

WHERE MORGAN COUNTY BUSINESS COMES FIRST

BUSINESS LEADER

MORGAN COUNTY

June 2019



Troy Bryant

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Decisions, decisions

Through our own decisions, rather than our conditions, if we carefully learn to do the right things, we can accomplish our goals.

— Stephen Covey

Look around Morgan County at all the businesspeople. What do you see? What is a common thread that explains why people are successful and achieve the goals they set?

Listen and you will discover that decision making plays a significant role. Sometimes decisions are based on what seems the best alternative at the time, given the circumstances. Sometimes it is what feels right or what is viewed as the right thing to do. Other times, decisions are made based on research, advice from others, or facts and figures.

Seldom do any of us ever feel that the time is just right, or the situation is perfect, but we make the best decision for us at the time. Later when we look back, we can see that the time or situation does not really matter but the decisions we made do.

All three of the subjects of our stories this month are alike in that each one started on what was, in the beginning, an undefined path with no end goal in mind. One choice led to another. In the end, the decisions they made paved the path to where they are now.

When Troy Bryant graduated from Mooresville High School, he did not know what was next, so he decided to enlist in the Navy. Afterwards, he returned home and needed a job. He decided to take one at the local water company. He has spent the last 26 years there and is now the Superintendent of the operation. He



JIM HESS
From the Publisher

is committed to the company and the town of Mooresville, still making decisions that matter every single day.

It was later in life when Lynee' Walters retired, and she thought she would just "do nothing." But that wasn't in the cards for her. When life threw her a curveball, she decided to take her skills in stained glass work in a new direction. She developed a method to incorporate what she calls "cremains" into stained glass pieces that have a healing power for people who are grieving. Finally, she decided it had to become a business.

Cody Aliff always knew he wanted to be a business owner. Not knowing what business, he chose to take a job. But when he got there, he agreed to take on a different role temporarily. That choice was the pivot to his finding the business he would start and build into a thriving enterprise.

Different industries, different genders, and different ages. Different choices, but decisions that have made all the difference in the world.

Seldom do any of us ever feel that the time is just right, or the situation is perfect, but we make the best decision for us at the time.

BUSINESS LEADER

MORGAN COUNTY

"Declaring the good works being done"

For we are God's handiwork, created in Christ Jesus to do good works
Ephesians 2:10

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How to hire your IT guy

Last month I titled my column “How to Fire your IT Guy.” It was a catchy title I had on my mind for awhile. The world of technology consulting and IT support offers an almost endless variety of options to outsource your technology needs from the one-man-band to national organizations with their own outsourced techs available at your beck and call.

Last month’s column encouraged a large amount of introspection and caution before making the jump to a new IT provider. It’s a big leap to transfer these keys to the kingdom and the action should be considered thoughtfully and with much patience. We encouraged thought of how we might repair relationships or even be part of the problem before making the switch to ensure the move will be as successful as it can be.

This month we look at the flip side of that consideration - how do we find the best match for supporting the technology systems and services that help our business run best? Similar care should be given to avoid the pitfalls caused by hastiness, emotional decisions, or imbalanced consideration of cost.

The recognition that our business needs a technology consultant or IT support team often comes in a moment of crisis:

- A server crashes and no one knows where the backup is.
- The website is hacked and customers are complaining about the pop ups coming from your site.
- You and your management team decide it’s time to invest in your own custom technology systems... and you need working yesterday .

There are a wide variety of technology support companies out there. Many providers still live with a “break/fix” mentality and won’t take action or charge you unless you reach out with a specific problem. Others promise to deliver managed services that will proactively address all your technology needs and prevent disasters from ever befalling your business’ technology. As you can imagine, these are the ends of a spectrum that rarely deliver what they promise



(low-cost, low-maintenance IT services), and the best fit for your business is often somewhere in the middle.

When searching for technology partner, here are a couple questions to keep in mind as you discuss your needs with technology service providers:

1. Does the provider offer a one-size-fits all solution, or do they spend significant time listening to your needs before offering a tailored approach to your technology situations?
2. Do you treat your business’ technology as an asset or simply another expense? Does your technology budget (if you even have one of these) leave room for proactive maintenance and improvements, or is it focused solely on keeping things operational at minimal costs?

Bringing on your first IT provider or transitioning between them is a delicate and important process to consider. There are endless options to consider, and knowing your own priorities before you allow a provider to tell you how it has to be done is an important first step.

Chet Cromer is the president of C2IT Consulting, Inc., a Morgan County-based technology business that provides websites, mobile apps, and IT consulting/support to businesses across central Indiana. He can be reached at chetcromer@c2itconsulting.net or (317) 721-2248.



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Leading by example

Long gone are the days where generations of Morgan County families worked at local industries like Harman Motive, people shopped in town at Sears and J.C. Penney for their clothes, school enrollments were higher as new families moved into the area, and kids went to Cinema 37 or the skating rink for entertainment.

Today, we have more fast food jobs than skilled labor; school enrollments are down as graduates leave town and don't return with their families; people go to Greenwood, Bloomington and elsewhere for shopping and entertainment; and Martinsville falls behind as surrounding counties thrive economically.

Martinsville native Chip Keller, owner of Keller Office Supplies, believes resistance to change and outside perception of the city continues to hinder efforts for economic growth.

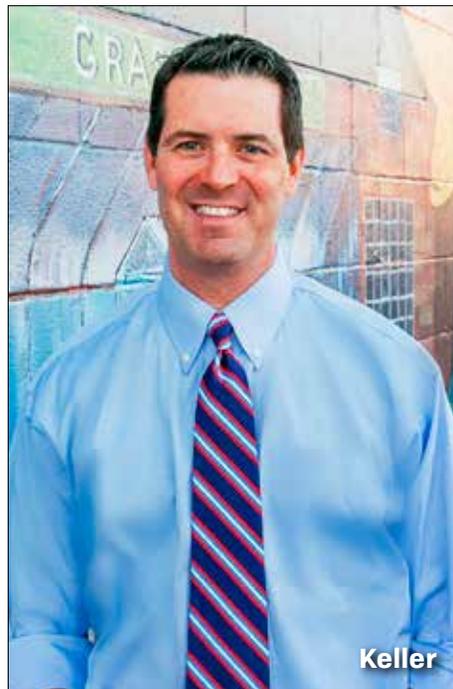
"If there's one thing that's true it's change happens regardless of whether you want it to or not," said Keller. "You look at all the other surrounding counties and they've grown to some extent, but we've just been flat. We have a lot of great people living here, but we don't have the job opportunities, particularly in the southern part of this county."

Keller returned to Martinsville in 1998 with a desire to help the community grow and prosper. After he opened Keller Office Supplies downtown, Chip joined the Martinsville of Chamber of Commerce to connect with other businesses and learn how to become more involved.

In 2010, he stepped out of his own comfort zone and into government by joining the city's first ever Redevelopment Commission. A few years later, he got involved with the Economic Development Corporation and today, Chip serves as Martinsville District 4 City Councilman.

"A lot has happened in the last 10 years like the downtown renovation work, changes in the school system, government and more. We've taken baby steps and with some changes, people haven't really noticed. I think Martinsville is getting a little bit better, but there's always the challenge to try something new and move people out of their comfort zones," Keller added.

Chip gives credit to the Artesian Group of Craig Fenneman and Doug Molin for being change drivers as they've invested much of their time, talent and treasure into renovating buildings and more on the Downtown Square.



Keller

"The Artesian Group investment didn't happen overnight. They've made a big jump forward for change in this community and it's really starting to change Martinsville's perception to our central Indiana neighbors," Keller said. "One thing I've learned in economic development is it used to be you went out to sell your community to different businesses, but now that's changed because you must also have a community attracting more people to move here. One way to do that is by having a downtown offering quality cultural options such as restaurants, shopping, and entertainment. The Artesian Group is working to make Martinsville a destination once again."

Be a change driver, too, by partnering with the Community Foundation of Morgan County (CFMC) to improve quality of life all residents. Go to www.cfmconline.org/donors for details or email info@cfmconline.org.

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Why is it so humid in here?

We receive so many calls asking this very question. High indoor humidity is the result of lower temperatures but high moisture content in the outdoor air (rain), combined with the activities that we do indoors to create high moisture levels (cooking, showering, laundry). There are many sources of moisture; such as, wet crawlspaces or basements, leaking plumbing, bad windows or poor insulation, just to name a few. For this discussion, we will assume that these are not issues for you. The primary roll of a properly sized and operating central air conditioning system, in our climate, is to focus on removing humidity from the indoor air. So, if

the air conditioning is operating properly, why does it still feel so muggy indoors? Here is your answer... The average air conditioning system operates based upon temperature rather than humidity. For example, the thermostat is set for 72 degrees. If the area remains below that setting, the air conditioner will not run. If it is below 72 outdoors, the indoor temperature may remain below that setting for hours or even days. Therefore, no call for air conditioning equals no dehumidification. We offer solutions to this issue. Contact us today at 317-831-5279 to discuss your options.



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By Elaine Whitesides

Morgan County Business Leader

By the time Cody Aliff graduated from Martinsville High School, he had already had several jobs and businesses. Most of them involved him using his hands: building fences, construction, and lawn care. One reason he was motivated to make money was that he had to pay for the expenses as a professional motocross rider. He was a good student and athlete, too. It was a busy life and a lot of experiences for him as a teen.

Aliff was one of seven children in the rural Martinsville home of Rhonda and Tom Aliff. Robbie, Zach, Charlie, Mallory and Amanda were joined by twins Cody and Cory, and the family was complete. Cody watched his father run his small business and always felt he would be a small business owner, too. He wasn't sure of what business, though, so he tried a lot of different things.

Another motorcycle rider and he developed a special straw and cap that could be screwed onto any water bottle. They manufactured the product and sold them door-to-door at campers on racing weekends. He honed his salesmanship skills and found his love of talking to people was an advantage. He loved selling.

Growing up in the country, Aliff was interested in animals, hunting, and tracking. When he heard about an animal removal company in Indianapolis looking for someone to do animal tracking, he jumped at the job to work after school in the afternoons. The plan was that he



would work in Morgan County.

However, on his first day, he was asked to replace the insulation installer who was out. He agreed, not exactly knowing the job was to re-install new insulation that had been destroyed by animals in the attic or walls of homes.

After a week, he was still installing insula-

tion and driving all over the greater Indianapolis area. He asked about the other job, and was told the missing installer was not returning. They wanted him to keep doing insulation installation. Reluctantly, he agreed.

A year later he was still installing insulation but there was news. "They dropped a bombshell. They were going to sell out, which was OK with me," Aliff said. "I was already looking for other options."

He went home thinking it was time to take the funds set aside for college and decide what to study. However, when sharing the news, his father encouraged him to replicate the animal removal business in Morgan County. He knew the business, was a hard worker, and wanted to own his own business.

When he graduated early in 2015, it was so he could open a business full-time. He spent the next year learning about starting a business while working for his father. Aliff concentrated on videos online about starting and running a business. "I learned everything I could," Aliff said, "about doing invoices and estimates, how to work in new employees and how to create

and manage a budget and cash flows."

Within a year of opening, he realized a 60-mile radius was too large and tracking animals took a lot of time. He restructured and changed to a business model that would be strictly insulation installation. The company name was changed to Indiana Insulation Experts. He took classes offered on whole-home insulation for walls, crawlspaces, and attics. He bought an insulation blower and an insulation vacuum and hired his first employee.

His clients were primarily residential customers and business was booming. He honed his sales pitch to reflect customer benefits. He shared that Central Indiana building codes recommend 12-inches of insulation and, he says, about 90 percent of all existing homes need attic insulation. He also explains that insulation is one of the only home improvements that result in immediate savings because when six inches of insulation is added, there is a savings of up to 40 percent on energy bills. Not only are the savings immediate, but they pay for the improvement in less than two years.

Not only did he hone his sales patter, he saw the importance of marketing, which led him to do two things. First, he joined online sites Angie's List and Home Advisor, which he says has been a great supplier of jobs, especially with all the five-star reviews his company has on the sites. Second, he became a recommended vendor for energy utility companies.

The young entrepreneur discovered a secret about customers. "With so many residential customers," Aliff said, "I realized they are not going to be return customers. Every customer had to be a new customer." He saw the benefit of repeat customers. He now reaches out to local custom home builders to develop relationships and that source of work.

His company revenues doubled year over year, and he carefully added more employees and vehicles. "Hiring was a big headache in the beginning, a huge learning curve," Aliff said. "It was tough managing cash flows and people. But it was a great move. If I hadn't made that jump, we wouldn't be anywhere near where we are now." Hiring employees allowed Aliff to step away from the day-to-day work of installing insulation. "I was able to do more selling. I could beat the bushes and drum up more work for us."

He identified the biggest challenge he faces now. "I have no problem with the idea of taking my business to the next level," Aliff said, "It's just identifying the steps to do it." Facing the issue head on, Aliff has hired a business coach and consultant.

Aliff envisions diversifying in the future and he is not afraid of the time and effort it will take to achieve his vision. "I like to work and if I am going to work, I might as well do it for myself," Aliff said, "and for the people who work with me."



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Trade war or negotiation tactic

Markets have been in a tizzy since President Trump raised tariffs on Chinese imports. Many in the Manic Media have termed this Trump's trade war. Is it war, or just yet another soon to be effective Trump negotiation tactic? Some think Mr. Trump is crazy. Many think he's just acting tough and in the best interests of the US. Leave it to the oracle of Wall Street himself to put it bluntly, "With some people in negotiations, the best technique is to act half crazy." (Warren Buffet on CNBC May 6th.)

Here's what we know:

American imports of roughly \$200 billion in Chinese goods will now be taxed at a 25% tariff rate, more than doubling the previous tariff of 10%. The Chinese have responded by announcing they would raise tariffs on imports of certain U.S. agricultural products, worth about \$60 billion. The markets were spooked even though the impact on both countries should actually be very small. The U.S. produces about \$21 trillion of goods and services each year, while the Chinese economy is about 1/3rd smaller at \$14 trillion. Goldman Sachs estimated the current tariffs would subtract about 0.15 percentage point from U.S. growth at most. Estimates for the hit to Chinese economic growth are significantly higher coming in around at a full 1%

Estimates for the hit to Chinese economic growth are significantly higher coming in around at a full 1% loss to their growth rate. It is also becoming clearer that the Chinese economy would not be benefited by the tariffs being in place for any extended period of time.



JEFF BINKLEY
Finance

loss to their growth rate. It is also becoming clearer that the Chinese economy would not be benefited by the tariffs being in place for any extended period of time. The Chinese government has an excellent credit rating but that could change if the tariffs stick around with no deal being reached.

And then there's this: Whereas the China "trade war" is sucking up much of the financial media oxygen, the US quietly announced that we have reached a deal to remove steel and aluminum tariffs on Canada and Mexico. These tariffs had been a major hurdle to the passing of the United States Mexico Canada Agreement which is intended to replace the decades old NAFTA agreement. Should the USMCA pass, it could allevi-

ate some of the concerns the agricultural industry has with the Chinese tariffs impact on their products. The Chinese tariffs and the USMCA could also further boost the resurgence of the US steel industry.

Time will tell, but maybe Seal had some good advice that goes hand in hand with Mr. Buffets:

"But we're never gonna survive, unless
We get a little crazy
No we're never gonna survive, unless
We are a little crazy."

Jeff Binkley is the Founder and Managing Director of Binkley Wealth Management Group LLC located in Avon. His firm is an Independent Fee-Only Indiana Registered Investment Adviser that has adhered to the fiduciary rule since its founding in 2010.

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By Elaine Whitesides

Morgan County Business Leader

It is easy to take water for granted. We turn on the tap and there it is. We drink it, cook with it, and bathe in it. We even play in it. Everyone likes water. The water in Mooresville is delivered through Indiana American Water and it is Mooresville resident, Troy Bryant, who leads the team that makes sure that not only is water there when you turn the faucet on, but that it is safe and healthy, too.

Bryant didn't grow up in Mooresville thinking he would ever shoulder that responsibility. In fact, after graduating from Mooresville High School he enlisted in the Navy. Jamie was his high school sweetheart. She followed him, they married, and had one child, Jordan, while they were serving our country. Troy and Jamie returned to Mooresville after the Navy and had two more children, Coleman and Abigail. He needed a job and General Waterworks was hiring. It took him about a year, but he got the job and starting out reading meters.

For the next 26 years, Bryant worked his way up through the ranks being promoted to supervisor and then to Superintendent in 2005. He

stayed with the local organization through a purchase by United Water in 1994 and then in 2000 the company was purchased by American Water and became a part of Indiana American Water.

American Water itself is a privately held company that services communities and provides water to approximately 1.3 million people in 46 states and Ontario Canada. The company has grown since 1886 and employs more than 7,100 people, five of which make up the team in Mooresville Indiana. "Our employees are very tight into the community," Bryant said. "When you are providing something like water, that people consume, it comes with a great deal of responsibility." Bryant makes a point to be present in the community as a resident as well as a local business. He brings a promotional water trailer to events, sponsors the concert series downtown and works with the Morgan County Solid Waste Authority for their Tox Away Days. He stays in touch with the town council and strives to build community and business relationships through the Chamber of Commerce.

Most of the employees have dedicated two

or more decades of service providing water to the people of Mooresville. They focus on providing the best service and water quality possible. The proof of their dedication is clear. "Responsibility for water safety is a serious and heavy responsibility," Bryant said. "The state can hand out notices of violations if we aren't meeting parameters. Reporting needs to be done and we have never had a notice of violation from the state."

All of the long-time employees are licensed by the state as Drinking Water Operators. They all attended classes provided by the American Water Works Association (AWWA), passed a test, and then maintain continuing education credits to renew their licenses regularly.

How the water system in Mooresville works

There are currently five wells that provide the water for the town. The water from the wells is pumped into their station where it is tested, and chemicals are added. Those chemicals include fluoride for health, and others to disinfect the water and for rust and pipe corrosion prevention. The water is then pumped into tanks which provide the pressure and water

supply to residents.

It sounds so simple, and, in theory, it is. However, there are miles and miles of pipes, hundreds of meters, changing climate and geography, and lots and lots of customers to keep happy.

"Customer service is our big thing," Bryant said. "We probably have 15 to 20 customer interactions a day. Someone is moving in or out and service needs to be started or stopped or people are calling with high water bills or other issues.

"When we do have contact, it is usually when they have a problem and need help. And that is the reason we have a face in the community and are active in the community."

Another aspect of the service provided to the town includes responsibilities for fire safety delivery. "There is an ISO inspection every three to five years with flow tests from the hydrants. The volume and pressure provide a rating for the fire department. They are given a grade based on our water delivery," Bryant said. In order to provide the best rating possible, hydrants are maintained, flushed, and replaced as needed throughout town.

Because Indiana American Water is part of the larger American Water organization, Bryant says, the town benefits. "We operate like a small business here in town," Bryant said, "with a huge business and wide resources available to us. A lot of municipalities don't have that available to them."

The support of a professional engineering staff is just a phone call away. The engineers are highly experienced with the water systems, processes, and the components. This is especially important as new pipes are installed to replace old, properties are torn down and replaced with larger or more modern buildings, and the infrastructure is modernized.

In addition, because of the company's volume buying power, the Mooresville office can obtain supplies and materials such as fire hydrants at a significant savings.

Continued on Page 14

Heart of glass

Bliss Glass

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By Elaine Whitesides

Morgan County Business Leader

Every business begins in its own way. Some evolve slowly beginning as a whisper and turning into something much greater than the owner ever considered might happen. That's what happened with Lynee Walters and her custom art business, Bliss Glass.

It was about seven years ago when Walters suffered a foot injury. She was told to stay off it for about five months. Not being one to waste time, she saw it as an opportunity to learn something new. For her, that something was stained glass. The finished products gave her that sanctuary feel and with the demands of her job, she needed refuge from the travel and stress. She took three classes and was smitten. She took over her kitchen and worked on glass from dawn to dusk. Eventually as she healed, she moved into a bedroom but soon was ready to outgrow that space as well.

Friends and colleagues were impressed with her work and began asking her to create custom pieces for them.

But then tragedy struck. Her stepson died and she was devastated. It was compounded when her marriage ended. Finding herself in the depths of despair, she was compelled to find comfort in creation. She began experimenting with different ways to recreate her stepson's image. "It wouldn't leave me alone," Walters said. She tried metal imaging and mosaics, but nothing worked the way she wanted. "I didn't know what I was going to do."



Then, during a visit with a friend in Las Vegas, she found inspiration. Her friend had lost her long-time pet, Peanut, and had the dog cremated. Walters asked if her friend would be willing to share some of Peanut's ashes with her. "I admitted I wasn't sure what I was going to do with them," Walters said. "But I knew it was going to have something to do with glass."

Walters returned home and began experimenting with ways to incorporate the ashes into her glass work. "I started working and refining what I was doing, and it turned into a gift," Walters said.

Walters developed proprietary techniques to embed and fuse the ashes into glass creations. "I use about a half teaspoon of ashes and fuse it into one piece and then put other glass around it," Walters said.

"At first I didn't know what I was doing," she said. "I just kept working on it." The father of a friend had died, and he asked if she would incorporate some of his father's ashes into the waves of a stained glass seaside panel. She did and both were happy with the result. Since then, she has taken on many more, different projects. "My work has evolved and now I create stained glass panels featuring motorcycles, dogs, garden scenes, and ocean scenes. It is still evolving."

Some of the ashes are put in pendants, keychain fobs, or even bottle stoppers. Others become custom sun catchers or stained glass panels with designs based on the interests of the person who has died. She said she works with ashes from any two- or four-legged crea-

ture and is open to whatever ideas people have.

Her works which include what she calls "cremains" stole her heart. Whatever form the glasswork takes, Walters said it helps people manage their grief. They can put it wherever there is sun and keep their loved one close by in a beautiful, affordable way.

Doing this work is part of what has healed Walters as well. "My studio is where my soul heals. It's me, the glass, and James Taylor singing. I find so much joy in stained glass," Walters said, "and the joy keeps growing." She has remarried and together she and husband, Mark Wetzel, have three children and three grandchildren.

They moved out into the countryside of Mooresville where they built his dream barn and her dream studio in the back corner of it. "This is an awesome place and community to live in," Walters said. "People here know each other and take care of each other. The downtown always feels alive and just like home."

Walters had never owned a business before and never thought she would want to do so. "But that wasn't in the cards," she said. "I have to do this." She researched the name she had chosen, Bliss Glass, found it was unused and set up an LLC. Then she started a Facebook page and built a website. "It's a business because that gives me credibility and a way to develop a history of customer service, so people trust me with their loved one's ashes."

In addition to the custom pieces, to get the business started, Walters began showing and selling a few pieces online and offered stained glass classes through social media and word-of-mouth. According to Walters, stained glass is an art form that anyone can come to a class with zero skills and create something beautiful. She hosts up to six people per class for a one-to two-hour class in her studio. The works are created in class, she then fires them in her kiln, and they get picked up in a day or two.

Walters also joined the Mooresville Chamber of Commerce, which she says was the best thing she has done. "I have met so many people and am taking advantage of everything they offer."

Although she has participated in a few shows exhibiting and selling her stained glass, Bliss Glass was borne out of her work with ashes. "My dream is to work every day making glass," Walters said, "and helping people deal with their grief through commission pieces with ashes."

It is advice from her mom that she follows: Do what you love, and the money will follow. "That's how I worked my job," Walters said, "and how this business has come about. My purpose is to serve the community, give people joy, and make enough to keep doing it." Her whisper has turned into a wind at her back pushing her forward.



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How to increase your health and profits



WILL GOTT
Business Travel

Being a small business owner is really a lifestyle and not just a job, and “all work and no play” is often the mindset of the entrepreneur. But owning and running a small business takes its toll on even the strongest individuals and their families, so carving out time for a vacation is not just important, it’s essential to the health of both the owner and their business.

But why don’t small business owners take the much needed vacation time? According to many entrepreneurs, it is stressful leaving work behind for a vacation. As much as two thirds of all business owners worry about their companies while on vacation. According to a recent small business sentiment survey, more than a quarter of small business owners only take one week of vacation per year or don’t take any time off through the year, including holidays!

Even though there are many small business owners that think it’s impossible to vacation, there are plenty of reasons to make time for a vacation; here are at least four reasons:

1. A vacation is good for your health. Research shows that men who take vacations are 32% less likely to die of a heart attack. Women who don’t take vacations are up to 8 times more likely to suffer from heart disease than women who take 2 vacations a year.
2. You’ll be more productive after a vacation. Vacationers reportedly experience an 82% increase in job performance post vacation. However, research indicates that long weekend of 2 or 3 days off don’t have the same effect as a one or two week vacations.

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What you should know about Stroke Care – Think FAST

Knowing how to spot a serious health emergency can save valuable time when one occurs. A stroke occurs every 53 seconds in the U.S. Think of it as a heart attack, but only within the brain. Blood flow and oxygen to the brain is interrupted, causing injury.

As a result, acute stroke symptoms occur including sudden numbness or weakness of face, arm or leg, especially on one side of the body. confusion, trouble speaking or understanding often accompanies a stroke. Other symptoms include dizziness, trouble seeing, loss of balance or coordination walking and sudden severe headache with no known cause. If you think someone may be having a stroke, remember to act FAST (Face, Arms, Speech, Time)

F – FACE Ask the person to smile. Does one side of the face droop?

A – ARMS Ask the person to raise both arms. Does one drift downward?

S – SPEECH Ask the person to repeat a simple sentence.

T – TIME If the person shows any of these symptoms, time is important. Call 911 for an ambulance.

3. You get your best ideas when you are out of the office. When you don’t have the day to day pressures and interruptions, you can take time to consider more innovative approaches to your business.
4. You can reconnect with your family. One of the biggest benefits of a vacation is to focus on your family or your loved ones while on vacation, by spending quality time with them while experiencing your vacation together.

The best thing you can do for you and your business is to take the much needed vacation!

Will Gott is the owner of Magnified Vacations CruiseOne, a locally owned and operated full service Cruise and Leisure Travel Agency. Will, and his wife Nikki, specialize in helping families and couples reconnect by helping create memorable vacations. Email Will at wgott@cruiseone.com, or call (317) 451-4232 or via www.magnifiedvacations.com



JASON KING
Wellness

During a stroke, brain cells are dying each minute you wait so getting them to the hospital immediately is imperative.

Equally important as knowing the symptoms of stroke is what you can do for stroke prevention. Lowering your risk for a first stroke is important. Know your blood pressure and work with your provider to reduce high blood pressure. If you smoke, stop. Drink alcohol only in moderation. Find out if

you have high cholesterol. If you are diabetic, consult with your provider on managing your condition. Ask your provider about circulation problems or atrial fibrillation (heart murmur). And as with many health conditions, exercise and enjoying a low sodium and low fat diet are always good, preventative habits.

With stroke prevention awareness and taking FAST action can make all the difference.

King received his Doctorate of Nursing Practice from the Indiana University School of Nursing. In service to his profession and community, Jason is an active participant in multiple nursing organizations local/regional/state boards and has garnered seven awards for nursing excellence. Jason has led day-to-day operations helping to transform IU Health Morgan into a successful outpatient facility. Jason has played a key role in developing and evolving of IU Health Morgan’s success.

During a stroke, brain cells are dying each minute you wait so getting them to the hospital immediately is imperative.

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Five success mindsets and behaviors to adopt



JACK KLEMEYER
Business Coach

There are a stacks and stacks of books written about how to be successful. I know, I have read many of them over the years and my library shows as evidence. Lately more and more attention has been given to “how a person thinks” rather than the old “what a person does.” This “how a person thinks” is the differentiator in performance.

A few of those books stick out as favorites and others slip into vagueness of a memory. The same is probably true of you. Sometime, I'd like to know your favorite. I have a separate shelf in my office for those special books. I'd like to share a few highlights that I've gleaned in an effort to help you succeed faster.

Here are five simple behaviors and mindsets that when practiced consistently will allow you to get more done intentionally and should propel you to success.

Here are the five:

- Value of time – Mindset
- Having an Agenda – Behavior
- Focused Priorities – Mindset and Behavior
- Being ruthless about waste – Mindset
- Obsessed with results – Mindset

Let's look at each and see how we might apply them.

Valuing your time is a must. When you value your time, you measure and monitor your time. It's my experience having some type of calendar system that you trust and that you can take with you wherever you go. I believe that a paper calendar or planner is a must. With a paper planner you can see the landscape and not just the day or the hour. Routines, blocks or chunks of time where you do the same thing each week on the same day at the same, become a habits.

Most entrepreneurial days are chaotic and hectic to say the least and having a routine to start the day and end the day will ensure that “things” and “people” don't slip through the cracks. John Maxwell says: “You'll never change your life until you change something you daily. The secret of your success is found in your daily routine.” Hint: Written down daily routine.

Having an agenda is vital to a successful person because if you don't have an agenda you will fall prey to someone else's agenda. On your agenda should be your **focused priorities**. Those things you intend to make happen no matter what. They should be in writing and the order of their importance or at the very least numbered in priority order.

So let's review what we have so far, An intense value of time and yet allowing enough time to complete each task or job so that a job isn't rushed only to be completed half right.

Next you have an agenda of what you want to accomplish on a daily, weekly, monthly basis. Additionally there should be an agenda

per project or encounter so you know what the outcome is to be.

Thirdly you have the things you want to get accomplished prioritized and all of these should be in writing, either electronically or the old fashioned way with pen and ink, I prefer using a pencil because things change. The test here is that wherever you have your list, it should be a place you absolutely trust. Meaning is can't be erased or misplaced.

Next **being ruthless about waste** of any kind is another facet that makes these five work so well and start to create synergy. Remember synergy is where the sum of the parts are greater than the whole. Don't waste time, resources and especially don't waste relationships. A written plan and knowing exactly what success looks like goes along way to mitigate waste.

As you implement your plan notice the areas where you can conserve next time. Conservation of movement, effort and resources, over time it adds up to a substantial boost in productivity. When these are in place, worry and angst disappear.

Last but certainly not least, **be obsessed with results**. Too many times I have seen managers and business owners waste time, money and relationships with employees or clients because they are obsessed with the wrong things. When you focus on relationships, the come... so be obsessed there!

If, by chance, you don't get the results you desire or expect try this thought, presupposition, from the world of Neuro Linguistic Programming (NLP)... **The quality of your communication can be judged by the results you get.** If you didn't get the results you wanted, look to yourself first to see how you might have communicated what you wanted more clearly or at least in a different way and take a new action!

Grow Your Business™ Coaching founder Jack Klemeyer is recognized as a preeminent resource for business professionals. As a John Maxwell Certified coach, speaker, trainer and facilitator of Mastermind groups for business owners and professionals, his results-driven philosophy calls for action and accountability. He and his Grow Your Business™ team are dedicated to taking businesses and their owners to the next level. Jack can be reached at Jack@GYBCoaching.com or at 317-755-6963. Learn more at GYBCoaching.com.

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Seizures from e-cigarette use

The U.S. Food and Drug Administration recently announced reports are coming in that some people who use e-cigarettes have experienced seizures. Most of these reports involve youth or young adult users.

This is likely a result of nicotine toxicity, either intentional or accidental swallowing of e-liquid. Youth have been known to engage in attempting to get “nic sick”, a risky activity where they intentionally overdose on nicotine to get sick and are sent home from school.

According to Urban Dictionary, “nic sick” is “When after smoking, or vaping with high nicotine vapors, specifically a juul. A feeling of being lightheaded, or sick to your stomach may occur. This can also be characterized with throwing up and having a bad trip. This may make you want to quit juuling but you’ll probably just do it again tomorrow.” Also on the Urban dictionary website, I saw this quote, “Yoooo i just had the longest juul sesh and threw up all over my mom , I think I lost my last 2 brain cells. I’m just little nic sick. JUUL SZNNN. #juul” (www.urbandictionary.com/define.php?term=nic%20sick).

Seizures result from sudden, abnormal electrical activity in the brain. Though often associated with convulsions in which a person’s entire body shakes uncontrollably, not all seizures show full-body shaking. Other possible signs of seizures include a lapse in awareness or consciousness, which may look like a person is staring blankly into space for a few seconds or suddenly stops moving. Most seizures end in a few seconds or minutes, and the person may seem fine, sleepy, confused or have a headache afterwards. They may not remember what they were doing or what happened right before the seizure.



JENNIFER WALKER

Seizures have been reported among first-time e-cigarette users and experienced users. In a few situations, e-cigarette users reported a prior history of seizure diagnosis. A few reported cases indicated seizures in association with use of other substances such as marijuana or amphetamines. Seizures have been reported as occurring after a few puffs or up to one day after use.

Consumers should recognize the wide range of symptoms that may be associated with e-cigarette use and the importance of reporting new or unexpected seizures to their doctor or clinic.

Parents, teachers, and other concerned adults should be aware

that many youth are using e-cigarettes that closely resemble a USB flash drive, have high levels of nicotine and emissions that are hard to see.

Youth and young adult users should also be aware that some e-cigarettes (also called vapes) can contain high levels of nicotine, even as much nicotine as a pack of regular cigarettes. Teens who vape may end up addicted to nicotine faster than teens who smoke. Vapes may be used more frequently because they are easier to hide and may expose users to more nicotine.

While seizures generally do not cause lasting harm, they indicate the need for prompt medical attention to look for a cause and to prevent future seizures, if possible. If you think a person is having a seizure, call 911 and seek immediate medical help. For exposures with less serious visible effects or if you have questions, call poison control at 800-222-1222.

For more information, please visit our website at www.readytoquit.org or email Jennifer Walker at jennifer@readytoquit.org. If you’re ready to quit, call 1-800-QUIT NOW (800-784-8669). It’s FREE! The Kendrick Foundation and Community Foundation of Morgan County are proud supporters and funders of Ready Set Quit Tobacco. To find more information on the Kendrick Foundation or CFMC visit cfmconline.org.

Consumers should recognize the wide range of symptoms that may be associated with e-cigarette use and the importance of reporting new or unexpected seizures to their doctor or clinic.

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Running the operations

After 26 years, Bryant still likes coming to work. He approaches it with a small business owner's mindset, making decisions and leading his team with the same commitment as if it were his own business.

"I like the work," he said. "I like the responsibility, providing the service to our customers, leading my team, and being able to live and work in the same community." For a long time, Bryant lived close enough to the office to walk to work, which he sees as a big benefit that was good for quality of life.

Despite the service area being fully built out, he says they are constantly building. For one, they are constantly replacing lines and changing lines, like the 2017 Indiana Street road construction project. The water main had to be moved for the road improvement. Instead of just moving what was there, they replaced one six-inch and one eight-inch pipe with a twelve-inch pipe. "It improved flows and water delivery for the surrounding area," Bryant said.

Another area he is building is not noticeable to customers. "When I came, we didn't have records about mains and lines that were installed. When the next guy steps in after me, fixing or replacing something that I was part of putting in, I want them to have the records to make it an easy job."

Bryant has maps that show every water line that they service in Mooresville. Because re-



ords were lost or damaged during the changes of ownership through the years, not all the water lines include detailed information. It would be impossible, and impractical, to dig up all the lines to get all the information they want. Instead, he sees it as a puzzle and approaches it as a problem to be solved. "We find things as time passes and add them to the maps," Bryant said. "For instance, we might have to do a wet tap into an existing line. We take the piece of pipe wall that is bored out of the pipe (called a coupon) and do tests on it to ascertain corrosion and how well our rust reducing chemicals are working. From there we can determine how

much life is left in the pipe."

Every bit of new information is a clue to solve issues that arise such as reasons for lower flow levels or when leaks are discovered. They can make decisions based on the information like whether to upsize a four-inch pipe with ones of greater diameter.

More benefits to being a small part of a larger company

He says that American Water is a good company to work for. They support not just the technical aspects of water in Mooresville, but the administrative side of the operation, too.

Technology has improved monitoring the system as well as actual water delivery. The entire process is computerized and monitored on large screens in the office. If anything goes awry, alerts are immediately sent out to Bryant, 24 hours a day.

Technology has improved testing with an on-site lab. Technicians are linked with in-truck computers and meters are radio read which means a slow drive down the street can read meters, instead of a person walking the entire route each month.

The company supports the employees, especially where safety is concerned. Bryant is proud that there have been no time-lost accidents in the Mooresville operation for more than 20 years. The last accident was in 1995. "There is a lot of employee training," Bryant said. Along with posters throughout the office and facilities, safety is discussed on a daily basis. There is also a company-wide near miss

reporting program. "Employees are constantly being put in hazardous situations, especially out in the field," Bryant said. "If they encounter an issue, like a cap flying off a pressurized line, employees enter the situations into the system to educate everyone else in the company."

Experience plays a big role in the safety record according to Bryant. He says the staff in Mooresville is older and more experienced. They tend to stop, focus, take their time and do the job correctly and safely. "Experience, knowledge, and attitude gets it done right and safely," Bryant said. He appreciates that an experienced staff is critical so that new employees come and learn from the veterans in the field.

"It takes a team and we all work together," Bryant said. That is a good thing seeing how 900,000 gallons of water goes through the pipes and out to Mooresville taps, toilets and sinks every day.

There has been declining usage over the years Bryant says. It is mostly due to water saving appliances and fixtures like dishwashers, washers, and toilets. Even faucets and shower heads all contribute to water conservation.

He says Mooresville has good water and wells. "We monitor the pumping levels and pay close attention during droughts," he said. "We are always on watch and proactive about keeping Mooresville water safe and in production."

Water seems like something we can take for granted in our homes and businesses. But it is only that way because people like Bryant and his team are diligent in their jobs.

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2019 Lilly Endowment Community Scholarship winners and finalists honored

The Community Foundation of Morgan County (CFMC) recently honored the 2019 Lilly Endowment Community Scholarship winners and finalists at a recognition dinner in late April.

“The Lilly Endowment Community Scholarship is a highly prestigious award. Two scholarships are awarded in Morgan County and include tuition and required fees for four years as well as a \$900 annual book stipend. Housing and travel expenses are not included,” said Christine Arnold, CFMC Finance and Stewardship Manager. “We encourage all students to apply early for this scholarship. Please check our website for updates as the application process will open in August.”

Jared Poston and Grace Allman were announced the winners in December 2018. Jared, the son of Stacey and Scott Poston, graduates this month from Monrovia High School. Grace, the daughter of Anna and Neal Allman, graduates from the Indiana Academy for Science, Mathematics and Humanities at Ball State University. This Academy is a residential high school for approximately 300 gifted and talented juniors and seniors from throughout Indiana.

The remaining top five Lilly finalists in Morgan County recognized for their achievements were Kaylee Wise (Mooreville High School), Asher Markitan, Riley Henson, Kaity Kraszyk and Ashley McHugh, all from Martinsville High School.

“We are so grateful to have the support of the Lilly Endowment’s annual scholarship program. It’s a highly competitive process and we get to see so many amazing young people from throughout the county during the application process. Our Lilly Scholarship award winners and finalists represent all of us in this community, and I know we’re proud of what they’ll accomplish in the future. Congratulations to all of the scholars and to their families,” said CFMC President Ed Kominowski.

There are numerous scholarship funds available through



Front row (left to right): Asher Markitan, Kaity Kraszyk, Ashley McHugh. Back row (left to right): Jared Poston (scholarship winner), Kaylee Wise, Grace Allman (scholarship winner) and Riley Henson.

CFMC to help students and their families pay for higher education. CFMC staff assists in answering questions regarding the application process and for those wanting to set up a fund, CFMC makes it simple by handling the administrative work and fund management.

CFMC and Kendrick Scholarship applications will be accepted in a few months (date to be determined), so keep checking www.cfmconline.org for additional details. When the application portal opens, students will be encouraged to start early as it takes time to gather the required information.

If you or someone you know wants to help more Morgan County students attend either college or a trade school, donate to a scholarship fund online at www.cfmconline.org/donors/funds-old.

Networking opportunities

Martinsville Chamber of Commerce: The regular monthly meeting on the third Friday at 11:30 AM at the Morgan County Administration Building, 180 South Main Street. For more info, please contact the Chamber office at (765) 342-8110 or visit its website: www.MartinsvilleChamber.com

Rotary Clubs: Martinsville meets every Tuesday at noon at the First Presbyterian Church, 240 East Washington Street, Martinsville. Mooreville Decatur meets every Wednesday at 7:30 AM at Jones Crossing Banquet Center, S.R. 67 and Allison Road, Camby.

Business Networking International: Morgan County Connections meets every Wednesday Morning at the Mooreville Public Library, 220 West Harrison Street, from 8:00am to 9:30am. For more information call Angela Kath at 317-445-9827.

Morgantown Merchants Association: The Morgantown Merchants Association meets at the Fire Station on dates to be announced. For more information call Sharon Zimmerman at the Stitchery Mill at 812-597-5997 or on www.MorgantownIndiana.com.

Rediscover Martinsville: An Indiana Main Street U.S.A. Association. For information: PO Box 1123, Martinsville, IN 46151. 765-343-6303 or e-mail: rediscovermartinsville@gmail.com. Follow us on Facebook.

Mooreville Chamber of Commerce: The regular monthly meeting on the third Thursday from 11:30 AM to 1:00 PM. The meeting location is Mooreville Eagles Lodge, 451 Samuel Moore Pkwy. Lunch is free. For more information call the Chamber office at 317/831-6509 or visit its website: www.MoorevilleChamber.com.

Business & Professionals Exchange: This Hendricks County meeting takes place each Tuesday from 8:15-9:45 a.m. at Trine University, 7508 Beechwood Centre, Avon. More information at www.b-p-e.org.

Networking Business Women of Morgan County: NBW of MC meets on the second Thursday at 11:30 AM at the Mooreville School Administration Building next to the Post Office on Carlisle Street. Bring your own lunch. For more information, call Patti Wilson at 317-856-9801.

Mooreville Chamber of Commerce Networking Breakfast: Event the 4th Thursday of each month at Bran & Shorts Coffee House at 8:00am, located at 15 W Main Street in Mooreville. Please RSVP to mindy@moorevillechamber.com, public welcome, do not need to be a Chamber member to attend.

Morgan County Toastmasters Club: Meets every Thursday at 6:30 p.m. at the Ivy Tech Mooreville Education Center.

2019 festival and event grants awarded to 11 area events

Visit Morgan County, the tourism office for Morgan County, is pleased to announce that their Festival and Event Grant Program has awarded funds to 11 events taking place in Morgan County during the 2019 funding cycle.



All events that take place in Morgan County and have the potential to bring visitors into the county are eligible to apply for these grant funds each year. Event organizers were encouraged to submit grant proposals by the April 1st deadline. This year’s grant cycle is for events that will take place between April 1, 2019 and March 31, 2020.

Visit Morgan County Executive Director Tosha Daugherty said “We received more grant proposals this year than ever before. Funds were awarded to each organization that applied, however not all events received the full amount requested. A total of \$10,000 has been awarded this year, a record amount for this grant program. We are pleased to be able to support so many quality events in Morgan County.”

Festival and Event Grant proposals were evaluated using scores tied to the application requirements and other criteria spelled out in the application information. Points were given to events that demonstrated an ability to draw visitors from outside

the area, increase the length of visitor stay, generate economic impact for local businesses and project a positive image of Morgan County, among other factors.

The Festival and Event Grant Program is a reimbursement based grant program, which means that grant funds are awarded now, but will be distributed after a post-event summary is received from each event. A total of 11 events were awarded grant funds for upcoming events. They are listed below:

- Martinsville Candy Kitchen Anniversary – \$1,000
- Drink at the Creek Concert Series – \$1,000
- Merry MAC Players – Love Letters – \$1,000
- Road Runner Rally in the Valley – \$1,000
- Martinsville Chamber Chili Cookoff & Chalk Art Festival – \$500
- RD Productions – Travis Tritt Concert – \$1,000
- Merry MAC Players – Medieval Dinner Theatre – \$1,000
- Porcelain Art School of Indiana – \$1,000
- Artie Fest – \$ 750
- Downtown Martinsville Summer Concert Series – \$750
- Martinsville 4th of July Entertainment – \$500
- Fall Foliage Festival – \$500

Be sure to watch for more information these, and other upcoming festivals and events, happening throughout Morgan County. More information on area events can be found at www.visitmorgancountyin.com or on the Visit Morgan County Facebook page.



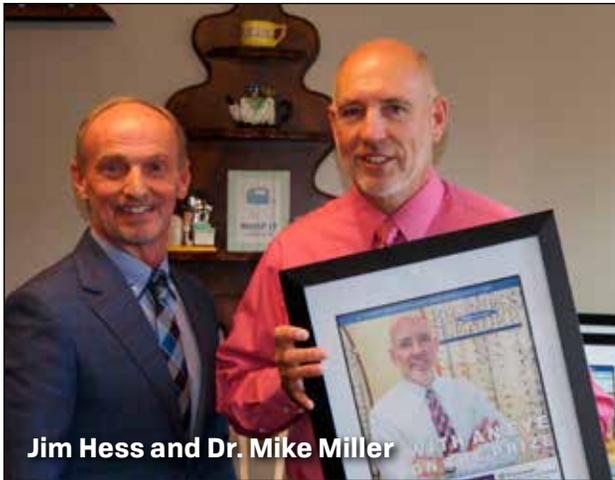
Jim Hess and Brad Shields



Jim Hess, Bryce Elsner, Alyssa Sims and Larry Elsner



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By Jim Hess

Morgan County Business Leader

By now, if you are a regular reader of the Morgan County Business Leader, you know how much I appreciate the opportunity to share the good news about the people and ideas in the business community of this county in this publication. Bringing their stories into the sunlight not only shows what is happening, but what is possible with great effort, unending passion, and the desire to improve the community, not just for one, but for all.

The Cover Celebrations provide a little time to personally meet and celebrate yes, the business people featured on the covers of the Business Leader, but also everyone else who works and plays here, too. We try to introduce people, as well as venues and other businesses offerings to the community. You never know when a new contact will make a difference in your work. I

have been told time and again that the connections made during a Cover Celebration conversation are important and expand the network that supports and encourages the work we all do every day.

Sponsored by Legacy Business Consultants, the Spring 2019 Morgan County Business Leader Cover Celebration was held on May 14th at Bran N Shorts in Mooresville. The business leaders featured on the previous six covers were presented with a framed copy of their cover page and given the opportunity to share their comments.

The Cover Celebration events are always filled with good people sharing good news, good business, and camaraderie. As always, new connections are made and relationships are strengthened over food and drink. I hope you have the opportunity to join us at the next Cover Celebration in the Fall.