal Credit Union

Frank Spena
Elmira Savings Bank

Leadership Chemung Class of 2020-2021
Leadership Chemung Class of 2020-2021 (l to r): Michael Printup (Watkins Glen International), Bethany Peris (Perry & Carroll, Inc.), Heather Shaw (Hardinge, Inc.) Heather DeGiorizzo (Arnot Health), Loni Stroup (Arnot Health), Heather Paul (Arnot Ogden Medical Center), Lauren Little (Arnot Health Foundation), Gena Rapisardi (Cornell University), Andrew Klee (Arnot Ogden Medical Center), Shelley Derr (Arnot Ogden Medical Center), Amanda Palme (Food Bank of the Southern Tier), Jennifer Fernandez (GST BOCES), Chris Drewno (Cameron Manufacturing & Design), Jessica Smith (The Arc of Chemung-Schuyler), Nicole Brown (The Arc of Chemung-Schuyler), Judy Frisk (Chemung Canal Trust Company), Ashley Coleman (The Hilliard Corporation), Catie Cadek (Perry & Carroll, Inc.).

CLASSES, TAUGHT BY LOCAL BUSINESS LEADERS, COVERED THE FOLLOWING TOPICS:

- Leadership Styles & Intelligence with Travis Barns (Journey333), Dusty Hewit (Long Run Communications)
- Visionary Leadership with Bill Mott (The Finger Lakes House), and Adam Bunce (Turtle Leaf Café)
- Conflict in the Workplace with JR Reazor (pladis Global), Pam Burns (Chemung Canal Trust Company)
- Multigenerational Interaction with Denise Talenti (Arnot Health)
- Workplace Safety with Zach Pugh (Pugh Self Protection & Combatives)
- Diversity, Equity and Inclusion in The Workplace with Judy Rowe (Judith A. Rowe Consulting, LLC)
- The Business of Education with Jim Frame (Greater Southern Tier BOCES)
- Technology & its Effects on Leadership with Theresa Clarkson
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.

Successful Outcomes

• On July 13th, the Office of Management and Budget (OMB) announced that the Committee submitted a revised recommendation to leave the current Metropolitan Statistical Areas (MSA) core population threshold in place.
• Chemung Chamber signed a coalition letter urging Congress to extend the application deadline for the Paycheck Protection Program (PPP). Biden signed the extension of PPP application deadline through May 31, 2021.
• The Chamber signed on to a U.S. Chamber coalition support letter seeking comprehensive, bipartisan legislation which addressed the digital divide, climate change, stimulate our economy and create middle-class sustaining jobs, and improve federal project approvals. President Biden included these under his Bipartisan Infrastructure Law.
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Streeter Associates has been building in the Southern Tier for seventy-three years. Whether it’s the Arnot Ogden Medical Center, Elmira-Corning Regional Airport or countless other construction projects in our region, we’ve taken great pride in our work. Streeter Associates’ foundation has been built on making our community a better place to live.
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 2021:

- The **115th Annual Meeting of Members**, in a new, virtual format, featured keynote speaker Brigadier General Ernest Audino Deputy Director of Operations, Readiness and Mobilization. The Annual Meeting also afforded members the opportunity to thank Board Members rotating off the Board of Directors and the nomination of 30 board members to serve the 2021 calendar year.

- The **28th Annual Economic Forum** feature presentations focused on the impact of COVID-19 from the perspective of our local healthcare providers. Panelists Jonathan Lawrence, *(Arnot Health)*, Dr. Richard Terry, *(LECOM)*, and Paul VerValin, *(Guthrie)*, discussed challenges, successes, the safety and efficacy of the vaccines, and what we could anticipate as a community moving forward.

- The **33rd Annual James V. Clune Memorial Golf Tournament** was held at the Elmira Country Club and hosted 24 teams in a socially distanced golf tournament providing members an opportunity to support the Chamber and enjoy a day of much-needed levity and camaraderie, yet with all state required safety precautions. Members enjoyed a socially distanced lunch hour with boxed meals in between the assigned morning and afternoon flights.

- Although the leadership of the Chamber made the difficult decision not to host our **Annual Awards Breakfast**, the Chamber still celebrated its ten winners and their significant contributions to our community. The Chamber is eager and to host the event in-person in 2022.

- The Chamber was happy to once again host **Business After Businesses Receptions** in 2021. Hill Top Inn Restaurant, Banquets, & Catering kicked off the first Business After Business Reception in over a year. Ferrario Auto Team, The Christmas House, Southern Tier Audiology also hosted receptions. The Chemung Chamber, Watkins Glen Area Chamber of Commerce, and Corning Area Chamber of Commerce held a tri-county reception at Lakewood Vineyards that concluded the event season.

### STAYING CONNECTED

- **50** Committee meetings
- **35** Events held in person or virtual format
- **684** Event attendees
- **133** Email Campaigns sent
As part of the Chamber’s ongoing commitment to keep the business community informed during the pandemic on pertinent information and resources, the Chamber conducted surveys to help us stay on topics and advocate on behalf of local businesses and helped relay specific information related to the current climate. The Chamber still hosts its COVID-19 Resource for Business Community page and is regularly updates the page with Latest Information, News, Financial Support, and Resources and continues to send emails to members with current and relevant information and resources.

COVID-19 FUND DISTRIBUTION FOR CHEMUNG COUNTY

SOURCE: TREASURY.ORG

$18.1 M in Grant Funding

$36.7 M in Direct Payments

$165.1 M in Loan Funding

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For tourism promotion in 2021, the Chamber:

- Worked with **Local Tourism Businesses** to provide the public with information on Safe Activities, Business Openings/Closings, and more during COVID-19.
- Partnered with Chemung County and Finger Lakes Wine County to encourage mask use through the **#MaskUpFLX** campaign.
- Shared relevant information to attractions and restaurants on Webinars, Grants and Loans related to COVID-19 Relief options.
- Promoted **Staycations** and **Local Travel** to support Hotels & Local Businesses during COVID-19, as per NYS guidelines.
- Initiated ongoing Media Outreach, resulting in 29 Published Articles, featuring **35 Chemung County attractions**.
- Hosted 4 **Onsite Media Tours** which have resulted in several Published Articles in 2021.
- Partnered with Steuben, Schuyler, Yates and Tioga Counties to launch a **Multi-County Agritourism Trail**.
- Promoted a self-guided **Trolley into Twain Country Tour** when the summer trolley tours were cancelled.
- Updated and maintained the Chamber’s **Tourism Website**, marktwaincountry.com, to provide current information on Events, Special Offers, and Tourism Business Listings.
- Collaborated on 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.
- Worked with partners in the Southern Tier Economic Development Regional to start the process of creating a multicounty **Water Trail**.
- Partnered with The ARTS Council of the Southern Finger Lakes, and Elmira Downtown Development to secure funding for four **public art murals** in Chemung County to enhance communities.

### PROMOTING OUR REGION

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CONVENTION & VISITORS BUREAU 2021
Allen Fusco, Chair
Clarion Elmira-Horseheads

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The Chamber serves about 500 member businesses. 92% of members are small firms, that collectively employ thousands of local workers. The Member Services Council is a volunteer group of Member Ambassadors of the Chemung County Chamber of Commerce. Ambassadors communicate with members and prospects to discuss benefits of membership, current initiatives of the Chamber, networking opportunities, and more. They assist in the retention and expansion of the Chamber’s membership by fostering relationships within the business community. 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 2021

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Chemung County Chamber

Lisa Roan
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MEMBERSHIP AT A GLANCE

89%  
Member Retention Rate

21  
New Members in 2021

First Dollar of Profit Certificates delivered by Member Services Council

$230,262  
Member Investment
Chamber Staff

A very special thank you to outgoing 2021 Chamber Staff

Kamala Keeley,
President & CEO,
Resigned in July, 2021

We cannot thank Kamala enough for her dedication, commitment, and hard work she brought to the community she served for more than a decade.

We mourn the loss of longtime friend and former Chemung Chamber staffer, Julie Bennett McInerny. Affectionately referred to as “The Detonator” by her colleagues, Julie brought her fierce passion into everything she took on. We were truly blessed to have had her among us over the years.

Jennifer McGonigal
President & Chief Executive Officer

Cynthia Raj
Vice President of Tourism Promotion

Janet Kennedy
Vice President of Finance

Michelle Beiling
Manager of Marketing Applications

Candice West
Manager of Membership & Operations

Faith Marshall
Administrative Assistant (Retired 2021)

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