

# insight

## MESSAGE FROM THE PRESIDENT

### Listening to YOU Brings Shared Success



Kate Manley  
Chamber President

Planning for the future of our organization and its members relies on constant, candid feedback. As Chamber president, I sincerely thank those who participated in our survey in June. Representing an excellent cross-section of industries and businesses, the responses more than doubled our previous surveys' participation. Your voice gave us information critical to planning our programs and services. Survey results and one-on-one conversations indicate workforce development is a short and long-term concern of our members, both growing talent and retaining it. Your feedback helps us identify the jobs that need to be filled by qualified candidates. As you know, workforce development begins earlier than college years and the Chamber's commitment to K-12 workforce readiness is the way to ensure our members have a sustainable pipeline for their businesses. Nearly 75% of survey participants are interested in hosting a teacher and/or student at their business, conducting on-site tours or speaking about their business in a classroom. The Chamber is busy matching businesses with school representatives to encourage career exploration among students from elementary through

high school and in higher education. Our mission is to expose career pathways not only to students, but also teachers and parents. In addition, our partnership with Questar III BOCES is in full gear. We're helping Questar "flip the stigma" of trade jobs among students and parents, to build a strong workforce pipeline and ensure a growing economy now and into the future. Further, the Chamber is presenting its "3rd Annual Future of Workforce Readiness: Business & Education Partnerships" on October 20 (see calendar, page 2).

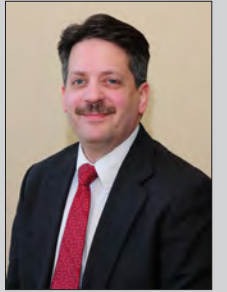
The Chamber is also responding to your feedback regarding our e-newsletter. Starting in September it will be sent once a week. Currently, our e-newsletter has seen engagement at an all-time high, with open rates averaging 30% and click-through rates averaging above 19% (industry averages are 22.87% and 7.62%, respectively). We will compile the most sought-after information in an easy-to-read format and send it to you early in the week so you can plan accordingly. As we continue to enhance your membership, all of our success stories are guided by our most valuable asset - YOU. It is our privilege to help you meet and exceed your business goals. Your continual feedback allows us to evolve to meet your ever-changing needs to market, develop and connect.

Fondly,

*Kate Manley*

## ASK A BOARD MEMBER: Energy Efficiency

Michael DiAcetis is Manager, Community & Customer Management at National Grid USA. He develops and maintains relationships with major accounts, key stakeholders, community and municipal leaders, economic developers and other major associations.



### Q: How can I save on energy costs?

A: Review your energy usage and costs to determine how they are trending. You can also perform an energy review/audit and get expert help to discover what areas you need to improve. List possible projects, costs vs. savings, and follow through on your priorities. Also, don't forget to ask your employees for their ideas and concerns. Their perspective can be valuable and it invites them to "buy in" to your energy goals. Energy efficiency often brings about improved work environments for employees and enhanced customer experiences. Making energy-conscious decisions, such as efficient lighting or heating/cooling, has multiple benefits for businesses and organizations.

### Q: What resources are available?

A: National Grid's Small Business Program provides a free audit and pays up to 60% of the installation and equipment costs. There are also financing and payment incentives. Local utilities, NYSERDA and the Energy Star program provide tools, resources and incentives. The NY Green Bank helps to identify project funding.

### Q: Are there tax advantages?

A: Federal tax credits are available to small businesses, home builders and manufacturers for energy efficiency upgrades. Deductions are available for owner/lessees of commercial buildings installing efficient measures. Tax incentives are available toward the purchase of hybrid, electric and alternative fuel vehicles. Check your federal and state tax departments for details and eligibility requirements.

"Ask a Board Member" is a monthly Q&A featuring members of the Chamber's Board of Directors.



The Rensselaer County Regional Chamber of Commerce is a business, civic and economic development alliance that strives to enhance the economic vitality of Rensselaer County and the neighboring Gateway communities of Cohoes, Green Island, Waterford and Watervliet. The Chamber seeks to improve the quality of life within the community for both residents and businesses.

"insight" is published monthly. Submissions are considered for publication based upon content and space availability.

Kate Manley, President  
90 Fourth Street, Suite 200, Troy, NY 12180  
Telephone: 518.274.7020  
rensochamber.com

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## CELEBRATING EXCELLENCE

### Van Rensselaer Awards Dinner on September 14



VAN RENSSELAER  
CORPORATE AWARD

Share in a celebration of excellence in the regional business community at the **2017 Van Rensselaer Awards Dinner**. These prestigious honors recognize businesses and individuals who invest in the economic, cultural and humanitarian advancement of our region and act as dedicated and selfless partners to others. Meet this year's award recipients and discover how they are making a tangible impact on the lives of others. Congratulations to our recipients:

**BBL Family of Companies'** corporate culture instills a deep sense of compassion for others. The company supports initiatives and organizations that strengthen lives and improve communities through philanthropy and the volunteer efforts of its employees. A corporate champion for numerous charities, BBL celebrated its 40th anniversary by donating \$1,000 gifts to 60 organizations nominated by BBL employees.

**Wojeski & Company CPAs, P.C.** is committed to giving back to the community through the Wojeski Fund, which supports underprivileged children in Rensselaer County. The fund provides essentials, such as eyeglasses, medical co-payments and clothing, as well as opportunities, including summer camp, school field trips, work study programs, graduation caps and gowns and more. Administered through the nonprofit CoNSERNS-U, the fund has raised more than \$200,000 since it was founded in 2004 and has impacted countless lives.

**Chester Opalka Jr.** is a respected entrepreneur, investor and philanthropist. Mr. Opalka passionately supports the regional arts community as an advisor and donor. His family's generosity established the Opalka Gallery at the Sage College of Albany, a lauded arts venue that attracts prestigious exhibits and thousands of visitors to the campus. In addition, the Opalka Family Scholarship supports college students studying art or elementary education. Mr. Opalka is a strong supporter of the Chamber's Leadership Institute.



VAN RENSSELAER  
SMALL BUSINESS AWARD



Chester Opalka Jr.

EDWARD H. PATTISON  
CITIZENSHIP AWARD

Register now for the **Van Rensselaer Awards Dinner** on Thursday, September 14 at the Hilton Garden Inn, 235 Hoosick Street in Troy. Networking and cocktail reception at 5:30 p.m.; awards ceremony and dinner at 6:30 p.m. \$130 per member; \$260 per non-member. Honor this year's recipients with a Chairman's Circle Table of 10 for \$1,550. For more information, contact the Chamber at 518.687.1241.



A special thank you to these sponsors

Cocktail reception  
sponsor

● NEW MEMBERS

**A Team Property Management, Inc.**  
Residential Rental Management  
Rep: Eric Moses  
P.O. Box 9266  
Schenectady, NY 12309  
Phone: 518.441.8101  
fallsedgeapartments.com

**Boys & Girls Club of Southern Rensselaer County**  
Youth Organizations & Centers  
Rep: Jessica Rowell  
544 Broadway  
Rensselaer, NY 12144  
Phone: 518.465.3403  
bgcsorensco.org

**Capital Region Sponsor-A-Scholar, Inc.**  
Non-Profit Organizations  
Rep: Robin Christenson  
One United Way  
Albany, NY 12205  
Phone: 518.935.1045  
crsas.org

**Chicken Joe's**  
Restaurants  
Rep: John Sorbella  
506 Campbell Avenue  
Troy, NY 12180  
Phone: 518.874.4504  
chickenjoesalbany.com

**Corning Place Communications**  
Communications, Media Relations & Public Affairs  
Rep: Deborah Fasser  
121 State Street  
Albany, NY 12207  
Phone: 518.432.9087  
corningplace.com

**Cresa**  
Commercial Real Estate  
Rep: Kristin Spiegel  
194 Washington Avenue  
Suite 300  
Albany, NY 12210  
Phone: 518.463.5500

**Gabriel-Moran Hearing Aid Center**  
Hearing Aids  
Rep: Kimberly Stevens  
763 Hoosick Road  
Troy, NY 12180  
Phone: 518.273.2031

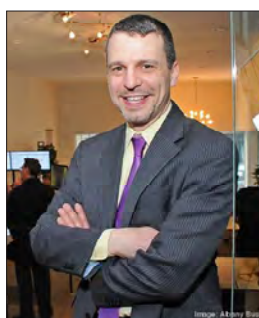
**GreenGut Wellness**  
Health and Wellness Products/Services  
Rep: Theresa Houghton  
1560 Best Road  
Apt. 1  
Rensselaer, NY 12144  
Phone: 518.545.8370  
greengutwellness.com

**Solutions By Design, Inc.**  
Managed Services  
Rep: Donald E Robbins  
316 Delaware Avenue  
Suite 15  
Delmar, NY 12054  
Phone: 518.478.0373

**T-Mobile**  
Telecommunication Services  
Rep: Oumar Diallo  
720 Hoosick Road  
Suite E1 - 2  
Brunswick, NY 12180  
Phone: 518.874.0600  
wirelessvision.com

● MEMBER NEWS

**Groff NetWorks, LLC**, was ranked number 397 on the global “MSPmentors 2017” list of the top 501 managed service providers (MSP). The list considers thousands of IT service firms worldwide. The results rank MSPs based on annual recurring revenues, dollar growth, percentage growth, devices managed and more. *Visit groffnetworks.com.*



Lauren Groff, CEO

**Bouchey & Clarke Benefits, Inc.** President John S. Millet, CPA will be among the speakers at the “Annual Employee Benefits Update” on Tuesday, September 12 from 7:30-9:30 a.m. at **The Century House** in Latham. The seminar is free and will cover some of the hottest topics for employers including employee benefits, human resource trends and FLSA/NYS wage and hour laws. Contact Caitlin Duffy [cduffy@bouchey.com](mailto:cduffy@bouchey.com). *Visit boucheyclarke.com.*



MacKenzie Liptak and Ben Richards (photo, l-r) successfully completed the beer industry’s recognized training program, proving their expertise of every facet of beer. DeCrescente has 15 certified Cicerones® among its employees, providing retailers and customers with value-added knowledge and resources. *Visit [ddcbev.com](http://ddcbev.com).*

**Spa Broadway at The White Sands** promoted Michael Catellier, LMT to the position of general manager. A member of the spa staff since 2014, he works to continually enhance client experiences at the boutique spa located in downtown Troy. *Visit [thewhitesandsmassage.com](http://thewhitesandsmassage.com).*

**MVP Health Care** has promoted Michael Della Villa to chief information officer. He is responsible for leading all aspects of IT, working closely with MVP’s business leaders to align IT activities with business objectives and to ensure efficient, cost-effective operations that deliver business value. *Visit [mvphealthcare.com](http://mvphealthcare.com).*

**DeCrescente Distributing Company** announced three of its employees achieved the rank of certified Cicerone®. Zeb Pagerie,

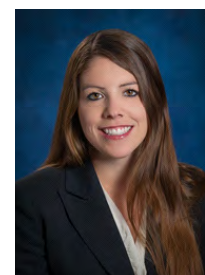
**The Arts Center of the Capital Region** is offering a grants program for community arts projects taking place between April 1, 2018 and March 31, 2019. The program funds three types of grants for artists and non-profit organizations in Rensselaer, Albany and Schenectady counties: Community Arts Grants, Arts Education Grants and Individual Artist Commissions. Deadline to apply is December 3, 2017. For full details and applications, *visit [artscenteronline.org/earn](http://artscenteronline.org/earn).*



**YWCA of the Greater Capital Region, Inc.** will honor Anne Saile (photo, left) as the “Resourceful Woman of the Year” at its 18th Annual Resourceful Women’s Awards Luncheon. Saile is an entrepreneur, author, speaker, philanthropist and a passionate advocate of women’s rights.

Nominations are being accepted for resourceful women and young girls who are making a difference in their communities. *Visit [ywca-gcr.org](http://ywca-gcr.org).*

**Whiteman Osterman & Hanna, LLP** Associate Monica Skanes (photo, right) was appointed secretary of the Labor and Employment Law Section of the New York State Bar Association (NYSBA). She also serves as a co-chair of the NYSBA Section’s Communications Committee. She practices labor and employment law, education law and litigation and is president of the Capital District Chapter of the Labor and Employment Relations Association. *Visit [woh.com](http://woh.com).*



**The Chazen Companies** acquired the assets of Adler Consulting, Transportation Planning and Traffic Engineering, PLLC. Based in White Plains, Adler serves the lower Hudson Valley and Fairfield County, CT. The acquisition is an important addition to Chazen’s transportation group, according to Mark Kastner, P.E., president of Chazen (photo, left). *Visit [chazencompanies.com](http://chazencompanies.com).*



## events calendar 2017

SEPTEMBER	OCTOBER	ADDITIONAL INFO
<p><b>Tuesday • 9/12</b> <b>Quick Learn: Maintaining a WordPress Website</b> For those new to the WordPress Platform. Learn general usage, dashboard controls and more. Check-in and refreshments at 8 a.m.; training 8:30-10:30 a.m. Cost is \$79 members; \$99 future members. At the Chamber, 90 Fourth Street, Troy (first-floor conference room). Presented through a partnership with MicroKnowledge, Inc.</p> <p><b>Thursday • 9/14</b> <b>Van Rensselaer Awards Dinner</b> The Chamber presents the 2017 Van Rensselaer Awards Dinner honoring this year’s recipients: BBL Family of Companies, The Van Rensselaer Corporate Award; Wojeski &amp; Company CPAs, P.C., The Van Rensselaer Small Business Award; and Chester Opalka Jr., The Edward H. Pattison Citizenship Award, also known as “The Ebbie.” The evening begins with networking and a cocktail reception at 5:30 p.m.; awards ceremony and dinner at 6:30 p.m. Reservations are \$130 members; \$260 future members; \$1,550 for Chairman’s Circle Tables of 10. At the Hilton Garden Inn, 235 Hoosick Street in Troy. Sponsored by Bouchey &amp; Clarke Benefits, Inc.   Bouchey Financial Group, Ltd.; Capital Bank; and CDPHP. Cocktail reception sponsored by DeCrescente Distributing Company Co., Inc.</p> <p><b>Thursday • 9/28</b> <b>Ask the Experts: Power Up Your Pitch</b> Learn how to craft your perfect pitch to ensure your message hits the right note in today’s fast-paced business world. Cost is \$35 members; \$50 walk-in members; \$70 future members. Check-in and breakfast and check-in at 7:30 a.m.; program 8-9:30 a.m. At The Century House, Route 9 in Latham. Sponsored by Sandler Training.</p>	<p><b>Thursday • 10/12</b> <b>NetworkingPlus Luncheon</b> Get connected, develop leads and build relationships at this fast-paced event facilitated by Chamber Ambassadors. Bring plenty of business cards. Cost is \$35 members; \$50 walk-in members. Check-in and lunch at 11:30 a.m.; networking 12-1:15 p.m. At Franklin Terrace Ballroom, 126 Campbell Avenue in Troy. Sponsored by Community Resource FCU, NBT Bank and United Concierge Medicine.</p> <p><b>Friday • 10/20</b> <b>3rd Annual Future of Workforce Readiness: Education &amp; Business Partnerships Breakfast</b> Join us in honoring Bob Horan’s legacy of collaborations between business and education to impact workforce readiness and close the skills gap. Learn how you can make a difference. Location TBA. Sponsored by CSArch Architecture   Engineering   Construction Management.</p> <p><b>Tuesday • 10/24</b> <b>Quick Learn: Building Effective PowerPoint Presentations</b> Deliver engaging presentations using effective design principles. Check-in and refreshments at 8 a.m.; training 8:30-10:30 a.m. Cost is \$79 members; \$99 future members. At the Chamber, 90 Fourth Street, Troy (first-floor conference room). Presented through a partnership with MicroKnowledge, Inc.</p> <p><b>Thursday • 10/26</b> <b>Member Benefits Breakfast</b> Make the most of Chamber membership and discover all of our valuable benefits. Great networking opportunity! No charge; registration requested. At the East Greenbush YMCA, 20 Community Way in East Greenbush. Sponsored by Thomas K. Judd &amp; Associates.</p>	<p><b>TIMES:</b> <i>All breakfast events have check-in and breakfast at 7:30 a.m., with the program from 8-9 a.m. (unless otherwise noted).</i></p> <p><i>All luncheon events have check-in and lunch at 11:30 a.m., with the program from 12-1 p.m. (unless otherwise noted).</i></p> <p><b>COSTS:</b> <i>All programs are \$35 (unless otherwise noted) for members who have pre-registered. The cost for walk-in members is \$50. The cost for future members is \$70 (unless otherwise noted).</i></p> <p><b>No-shows will be billed; 24-hour notice is required for all cancellations.</b></p> <p><b>Register online at:</b> <a href="http://renscochamber.com/events">renscochamber.com/events</a></p> <p><b>Questions?</b> 518.274.7020</p> <p><i>If you have special requirements, please contact us one month prior to event to ensure we are able to provide for your needs.</i></p>

## OUR FOCUS IS ON YOU

### Have You Seen Our Staff?

Don't be surprised if Chamber staff show up at your place of business with friendly faces and special goodies as a thank you for your membership.

Membership Coordinator Nancy Carmello and Membership Manager Maureen McGuinness (photo, l-r) are making monthly visits to member businesses and organizations in order to meet members face-to-face and find out if there is anything the Chamber can do for YOU. In July, the duo marked national "Get to Know Your Customers Day" by visiting members in East Greenbush and in August they visited members in the City of Rensselaer. Where will Nancy and Maureen turn up next? You might say it's opportunity knocking at your door!



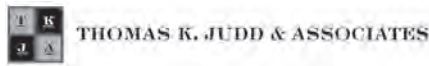
You don't have to wait for a visit to talk to the Chamber. Contact Membership Manager Maureen McGuinness at 518.687.1244 or [mmcguinness@renscochamber.com](mailto:mmcguinness@renscochamber.com).

### Check Out These Chamber Benefits

Here's a quick reminder of important benefits we offer to you and all of your employees. For a full listing of member benefits, visit [renscochamber.com](http://renscochamber.com).

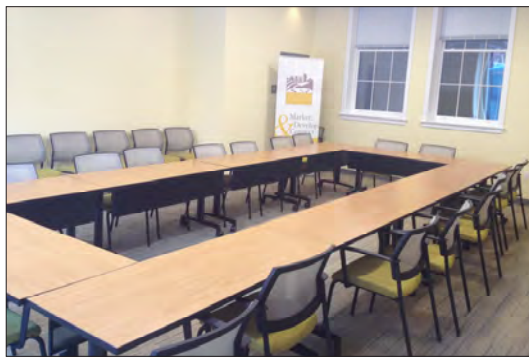
#### ✓ MEMBER BENEFITS BREAKFAST

If you haven't been to a Member Benefit Breakfast, you may not be getting the maximum benefit of your Chamber membership! Come and discover all of the advantages the Chamber offers, from value-added networking to cost-saving benefits and much more. Meet Chamber staff and bring plenty of business cards to network. Whether you are a new or existing member, you and your employees are invited to these free events. The next **Member Benefits Breakfast is set for Thursday, October 26 at the East Greenbush YMCA, from 7:30-9 a.m.** See you there! Sponsored by Thomas K. Judd & Associates.



#### ✓ FREE CONFERENCE ROOMS

Let the Chamber help you present a professional image by taking advantage of free conference rooms at our office at 90 Fourth Street in Troy. Choose from two conference rooms for your next board meeting, brainstorming session or staff training. The first-floor room seats 35 and includes a kitchenette. Need a smaller venue? Our upstairs conference room seats 10. Both rooms are readily equipped with free wi-fi. Reservations are required by contacting the Chamber at 518.274.7020. Leverage your Chamber membership by booking a conference room today!



#### ✓ REFERRALS & INTRODUCTIONS

It happens nearly every day - the Chamber connects people and business grows! We consistently receive requests for professional introductions, leads and referrals from the local community and from out-of-town sources. As a member, your business or non-profit organization receives automatic referrals, resulting in potential business. Need a personal introduction? All you have to do is ask! In addition, our online member directory is available to everyone, providing endless opportunities for new business connections. Our redesigned website makes it fast and convenient to search alphabetically or by business classification, making your business easy to find. Let the Chamber introduce YOU to the business community and watch your business grow.



#### ✓ ONLINE MEMBER EVENTS CALENDAR

Planning an open house, a fundraiser or a ribbon cutting? Keep the regional business community aware of your upcoming events and milestones with the Chamber's free Member Events Calendar at [renscochamber.com/events/member-events](http://renscochamber.com/events/member-events). Chamber members can post events and check out what's happening at other businesses and nonprofit organizations.

## CHAMBER MEMBER

# spotlights

Imagine expert treatment from the comfort of your home...



"Your Concierge Telemedicine Experts"



United Concierge Medicine (UCM) is fundamentally changing the front door of healthcare, according to CEO Keith Algozzine. "Comprehensive and personal care is the missing link in healthcare today," he said. "In order to change behavior away from episodic and expensive urgent cares and emergency rooms, there must be a better alternative. That's what we do." As the premier concierge telemedicine company in the nation, UCM connects providers to patients 24/7. Using everyday technology such as phone, picture, text, video and secure messaging, UCM can diagnose, prescribe medications, order lab/x-rays and refer patients to local primary care physicians and specialists.

"UCM provides ease of access and quality care," said Algozzine. "We cut costs by improving health and reducing unnecessary urgent/emergency visits. Our business-to-business solutions allow businesses, colleges, health care organizations and insurers to leverage our providers, technology and expertise to provide concierge telemedicine services under their brand. Our core mission is to treat patients and business partners like we treat our friends and family."

UCM has expanded its services nationwide and now includes the industry's sole employee concierge clinics. UCM is also partnering with organizations to provide worker's compensation, health systems/physician groups solutions, group home/nursing home telemedicine and virtual healthcare for colleges. In the past year, the company rebranded to reflect its growth and was honored with the Center for Economic Growth's 2017 Technology Lift-Off Award. "Our amazing growth is driven by demand," said Algozzine, who was named to the 2017 Class of "40 Under 40" by *Albany Business Review*. "Our clients are ecstatic with the comprehensiveness, comfort, personalization and affordability we provide. They trust us and ask, 'Can you do this, too?' That's the best reason to grow."

UNITED CONCIERGE MEDICINE  
5 SOUTHSIDE DR | SUITE 11-164 | CLIFTON PARK, NY 12065  
PH: 844.4.VIP.DOC | 844.484.7362  
UCMNOW.COM

#### Oakwood Veterinary Clinic

serves clients' pets in Troy, Melrose, Schaghticoke and the surrounding areas of Rensselaer County. Opened in March of 2011 as a second location to the Boght Veterinary Clinic in Cohoes, the clinic is headed by Dr. David A. Wagoner,



DVM (photo, below), four additional experienced veterinarians and more than two dozen support staff to care for the needs of new and existing customers. With an emphasis on quality care and personalized attention, the clinic offers a



wide range of services including complete wellness care, vaccinations, diagnostics, spay and neuter, routine and specialized surgery, dental care, physical rehabilitation, laser therapy, ultrasound, daytime emergency care and more. Flexible endoscope, digital X-rays and laboratory testing are available in-house. A spacious treatment area and a large surgery suite enable as many as three doctors to treat patients and perform surgeries on a daily basis. The clinic also has a large waiting area with two reception desks and six exam rooms to expedite service.

Oakwood Veterinary Clinic has expanded its practice to include treatment of exotic pets such as birds, reptiles, guinea pigs, rabbits, ferrets and miniature pigs. In addition, the clinic offers a mobile unit with Dr. Nicole Guilfooy, DVM (photo, right) who makes house calls for clients unable to get to the clinic and pets who don't do well in an office setting. Currently accepting new patients, the clinic offers appointments until 6 p.m. and extended hours on Saturdays to make it easier for clients with busy schedules.



OAKWOOD VETERINARY CLINIC  
205 OAKWOOD AVENUE | TROY, NY 12182  
PH: 518.874.1718 | [OAKWOODVETCLINIC.COM](http://OAKWOODVETCLINIC.COM)

To purchase a Spotlight, contact Maureen McGuinness at [mmcguinness@renscochamber.com](mailto:mmcguinness@renscochamber.com). Members must be in good standing.

## Member Milestones

### 50+ YEARS

The Sage Colleges (1966)

### 30 YEARS

Calhoun Brothers, Inc. (1987)

### 15 YEARS

Women's Employment & Resource Center (2002)

### 10 YEARS

GTM Payroll Services, Inc. (2007)

## 2017 BOARD OF DIRECTORS

**JOHN M. AHEARN**, Board Chair\*  
Rifenburg Construction, Inc.

**KELLI ARNOLD**  
KeyBank, NA

**VICTORIA CAROSELLA BAECKER**  
CDPHP

**CHRISTOPHER BURKE\***  
Unity House of Troy, Inc.

**LISA DESPART**  
Action Window Cleaning Co., Inc.

**MICHAEL A. DIACETIS\***  
National Grid

**MICHAEL E. GINSBERG, ESQ.\***  
Pattison, Sampson, Ginsberg & Griffin, PC

**IAN GLASGOW**  
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**LAUREN GROFF\***  
Groff NetWorks, LLC

**HOWARD GROSS\***  
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**ALISA C. HENDERSON**  
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**SUSAN KAMBRICH\***  
Woodland Hill Montessori School

**ANDREW KINERSON**  
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**RICK MURPHY**  
Tri-City ValleyCats

**LARRY NOVIK**  
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**KATE OTIS**  
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**DENISE PADULA\***  
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**MEL QUINLAN**  
Oberlander Group

**PAMELA REHAK**  
St. Peter's Health Partners

**NICOLE STEIN\***  
SEFCU

**JEFFREY VUKELIC**  
Saratoga Eagle Sales & Service

**DR. DONNA WATSON**  
Enlarged City School District of Troy

\* Executive committee members.



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## ASK THE EXPERTS SERIES

# Power Up Your Pitch on September 28

Learn how to craft a perfect pitch and ensure your message hits the right note at the Chamber's upcoming **Ask the Experts: Power Up Your Pitch**, a professional development workshop. Discover strategies that will help showcase your expertise and credibility in an engaging manner, and foster connecting conversations that bring real results. A perfect pitch is key to success in today's fast-paced business world. With this fun and interactive workshop, presented by Carolina Rock (at right), you'll learn how to:

- » Craft an interesting and effective elevator pitch
- » Tailor your message to various audiences
- » Use your pitch as part of your networking bag of tricks
- » Confidently build on your existing skills in business, social and personal situations
- » Implement feedback to immediately improve your content and delivery

Get insights into the expert techniques of great communicators and come away with a better understanding of how to **Power Up Your Pitch!**

## MEET OUR EXPERT



**Carolina Rock** is the senior facilities manager for Express Scripts, a Fortune 100 company. For the past 20 years, she has brought the art of speaking, listening and thinking clearly and effectively to people of all

ages and abilities. A member of Toastmasters for nearly 25 years, she has judged and competed in speaking competitions throughout the Northeast. A former Chamber board member, she has served as a speaking skills consultant for The Lally School of Management at Rensselaer Polytechnic Institute, conducted youth communications programs for public and private schools and presented to such organizations as Cornell Cooperative Extension.

**Ask the Experts: Power Up Your Pitch** is on Thursday, September 28 at The Century House, Route 9 in Latham. Sign up at [renscochamber.com/events](http://renscochamber.com/events). Check-in and breakfast at 7:30 a.m.; program 8-9:30 a.m. \$35 for members; \$50 for walk-in members; \$70 for future members. Sponsored by Sandler Training.



## COST-EFFECTIVE TRAINING

# Sign Up Now for Upcoming Quick Learn Sessions

Train yourself and your staff at considerable savings with the latest **Quick Learn** workshops, coming this fall. Spend two hours with expert instructors from MicroKnowledge, Inc. and master new computer skills to make your work more efficient, expand your skills and better serve your customers. Seating is limited, so register today!

**Maintaining a WordPress Website | Tuesday, September 12** | For those new to WordPress. Learn general usage, the WordPress dashboard, creating and merging content and how to use media.

**Building Effective PowerPoint Presentations | Tuesday, October 24** | Deliver engaging presentations using effective design principles including content, formatting, color and slidemasters.

**Easily Analyze Data in Excel | Friday, November 3** | Discover how to analyze data with the simple click of button. Topics include sorting, advanced data filters and conditional formatting.

**Quick Learn** workshops are held at the Chamber, 90 Fourth Street in Troy. Check-in and refreshments at 8 a.m.; training 8:30-10:30 a.m. Cost for each workshop is \$79 for members; \$99 for future members. Seating is limited. Register now at [www.renscochamber.com/events](http://www.renscochamber.com/events). Available through a partnership with MicroKnowledge, Inc.



## HIGH-IMPACT CONNECTIONS

# "Fall" Into Networking with Chamber Events

Sign up this fall for the Chamber's exciting slate of networking programs and take advantage of dynamic opportunities to meet and connect with regional professionals. We've designed all of our programs to maximize the value of your busy schedule and bottom line, bringing you referrals, introductions and resources to help grow your business or non-profit organization. Mark your calendars!

### NetworkingPlus Luncheon

Thursday, October 12  
Check-in & lunch 11:30 a.m. | Networking 12-1:15 p.m.  
With THREE table rotations and Chamber Ambassadors to facilitate networking. At Franklin Terrace Ballroom, 126 Campbell Avenue in Troy. Sponsored by:



THOMAS R. JUDD & ASSOCIATES



# Community Shred Day

Secure, Confidential, Free!

Protect yourself against identity theft and fraud.

NBT Bank has partnered with Shred-it to offer **FREE** document shredding\*.

**When:** Friday, September 8, 2017  
11:00 a.m. – 2:00 p.m.

**Where:** NBT Bank  
425 Columbia Turnpike  
Rensselaer, NY

**\*Five bag maximum.**

We will graciously be accepting your donations for  
the Columbia Athletic's team in Support of  
The Teal Ribbon Run for Ovarian Cancer  
at this shredding event.





# DAVE'S Accounting & Payroll, LLC

*Helping Clients Achieve Their Goals!*

## Key Services

- ✓ Bank Reconciliations
- ✓ Accounts Receivable
- ✓ Accounts Payable
- ✓ Monthly Financial Statements and Analysis
- ✓ Sale Tax Reporting
- ✓ Filing Year-End 1099's
- ✓ Quarterly and Year-End Payroll Reports
- ✓ Process Payroll and Payroll Taxes
- ✓ Annual LLC Filings

*I can streamline your accounts receivables and payables, produce a clean, easy-to-read monthly financial statement, take care of your sales tax reporting plus much more. I can design a custom-made plan which serves you and your company best; allowing you more time to take care of the business you love! Give me a call and let's set up a FREE consultation and see how I can help you and your business!*

## About Me

A Siena College graduate with a Bachelor's Degree in Accounting, I have over 25 years of experience with small businesses. I worked as a Controller for a private business while working part-time with my own side business. In March 2016, the private business sold and I decided to launch my part-time side business to a full-time business. I offer a broad range of services for small to medium size businesses, independent business owners and private contractors. I have worked with many different types of businesses ranging from churches, restaurants, limo companies to real estate and property management companies to private contractors.

## References

"Dave has been my accountant for 9 years. He provides 1st class accounting services with the highest integrity. Dave is a pleasure to work with and is always accommodating. Dave's Accounting would be a valuable asset for any sized business." —**Kate Morgan**, *Chapman Stained Glass*

"Dave Hallenbeck has been my bookkeeper for over 8 years. He is efficient, extremely reliable, HONEST, wonderful attention to detail and shows great care in all he does. Dave cares about his client's business, like his own. I am fortunate to have Dave and his expertise as my bookkeeper."

— **Roberta Berkowitz**, *President, Prendo Forensics, LLC*

## Contact Dave Today

Dave's Accounting & Payroll, LLC

(518) 475-8782

Info@accountingdave.com

www.Accountingdave.com



**ACCOUNTING**  
**Personal Financial statements**  
**Small Business**  
**Bookkeeping**  
**Payroll**





# SILVER GRIFFIN

## BUSINESS SERVICES

691 Hoosick Street • Troy, New York • 12180

Phone: 518.272.7771 • Fax: 518.272.7773

Email: sales@silvergriffininc.com • Web: silvergriffininc.com



- **FedEx**. Ground
- **FedEx**. Home Delivery
- **FedEx**. Express Saver
- **FedEx**. 2Day
- **FedEx**. 2Day 2am
- **FedEx**. Standard Overnight
- **FedEx**. Priority Overnight
- **FedEx**. First Overnight



**UNITED STATES  
POSTAL SERVICE**<sup>®</sup>  
*Approved Postal Provider*<sup>®</sup>

- First Class Mail
- Retail Ground
- Priority Mail
- Flat Rate
- Flat Rate Select
- Priority Mail Select
- Library Mail
- Media Mail
- Parcel Select

## MAILING AND SHIPPING SERVICES

- Large assortment of corrugated shipping boxes, shipping tubes and envelopes
- Packing Tape • Packing Peanuts • Bubble 2rap

## PRINTING SERVICES

- Announcements • Black and White Copying
- Color Copying • Color Posters • Booklets
- Brochures • Business Cards • Calendars
- Carbonless Forms • Catalogs,
- Door Hangers, Envelopes, Flyers,
- High Speed Digital Copying
- Labels • Letterhead • Manuals • Newsletters
- Notepads • Personalized Stationery • Postcards
- Presentation Folders • Programs
- Sell Sheets • Table Tents

## GRAPHIC DESIGN

- Full service graphic design and document creation

## SERVICES

- Bindery • Collating • Consecutive Numbering
- EDD Mailing • Folding • Laminating
- Mailing Services • Pickup and Delivery
- Scoring and Perforating • Shipping and Delivery
- Shrink Wrapping • Stapling
- Thermography • Variable Data Mailings
- Web Design & Development

## PRIVATE MAILBOX SERVICE

*(PO Boxes)*

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Fax: 518.272.7773

Email: [sales@silvergriffininc.com](mailto:sales@silvergriffininc.com)



### BUSINESS HOURS

Monday - Friday • 9:00am - 6:00pm

Saturday • 9:30am - 1:00pm



[www.silvergriffininc.com](http://www.silvergriffininc.com)



# NABA

Northeastern Association  
of the Blind at Albany

Dr. Harry M. Judge Vision Rehabilitation Center

301 Washington Avenue, Albany, New York 12206

ph: 518.463.1211 fax: 518.463.3585

www.naba-vision.org

## **NABA'S 9<sup>th</sup> Annual Low Vision Technology Fairs**

### ***Exhibitors and Calendar Sponsors Needed***

***Times: 9:00 AM to 4:00 PM ~ Free to the public!***

#### **October 16, 2017**

**St. Sophia's Greek Orthodox Church, 440 Whitehall Road, Albany, NY**

#### **October 17, 2017**

**Saratoga Springs City Center, 522 Broadway in Saratoga Springs, NY**

**PURPOSE:** The Low Vision Technology Fairs showcase the latest in technologies to assist the visually impaired with reading and daily activities. Guest speakers, other medical and vision related organizations will be available to offer information about services that help with independent living.

### **PROMOTION INCLUDED IN EXHIBITOR REGISTRATION**

***(Have you registered yet?):***

- Facebook page –“NABA’s Low Vision Technology Fairs 2017”
- Flyer distribution throughout 14 counties in upstate NY and beyond
- Direct mail to thousands of NABA clients and supporters
- Direct mail and email blasts to area senior services, healthcare organizations, Offices for the Aging, eye care professionals, medical professionals, educators and more
- NABA website, internet calendar event postings and local media coverage

### **CALENDAR SPONSORSHIP**

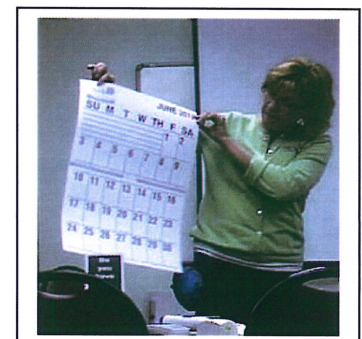
NABA's 2018 Large Print Calendar is 11.5 x 17.5" closed and double-tall when opened. By purchasing an ad in this year's calendar, your organization's information will remain accessible to all fair attendees and NABA consumers throughout the year.

***Ad spots are black and white and limited!***

- Full Page - \$300 (\$100 if you register for both fairs, 4 available)
- Half page - \$150 (4 available)
- Quarter page - \$75 (8 available)

For calendar sponsorship pricing and information, contact Cheryl Lawyer, [clawyer@naba-vision.org](mailto:clawyer@naba-vision.org), (518) 463-1211 x234.

***Your continued support of NABA and the people we serve is greatly appreciated.***





# Menu of Member Eateries

## Alexis Diner

294 North Greenbush Road  
Troy, NY 12180  
(518) 286-2603  
www.alexisdiner.us

## Famous Lunch

111 Congress Street  
Troy, NY 12180  
(518) 272-9481  
www.famouslunch.org

## Recovery Sports Grill

279 Troy Road  
East Greenbush, NY 12061  
(518) 461-4057  
www.recoverysportsgrill.com

## Bella Napoli Italian American Bakery

721 River Street  
Troy, NY 12180  
(518) 274-8277  
www.bellanapolibakery.com

## Illium Cafe

9 Broadway  
Troy, NY 12180  
(518) 273-7700  
www.illiumcafe.com

## Taco Bell

563 North Greenbush Road  
Rensselaer, NY 12144  
(315) 451-1957  
www.tacobell.com

## Birch Hill Catering

1 Celebration Way  
Schodack, NY 12033-9600  
(518) 732-4444  
www.birchhillcatering.com

## Kay's Burden Lake Restaurant

10 Walsh Lane  
Averill Park, NY 12018  
(518) 674-5413  
www.kayspizza.com

## Testo's Restaurant

853 4th Avenue  
Troy, NY 12182  
(518) 235-0444  
www.testositalianrestaurant.com

## Bootleggers on Broadway

200 Broadway  
Troy, NY 12180  
(518) 874-4475  
www.bootleggersonbroadway.com

## LoPorto Ristorante Caffe

85 Fourth Street  
Troy, NY 12180  
(518) 273-8546  
www.loportos.com

## Testo's Restaurant

769 Pawling Avenue  
Troy, NY 12180  
(518) 235-0444  
www.testositalianrestaurant.com

## Brown's Brewing Company, LLC

417 River Street  
Troy, NY 12180  
(518) 273-2337  
www.brownsbrewing.com

## Lucas Confectionery

12 Second Street  
Troy, NY 12180  
(518) 326-3450  
www.lucasconfectionery.com

## The Beer Diviner

243 Bly Hollow Road  
Petersburg, NY 12040  
(518) 210-6196  
www.thebeerdiviner.com

## Century House

997 New Loudon Road, Route 9  
Latham, NY 12110  
(518) 785-0931  
www.thecenturyhouse.com

## Muddaddy Flats, LLC

49 3rd Street  
Troy, NY 12180  
(518) 326-0630  
www.muddaddyflats.com

## The Beer Diviner

461 Broadway  
Troy, NY 12180  
(518) 273-0200  
www.thebeerdiviner.com

## Chicken Joe's

506 Campbell Avenue  
Troy, NY 12180  
(914) 447-5063  
www.chickenjoesalbany.com

## O'Briens Public House

43 3rd Street  
Troy, NY 12180  
(518) 874-1734  
www.facebook.com/obrienspublichouse

## The Four Seasons Tap Room

4 Middle Mannix Road  
Rensselaer, NY 12144  
(518) 283-4555  
www.thebeerdiviner.com

## Country View Diner

855 Hoosick Road  
Troy, NY 12180  
(518) 279-1566  
www.countryviewdiner.com

## Old Daley Catering

2 Northern Drive  
Troy, NY 12182-0206  
(518) 235-2656  
www.olddaley.com

## The Ruck

104 Third Street  
Troy, NY 12180  
(518) 273-1872  
www.getrucked.com

## Dunkin Donuts

310 Oakwood Avenue  
Troy, NY 12180  
(518) 235-7036  
www.dunkindonuts.com

## Park Pub Restaurant & Catering

2701 Lavin Court  
Troy, NY 12180  
(518) 274-7275  
www.park-pub.com

## Verdile's of Troy

572 Second Avenue  
Troy, NY 12182-2532  
(518) 235-8879  
www.verdile.com

## Dunkin Donuts

65 Congress Street  
Troy, NY 12180  
(518) 272-4218  
www.dunkindonuts.com

## POPEYES Louisiana Kitchen

17th & Hoosick Streets  
Troy, NY 12180  
(518) 273-9085  
www.popeyes.com

## Whistling Kettle

254 Broadway  
Troy, NY 12180  
(518) 874-1938  
www.thewhistlingkettle.com

## Dunkin Donuts

69 Main Avenue  
Wynantskill, NY 12198  
(518) 326-0011  
www.dunkindonuts.com

## Recovery Sports Grill

235 Hoosick Street  
Troy, NY 12180  
(518) 272-1702  
www.recoverysportsgrill.com