



New Haven Chamber of Commerce Newsletter

The E-Connection

**A Voice for Business and the Betterment of
the Community**

November 9, 2009

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Church**

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Member Spotlight

New Haven Print & Copy
Craig Dellinger
7531 State Road 930 East
Fort Wayne, IN 46803
Phone: 260-493-3844 Ext.
Fax: 260-493-3579
Web: www.newhavenprint.com



New Haven Print & Copy opened its doors in 1980. At that time it was owned by Jack Butcher and was called Budget Print. In 1982 Mr. Butcher renamed his printing company to New Haven Print & Copy when the original New Haven Printing moved to the Churubusco area. In 1994 New Haven Print & Copy moved to its current location at 7531 State Road 930 E. After Jack Butcher retired, his two sons; Steve and Randy Butcher along with Craig Dellinger bought the business and are now partners in the printing business.

Craig Dellinger, the General Manager began working for Mr. Butcher in 1982.

Dellinger described how he got into the printing business. "After high school I got a degree in Electronic Communications. At that time I was working full time at the print shop, I was going to school full time, and I also worked part time for Watters Studio shooting school activity photos. After I got my degree I decided to stay in the printing business."

For the rest of the story click [here](#)



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Thank you for rating Auto-Owners Insurance for the J.D. Power and Associates 2008 "Highest in Customer Satisfaction with the Auto Insurance Claims Experience."

Auto-Owners Insurance ranks highest among auto insurance providers in the J.D. Power and Associates 2008 Auto Claims Study. Study based on 1,277 responses from auto insurance consumers who filed a claim from July 2007 to July 2008. Excludes those with claims only for glass/whistle, theft/battery, roadside assistance or bodily injury claims. Proprietary study results are based on experiences and perceptions of consumers surveyed July to August 2008. Your experiences may vary. Visit jdpower.com.

Hard Decisions Workshop Well Attended

The Chamber Sponsored workshop "Making Hard Decisions in Tough Times" held on October 27 was well attended with 15 people present. Each person present came away with some very useful tools to help them make decisions. Melissa Jaegle the speaker for the workshop told the group, "I the end of the day you have had approximately 50,000 conversations with yourself in your mind" Using a worksheet she distributed, she told everyone how they could organize those 50,000 conversations into goals, obstacles to those goals, solutions for those obstacles, and then reward for each step along the way. She also helped those attending see that sometimes we don't have enough experience to make good decisions on some subjects, so when that is the case we need to surround ourselves with others that do have that experience. It was a very well presented and informative workshop.



Members In the News

William C. Weber & Associates, Inc. has been recently awarded the contract to provide Employee Assistance Program services for Our Sunday Visitor. Weber & Associates are employee assistance specialists who provide counseling and training for employees and dependents.

You can golf in the winter!!!

Just because the weather is turning colder, that is no reason to put away your golf clubs! Whispering Creek Golf Club has added two golf simulators so that you can play all winter. What a great way to continue playing where it's always warm and sunny, using your own clubs and hitting a real golf ball!



Our Holiday Golf simulators feature actual High Definition pictures from a number of scenic and challenging golf courses. The simulators are available for tee times seven days a week thru the winter (excluding holidays). Sign up to play nine or 18 holes, or use the driving range feature to work on your game. It normally takes an hour for one person to play 18 holes, or for two people play nine.

You can sign up now for winter leagues starting November 15. You and a partner can sign up to play once a week on your personal time schedule. All league players will establish a handicap that will be updated regularly along with the league standings. Don't have a partner? Sign up and we pair you with someone! The Golf Shop and lounge will be open along with the simulators.

SIMULATOR RATES

DRIVING RANGE - 45 MINUTES	\$15
9 HOLES - 1 hour allotted time/2 people	\$14/person
18 HOLES - 2 hour allotted time/2 people	\$27/person
45 MINUTE GOLF LESSON	\$65

Call Patrick or Gary at the Whispering Creek Golf Shop (749 5025) with any questions or to sign up for a league

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New RAC Room Creates a Positive Place for Teens

Teens at **Boys & Girls Clubs of Fort Wayne** will finally have a positive place to hang out and call their own, thanks to a partnership between Boys & Girls Clubs of America (BGCA) and Rent-A-Center, Inc.

Teenagers are a tough group to impress, but the new RAC Rooms will help attract more teens by furnishing a cool and much needed new teen center at the Club.

"Across the country, millions of teens grow up with no place to go after school," said executive director Joe Jordan. "Many of them have limited contact with positive peers or caring adults. And too frequently, these young people resort to drugs and violence as an alternative to boredom. The RAC Room will be a comfortable place for teens to enjoy, while exposing them to alternatives to many negative influences around them."

The **Boys & Girls Clubs of Fort Wayne** RAC Room is one of 20 such centers being furnished by Rent-A-Center this year.

The Rent-A-Center program has provided 93 RAC Rooms so far, awarding approximately \$200,000 retail value in merchandise yearly to 20 clubs.



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The Edges Community Food Pantry

It seems as though everyone has been touched by the tough times right now with the way our economy is. There is a strong need in the East Allen County communities for food assistance. **The Crossing Church** is pleased to announce the Edges Community Food Pantry located at 909 Main Street in New Haven.

The Edges Food Pantry is an agent for the **Community Harvest Food Bank**. Edges Food Pantry will be open every Saturday from 3:00 p.m. to 5:30 p.m. and by appointment only during the week.

We are accepting donations of food or money. Should you know of anyone that is in need, please refer them to the Edges Food Pantry. You may leave a message for Andy or Tina Moore at 493-9508.

Calendar

***November 12** - Annual Dinner - 6:00 - 9:00 p.m. - Geoglein's Reception Hall

***November 18** - Board of Directors Meeting - 7:30 a.m. - Compass Professional Center Board Room

***November 18** - HR Networking Meeting - 12 noon - Compass Professional Center Board Room

November 24 - School Board - 6:30 p.m. - Village Elementary School

***November 26** - Thanksgiving - Office Closed

* Indicates a New Haven Chamber of Commerce sponsored event.

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New and Renewing Members

Welcome new members!**Clinkenbeard Dental Clinic***Ben Clinkenbeard*

3615 Lake Avenue

Fort Wayne, IN 46805

Phone: 260-65-9177**M & W Countertop, Inc.***Daniel Wagler*

11934 Witmer Road

Grabill, IN 46741

Phone: 260-627-3636 Ext.**Fax:** 260-627-3229**Web:** www.mwcountertops.com**Heritage Park***Greg Hevel*

2001 Hobson Road

Fort Wayne, IN 46805

Phone: 260-484-9557 Ext. 332**Fax:** 260-484-2887**Web:** www.americanSRCommunities.com

At a time when home and health services are seen as fragmented and, consequently, frustrating, where can today's senior adults find a housing community to call home? That was our challenge, and the reason we created American Senior Communities. We've created communities specifically designed to serve today's seniors by providing a multitude of lifestyle choices with integrated services and amenities.

Each American Senior Community is part of the neighborhood in which it exists. Our leaders and staff live in surrounding areas and know the community well. We value the same things in life that you do. The foundation of our communities is based on the knowledge that we'll be part of your neighborhood for many, many years.

When someone chooses to live in one of our communities, we become an extension of their family. We take the time to get to know each of our residents and their families on a personal level. Our communities are made up of individuals, and with that in mind, we focus on serving individual needs. That's why we offer many lifestyle choices. With our full continuum of care, we provide a home that remains home for as long as you like.

Heritage Park offers senior housing and health solutions with a multitude of premier services including:

- Garden Homes
- Assisted Living Apartments
- Moving Forward Rehabilitation
- Auguste's Cottage Memory Care Center
- Skilled Nursing Services
- Long Term Care
- Hospice Care for the terminally ill
- Respite Care, allowing caregivers a break

Thank you to our renewing chamber partners in business

Temporary Solutions, Inc.
 Schnelker Engineering
 Printmaster, LLC
 Peter Franklin Jewelers
 Mancino's of New Haven
 Halls Commissary Restaurant
 Cummins Repair, Inc.
 American City Plumbing, Inc.
 R/T Sales

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In Indiana

Lt. Governor Skillman Encourages Hoosiers to Send Holiday Wishes to U.S. Troops

The Holiday season is fast approaching, and our troops overseas need to hear from us!

The fourth annual "Hoosier Cheer for Our Heroes" holiday letter campaign has officially started, and Lt. Governor Skillman would like to invite you, your friends and family to participate again this year.

Hoosier Cheer is a special opportunity to send your thoughts and prayers to U.S. troops spending the season away from their homes and loved ones. Our U.S. servicemen and women should know Hoosiers appreciate the heroic work they are doing over the holiday season and throughout the year. A card or letter is one small way Hoosiers can say thank and bring cheer to our heroes.

If you'd like to send a card or letter to our troops, please send your correspondence to Lt. Governor Skillman's office no later than Nov. 18, as mail takes several weeks to reach the troops. Please mail cards and letters to the address below.

Office of Lt. Governor Becky Skillman
 c/o Hoosier Cheer for Our Heroes
 200 West Washington Street, Suite 333
 Indianapolis, IN 46204

An electronic note can also be sent to lg@lg.in.gov.

Because of the overwhelming support of patriotic Hoosiers participating in Hoosier Cheer, we have developed some guidelines to get your heartfelt messages into the hands of our troops quick and in one piece.

Here are some ideas to get you started:

Keep your message light-hearted and encouraging. Talk about the weather, your family, pets, hobbies, family traditions for the holidays, well-wishes for safety and success.

Be creative! Artwork, especially from kids, is always a plus!

Thank you for **NOT**:

- Using envelopes for large numbers of cards or letters. Envelopes are, of course, acceptable for one or two cards or letters.
- Using glitter, confetti or other messy art supplies on your cards or letters.
- Including candy, money or other items.

Take some time today and send some cheer to our Heroes in the Service.



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Membership Spotlight - New Haven Print & Copy Cont'd

Since opening its doors in 1980 New Haven Print & Copy has grown from a copy and instant printing shop to a commercial quality printing company. They still offer their customers "while-you-wait" instant printing, but now they offer so much more. Dellinger stated, "We pretty much print anything that a company might need printed on paper. We print anything from copies, to training booklets and materials, to variable data printing and mailing.

New Haven Print & Copy has built a reputation for quality printing with fast, friendly service. "Even though we offer big city quality and capabilities, we will always offer small town customer service", stated Dellinger. "Our business was built on customer satisfaction. We don't plan on changing that.



At this time New Haven Print & Copy has 20 employees, many that have over 15 years of experience in the printing business. Although New Haven Print & Copy takes pride in their products and service, nothing matches the pride they have in their staff. Every staff person is committed to providing excellent customer service and producing high-quality products.

With this staff New Haven Print & Copy has been able to expand their capabilities as the needs of their clients have expanded. They have grown from doing mostly local businesses to a print shop that services not only the United States but other countries as well. "We have a road grader company; Terex Roadbuilding, that works with us out of Belgium," said Dellinger. "We ship items for them to Belgium, Germany, England, and Australia. We do a lot of shipment to Canada for VW and Audi. Our international business has required us to do bilingual printing." Dellinger clarified, "We don't pretend to know the languages, we just print the proofs they send."

A new facet to New Haven Print & Copy's services is their variable data printing. These jobs are personalized to the individual people receiving the item. Dellinger said, "I believe we have the best equipment in the area for that type of printing. Because of our equipment, we are able to work faster than other print companies in the area of variable data printing over our web site." Right now variable data printing is our fastest growing area. At the time of the interview, New Haven Print & Copy was working on a job that would have 25,000 pieces and each one would be different.

Another new area of service that New Haven Print & Copy has begun to provide is something called Pearl Sights. Each mailer created has its own web site; this allows customer interaction through the internet. An example would be an RSVP to an event invitation postcard. The web site also then allows the client of New Haven Print & Copy to have access to a dashboard in which they can retrieve that information.

New Haven Print & Copy has been an active participant in the Chamber since 1986. Craig Dellinger has been on the Chamber's Board of Directors since 2005. New Haven Print & Copy was awarded Business of the Year in 2006 by the New Haven Chamber of Commerce. "The biggest benefit we have received from being a member is the networking," said Dellinger. "You never know who is going to send you work. The more people you meet and the more people you talk to results in more jobs to do."



As I walked around the shop, taking advantage of the offer of a tour, I was amazed by the number and variety of

machines. I saw books being bound, a mailing machine sorting items at lightening speed, and a machine that can print your name on mailings using objects such as fall leaves. It was all very impressive. It is no wonder that New Haven Print & Copy meets its goal to meet or exceed their customer's expectations.

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Our Mission Statement

The New Haven Chamber of Commerce will provide services to its members and, through its strategic partnerships, be a leader in promoting economic development for the benefit of the greater New Haven community.

Board of Directors

Cindy Frederick, Chair

1st Source Bank

Mary Ann Slater, Vice-Chair

Trelleborg Sealing Solutions of Fort Wayne

Darren Renier, Secretary/Treasurer

Community Development Corporation

Tom Barfell, Past-Chair

Do It Best Corp

Craig Dellinger

New Haven Print & Copy

Vicki Shipp

Pre-Paid Legal Services, Inc.

Jeff Stephen

O'Neal Steel, Inc.

Sherri Berghoff

New Haven Care and Rehabilitation Center

Steve Harants

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Newsletter Editor

Contact Information

435 Ann Street

P.O. Box 66

New Haven, IN 46774

Phone: 260-749-4484

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