

# THE Voice

Official Publication of The Chamber - GF/EGF



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**THE Chamber**  
 GRAND FORKS • EAST GRAND FORKS

Pictured: Chamber Membership Drive "Coaches"are ready and excited to encourage businesses to "Join our Team".



**Officers**

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**Past Chair: Kristi Magnuson Nelson** - Hugo's/Hugo's Wine & Spirits

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**Jason Heintz** - Scheels

**Cheryl Swanson** - Alerus Center  
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The Chamber - GF/EGF

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**Kenny Holweger** - Kenny's Music

**Brian Huschle** - Northland College

**Curt Kreun** - Independant Consultant

**Pat McLean** - Independant Consultant

**Bob Moore** - River Cinema

**Tom Rosendahl** - Dakota Supply Group

**Scott Telle** - Ad Monkeys

**Klaus Thiessen** - GF Regional EDC

**Laurie Tweten** - Coldwell Banker

**Sr. Military Advisor to the Board**

**Colonel Rodney Lewis** - GFAFB

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**Chamber Hosts First Ever Official Joint Council Meeting**

The Chamber Board has been working for months to pull together the two City Councils for a joint meeting. Chamber Board Chair, John Oncken talked about the opportunity for efficiencies and potential tax savings if the two cities can work more closely together as he welcomed the two Councils and Mayor's the chamber office for the joint meeting. John noted "The days

of need two of everything are over. We can merge resources and save both communities money."



Mayor Brown and City Council President Mark Olmstad introduced their respective groups and an update on the sanitary sewer interconnect project was the one item of business. At the conclusion of the meeting both Council Presidents asked city staff to arrange future joint meetings.

Following the meeting the GF/EGF Chamber Board and

Economic Development Board from both communities hosted a social for the two councils. Chamber President, Barry Wilfahrt called it "a tremendous opportunity for relationship building."

**Chamber Board Offers Suggestions to Interim UND President**

In February Interim UND President Shafer asked the Chamber's UND/Community Committee for input on direction the community would like to see started during his time at the helm at UND. The Chamber Board discussed various ideas last month and is committed to working with UND to see them become a reality. Below is the list of items that will be suggested at the next meeting with Interim President Shafer on March 8th:

1. Downtown UND Presence - Business School? While budget and capacity timing may not be right today or even 3-5 years down the road we need to prepare now for a downtown UND location as part of the City and UND long planning process so when budget and capacity opportunities line up we are ready.

2. UND Enrollment Growth (on campus versus online). While online growth is important, on campus growth is more important. Talent is the life blood of business and Grand Forks growth opportunities. We need more students on campus and a plan to engage them in the community while they are students here.

3. Legislative Strategy for 2017. Given Ed's background as a public servant it would be great for him to offer his advice to our community and group on 2017 Legislative strategy.

4. Improve UND High Level Brand. UND's programs are solid, but UND's reputation and high level brand are lacking. We need a stronger regional and national presence. Let people around the globe know the great things happening at UND.

## **Grand Forks Named One of the 10 Defense Communities of the Year**

Chamber President Wilfahrt and BRIC Coordinator Tom Ford were on hand in Charleston SC for the Association of Defense Communities Award presentation last week. Grand Forks was named one of just ten Defense Communities of the Year for the support BRIC and Chamber Military Affairs Committee provide GFAFB.

"The Great American Defense Communities program will help ADC and the Defense Communities Congressional Caucus share positive stories about the exemplary efforts being made in communities to support defense installations and their personnel,"

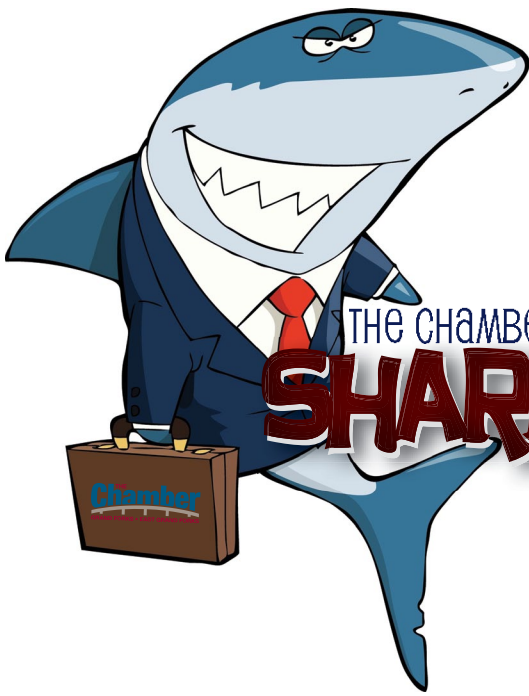
The inaugural class of honorees includes:

- Colorado Springs, Colo.
- Dayton, Ohio
- Ft. Leonard Wood Region, Mo.
- Goldsboro, N.C.
- Grand Forks, N.D.
- Lawton, Okla.
- Manhattan, Kan.
- Monterey, Calif.
- Okaloosa County, Fla.
- South Puget Sound, Wash.

## **Membership Renewals - Through February 29th**

*The following businesses know the value of their Chamber Membership and have renewed their membership in The Chamber - GF/EGF. Please visit them for your purchasing needs.*

Ad Monkeys  
American Crystal Sugar  
Braaten Cabinets  
Brady, Martz & Associates, P.C.  
Brian's Flooring, Inc.  
Cost Cutters  
CPS, Ltd. Engineering - Land Surveying  
Curtis Fischer Tax Service LLC  
Edgewood Management Group, LLC  
Edgewood Vista - East Grand Forks  
Edward Jones - Bryan Brenden  
EGF Blue Line Club  
Farm & Ranch Guide  
Fert-L-Lawn  
Frandsen Bank & Trust - 10th Ave.  
Frandsen Bank & Trust - S. Wash  
Grand Cities Painting and Drywall  
Grand Forks Herald  
Great Clips for Hair  
Gregory J. Norman Funeral Chapel  
Hilton Garden Inn - Grand Forks - UND  
Hugo's Retail Support Center  
Kidwell's Signature Cleaning, Inc.  
Mayo Manufacturing  
MinnKota Enviro Services Inc  
Networking Specialists, Inc.  
Pepsi Americas, Inc.  
PRO-TEC Powder Coating  
Quentin Burdick Job Corp  
Senator Heidi Heitkamp  
Signature Jewelers  
Superior Styles  
Tim Hortons  
Town Square Farmers Market  
Tractor Supply Company  
University of Mary  
Village Family Service Center  
Wells Fargo Bank



# THE CHAMBER'S SHARK TANK

## You're Invited to Attend CHAMBER SHARK TANK

WEDNESDAY, MAY 11TH

6:30 TO 8:00 P.M.

EMCEE'D BY BRUCE GJOVIG

EMPIRE ART CENTER

~BACK STAGE~

PIZZA & CASH BAR WILL BE AVAILABLE



### Go into the Shark Tank and Win

If you have a new business concept - "Go Into the Tank". Participants will have 1 minute to make their pitch on what their biggest business challenge or opportunity is. The sharks will ask a few questions and offer their advice.

Three cash prizes will be awarded to the winners.

\$500 1st place  
\$250 for 2nd and 3rd place.

Interested in pitching your concept to the sharks?

[barry@gochamber.org](mailto:barry@gochamber.org)

Sponsored by:



Bush Foundation Innovation Grant

### Attend the Shark Tank and Learn

You are invited to attend, watch and learn from the presentations and the interaction with the Sharks. Have fun and learn about some great business concepts.

The event is FREE to attend, but RSVP's are required as space is limited.

Interested in attending the Shark Tank event?

Contact us at:

[info@gochamber.org](mailto:info@gochamber.org)

### Meet The Sharks

Our Sharks have diverse backgrounds along with tremendous business and entrepreneurial experience...and they don't bite!

**Hal Gershman**

Owner of Happy Harry's Bottle Shops

**Margaret Williams**

Dean UND School of Business

**Phil Gisi**

President and CEO Edgewood Management Group LLC

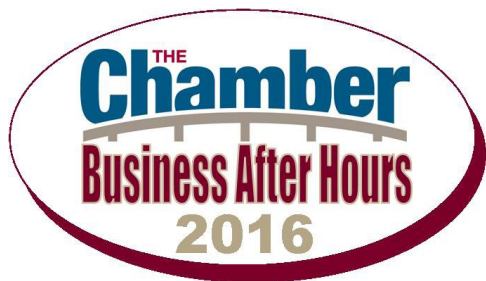
**Matt Winjum**

Co-owner, Rhombus Pizza





# BUSINESS AFTER HOURS 2016



Scheels invites all Chamber Members and their employees to join them for a fun Business After Hours. Enjoy the fun and take advantage of great networking opportunities.

You might even win \$600 in our progressive cash drawing! We'll draw the name of one Chamber Member business. If someone from that organization is present, they win!!

Business After Hours is a great time to network, catch up with friends, coworkers and clients in a fun and casual way. Spread the word and plan to attend the next Business After Hours.

Hosted by  
**SCHEELS**

Located at Columbia Mall, 2800 S. Columbia Rd. GF

**Thursday March 17, 2016**  
**4:45pm - 7:00pm**

### Free Admission

- Complimentary hors d'oeuvres & drinks featuring Starbucks drinks & tastings of some of the delicious food served at Ginna's Café (eatery inside of Scheels)
- Great Door Prizes including free Scheels fudge for a year.
- Behind the scenes tour featuring the training room, back office area and more.
- Progressive cash drawing is at \$600!

**SCHEELS®**

# QUARTERLY ECONOMIC OVERVIEW

Compiled from multiple sources by Bruce Gjovig, Chamber Herald Business Advisory Committee Chairman

1. North Dakota was the economic envy of every state for nearly a decade, until now. For years we had significant job growth, the lowest jobless rate, the highest increase in personal income, and the fastest-growing population. Now our economy is shrinking, employment is falling and the state is using rainy day funds (\$495 B) and imposing the deepest spending cuts (4%) in 20 years to help plug a \$1 billion budget hole. Thankfully there are several rainy day funds to dip into including a Legacy fund of \$3.5 B that can't be touched until 2017. Our downturn is caused by oil prices dropping 70%, the Canadian dollar at record lows (69 cents), and no crop prices above cost of production. Oklahoma faces a \$1 B budget deficit too and Alaska faces a \$3.5 B deficit and is considering the first state income tax in 35 years.

2. The Oil Slowdown is not a Bust: The shale-oil industry will not disappear like in the 1980s as oil production is now eight times larger and our oil is a resource "in the bank." It is just a matter of time before it goes on the market. Unemployment remains low, 16,000 jobs are open, ND is way ahead of economy of 2008 or 2012 — but the slowdown causes uncertainty after spending heavily on new roads, schools, housing, hotels and developments over the past five years.

3. The west may be overbuilt - too many hotel rooms, apartments, restaurants. Some people may go broke. Real estate agents say there is a glut of about 300 to 400 homes for sale, with more being built. Morningstar, the rating agency, has put a third of some \$340 million in mortgage-backed securities tied to apartment buildings and other commercial properties on its watch list for possible default. Williston has taken on \$215 million in debt, and governments around the region are still spending to build roads, a sewer plant, new schools and a recreation center for the growing population. A new \$250 million international airport

is also in the works. The strongest real estate market continues to be Watford City with the weakest in Minot. In Watford City the price of a three-bedroom rental home has come down from \$2,500 in 2015 to a current price of \$1,400 - a 44% decline and now comparable to cities like Bismarck, Grand Forks and Fargo

4. Oil prices have dropped 70% to \$30 per barrel. It hasn't been that low since 2003, the lowest in 13 years. In the past year the Petroleum Council says North Dakota has lost 20,000 of it's 85,000 oil-related jobs but the total unemployment rate is 2.8%, far below the 5% average nationwide. Despite the severe drop in prices, North Dakota's oil production has held up remarkably well, falling to 1.17 million barrels a day in November from a peak of 1.23 million in December 2014, in part because drillers have been able to reduce the amount of money it costs to produce each barrel by 40-60%. We are producing about the same oil with 60% fewer rigs thanks to a focus on the productive area in 4 key counties, and efficiencies the oil producers are pushing.

5. Oil production taxes account for about 5% of total state revenue. The big money comes from sales tax revenue, the bulk derived from the sale of equipment and services related to fracking. With prices down, roughly 1,000 unfracked wells are sitting idle, waiting to come online keeping production up. North Dakota's taxable sales and purchases are a key indicator of economic activity. Tax Commissioner Ryan Rauschenberger reported that taxable sales and purchases were \$5.7 billion for Q3 2015. That's a drop of nearly 25% compared to the third quarter of 2014 and the lowest since 2011. Records show 10 of 15 industries reported decreases during the third quarter of 2015. Mining and oil extraction had the biggest drop, at nearly 53%. Sales tax revenue alone is down \$700 million from the original forecast. However, taxable sales

and purchases are up more than 31% since 2010.

6. Shale 2.0 will soon be data-driven and it will be centered in Texas and North Dakota. Shale's spectacular rise is generating massive quantities of data: the \$600 billion in U.S. shale infrastructure investments and the nearly 2,000 million well-feet drilled have produced hundreds of petabytes of relevant data. This vast, diverse shale data domain - comparable in scale with the global digital health care data domain - remains largely untapped and is ripe to be mined by emerging big-data analytics. The data will be one in which entrepreneurs skilled in analytics will create immense wealth and further disrupt oil geopolitics. UND's Core and Sample Library is a unique repository of oil formation information, and now data stored will also be another repository of great information.

7. The oil shale industry is still in its infancy and far from over. The oil is not going anywhere. Its rise is sparked by technology deployed in the shale fields which has advanced more rapidly than in any other segment of the energy industry. Shale 2.0 promises to ultimately yield break-even costs of \$5 to \$20 per barrel - in the same range as Saudi Arabia's large low-cost fields. Innovation will get us there, and think a bit on what that means. It is unlike any other conventional hydrocarbon or alternative energy sector, in that it shares a growth trajectory similar to that of Silicon Valley's tech firms. In less than a decade, U.S. shale oil revenues have soared, from nearly zero to more than \$70 billion annually (even after accounting for the rece10.5wages exceeded \$1.6 billion in 2013 in ND. 46% of our communities depend exclusively on trucks to move their goods including 67% of total manufactured goods of 52,819 tons per day. As of April 2014, there were more than 3,410 trucking companies located in North

*continued on pg. 9*



# Spring Membership Drive Planning Under Way

The Chamber's annual Spring Membership Drive will kick off in April!

We are currently accepting prizes which will be awarded to our 60 volunteers who work ambitiously to bring in new chamber members.

This year's theme is "Team Up With The

Chamber".

Prize ideas include but are not limited to:

Gift Cards/Certificates \* Concert Tickets \* Debit Cards \* Tickets to Sporting Events \* Airfare \* Electronics \* Hotel Stay \* Golf Package \* Gym Membership \* UND Gear

The **Prize List** will be in "The Voice" E-Newsletter & Member 2 Member each week until the end of the Drive. The newsletter and M2M are emailed to 3,000 contacts and shared on our Facebook and Twitter pages. These promotions reach thousands of people!

If you would like to contribute a prize, please call 772-7271 or

## Email Emberly

Thank you for Teaming Up With The Chamber!



There are great savings and nice selections at the

## Home Place Thrift Store

701-795-9704

1811 S. Washington, Grand Forks, ND

[www.prairieharvest.net](http://www.prairieharvest.net)

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# Welcome New Members

## Sue Burke Designs: Art. Graphics. HTML.

Sue Burke

Grand Forks, ND 58203

(P) 701-226-6326

sue@sueburkedesigns.com

<http://facebook.com/sueburkedesigns>

“To me, design means telling your story. Sometimes you need a brochure, logo, or a larger piece that intrigues and informs. It may be the key to your next sale.”

## Food Dudes delivery.com

Daniel Rosenthal

Grand Forks, ND 58201

(P) 701-775-3333

(P) 800-599-5770

[drosenthal@fooddudesdelivery.com](mailto:drosenthal@fooddudesdelivery.com)

[www.fooddudesdelivery.com/grandforks](http://www.fooddudesdelivery.com/grandforks)

Food Dudes Delivery is a restaurant delivery and marketing company with locations throughout the Midwest.

Orders may be placed online or over the phone. We work with restaurant partners and deliver their food to homes, offices and hotels. Our website features online ordering and up-to-date restaurant menus.

## Houston Engineering, Inc.

Trent Berg

4200 James Ray Drive STE 405

Grand Forks, ND 58202

(P) 701-499-2097

(P) 701-237-5065

[tberg@houstoneng.com](mailto:tberg@houstoneng.com)

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## Open MRI of Grand Forks

Jody Hillebrand

2820 19th Ave. S

Grand Forks, ND 58201

(P) 701-746-4000

[frontdesk@openmriofgrandforks.com](mailto:frontdesk@openmriofgrandforks.com)

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

Open MRI of Grand Forks is named after our scanner that is completely open on all four sides. Its unique design accommodates ALL TYPES of patients, even physically large and claustrophobic



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than a decade, U.S. shale oil revenues have soared, from nearly zero to more than \$70 billion annually (even after accounting for the recent price plunge). Such growth is 600% greater than that experienced by America's heavily subsidized solar industry over the same period

8. Bakken oil is transported 52% by pipeline, 41% by rail, 1% by truck (to Canadian pipelines), and 6% is refined (Nov 2015). Operators are shifting as much oil to pipeline as they can to save transportation costs (\$3/barrel vs. \$11/barrel) to maximize price. In 2014 just 34% of oil was transported by pipeline, 41% in 2015 and now 52%. The trend does not make BNSF happy, but....

9. Trucking means jobs: In 2013, the industry accounted for about 35,780 jobs contributing to the nearly 7 million people employed in trucking jobs nationwide. There is an average annual industry salary of over \$46,551 and total industry wages exceeded \$1.6 billion in 2013 in ND. 46% of our communities depend exclusively on trucks to move their goods including 67% of total manufactured goods of 52,819 tons per day. As of April 2014, there were more than 3,410 trucking companies located in North Dakota, and most are small, locally-owned businesses with fleets of 15 trucks or fewer.

10. Moody's predicted North Dakota's largest cities will "take on greater importance ... as they welcome more displaced oil field workers and take advantage of the state's enviable fiscal position. We must diversify to grow the company with innovation, technology and entrepreneurship. We are too dependent – yet – on commodities.

11. For the third year in a row, North Dakota had the highest Gallup Good Jobs (GGJ) employment rate among the 50 U.S. states, at 51.5%. A cluster of states in the Northern Great Plains and Rocky Mountain regions -- including Nebraska, Minnesota, Kansas, Wyoming, Colorado and Iowa -- all made the top 10 on this measure. West Virginia (38.3%) had the lowest GGJ rate of all the states for the second consecutive year. North Dakota is still good jobs.

12. North Dakota's population has reached an all-time high of 756,927, an increase of 16,887 or 2.5% since last year, the largest percent increase among all states, the Census Bureau reported. Since 2004 the population has grown every year, with a total increase of more than 110,000 residents. In just 10 years, the number of births has increased from 8,380 to last year's birth count of 11,352. North Dakota's median age is now the 4th youngest in the nation. In 2010, North Dakota's median age ranked 24th. The state has created more than 123,000 net jobs since 2000, and employers currently report having nearly 16,000 open positions. Personal incomes in North Dakota have also improved dramatically in just the past 10 years. In 2004, the state's per-capita personal income was below the national average and ranked 38th among all states. Last year, North Dakota's

per-capita personal income ranked 4th highest among all states at 121% of the national average.

13. Canadian dollar is below 70 cents, the lowest in 13 years. A forecaster at investment bank Macquarie expects the loonie to lose another 10 cents to reach an all-time low of 59 cents by the end of 2016. That would eclipse the all-time low set on Jan. 21, 2002 at 61.79 cents US. This new forecast doesn't see the loonie above 65 cents at any time between the end of 2016 and the two years that follow. What will that do to retail trade and hotel occupancy in Grand Forks? Lower oil and commodity prices are still a net negative for the Canadian economy and for the Canadian dollar. The currency is likely to remain under downward pressure until oil prices bottom out, and strength in the U.S. dollar is making the loonie look even worse.

14. The state Tourism Division made actor Josh Duhamel the face of its 2016 tourism advertising campaign, the third largest industry in the state. Duhamel, a native of Minot, also appears on the covers of the state's 2016 travel guide and its 2016 hunting and fishing guide. He is being paid \$475,000 for his North Dakota tourism work, who tourism leaders say is a greatly discounted price. Will he move the needle?

15. Crop Yields Up: Sunflower production was a record breaker, as record yields were set for both oil and non-oil sunflowers last year. Overall production was up 32% last year, led by a 43% larger oil sunflower crop. Oil sunflower production rose 30% last year in North Dakota and Minnesota had a 90% increase. North Dakota's potato yield set a record at 340 hundredweight per acre. North Dakota had a record canola crop of almost 2.5 billion pounds. The sugarbeet crop was up 13% from 2014. Minnesota's beet crop was up 25%, and corn production was 4% above the previous state record. The 188 bushel yield also set a record. Minnesota's soybean crop was 25% above 2014, with a record 50 bushel per acre yield. But, crop prices remained low and farm incomes for 2015 were expected to be at the lowest levels in 10 years. Until we have a weather phenomenon some place around the world, we're going to have a problem getting prices to move up.

16. No Profitable Crops: Nearly all North Dakota crops project negative returns to farmers next year. NDSU Extension farm management specialist Andy Swenson said 10.5 year. ACS is concerned about the spread of consumer pressures on candy makers (like Hershey who switched to cane sugar) to promote their products as free of GMOs. The anti-GMO issue would be a bitter pill for sugar beet growers, who struggled to have the right to use Roundup Ready technology in sugar beets, which makes it easier to control weeds. Processed sugar contains no DNA, so GMO-free sugar is chemically no different than conventional sugar, beet industry officials say. David Berg, 61, indicated his intentions to retire at the end of August 2016. He has worked for American





**Mayor's State of the City Luncheon**



**Brown Bag Seminar**



**Lighting Gallery BAH**



**Membership Drive "Coaches" Meeting**



**Ambassador Committee Meeting**





**Lighting Gallery BAH**



**Lighting Gallery BAH**



**Mayor's State of the City Luncheon**



**Mayor's State of the City Luncheon**



**Mayor's State of the City Luncheon**



**Magnuson Nelson Appointed to National Grocer's Board**

Hugo's Family Marketplace is pleased to announce that **Kristi Magnuson Nelson**, President of Hugo's, has been appointed to the Board of Directors for the National Grocer's Association (NGA).



NGA is the national trade association representing the retail and wholesale grocers that comprise the independent sector of the food distribution industry. NGA's Mission and Philosophy is to ensure independent, community-focused retailers and wholesalers have the opportunity to succeed and better serve the consumer through its policies, advocacy, programs and services.

"We are pleased to have Kristi representing the Red River Valley on this board," said a Hugo's representative. "Our communities and the industry are well served with her leadership."

Magnuson Nelson is the President of Hugo's Family Marketplace, headquartered in Grand Forks, North Dakota. Hugo's is a 3rd generation, family owned and operated grocery store chain consisting of 10 supermarkets and 5 liquor stores in North Dakota and Minnesota. Kristi's grandparents, Hugo and Dorothy Magnuson, founded the grocery store in 1939. Her father, Curt Magnuson served as President from 1967 through his passing in 2007.

In 2014, Magnuson Nelson was awarded the National Grocer's Association Spirit of America Award, and in 2015, she received the North Dakota Grocer of the Year Award.

Magnuson Nelson and her husband, Bob, live in Grand Forks

**JLG Hires Assistant Graphic Designer**

JLG Architects is pleased to announce the addition of Catherine Dorsher to the firm.

Catherine Dorsher, Assistant



Graphic Designer: **Catherine Dorsher** has joined JLG Architects in a new role as an Assistant Graphic Designer in the firm's award-winning market-

ing department. Catherine graduated Cum Laude from the University of North Dakota in 2015 with a Bachelor of Fine Arts in Graphic Design and New Media. While at UND, she was a member of the UND Women's Softball Team and Kappa Alpha Theta Sorority, as well as a part of the Order of Omega and Gamma Sigma Alpha honor societies. Her work has been exhibited several times across campus, and she was the Junior Graphic Designer at the UND Wellness Center prior to graduation.

JLG is a 100-percent employee-owned full-service architecture firm, founded in 1989 by Lonnie Laffen and Gary Johnson.

**Jaeger Joins Cornerstone Bank**

**Kristin Jaeger** joined the Cornerstone Bank Team on January 18 as Marketing Director. She has over 12 years of marketing experience.



Jaeger received a Bachelor of Science degree from South Dakota State University in 2003 and a Masters of Business Administration from the University of Mary in 2006.

She is a founding member of the Parshall Area Community Foundation and is Secretary of the Parshall Promoters. Jaeger has been recognized as a leader in the Prairie Business Magazine 40 under 40 publication.

Cornerstone Bank has bank locations in Bismarck, Fargo, Makoti, New Town, Parshall, Plaza, and Watford City with a

full service bank opening in Dickinson in March 2016 and additional mortgage offices in Grand Forks and Minot. Cornerstone Bank Holding Company currently has \$800 million in assets.

**Larson of Jolly Mon Vacations Earns CTC**

**Peter Larson**, owner of Jolly Mon Vacations in Grand Forks, has recently earned the Certified Travel Counselor (CTC) designation from The Travel Institute. This designation is awarded by The Travel Institute to travel professionals who complete a comprehensive, exam-based training program, demonstrate extensive industry knowledge and experience, and exemplify the highest standards of professionalism.



Pete Larson, CTC, has been a travel agent for 6 years and specializes in resort and river cruise vacations. Larson said, "I match clients to the right vacation experience with-

out charging extra fees. Earning this elite CTC status demonstrates my commitment to clients who will now be better served by my increased knowledge and skills."

**Hugo's President Selected as One of Top 25 Woman in Business**

Hugo's Family Marketplace is pleased to announce that **Kristi Magnuson Nelson**, President of Hugo's, has been selected as one of Prairie Business Magazine's Top 25 Women in Business for 2016.

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**3 Basic Beliefs**

1. Respect for the Individual
2. Service to our Members
3. Striving for Excellence



## Business Briefs

"Prairie Business is pleased to present its Top 25 Women in Business, a list of female role models who exemplify motivation, determination and ambition," says Prairie Business Editor Lisa Gibson. "They are leaders in their careers, in their families and in their communities. Congratulations to all of them."

### Altru Home Health Receives 5 Stars

Altru Health System has received a five star Home Health Compare Quality of Patient Care Star Rating from Centers for Medicare & Medicaid Services (CMS). This rating places Altru's Home Health in the top six percent of all home health agencies in North Dakota, and the top three percent of all home health agencies in the nation.

The quality of patient care star rating summarizes 9 quality measures reported by Home Health Compare, including:

- How often the agency initiated patient care in a timely manner
- How often the agency ensured patients received flu vaccine for the current season
- How often the agency provided patient/care-giver drug education on all medications
- How often the patient got better at walking or moving around

- How often the patient got better at getting in and out of bed
- How often the patient got better at bathing themselves
- How often the patient was able to engage in activity with less pain
- How often the patient experienced less shortness of breath
- How often the patient required acute care hospitalization

Star ratings can help consumers easily identify differences in quality of care when selecting a health care provider. In addition to summarizing data about home health agency performance for consumers, star ratings can also help agencies identify areas for improvement.

### About the Quality of Patient Care Star Rating

The quality of patient care star rating is based on information from home health agency patient assessments and Medicare claims data. To have a quality of patient care star rating computed, home health agencies must have reported data for 5 of the 9 measures used in the star ratings calculation.



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# Getting Back in the Black


HOW TO IMPROVE COLLECTION OF ACCOUNTS RECEIVABLE



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Your account is now \_\_\_\_\_ days past due.  
Pay now to avoid further action.



**PAST DUE**  
We would appreciate your payment today!



**FINAL NOTICE**  
Unless paid at once, the account will be turned over for collection.

Does your business have delinquent accounts receivable? Do you want to learn about available collection tools that may increase your ability to collect delinquent accounts?

This seminar will educate business owners about collection tools and techniques available to assist with collecting outstanding accounts receivable. Attendees will learn how to leverage collection tools and restructure the way they enter into transactions with customers on the front end

to improve the odds of collecting accounts receivable.

Topics of discussion will include:

- Use of credit applications & personal guaranty agreements
- Interest rates
- Attorney's fees
- Small claims/conciliation court



**Only 10 Seats Left**

## Brown Bag Seminar

**THE Chamber SCORE**  
GRAND FORKS • EAST GRAND FORKS Counselors to America's Small Business

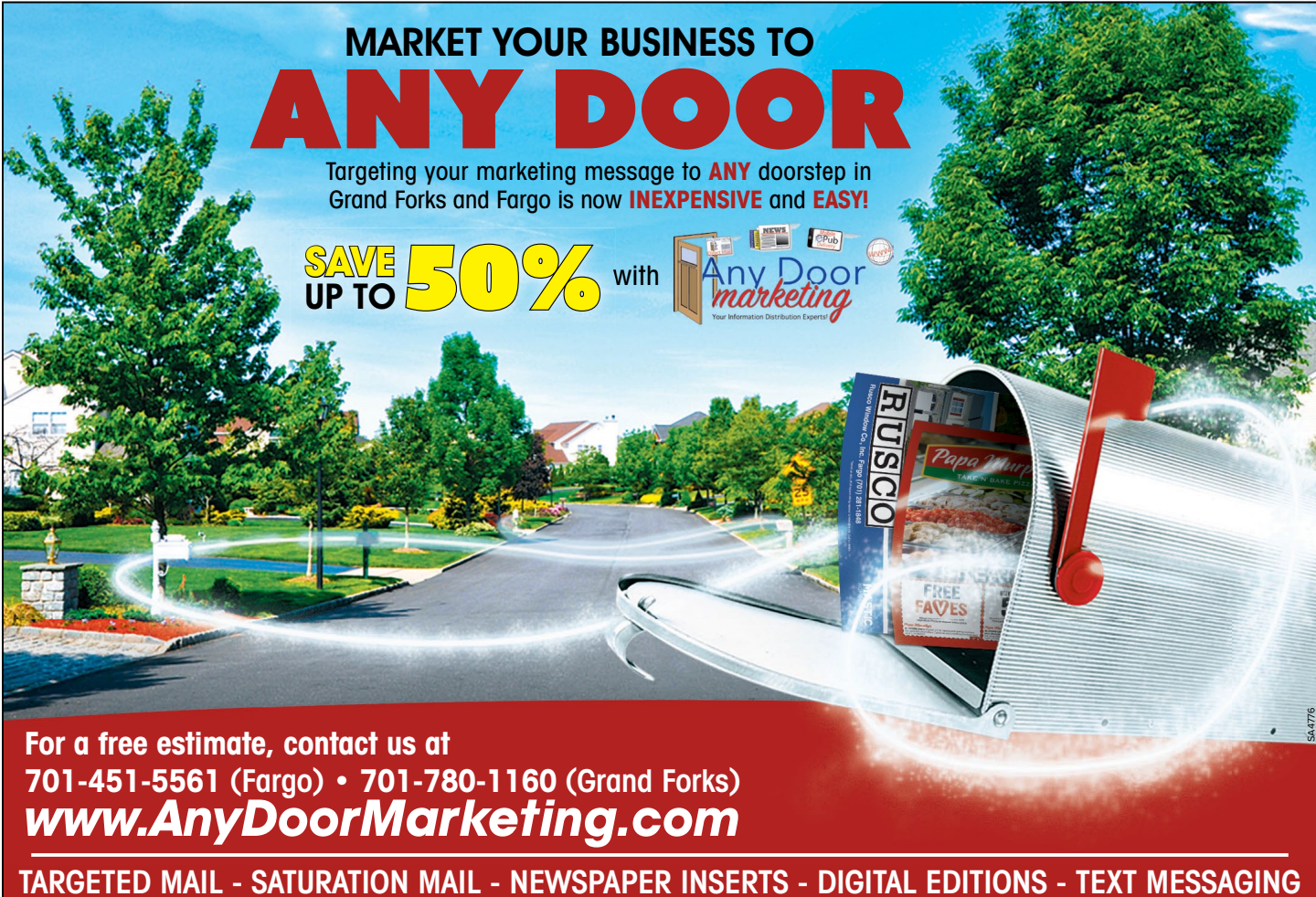
**Wednesday, March 16, 2016**  
**11:30am – 1:00pm**  
**The Chamber Board Room**  
**\$20/person ~ Member (Includes Lunch)**  
**\$30/person ~ Non-Member (Includes Lunch)**

Presented by: **Erin Zasada**, Attorney at Zimney Foster P.C. & **Josh Klug**, Regional Director, ND Small Business Development Center

Registrations are available online only. To register and add the events automatically to your calendar click the register button below.



Reservations not cancelled 3 days prior to event will be billed.



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# ADVANCED LEADERSHIP WORKSHOP

*Building and Enhancing Effective Leadership Skills*

## 8:00am - Ice Breaker

Presented by facilitator Gwen Klawon

## 8:15am - Goal Setting for Success

Presented by trainer Jennifer Johnson  
Goal Setting for Success is a half-day training program that focuses on setting goals that are achievable and believable. Setting goals may be easy, but following through with those goals doesn't always happen. This course will teach you how to objectively examine your strengths and weaknesses when setting goals to ensure that your goals are achievable. You will also learn how to set up a system to monitor, measure, change and implement your goals.

### Learning Outcomes:

- Discover your strengths and weaknesses to prioritize your goals.
  - Learn common mistakes in setting goals
  - Learn how to measure the success of your goals.
  - Discover how to convert your strategies into action
  - Learn how to communicate your goals and monitor your progress
- 12:15pm - Lunch Provided

## 1:00pm - Talk Like a Leader-What Every Employee Needs to Hear

Presented by trainer Catherine Todd  
Talk Like a Leader: What Every Employee Needs to Hear is a half-day training program that focuses on four key areas of leadership communication: Vision, Competence, Relationships, and Support. Talk Like a Leader is a training that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

### Learning Outcomes:

- Learn key communication phrases that express vision and competence
- Recognize the key communication phrases that reinforce relationships and support of others
- Explore ways to demonstrate accountability and expect it of others
- Learn how to become effective at delivering constructive criticism
- Understand how to show appreciation and provide meaningful praise

Thursday, May 12 2016

8:00am - 5:00pm

Alerus Center

The Chamber's Leadership Committee has designed a day of training & exercises that will give you the advanced tools you need to be the best leader, manager or supervisor you can be.

If you are in a managerial or supervisory role in your organization, whether managing other employees or volunteers, you will benefit from this training designed specifically for you.

This workshop is geared towards those currently in, or soon to be in a leadership role in your company or organization.

Graduates of any year of The Chamber's Fall Leadership Training Program receive a 10% discount!

### Tuition:

**\$140/Chamber Member**

**\$175/Non Member**

Graduates of any year of The Chamber's Leadership Training Program receive a 10% discount.

(Tuition covers training, materials, snacks, lunch and Certificate of Completion)

Space is limited.

To register online, click below



Or, email [lisas@gochamber.org](mailto:lisas@gochamber.org)

Presented by:



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Crystal Sugar Co. since 1987 and has led the company since March 2007.

19. Transforming Agriculture: Monsanto chief technology officer Rob Fraley says the convergence of biology and data science is transforming agriculture. "Both are expanding the breadth of what's possible today and accelerating the pace of innovation. You can see the unparalleled diversity of platforms and the significant number of technologies we draw upon internally and externally to drive new innovations." Fraley says Monsanto's pipeline of new traits and products has it uniquely positioned. "We're putting in place the future 14 gene stack product for corn and the nine gene stack for soybeans that we believe will create an incredible competitive advantage and unique value to our growers," says Fraley. "We have novel, new next generation seed treatments, fungicides, herbicides and biologicals progressing in our crop protection portfolio."

20. GMO Potatoes: FDA has declared a species of genetically engineered potato to be just as safe and nutritious as other, unaltered spuds, amid growing public outcry against genetically modified organisms, or GMOs. In a letter to J.R. Simplot, FDA said that the company's genetically modified Russet Burbank Generation 2 was not substantially different from other potatoes that are already sold to customers. The potato has been altered to allow it to be stored for longer and at lower temperatures, to reduce bruising and, when deep fried, to produce less acrylamide, a chemical that is potentially carcinogenic. Last year FDA approved six varieties of the potato and said that labeling would not be required. FDA said it had "no additional food safety questions" regarding the altered apples and potatoes. McDonald's has said it would not use any of J.R. Simplot's GMO potatoes, the Idaho State Journal reported. Simplot, said that the potato would be rolled out at restaurants and hotel convention centers and introduced to customers in 2017. There are about 12 growers that supply potatoes for Simplot.

21. Changes in the Food Industry: Cage-free, antibiotic-free, gluten-free, sustainable and natural; these buzzwords are becoming a regular part of our food vernacular. It doesn't matter if it is baby boomers or millennials, consumers are demanding more information about their food and how the ingredients are sourced. A new GMO labeling law takes effect in Vermont in July and other states are considering similar efforts. Congress scrambled to create non-GMO standards and preempt state labeling laws, but came up short at the end of the year.

22. GMO Food Labeling Solution: Senator John Hoeven is offering solutions to the onerous patchwork of individual state regulations on GMO food labeling which greatly impacts corn, soybean and sugar beet farmers in ND. Hoeven says his plan would be a little different from the legislative solution proposed last year. "I'm hopeful we can find some kind of an agreement that involves label-

ing with QR Codes and different options both sides could be comfortable with so there is labeling, but it's done in a way where companies feel it works." The players agreed on several things, like biotechnology safety and the need for a national, uniform labeling solution. However, the group has disagreed on how the GMO information would be available to consumers. There are many methods to inform consumers short of being on the pack that will convey that information.

23. Grand Sky Development Company has already created 200 construction jobs. Grand Sky is the nation's first UAS Business & Aviation Park and is located on a 217 acre site on the Grand Forks AFB. There are only 12 Enhanced Use Lease arrangements in the Air Force. Northrop Grumman is the first anchor tenant held groundbreaking in Oct for an International training center for Global Hawks. General Atomics held groundbreaking in Nov for their international training center and are expected to be doing training flights in April 2016. Icon Architects announced they will be building two (!) multi-tenant buildings on Grand Sky.. The State Legislature appropriated funds for a road entrance and infrastructure since the federal lands are not taxable. Another \$7.5 M was appropriated to construct a taxiway connection, for infrastructure for the first data center and for high performance computing. When completed, it is estimated that 3,000 jobs will be created at Grand Sky. Approximately 200 permanent jobs are already scheduled to be created in the first year and a half.

24. North Dakota is the only state without a multi-tenant data center so Rep. Mark Owens successfully sponsored a bill to exempt the first four data centers from sales tax on expensive computer, cooling, and generation equipment to compete with other 17 states who have that sales tax exemption. On a \$18 M data center, at least \$8 M of that is equipment, thus saving about \$500,000 in sales tax as startup costs. Data centers provide critical infrastructure and services to data intensive industries like precision agriculture, energy, bioinformatics, cell phone aps, healthcare, banking. etc. Colocation data centers bring the benefit of attracting other high-tech companies to the areas as their tenants, which also has positive economic impact locally. Data center companies are looking at Grand Sky finding a path for opportunity

25. Elbit Systems of Israel will launch the first-ever use of large-scale UASs in the national airspace launched from the Hillsboro Regional Airport. Elbit plans to use their Hermes 450, described as a multi-role high performance UAS. It expects to fly over and record 25,000 acres of sugar beets in an hour within a 150 miles radius with a resolution of one square inch on the ground in what's called "high spacial resolution. In conjunction with NDSU, 10 people will be required to operate the unmanned system. J Elbit Systems was awarded a matching \$357,000 research grant by the North Dakota Department of Commerce for this \$750,000 project. Researchers will collect crop data using infrared, thermal, color and multi-spectral imagery.