

AUGUST 2016

# Springfield business journal

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# 2016 Small Business Award Winners

PHOTOS BY TERRY FARMER



Not-for-Profit – Business Director of the Year – Jonna J. Cooley, PhD, The Phoenix Center



Outstanding Civic Involvement – Small Business Owner of the Year - Sergio Pecori, P.E., Jeff Ball, P.E., Bob Cusick, P.E., S.E., Jo Ellen Keim, CPA, Hanson Professional Services, Inc.



Small Business – Owner of the Year - Laura Carmody, Home Instead Senior Care

## 31st annual Small Business Person of the Year Awards

The Greater Springfield Chamber of Commerce hosted the 31st annual Small Business Person of the Year Awards on June 21 at the Crowne Plaza Hotel. The event, presented by Hickory Point Bank & Trust, recognized five outstanding community entrepreneurs. Governor Bruce Rauner spoke to the audience during the Small Business Awards. Rauner celebrated the award recipients and stressed the importance of small businesses to Illinois.



Lifetime Award – Business Owner of the Year - Stan Travelstead, American Central Insurance Services, Inc.



New and Emerging – Business Owner of the Year - Susan Sullivan Danenberger, Danenberger Family Vineyards



# New face, new fair

## Shawn Mayernick takes the reins

By David A. Kelm

The Illinois State Fair holds a special place in the psyche of Springfield. Much like President Abraham Lincoln and the horseshoe, Springfield takes great pride in the Illinois State Fair. And, really, our fair city can only benefit from consistently mentioning arguably our nation's greatest President in the same breath as an open-faced sandwich slathered with cheese sauce. I mean, Constitution Hall and the Liberty Bell must feel the same way as old Abe when our brothers and sisters from Philly rhapsodize about what makes a Philly cheese steak so great, right?

But the subject here isn't U.S. history and its relation to regional sandwich favorites. As the weather turns truly warm and sticky, we hearty, proud denizens of Springfield begin to turn our thoughts to our traditional end-of-summer bacchanalia – the Illinois State Fair! Our state may only have a stop-gap budget, we may not have a contract with union employees, we may not know what is coming next or what Illinois will even look like in the near future, but, by God, we will have an Illinois State Fair.

To this table – set with memories of horse races, political rallies, sold-out Grandstand shows and queasy Happy Hollow rides – steps a new barker with the passion, energy and vision of a state fair true-believer. Shawn Mayernick was named bureau chief of the Illinois State Fair – Springfield in February under a reorganized state fair operation. For the first time in anyone's memory, the state fair at Springfield and the state fair at DuQuoin have separate managers, each reporting to an overall fair manager, long-time fair executive, Kevin Gordon.

Mayernick comes to the fair from the Prairie Capital Convention Center where he spent three years as director of business partnerships. "My goal with the fair is similar to what we created at the center," said Mayernick. "I want to create a positive experience for each fairgoer that includes unique vendors, great grandstand acts and an overall fun day for families."

To move the fair to the next level, Mayernick fully supports the idea of an



PHOTO BY MARANDA POTTER

Illinois State Fair Foundation. Creation of a foundation empowered to raise money and secure sponsorships to assist with facilities and infrastructure is working its way through the Illinois General Assembly and is being shepherded by Springfield Representatives Tim Butler and Sara Wojcicki Jimenez. "The creation of a public-private partnership is the right thing to do for the Fair," said Mayernick. "Indiana has a similar structure in place that recently provided \$4 million to rehabilitate their Coliseum."

Just as the Prairie Capital Convention Center undertook a successful campaign to attract sponsors and naming opportunities for businesses, Mayernick would like to see local, statewide and national businesses invest in the Illinois State Fairgrounds with sponsorship dollars. Mayernick notes that the fairgrounds are in need of upgrades, making private

dollars perhaps the best avenue for care and upkeep. "Improved facilities and enhanced infrastructure for the fairgrounds will only help Springfield's economy," said Mayernick. "The fairgrounds are not only busy 11 days in August. Events 12 months out of the year add to Springfield's tax base."

"I am very focused on making the fair a memorable experience for each family and each attendee," Mayernick said. To that end, state fair leadership is looking at providing support for vendors who have been on the fairgrounds for decades as well as bringing new exhibits, rides and events to the fair this summer. "Culler's Fries has been with the state fair for something like 70 years – people look for those fries every single year," Mayernick noted. (As a loyal Culler's customer, I would add that the line for hot fries with vinegar is always way too long and

Mayernick should really look at having one of those fry stands installed at the end of my cul-de-sac. But I digress.)

Mayernick and his team are also looking at adding some 21st century technology to a 19th century-style summer interlude. Mayernick pointed out that families look to make a day of the fair and "we need to make sure they know where everything is and what is going on." To that end, this will be the first year for the Illinois State Fair app for your smartphone. The app is a free download and promises to "change the way you go to the fair," Mayernick proclaimed. The app includes a schedule of daily events, a GPS-enabled map, results from competitions and photo-booth borders for all of your fair selfie needs. Grandstand tickets can be purchased with the app and there will be a smartphone scavenger hunt. Most importantly, the app will have a searchable "Food Finder" function. No longer will you have to dash from location to location looking for alligator on a stick. With the fair app, you'll be able to search for your favorite fried food and the map will direct your little feet to the perfect vendor. "We want the fair to be memorable and to help families fully experience everything the fair has to offer," said Mayernick.

As always, the Illinois State Fair celebrates agriculture, the economic driver that continues to lead the way in our great state. Beyond the tractors and combines and giant vegetables and swine-judging, though, the fair is also our Disney World, our World's Fair. Every year, there is something new to see and something new to explore. Sometimes it's great, like fried cola or a high dive show. Sometimes not so great, like air-brushed anything or state troopers in wool uniform shorts. Regardless of personal preferences, there is a new vibe this year courtesy of a new management team brimming with fresh, exciting ideas. In the enthusiastic words of Mayernick himself: "The fair is going to be awesome!" □

David A. Kelm is a Springfield area attorney. He can be reached at [DavidAKelm@gmail.com](mailto:DavidAKelm@gmail.com).

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# Welcome to AMBUCS

## Service group provides concessions for fairgoers and much more

By David A. Kelm

Springfield has a storied history of service clubs. Certainly, everyone has been hit up for Rotary citrus or Kiwanis cheese. Maybe you belong to the Lions Club or Eagles or Elks. There are those that enjoy Seratoma and Optimist (although to be honest, I always thought they were the same club. I mean, have you ever seen them in the same room at the same time?) Of course, the Jaycees and Junior League do a lot of good in the Capital City. The big boys – the Masonic family and Knights of Columbus – have devoted members throughout the Springfield area and they’ve both been duking it out for a couple of hundred years, at least. All combined, Springfield service clubs donate tens of thousands of volunteer hours and hundreds of thousands of dollars to worthy organizations and individuals each year.

National AMBUCS, Inc. is a growing service club with more than 150 chapters and 5,000 members nationwide. Locally, AMBUCS is better known as the American Business Club, or simply, ABC. On October 1, at the AMBUCS annual convention in Tucson, Arizona, a member of the local chapter will become the national president of AMBUCS. Eric Oswald joins four other Springfield AMBUCS members who have gone on to lead the national organization.

Oswald, who is a senior vice president at Prairie State Bank, has been a member of the local chapter since 2002, served as president of the chapter in 2008 and been involved with the AMBUCS national board for the past six years. “AMBUCS is a great organization that differs from some other clubs in that we are growing at a pretty steady clip,” Oswald noted. Nationally, AMBUCS is opening 10 chapters per year with overall membership increasing between 10 and 15 percent annually.

AMBUCS in Springfield (full disclosure: your humble reporter is an active member) was chartered in 1925 and is the second oldest chapter in the country. Currently the largest chapter in the nation, the local chapter is most visible in its relationship with the Illinois State Fair where it is contracted to manage parking and admissions as well as the concessions at the Grandstand.

“I became involved with AMBUCS for the networking opportunities but also because of philanthropic endeavors,” Oswald noted. AMBUCS members seek to be involved in the community in three unique ways. The first, and most visible, is the purchase, construction and donation of Amtrykes. Amtrykes are specially designed bicycles that allow for disabled children, adults and veterans to gain or regain mobility. In the last year, 4,000 Amtrykes were given to individuals who cannot otherwise operate a traditional bike. Secondly, the organization provides scholarships for physical therapists, occupational therapists, speech pathologists and audiologists. Last year, nearly a quarter of a million dollars was donated by AMBUCS. Finally, the club is focused on community service that raises money for other worthy organizations.

“To have the national president come from our club and from Springfield is a big deal,” said Chris Oury, current president of the local chapter. Oury, who is vice president of Thirdwave Data/Comm, Inc., has worked alongside Oswald for a number of years selling concessions at the Grandstand and building Amtrykes. “Eric is one of the leaders in the local club and has built our relationship with the state fair in order to meet our fundraising goals for ABC.”

AMBUCS in Springfield has managed concessions at the Illinois State Fair since 1953 – that’s 62 years of selling beer, soda and popcorn to horse racing fans and concertgoers. Eleven years ago, the club won the bid to manage parking and admissions for the fair. “Instead of asking members to raise money throughout the year or hosting several small fundraisers, we raise the vast majority of our funds through our activity at the state fair,” Oswald said. The money raised locally stays local with 50 to 60 Amtrykes donated annually and more than \$125,000 in cash donations provided each year.

While the club donates Amtrykes to children and veterans throughout the year, the largest and most visible giveaway is during the State Fair. “Secretary of State Jesse White has long been a supporter of the Amtrykes programs and helps us each year give away 20 or more bikes,” said Oury. The club also has a partnership with St. John’s Children’s Hospital to evaluate children for a bike and has begun rolling out Amtrykes for veterans. The veterans program was underwritten by a member in Oklahoma and nationally, AMBUCS works with the VFW, American Legion and other veteran organizations to get the word out. The local chapter provided its first veteran Amtryke this past Veteran’s Day.

“Not to take away from what other AMBUCS chapters do or what other local civic clubs do, but AMBUCS in Springfield is looked to by other chapters and other clubs as leaders in member development and fundraising,” commented Kevin Lust, president of Lust Development Group, Inc. and the unofficial Springfield AMBUCS historian. “Eric is a huge part in moving our group forward when other service clubs are seeing declining membership.” Additionally, Lust points to Oswald’s ability to create a fun environment. “Lincoln said, ‘Above all else, life should be fun’ and ABC exemplifies that ethic,” Lust added.

With all the great causes supported by the various service clubs in Springfield, it is important to note when “one of our own” rises on the national stage. Local AMBUCS members have raised significant funds for charity, provided Amtrykes for kids, adults and veterans, and just generally given back to the community. While members in Springfield are particularly proud, members of the Springfield service community should also be proud that National AMBUCS, Inc. will be led by a native son. □

David A. Kelm can be reached at DavidAKelm@gmail.com.



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Ed Curtis, Susan Koch, Michelle Higginbotham.

# FORTY40 2016 UNDER

PHOTOS BY LEE MILNER

On Tuesday, July 12 a ceremony was held at the University of Illinois – Springfield to honor the 2016 class of Forty Under 40. The recipients and their guests enjoyed a reception before the awards ceremony. Ed Curtis, president and chief executive officer of Memorial Health System, gave the keynote address. To learn more about the Forty Under 40 program or make a nomination for next year, visit [www.springfieldbusinessjournal.com](http://www.springfieldbusinessjournal.com) and click on the “awards” tab.



Ed Curtis addresses the crowd.



Molly Berendt and Katrina Schroeder.



Guests enjoy hors d'oeuvres provided by UIS catering.

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# Trust through community lending

By Eric Woods

Born and raised in Springfield, Stacey Vincent enjoys that she is still living in her hometown, especially since it keeps her close to family. She does, however, wish for greater proximity to oceans and beaches. Vincent is very active in the community as a member of the Springfield Area Home Builders Association, Capital Area Realtors, Prospectors Club, Association of Mortgage Professionals, Children's Dyslexia Center of Springfield, a Scottish rite/Masonic charity, and Fancy Creek Township. Like many others, Vincent is concerned about how the lack of a state budget is going to continue affecting people locally. "While having so many state workers in Springfield is a plus, the uncertainty created by the lack of a budget is a cloud over the local economy. Hopefully, once these issues are addressed, it will be a nice boost for the economy."

As a child, Vincent wanted to be an interior decorator but most of her adult life has been spent in the banking industry. Her first job was as a day camp counselor, and ever since entering the work force she has absorbed knowledge from each job. "I didn't have a job that I didn't enjoy. I learned from all of my jobs and they advanced me to where I am today," she said.

Vincent started in the banking industry in 1997, spending the past two years at Hickory Point Bank.

As a mortgage loan officer, Vincent originates and closes residential mortgage loans that are in the best interest of the

customer. "I help them understand the process along the way to make their experience stress-free," she said. She also analyzes the credit-worthiness of borrowers. "Now is still a good time to finance, with rates remaining at historic lows and some grant funds still available," she says.

Vincent has designations of certified community lender from Community Bankers Association of Illinois and certified Illinois assessing officer from Illinois Property Assessment Institute.

For those who aspire to enter the banking industry, and handling mortgages in particular, Vincent says education is a key component. "In the mortgage business, my advice would be to learn the operational and servicing side of the business first. This allowed me to be a better salesperson as I can provide guidance through the entire mortgage process from application to beyond the closing. It builds trust with what will hopefully be a long-term customer," said Vincent. The best advice she ever received was to work with intelligence and focus on excellence.

While growing up, her parents influenced her life greatly. "They have always supported me and given advice regardless if their advice was what I was wanting to hear or not."

Vincent is able to look back on her achievements with a sense of satisfaction. From induction into the National Honor Society during high school to becoming a wife and mother, she has accomplished a great

deal. In her career, she considers becoming a certified community lender her greatest achievement. "It is a designation which was created to professionalize the position of a community bank lender," she explains. "I earned this designation in 2005 and continue to retain it through ongoing education. This is recognized in five states and I was the 72nd person to earn it," she said.

Family time and being able to travel are very important to Vincent. "My favorite vacations have been taking a Disney cruise and traveling to Hawaii. This summer we are traveling to Santa Claus, Indiana with family and friends, a fishing trip to Montauk, Missouri with family and Disney World in Florida," she said. "In 2017, we are heading out on another Disney cruise."

The future, both personal and professional, is always on Vincent's mind. "What career paths will my children take? Will the world be a more peaceful place? Professionally, I will continue to work with customers to help them purchase, refinance or build their dream homes," she said. Although she would not mind being able to retire at age 55, Vincent would have no problem remaining in the work force longer. "I found something that I love to do and working allows me to continue helping others in the community." □

*Eric Woods can be reached at [ericw93@aol.com](mailto:ericw93@aol.com).*



PHOTO BY MARANDA POTTERF

## Stacey Vincent

- Title: Assistant vice president – mortgage lending, Hickory Point Bank and Trust
- Education: Associate's in business management from Lincoln Land Community College
- Family: Husband – Eric; Children – Mason and Isabel
- Favorites –**
- Movie: *Top Gun*
- Restaurant: Cheesecake Factory
- Band: Rascal Flatts
- Tidbits –**
- Enjoys scrapbooking
- Would like to travel to Australia
- Loved economics classes in school

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Carole Grigiski-Keating, founder of Boondocks.

PHOTO BY MARANDA POTTERF

## Small music venue, big success

By Colin Patrick Brady

You might not know it, but since 2011 Springfield has been home to a nationally acknowledged, award-winning music venue. Boondocks, located at 2909 N. Dirksen Parkway, was founded by Carole Grigiski-Keating. She runs it in conjunction with her husband Pat Keating, who books all the music, usually in the form of nationally touring performers.

Grigiski-Keating describes Boondocks as “a live music venue that primarily features country music acts – though we do dabble in rock music from time to time.” With a few exceptions, shows here are standing room only. There is a fully-stocked bar but food is not served.

The facility has steadily gained in popularity, to the point where they occasionally have run the risk of exceeding its maximum legal capacity of 900. “We are planning a construction project to expand the volume of the building,” Grigiski-Keating explains. In the meantime, some Boondocks shows have been moved to the Multi-Purpose Arena at the Illinois State Fairgrounds to make room for larger audiences.

Boondocks has an exciting docket of concerts on the horizon, including a date from the Turnpike Troubadors this fall. “We have a reputation for building up musical artists that are not so well known and acting as a springboard for up-and-coming acts,” she says, mentioning a recent show by “American Idol” graduate Scotty McCreery.

The venue recently won the prestigious Nightclub of the Year award from the Academy of Country Music. “It is a nationwide award,” Grigiski-Keating explains. “The club was nominated and voted in by others in the industry. Everyone in Nashville wants to play here or has played here. Acts from Iowa, Ohio, Missouri and Southern Illinois have come here to perform. It is a huge draw and must-see destination,” she says.

The venue, formerly known as Rock n’ Robin, had been a successful nightclub in its day so we decided to continue with that theme and convert it into a country western bar,” says Grigiski-Keating. Staff is largely drawn from friends and family who work as needed, depending on the size of the audience expected on a particular night.

Boondocks has also expanded into cyberspace, with email and text services aimed at keeping interested patrons up to speed on upcoming acts. A partnership with WFMB also helps raise awareness, with the radio station providing coverage of upcoming shows and assisting with ticket giveaways.

Above all, Grigiski-Keating credits the success of Boondocks to the club’s clientele. “We have a respectful crowd during our shows, lots of familiar faces are present and it is generally a family affair.”

For more information, visit [www.boondocksclub.com](http://www.boondocksclub.com). □

Colin Patrick Brady is a freelance writer from Decatur.

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# Just DoIT!

*A move toward digital transformation at the state level*

By Scott Faingold

Back in March, Governor Bruce Rauner and chief information officer for the State of Illinois, Hardik Bhatt, announced the impending formation of the new Illinois Department of Innovation and Technology (DoIT). Created under Executive Order 16-01, DoIT aims to consolidate all IT services in Illinois into one central agency. The proposal has received bipartisan support.

"Modernizing Illinois' technology by consolidating resources and services under a single agency will allow us to be more efficient while saving taxpayers money," according to Rauner in a public statement. "We are well on our way to providing quicker and more effective services to Illinois taxpayers and businesses. DoIT brings Illinois out of the technological stone age."

"We are on a digital transformation journey, and our vision is to provide Illinoisans high-value, customer-centric technology," Bhatt said in the same statement, which also noted that he was slated to be secretary designate of the new department. "The Governor's action and legislature's bipartisan support have created the Department of Innovation and Technology, which will allow us to accelerate



our modernization," Bhatt continued.

The Rauner administration began taking steps in 2015 to transform Illinois' digital services. For example, the Illinois Department of Financial and Professional Regulation (IDFPR) recently announced it has started migrating from paper-based license renewals to electronic-license renewals. Also, the Illinois Department of Corrections (IDOC)

has implemented the Offender360 program to reduce paperwork while improving the efficiency of Illinois' public safety workers.

"By enacting a paperless renewal process and shifting towards an electronic verification of licensure, we increase efficiency, reduce costs, and provide an overall better experience for our licensed professionals," said IDFPR Secretary Bryan A. Schneider in a

statement. "These changes will enhance our licensed professionals' experience and create a regulatory environment more conducive to strong economic growth and opportunity."

"Offender360 brings real transformation to the Illinois Department of Corrections," IDOC director John Baldwin said. "It allows us to track offenders digitally to provide real time information about their needs in a way that we have never been able to before. Offender 360 will allow us to create a more streamlined offender intake process and improve workflow for staff. As we continue to build on the system, we'll be able to share data with other human service and law enforcement agencies, which will reduce paper usage and give staff a more timely and better understanding of the offender's background."

DoIT also manages the Illinois Century Network, a service that creates and maintains high speed telecommunications networks providing reliable communication links to and among Illinois schools, institutions of higher education, libraries, museums, research institutions, state agencies, units of local government and other local entities providing services to Illinois citizens. □

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Sources: The companies.  
(Ranked by number of local employees.)

	NAME ADDRESS	PHONE (-) FAX (=) WEBSITE (www.) EMAIL	OWNER/ MANAGER	LOCAL FULL TIME EMPLOYEES	SERVICES OFFERED	YEAR EST.
1	MSF&W Consulting, Inc. 3445 Liberty Drive Springfield, IL 62704	217-698-3535 217-698=3593 msfw.com info@msfw.com	John Marucco and Darrell Stoddard	41	Custom application development, websites/web-applications, IT staffing, web accessibility, document management	1991
2	LRS Web Solutions 2401 West Monroe Street Springfield, IL 62704	217-793-3800 x1660 217-793=2112 LRSWebSolutions.com Jeff.Enlow@LRS.com	Jeff Enlow	25	Mobile-friendly business websites with custom designs, application development, content management, mobile apps, search engine optimization and creative services	1996
3	Hanson Information Systems, Inc. 2433 W. White Oaks Drive Springfield, IL 62704	217-726-2400 or 1-888-245-8468 217-726=3239 hansoninfosys.com info@hansoninfosys.com	Karen Pletsch - President, Raj Mohanty - Director of Operations	15	Cloud computing and application hosting, network design and installation, hosted exchange email solutions, website design and development, web hosting, offsite backup services, equipment procurement, IP and private network services, IT security solutions/ disaster recovery and business continuity	1997
4	King Technology, Inc. 3 N Old State Capitol Plaza Springfield, IL 62701	217-522-6700 kingtech.net kingtech@kingtech.net	M. Kay King	12	Network support, web development, custom programming/software development, geographic information systems, hosting services and video surveillance systems	1991
5	MCS 2657 W. Lawrence Ave. Springfield, IL 62704	217-698-9900 217-698=9902 thinkMCS.com info@thinkmcs.com	Jesse Coultas	7	Business IT support, websites, web development, fiber internet service, phones, disaster recovery, data center services and IT product sales	2003
6	KB Computer Consulting, Inc. 510 E. Apple Orchard Rd., Suite 103 Springfield, IL 62703	217-529-0108 kb-consulting.net karlb@kb-consulting.net	Karl L. Backs	6	Computer consulting, break fix, managed services, IT security (HIPPA/ PCI compliance), project management, hosted solutions, offsite backup solutions/disaster recovery and website development	2000
7	GoWeb1 1028 South Grand Ave. West Springfield, IL 62704	217-241-8554 goweb1.com theteam@goweb1.com	Mark Roberts, III	4	Website and software development, SaaS provider, graphic design, website hosting, domain name registration management, email/messaging/voice solutions	2005
7	Hupp Information Technologies, Inc. 20 Cottonwood Chatham, IL 62629	217-816-4877 217-679=4878 huppinfotech.com dhupp@huppinfotech.com	Dean Hupp	4	Computer consulting and project management	2001
8	EOS, Inc. 6900 Preston Dr. Springfield, IL 62711	217-241-6000 217-241=6001 eos-inc.us nmiller@eosinc.com	Neal E. Miller	3	Web hosting and design, email and domain services, online backup, AWS consulting	1995
9	Digitall Designs virtual	217-544-8633 866-701=3631 digitalldesigns.com info@digitalldesigns.com	Troy Freeman	2	Web development, design, marketing, consultation, web hosting, social media	2002
10	AnalyticL, Inc. 1553 Reed Ave. Springfield, IL 62704	217-638-2636 analyticl.com jon@analyticl.com	Jon Thomas	1	Digital product design (web applications, mobile apps), website design, website development	2013
10	O3 Consulting, Inc. 2016 S 4th St. Springfield, IL 62703	217-528-9803 o3internet.com carol@o3internet.com	Carol Kneedler	1	Internet marketing, website design and development, search engine optimization, email marketing, social media marketing, web project management	2007
11	e-websmart.com 130 South John Rochester, IL 62563	800-795=0824 e-websmart.com info@e-websmart.com	Michelle Tjelmeland	DND	Website design, social media management, SEO, graphic design	1999



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1	CDS Office Technologies 612 S. Dirksen Parkway Springfield, IL 62703	800-367-1508 217-753=4867 cdsofficetch.com Sales@cdsot.com	Jay and Mark Watson	65	Remote managed IT network service provider, wireless networks, public safety equipment, Cloud data storage, servers, voice communications, Hi-Def video conferencing, personal computers/laptops, digital signage, video surveillance, document/print management, copiers/printers/scanners and license plate recognition systems	1971
2	MSF&W Consulting, Inc. 3445 Liberty Drive Springfield, IL 62704	217-698-3535 217-698=3593 msfw.com info@msfw.com	John Marucco and Darrell Stoddard	41	Custom application development, websites/web-applications, IT staffing, web accessibility, document management	1991
3	AmeriCall Communications, Inc. 447 N. Walnut Springfield, IL 62702	217-522-2255 217-522=2257 americallinc.com mdenney@americallinc.com	Gene Dinardo, Melanie Patton, Joe Ushman	15	Phone systems, networking, security, structured cabling, fiber optics, hosted solutions	2001
3	Hanson Information Systems, Inc. 2433 W. White Oaks Drive Springfield, IL 62704	217-726-2400 or 1-888-245-8468 217-726=3239 hansoninfosys.com info@hansoninfosys.com	Karen Pletsch – President, Raj Mohanty – Director of Operations	15	Cloud computing and application hosting, network design and installation, hosted exchange email solutions, website design and development, web hosting, offsite backup services, equipment procurement, IP and private network services, IT security solutions/ disaster recovery and business continuity	1997
4	Windstream 739 South Fifth Street, Suite 300 Springfield, IL 62703	217-241-9965 217-241=9969 Windstreambusiness.com Angelynn.Newman@windstream.com	N/A	10	Advanced network communications empowering enterprise businesses with a reliable, scalable and secure network. A wide range of both data and voice customer premise equipment as well as Cloud (Storage, DRaaS, UCaaS and others)	1940
5	MCS 2657 W. Lawrence Ave. Springfield, IL 62704	217-698-9900 217-698=9902 thinkMCS.com info@thinkmcs.com	Jesse Coultas	7	Business IT support, websites, web development, fiber internet service, phones, disaster recovery, data center services and IT product sales	2003
6	KB Computer Consulting, Inc. 510 E. Apple Orchard Rd., Suite 103 Springfield, IL 62703	217-529-0108 kb-consulting.net karlb@kb-consulting.net	Karl L. Backs	6	Computer consulting, break fix, managed services, IT security (HIPPA/ PCI Compliance), project management, hosted solutions, offsite backup solutions and disaster recovery, website development	2000
7	Heart Technologies 1831 S. 11th Street Springfield, IL 62703	217-544-3100 heart.net sfeipel@heart.net	Sheila Feipel	5	Complete IT networking, phone systems, hosted voice, structured cabling, fiber optics, building wireless, nurse call/patient wandering, video surveillance, access control, fire and intrusion detection	1988
7	LRS Network Support 2401 West Monroe Street Springfield, IL 62704	217-793-3800 x1660 217-793=2112 LRSNetworkSupport.com Jeff.Enlow@LRS.com	Jeff Enlow	5	Technical support service for computers, servers, and networks assisting businesses with regular maintenance, remote monitoring, network installation, work station configuration, disaster recovery, email servers, computer repairs, data backup, server crashes and Microsoft Exchange issues	2008
8	GoWeb1 1028 South Grand Ave. West Springfield, IL 62704	217-241-8554 goweb1.com theteam@goweb1.com	Mark Roberts, III	4	Website and software development, SaaS provider, graphic design, website hosting, domain name registration management, email/messaging/voice solutions	2005
8	Hupp Information Technologies, Inc. 20 Cottonwood Chatham, IL 62629	217-679-4877 217-679=4878 huppinfotech.com dhupp@huppinfotech.com	Dean Hupp	4	Computer consulting with a specialization in education solutions for state governments	2001
9	EOS, Inc. 6900 Preston Dr. Springfield, IL 62711	217-241-6000 217-241=6001 eos-inc.us nmiller@eosinc.com	Neal E. Miller	3	Web hosting and design, email and domain services, online backup, AWS consulting	1995



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# Big city girl makes good

By Eric Woods

Sheila Feipel was born and raised in the central Illinois area but also lived in Paris for two years, where she studied at Universite de La Sorbonne, along with having spent three years in Chicago. “I have been a big city girl all of my life. When my husband asked if I wanted to move to Springfield, I asked him if it was Springfield, France,” she said.

Feipel and her husband moved to the capital city in 2000 and have enjoyed both the cost of living as well as the ease of parking, especially compared to bigger cities. She does feel Springfield has a lack of diversity and resists embracing change that could improve the city. Feipel belongs to Illinois Women in Leadership, Local First Springfield, Big Brothers Big Sisters, Catholic Charities, Downtown Springfield, Inc. and both the Springfield and Chatham Chambers of Commerce. She is also very proud to have created a women’s executive board comprised of female business professionals. “We meet once a month to help advance our careers and improve our personal lives.”

Law enforcement was Feipel’s first career dream, but she never did pursue it. Her first job was at a Dairy Queen. “I fibbed about my age so I could get a job there,” she admitted. She also recalls working at a Caterpillar factory during a time when the

union was striking, and the work there was not pleasant.

Feipel has been with HEART Technologies since January 2015. The company offers a large variety of services in the categories of IT networking, life safety, security, communications, infrastructure, and industries. Offices are located in East Peoria and Decatur, in addition to Springfield. “I manage the day-to-day operations of our Springfield facility, create a solid vision for the direction and growth of our office, and positively direct our dynamic sales team,” said Feipel. On August 11, HEART Technologies will have separate ribbon cuttings hosted by Downtown Springfield, Inc. and the Springfield and Chatham chambers with an open house directly following.

Throughout her life, Feipel has never believed in settling or just going with the expected. In her senior year of high school, Feipel found herself in need of one more AP course for college. Her preference was to take chemistry, but back then it was required that all boys take shop class while all girls took home economics. “All the adults around me – my parents, my counselor, teachers and administrators – while sympathetic, advised me to just take the home ec class and get it over with. But I fought it, and finally I went before the school board and plead my case.

I won, and was the first person in my family to attend college,” she said. “After that, those classes were no longer mandatory, but electives. I am proud that I helped open the door for the young ladies that followed me to have more choices.”

Feipel learned early in life – not only from school but also her career and relationships – to never settle for anything in life. “Never settle in choosing your career or your lifetime partner. I know so many people, especially women, who have settled in their relationships. Maybe that is why the divorce rate is around 50 percent in this country,” said Feipel. “I did not meet my husband until the age of 32 and after 18 and a half years of marriage we have not had one argument. We are best friends and have a 50-50 relationship. I wish this happiness to all couples.”

The only thing Feipel wants to know about the future is whether or not society will evolve to a point in which there is no discrimination and hate. Her own life after work has already been thought through. “In 10 years, I will be solidifying the last plans for my husband’s and my retirement on a sailboat in the Caribbean.” □

Eric Woods can be reached at ericw93@aol.com.



PHOTO BY MARANDA POTTERF

## Sheila Feipel

- Title: Springfield branch manager, HEART Technologies
- Education: Bachelor of applied science in French and literature from University of Illinois Champaign
- Family: Husband – Jonathan
- Favorites –**
- Hobby: Racquetball
- Movie: Lord of the Rings
- Restaurant: Maldaner’s

- Tidbits –**
- Speaks fluent French and limited Spanish
- Big fan of the U.S. Women’s National Soccer team
- Fond of dancing

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(Ranked by number of local employees.)

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1	CDS Office Technologies 612 S. Dirksen Parkway Springfield, IL 62703	800-367-1508 217-753=4867 cdsofficetch.com Sales@cdsot.com	Jay and Mark Watson	65	Remote managed IT network service provider, wireless networks, public safety equipment, Cloud data storage, servers, voice communications, Hi-Def video conferencing, personal computers/ laptops, digital signage, video surveillance, document/print management, copiers/printers/scanners and license plate recognition systems.	Panasonic, Lenovo, Konica Minolta, Lexmark, Sharp, Samsung, HP, Aruba, Barracuda, Asus, ShoreTel, Brother, Zebra, Havis, Gamber Johnson, Antenna Plus, Sierra Wireless, Cybernetics, Decatur Electronics, Garmin, Kaspersky, Lind Electronics, Microsoft	1971
2	SEA Group, Inc. 3901 Pintail Drive, Suite A Springfield, IL 62711	217-523-1717 seagrp.com info@seagrp.com	Joe Marchizza, Sean Brown	24	Voice/video telecommunications, video collaboration, telepresence, hardware software sales, design and support	Polycom, Mitel	1984
3	AmeriCall Communications, Inc. 447 N. Walnut Springfield, IL 62702	217-522-2255 217-522=2257 americallinc.com mdenney@americallinc.com	Gene Dinardo, Melanie Patton, Joe Ushman	15	Phone systems, networking, security, structured cabling, fiber optics, hosted solutions	NEC, Adtran, GEETEC, Hikvision, Axis, Samsung, Arecont, Speco	2001
3	Hanson Information Systems, Inc. 2433 W. White Oaks Drive Springfield, IL 62704	217-726-2400 or 1-888-245-8468 217-726=3239 hansoninfosys.com info@hansoninfosys.com	Karen Pletsch - President, Raj Mohanty - Director of Operations	15	Cloud computing and application hosting, network design and installation, hosted exchange email solutions, website design and development, web hosting, offsite backup services, equipment procurement, IP and private network services, IT security solutions/ disaster recovery and business continuity	Dell, HP, FortiGate, SonicWALL, Adtran, Plycom and Lynksys	1997
4	Windstream 739 South Fifth Street, Suite 300 Springfield, IL 62703	217-241-9965 217-241=9969 Windstreambusiness.com Angelynn.Newman@windstream.com	N/A	10	Advanced network communications empowering enterprise businesses with a reliable, scalable and secure network. A wide range of both data and voice customer premise equipment as well as Cloud (Storage, DRaaS, UCaaS and others).	Allworx, Mitel, Avaya and Cisco	1940
5	MCS 2657 W. Lawrence Ave. Springfield, IL 62704	217-698-9900 217-698=9902 thinkMCS.com info@thinkmcs.com	Jesse Coultas	7	Business IT support, websites, web development, fiber internet service, phones, disaster recovery, data center services and IT product sales	HP, Acer, Lenovo, Dell, Cisco, Barracuda Networks, Microsoft, Veeam, Nagios, Polycom, AT&T, Comcast and Windstream	2003
6	Heart Technologies 1831 S. 11th Street Springfield, IL 62703	217-544-3100 heart.net sfeipel@heart.net	Sheila Feipel	5	Complete IT networking, phone systems, hosted voice, structured cabling, fiber optics, building wireless, nurse call/ patient wandering, video surveillance, access control, fire and intrusion detection	Mitel, NEC, Heart, Cloud hosted voice, Cisco voice	1988
7	GoWeb1 1028 South Grand Ave. West Springfield, IL 62704	217-241-8554 goweb1.com theteam@goweb1.com	Mark Roberts, III	4	Website and software development, SaaS provider, graphic design, website hosting, domain name registration management, email/messaging/voice solutions	Alerts Made Easy, SMS Elephant (soon to be TextClubs.com), GoWeb1 Professional Services, GoWeb1 DIYG Self-Service	2005
8	Springtel, Inc. 6900 Preston Dr. Springfield, IL 62711	800-995-7769 217-241-6001 springtel.net dan@springtel.net	Neal E. Miller	3	Hosted phone system solution including unified communications. Local, long-distance and toll-free voice services.	N/A	2009

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Mark Roberts III, owner of GoWeb1.

PHOTO BY MARANDA POTTERF

# Alerts for the masses

## Alerts Made Easy prepares for large update

By Gabe House

Technology evolves constantly, a fact Mark Roberts III knows well. He founded GoWeb1 in 2005 as a website design and development service. The company's scope changed a bit when Roberts and GoWeb1 began to offer software solutions utilizing the cloud and SMS (text) messaging. SMS Elephant – a mass marketing messaging system – along with Alerts Made Easy, became their flagships.

Alerts Made Easy, launched in 2008, was the first “four in one” method of quickly communicating messages via text, phone, email and web for multiple purposes. The system is utilized by schools, private businesses and “basically anyone with contacts between 20 and 10,000 people,” according to Roberts, a Springfield native. “It's a cloud-based solution where the account owner can log in and dispatch multiple messages very quickly to their contacts whether they're school parents, employees wanting to know if they can come into work due to weather-related emergencies or for extra hour purposes. Any number of possibilities.”

It's quite likely you have been in contact with the service without realizing it. A phone call from your child's school prior to a blisteringly hot summer day notifying you of early dismissal is just one example.

Never one to rest on his laurels, Roberts said it's time for Alerts Made Easy to evolve, as the system has remained largely unchanged since its launch almost nine years ago.

“In the last year, we've been updating our software significantly,” Roberts said. “Our new rollout will allow for interactive messaging. That way, account owners can send out mass alerts, and users will be able to communicate back to the broadcaster.” One example Roberts mentioned was multiple-choice questions. An employer could send out an alert that essentially functions as an employee poll. Another case would be verifying the safety of employees during a natural disaster. “There can be open-ended questions

allowing users to answer back to the broadcaster,” Roberts said. “That's a major component of the upgrade.”

Another aspect of the upgrade is the addition of more data fields when setting up clients. Previously, Roberts said, an account owner might only have the option of setting up alerts with users based on a “first-name/last-name” database. While that may often work well, there can be times where more specificity is needed.

“We might have a property manager who may want to use ‘Store ABC’ as one channel and ‘Store CBS’ as another,” Roberts said. “This will allow for a lot more flexibility where users can set up systems for their actual work needs and workflows.”

The Alerts Made Easy update is expected to begin rolling out to its initial customers toward the middle of this month. By the end of August, Roberts said, they hope to begin full-tilt business development with clients, many of which are on a national level.

Though GoWeb1 and Alerts Made Easy are based in Springfield, the nature of web-based technology means Roberts isn't restricted to servicing only local clients – although he's quick to point out they do have local customers and are a huge proponent of supporting local commerce.

“With technology today, we can launch webinars and with clients we may never have actually visited,” Roberts said. “This industry allows you to have a national audience very easily.”

That said, a business must often have a physical footprint as well, and to that end Roberts said Springfield is an excellent place for a tech-heavy business thanks to its relatively low cost of living and influx of talented technological workers.

“The key is being able to find the right resources and talent, and I do see that happening in Springfield more so today than ever in the past.” □

*Gabe House is a freelance writer from Springfield.*

Obviously, when you have been in the technology business for thirty years, people expect you to write articles about technology. Maybe something about the newest, fastest, coolest wiz bang piece of hardware or software or development methodology? Or possibly something about ensuring that organizations do everything they can to standardize? Or how to use purchasing methods that save the most money?

I have found a very low-tech subject to be of most importance. For true success to all involved with information technology, I believe it is critical to take a fully “others oriented” approach to everything you do. Whether you are an IT department working to service your user area, or a tech firm working to service your clients, or even a computer user trying to service whomever your customers are, the key is to focus on the goals and challenges of your “others.”

Helping others accomplish their goals or overcome their challenges is not as easy as it sounds as it often conflicts with what we want for ourselves. IT departments can be more interested in simply implementing standards than truly helping their users. IT sales people and recruiters can be more interested in commission checks than what their clients truly need. Even computer users can care more about making their jobs easier than making their customer or citizen constituents happy.

To be truly “others oriented” we must have a strong work ethic. We also have to

be fully honest, especially with ourselves. We have to look in the mirror and be able to honestly say “I really am as hard working as anyone I know.” “I do things to truly benefit others....I don't do things for ME and tell myself it was for others.”

You have to be consistently and patiently others oriented for many years. At the same time, you have to study closely others who are also. The most ironic fact about living an “others oriented lifestyle” is that in the end who benefits the most from it is YOU!

*Jack Rooney has been dedicated to marketing information processing solutions in the Springfield/ State of Illinois area since 1986. After being the local marketing representative for larger national firms, he started Capitol Strategies in 1997. Capitol Strategies provides central Illinois public and private sector firms with IT consulting, staffing, and recruiting services primarily revolving around Microsoft custom application development efforts. They have recently branched out to providing state and local government vertical software solutions to other states including Texas, Alabama, South Carolina and others.*



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# Don't open yourself up to an attack

By Cheri Plummer  
Commercial lines sales agent, Lee O'Keefe Insurance Agency



Cheri Plummer

Cyber liability insurance coverage has been around for almost a decade, but a large number of professionals seem to know little about the potential impact a cyber attack could have on their business. Worst of all, cybercrime is increasing, and in fact, is one of the fastest growing trends in illegal activity.

It is important to mention that cyber insurance is not included in your general liability, although some such policies do include the most basic coverage when it comes to a data breach. It is a good idea to check with your agent as to the extent of your policy.

Essentially, cyber insurance is used to protect businesses and individuals from Internet-based risks and from risks relating to information technology infrastructure and activities.

Cyber coverage protects any content which would make your customers vulnerable, including birth dates, social

security numbers and credit card information. Most policies cover sensitive information associated not only with your customers but also your employees. We're not just talking about information stored on a drive or server; we're also talking about hard copies.

The reason for protecting against the destruction – or even worse, the theft – of such information is that a data breach can cost your business time, money and even its reputation.

If a breach does occur, businesses are required to notify their clients within a certain timeframe. You may even be required to provide customers with credit monitoring. As you can imagine, this can be very expensive if a large number of clients are affected. You may also be required to fix what caused the breach in the first place. On average, for every record stolen it costs the business \$188 to eradicate the problem. Even more alarming may be the fact that typically 28,765 records are stolen per data breach.

Is your business open to an attack? The simple and short answer is yes. You might not think so, but 71 percent of security

breaches target small businesses. Most businesses are susceptible to cyber attacks.

As a business owner, you owe it to your customers to be aware of the potential for a data breach and to make sure all of the proper steps are followed in order to protect the security and integrity of your business. First and foremost, make sure you have secure passwords and firewalls in place. Ensure your employees undergo sufficient training in the avoidance of cybercrime and breaches of data. It is vital to make informed decisions about the way in which your data is stored and even backed-up.


One of the most threatening aspects of cybercrime is that new ways in which to hack into systems, steal customers' credit card information or lift "secure" data, are being developed on an almost daily basis. Let's face it: criminals make a living from your customers' personal information.

One of the ways that consumers (your customers) are targeted is through phishing. Phishing is the activity of defrauding an online account holder of financial information by posing as a legitimate

company. Criminals also use devices on or near ATM machines or card readers and have even been known to photograph your card and watch for your pin as you type it in. Criminals have also been known to steal such data at the gas pump, too.

What are some effective ways to insure against such attacks so that if your company does come under threat you have the right tools to rectify the situation and cover the costs? Speak to your insurance agent and make sure they have a clear understanding of your business and the potential exposure. This way, they can provide you with the best possible methods of protecting you in the event of a data breach. Make sure they are knowledgeable about the product and are able to find answers to all your questions.

In the instance of a breach, you can take comfort in the fact that your policy provider will have cyber insurance specialists on staff to guide you through the claims process, help you provide the media with information in a timely manner and assist in making sure the breach doesn't happen again. □



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Owner: William Richards

Xact Specialty Cleaning  
1501 S. 9th  
220-4735  
Owner: Jamel Crowder

Jennifer Wellman Consulting  
2362 E. Grandview Ave  
993-2970  
Owner: Jennifer Wellman

David Brown LSAT Tutoring Services  
18 Tophill Lane  
720-3737  
Owner: David H. Brown

JR's Automotive Repair  
1605 East Keys  
638-0952  
Owner: Johnathan Reeves

VPA  
5130 East Loami Road, Chatham  
341-3849  
Owners: Sheri Vanover, Matt Vanover

LC Luxury Reflexology & Massage Spa  
1009 W. Ash  
502-0679  
Owner: Libin Chen

Mitchell Brown Real Estate  
3040 South Lincoln  
793-7644  
Owner: Charlotte O. Boehler

Hopkins Technical Service  
468 Cravens Road  
725-0765  
Owner: Glenn E. Hopkins

Red Canoe Photography  
11616 Orange Lane, Glenarm  
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Owner: Maurice Irwin Shallow

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4015 Sangamon Street, Curran  
618-660-9262  
Owner: Amanda M. Roe

Alluring Accents & Accessories  
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483-3297  
Owners: Robert Shotts, Deborah Shotts

Artisan Wine Direct  
2326 Lombard Ave  
891-6908  
Owner: Shelly Redpath

Pet-A-Groom  
1532 W. Jefferson  
698-6208  
Owner: Ian M. Evans

K&J Properties  
2153 East Monore Street  
679-5306  
Owners: Kendra M Gorens,  
Joseph A. Perry Jr.

Prairie Land Renovation  
214 E. Pine St.  
801-3639  
Owner: Terry "Jake" Gumm

Hank's Gym  
330 S. State, Rochester  
512-0159  
Owner: Hank Boehme

Straight Edge Paints  
2008 Cincinnati Ave  
503-7786  
Owner: Spencer Rodgers

All About Pets  
104 Argenta Drive  
638-1011  
Owner: Chad W. Rotramel

Dana Neff Floor Covering  
1000 East Kinzie Street #64, Riverton  
899-9751  
Owner: Dana Neff



**Stevenson Drive Pawn Shop**  
2223 Stevenson Drive  
414-0909  
Owner: Michael J. Young

VIG LAW: The Law Office of William L. Vig  
1100 South 5th Street  
241-5628  
Owner: William L. Vig

Iris Consulting Solutions, LLC  
168 Roanoke Dr., Rochester  
761-7265  
Owners: Stephanie J. Fuller, Shelby M. Fuller

Louis Day Enterprise Group  
1105 N. Ohio St.  
588-8068  
Owner: Louis D. Day

Simply Nuts  
2501 Wabash Ave.  
441-5806  
Owner: Todd Gordon

The Lex Advantage  
6704 Phlox Drive  
741-8039  
Owner: Sandy Lex

MenuGem  
27 Wildwood Rd.  
836-0276  
Owner: Ryan Fernandez

RayVon Window Cleaning  
401 W. North Street, Auburn  
438-3452  
Owner: Jacob A. Miller

SYD  
3602 River Road, Riverton  
653-6307  
Owner: Syed Rizvi

## Professional Women's Calendar of Events

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### Illinois Women in Leadership (IWIL)

IWIL will host a women's symposium from 7:30 a.m.-5:30 p.m. on Wednesday, September 7 at the Wyndham Hotel. This empowering full-day event will allow attendees to expand their professional and personal competencies and make relevant connections through networking. The registration fee includes admission to a variety of educational sessions and exhibits, plus breakfast, lunch, and a cocktail reception. The keynote speaker will be Stacey Hanke, co-author of the book "Yes You Can! Everything you Need from A to Z to Influence Others to Take Action." Register at [www.iwil.biz](http://www.iwil.biz) by July 31 for an early bird discount.

### Women Entrepreneurs of Central Illinois (WE-CI)

WE-CI will hold its August meeting on Wednesday, August 10 from 11:30 a.m.-1 p.m. at Engrained. Donna Rogers will be speaking on "HR for the Growing Business." The cost for the meeting is \$15 for members, \$10 for guests and \$20 for walk-ins. Make reservations at [www.we-ci.org](http://www.we-ci.org).



To have your event added to the Women's Calendar of Events, please fax your information to 217-753-2281 or e-mail to [info@springfieldbusinessjournal.com](mailto:info@springfieldbusinessjournal.com)



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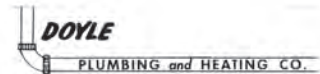
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## RESTAURANT REVIEW



Customers enjoying lunch at The Feed Store.

# The Feed Store

By Thomas C. Pavlik, Jr.

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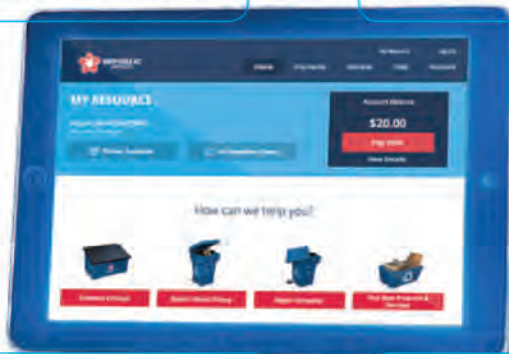
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When *Springfield Business Journal* last reviewed The Feed Store in 2005, it was a bit of a mixed review. Over time, opinions can change, however. We decided another visit was in order.

A lot has changed downtown since then, but one constant has been The Feed Store. With the departure of so many downtown state jobs, many of its competitors have closed up shop and moved on. Not The Feed Store – it keeps chugging along.

In case you didn't know, The Feed Store is one of President Obama's favorites when in town. Not everyone might consider this a good thing – but it's obviously been good press and publicity for the restaurant.

Perhaps that explains why, during some of our recent visits, we've seen a steady stream of tourists stopping by for lunch. You can't miss them – they're the ones who are usually somewhat befuddled by The Feed Store's unique ordering and seating process.

If you've never been to The Feed Store before, the procedure goes something like this: upon entry, diners line up against the wall and wait to place their orders with a staff member. If ordering for take out, proceed straight to the front of the line to place your order. Menus are displayed on the wall, and there's a rotating list of daily soups. Get there late and the more popular soups are apt to be sold out.

As we cautioned in 2005, it's only polite to figure out your order before you get to the front of the line – that's why there are prominently displayed menus aplenty before you get there.

After ordering, diners are given a ticket stub and shown to a table by the staff. Staff frowns upon those who try to

grab a table in advance.

The Feed Store's menu doesn't appear to have changed much in the past decade. It's comprised largely of soups, salads and a variety of sandwiches. There are plenty of vegetarian offerings for those so inclined. One new entry into the lineup is the Prairie Turkey (\$6.50- smoked turkey breast, gouda, lettuce and thousand island dressing on a croissant).

All sandwiches can be ordered with your choice of bread and cheese and come with a dill spear and orange slice. Croissants and baguettes cost an extra .75 cents and .50 cents, respectively. Chips cost an extra .75 cents, while a whole dill pickle costs \$1.25.

Perhaps the easiest order is the daily "No Choice." It costs \$8.25 and consists of a sandwich, cup of soup and a beverage with no substitutions allowed whatsoever.

In addition to the standard sandwiches, notable options included the Lox-ness Monster (\$6.50, smoked salmon on toasted bagel with cream cheese, capers and red onion), the Local Hero (\$6.50, turkey or ham, with Swiss, Colby, lettuce, tomato and red onion on a toasted baguette), and the Plaza salad (\$4.95, luncheon sized salad with Boston leaf lettuce, parmesan, dried cherries, sliced red onion and croutons).

And, of course, there are The Feed Store's soups – a rotating cast of characters. Although there's a preponderance of cream- or potato-based soups, you are bound to find something to your liking.

My guest and I arrived on a rainy day around 11:30. Refreshingly, The Feed Store was not quite into the swing of things yet and it was nice and quiet. However, as the noon hour approached so did the crowd





PHOTO BY MARANDA POTTERF

– bringing with it a dull roar that made a serious discussion something of a chore. We estimated that a majority of our fellow diners were tourists while the rest were downtown workers. The Feed Store also had a steady stream of takeout business. Décor seemed stuck in the early 1990s and could use some updating.

We decided on the tuna fish salad sandwich on white (\$5.25), the Unholy Cow (\$6.95, roast beef, hard salami, Colby, cheddar and onion on a baguette), a bowl of the beef barley Soup and the macaroni salad.

The beef barley soup was my favorite. Although perhaps more suitable for a cold winter day, its flavorful broth was packed with copious helpings of barley and beef. Good stuff.

My guest adored her macaroni salad. Her only complaint – it’s a seasonal dish that’s only available during the summer.

My Unholy Cow was a pleasant combination, with the red onion offering a

nice taste component. The baguette offered some tooth and the meat helpings were on the generous size.

The tuna salad sandwich was reported as just perfect for a blistering hot summer day – not too much mayo with just the right relish-egg-tuna ratio.

When it is time to pay, diners line up at the cash register. When it’s crowded, this can be a bit of a pain in the neck – especially for a business lunch. Same with the food delivery – every order comes out delivered by a staff member calling a ticket number. It’s hard to have a serious conversation when you’re keeping an ear and eye out for your order.

If you’re looking for a more creative lunch, you’ll want to go elsewhere. However, for a satisfying (if somewhat staid) lunch, maybe it’s time to revisit The Feed Store. □

*Thomas C. Pavlik is an attorney with Delano Law Offices, LLC, in Springfield.*

### THE FEED STORE

516 East Adams, Springfield  
217-528-3355  
Find The Feed Store on Facebook  
Mon – Friday, 11 a.m. to 3 p.m.  
Wheelchair Access: Yes  
Credit Cards: Yes

Atmosphere: ★★★3/4  
Service: ★★★3/4 (not well suited for a business lunch, but friendly)  
Food: ★★★★★ (satisfying but not too exciting – soups are excellent)  
Price: ★★★★★ (good value)  
Suitability for Business Lunch: ★★★★★ (not ideal, but it’s a Springfield staple)  
OVERALL: ★★★★★

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Security Bank announces expansion of commercial banking

Security Bank has announced the addition of Todd A. Howe to the commercial banking department. Howe's arrival expands the department to six individuals. He joins Security Bank with 22 years of broad banking experience in which he has developed a strong following for his commitment to taking care of clients. Howe will work from the downtown location at 510 East Monroe Street, Springfield and is available to serve business customers



Todd A. Howe

through a broad range of services, including commercial term loans and lines of credit. Eloise L. Mackus, president and chief executive officer of Security Bank, commented, "We are excited that Todd has joined our team of talented professionals whose goal is to make each customer important. I look forward to working alongside him." S. Paul Antonacci, first vice president, commercial banking, added, "Todd brings a well-rounded background in exemplary customer service. His base of banking knowledge extends beyond lending, which is a nice fit into Security Bank's relationship approach to commercial banking."

**Cotner appointed to IBA technology and operations committee**

Robert Cotner, senior vice president of bank operations and information technology at Town and Country Bank, was recently appointed to the Illinois Bankers Association (IBA) 2016-2017 technology and operations committee by IBA president and CEO Linda Koch. As a member of the committee, Cotner is charged with staying current on the latest strategies and emerging issues regarding information technology and operations; assists with increasing awareness, knowledge and understanding of operational and risk management challenges; existing and future technology needs in the banking industry; advises and helps formulate the technology and operations track at The ONE Conference, online and classroom-based educational programs.

R. Mark Mifflin Becomes President of Statewide Defense Attorney Association

R. Mark Mifflin of Giffin, Winning, Cohen & Bodewes, P.C. in Springfield was installed as president of the Illinois Association of Defense Trial Counsel (IDC) at the organization's 52nd annual meeting, held on June 24. Mifflin has served as a member of the IDC executive committee for the past four years and previously served as a member of the organization's board of directors and is a three-time recipient of the IDC President's Award. Mifflin's experience covers complex civil litigation and represents several insurance companies and their insureds in a variety of contexts, both personal and commercial. These matters involve issues as diverse as personal injury defense, commercial defense and coverage questions.



R. Mark Mifflin

Three employees celebrate service anniversaries at Hanson



Lee Bloome, P.E., Sara Branson, Josh Couey, E. I.

Three employees at Hanson Professional Services Inc.'s Springfield headquarters recently celebrated milestone service anniversaries with the firm. Lee Bloome, P.E., and Sara Branson have been with the company for 10 years and Josh Couey, E.I., has worked for Hanson for five years. Bloome, a civil engineer, joined Hanson in 2006. He designs water and wastewater infrastructure, such as water distribution extensions, sanitary lift stations and water booster pump stations, stormwater treatment and detention, elevated tanks and stormwater collection systems. Branson, a technician, also joined the firm in 2006. She has provided computer-aided design and drafting (CADD) services for roadway, subdivision and site design projects. She works across all of the company's engineering disciplines to provide contour analyses, intersection design studies and structural plans for buildings, bridges, culverts, steam tunnels and retaining walls. Couey, an electrical designer, joined Hanson in 2011. He has designed lighting, fire alarm and smoke detection systems for projects, including the widening and reconstruction of a 22-mile section of Interstate 90 (Jane Addams Memorial Tollway) in Boone, McHenry and Kane counties, Prairie Capital Convention Center addition and renovation, Lincoln Land Community College Capital City Training Center, Springfield Clinic 1st - 900 Building and Springfield Rail Improvements Program, all in Springfield; and Glenwood Elementary School addition in Chatham. He earned a bachelor's degree in architectural engineering from the Milwaukee School of Engineering in 2011 and is a licensed engineer intern in Illinois. □



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**Memorial employees donate nearly \$282,000 to annual campaign**

Memorial Medical Center Foundation’s 28th annual employee giving campaign raised nearly \$282,000 to improve the lives of patients and co-workers throughout Memorial Health System. MASH (Memorial Annually Supports Health) is the foundation’s second largest annual fundraiser. MASH donations support patient care, education, employee and patient assistance and clinical research at Memorial. A total of 887 employees gave \$281,760 during the one-month campaign. More than \$4.8 million has been raised through MASH since its inception in 1989.

“Our employees are amazing. They provide great healthcare and related services to our patients and their families. They are truly compassionate and generous,” said Elena Kezelis, executive director of Memorial Medical Center Foundation.

This year, employees designated more than \$151,000 to specific departments, units, affiliates and funds, such as cancer patient assistance or SystemCare, which provides financial support to Memorial employees who experience a personal emergency. Approximately \$130,000 was left unrestricted for health-related grants awarded by the foundation. Four of Memorial Health System’s seven affiliates – Memorial Medical Center, Memorial Physician Services, Memorial Home Services and Memorial Behavioral Health – participate in MASH.

**Braner named director of Memorial’s comprehensive stroke center**

Ryan Braner has been named director of the comprehensive stroke center and associated neurosciences programs at Memorial Medical Center. Braner earned a master’s degree in nursing and family nurse practitioner degree from Southern Illinois University in Edwardsville. He received his bachelor’s degree in nursing from Southwestern Oklahoma State University. Braner joined Memorial Medical Center in 2009 as a bedside nurse. He previously served as a cardiovascular operating room nurse and as manager of cardiovascular clinical programs and quality outcomes. He is a board-certified family nurse practitioner and is a certified Lean Six Sigma green belt.

**Andrew Bland, MD appointed to Agency for Healthcare Research and Quality Standing Working Group**

Andrew Bland, MD, chief medical officer and chief quality officer of HSHS Medical Group has been appointed to the Agency for Healthcare Research and Quality (AHRQ) Standing Working Group panel to review and formulate quality indicators in health care. AHRQ has developed an array of health care decision-making and research tools that can be used by program managers, researchers, and others at the federal, state and local levels. Quality indicators are measures of health care quality used to highlight potential

quality concerns, identify areas that need further study and investigation, and track changes over time. Carl Asche, PhD, MBA director of the center for outcomes research at University of Illinois College of Medicine at Peoria says, “Dr. Bland is well-suited for this opportunity given his excellent clinical skills, academic credentials, research experience, strategic planning and team building.”

“We are proud of Dr. Bland and his commitment to high quality, patient-first care in our communities,” says Melinda Clark, HSHS Medical Group chief executive officer. “His nomination to the Standing Working Group is a well-deserved recognition for the care and dedication he has shown patients throughout his career. We look forward to seeing his continued contributions to health care quality at HSHS Medical Group and at the national level with AHRQ.”

**SIU Med School joins national precision medicine initiative**

Patients of SIU HealthCare will soon have the opportunity to participate in one of the largest prospective studies of health and illness ever attempted in the United States. Southern Illinois University School of Medicine has joined the national Precision Medicine Initiative, which was announced by President Obama in 2015 and is led by the National Institutes of Health. It aims to enroll 1 million or more volunteers to follow their health over time and improve medicine’s ability to prevent and treat

disease based on individual differences in lifestyle, environment and genetics. “The data collected will help physicians and scientists examine how genetic, lifestyle and environmental standards influence health, which can help doctors prevent and treat illnesses,” said Wiley Jenkins, PhD, associate professor of in the department of family and community medicine and science director of the population health science program at SIU School of Medicine. The goal of the Precision Medicine Initiative “is to bring us closer to curing diseases like cancer and diabetes, and to give all of us access to the personalized information we need to keep ourselves and our families healthier,” according to the NIH. SIU School of Medicine is part of the Illinois Precision Medicine Consortium Cohort Program, which comprises Northwestern University, University of Chicago and the University of Illinois at Chicago. The Illinois Consortium is one of only four collaborations the NIH selected to receive a grant to recruit patients. The Illinois program’s five-year budget is approximately \$45 million, pending the availability of funds from the NIH. SIU School of Medicine is projected to receive more than \$2 million over five years to recruit nearly 13,000 patients from diverse ethnic, social and economic backgrounds. NIH hopes to meet its 1 million enrollment goal by 2020. SIU’s involvement will ensure that recruitment is a statewide endeavor that includes rural areas, which are an NIH priority population. □

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# Notorious RBG and judicial ethics

By Thomas C. Pavlik, Jr.

Justice Ruth Bader Ginsburg (sometimes dubbed Notorious RBG in ironic reference to slain '90s gangster rapper The Notorious B.I.G.) recently made headlines for her comments regarding Donald Trump's campaign. Ginsburg is known as a liberal stalwart of the Supreme Court, so I was struck when even the editorial page of the *New York Times* excoriated her comments.

For those of you who somehow missed it, Ginsburg made a series of critical comments regarding Trump, which included calling him a "faker," stating that she couldn't "imagine what the country would be" with Trump as president, and commenting that she'd move to New Zealand if Trump were elected.

So what's the dust-up all about? Historically, the justices of the Supreme Court have not strayed into politics. Sure, the late Justice Antonin Scalia went on a paid hunting trip with Vice President Cheney during the pendency of litigation involving the White House, and Justice Sandra Day O'Connor was heard on TV lamenting the

possibility of an Al Gore presidency. But in recent memory, I don't think any active justice has waded so forcefully into the political process. And for good reason – the Supreme Court's greatest asset is its integrity and the public's trust.

Almost all judges, whether state or federal, are subject to a code of judicial ethics. Federal judges must adhere to five "canons": (1) they must uphold the integrity and independence of the judiciary; (2) they should avoid impropriety or the appearance of impropriety; (3) they should perform their duties fairly, impartially and diligently; (4) they should not engage in extrajudicial activities that are inconsistent with their judicial obligations; and (5) they should refrain from political activity.

Why, then, was Ginsburg not subject to immediate sanctions for violating that fifth canon? Believe it or not, Supreme Court justices are not bound by those canons. Chief Justice John Roberts has explained to Congress that the Supreme Court is different than any other federal court. Our

Constitution created the Supreme Court and then gave Congress the power to establish other federal courts. In establishing those lower courts, Congress created the Judicial Conference (comprised of federal judges) to set policies for those lower courts, including establishing the five ethical canons. But the Judicial Conference was not given power to regulate the Supreme Court. Accordingly, the canons don't apply to the Supreme Court.

All of that being said, Roberts has been on record as saying that the justices "voluntarily" follow the canons and that they "consult" the canons, which "play the same role" for the Supreme Court as they do for the lower federal courts. He's been further quoted as saying that the justices rely on their own "constant vigilance and good judgment."

Based on Notorious RBG's recent comments about Trump, it would appear that she exercised poor judgment and little vigilance. As I said, when even the *New York Times* cries foul, you know that there's a problem.

But even before this most recent episode,

there have been other incidents where the public has called the process into question or where unhappiness has been expressed with voluntary compliance. So, from time to time, various politicians have called for the Supreme Court to formally adopt a binding code of ethics. So far, the Supreme Court has resisted those calls. Perhaps in response, Congress even introduced a Supreme Court Ethics Act which, while garnering a large number of co-sponsors, has failed to pass. Without going into the details, it's an open legal issue whether Congress can legislatively enact a code of ethics that would bind the Supreme Court. It remains to be seen if we will see renewed calls for a formally binding code of ethics for the Supreme Court. For now, however, things remain the same.

In short, that's why Ginsburg likely won't face discipline and will be able to get away with an apology of sorts.

What about our Illinois judges? They, too, are subject to a code of judicial conduct. If you're interested, you can find it here: <http://bit.ly/29MD5Bv>.



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PHOTO BY STEVE PETTEWAY

Because most judges in Illinois are elected (rather than appointed), our code of judicial conduct is quite expansive and covers a whole host of issues involving elections. Unlike most politicians, Illinois' judicial ethics rules severely limit what can be said and done in a judicial election. For example, the rules prohibit a judicial candidate from specifically commenting on their views on legal issues and from making personal attacks against an opponent. That's why judicial elections are quite tame when compared to the recent round of legislative elections.

Those paying attention have almost certainly asked themselves what happens when a judge violates the ethical rules. In the federal courts, a formal complaint must be lodged with the clerk for the court in which the judge was appointed. The chief judge of that court is then charged with investigating the complaint and making a determination. Yep – that's right, judges are in charge of judging their brethren.

Complaints against Illinois state court

judges are filed with the Judicial Inquiry Board. Unlike the federal system, the board is comprised of a mix of judges, lawyers and public members. Complaints can be made anonymously.

Whether we agree with a judge's ruling or not, it's vitally important that we all believe that the administration of justice is fair and impartial and that our judges act with the utmost integrity. Given recent events, it certainly appears that (at least with the Supreme Court) there's cause to question whether the public has faith in the institution. A formal and binding set of ethical rules for the Supreme Court should go a long way to restoring that faith. □

*Thomas C. Pavlik is an attorney with Delano Law Offices, LLC.*

*Have a legal question? Email Tom and Sarah Pavlik at [sdpavlik@delanolaw.com](mailto:sdpavlik@delanolaw.com) and they may be able to address the issue in our legal column.*

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# Dark times – with light on the horizon

By Scott Faingold, associate editor

**Part one: The sting of the stalemate**

On June, I had the privilege of attending “The Impact of the Impasse,” a panel discussion concerning, as the title suggests, various consequences of the extended Illinois budget stalemate. The budget is a subject which, by this point, is as tedious as it is crucial – particularly here in Springfield, where the governor and speaker have enacted their joint non-event over the course of what seems like the last several thousand years.

The discussion was presented by the Chicago-based Better Government Association, hosted by the Sangamo Club and broadcast on WMAY. Listening to it was equal parts enlightening and depressing, with representatives of St. John’s Hospital, the NAACP and other state and local organizations simultaneously lamenting and putting a brave face on their various plights, all exacerbated due to the lack of state funds.

Of course, the stalemate was broken on June 30 with the passage of a stopgap budget to take the pressure off of an exhausted Illinois, at least for the time being. Still, reverberations from the extended impasse, along with uncertainty of life beyond the stopgap, have created an uneasy state.

“Folks are certainly glad there’s a stopgap budget,” said Springfield Chamber of Commerce president and CEO Chris Hembrough in a recent conversation. “The other thing that I’ll hear, though, is concern about how long it’s going to take for there to be some compromise in order to get a longstanding budget in play after we get through the November elections.”

As for the issue of whether Governor Rauner or Speaker Madigan is more to blame for the dire situation, Hembrough reports that in his experience such discussions seem to be moot. “What I’m hearing is that this has really become a nonpartisan issue - as my dad used to always say, you know you’ve reached a real good compromise when nobody is happy. The consensus is that there’s enough blame to go around but let’s get down to the kinds of necessary compromises to get our state back up and running to help create a business-friendly environment.”

Hembrough went on to relate conversations with area businesspeople expressing a lingering leeriness about “diving into the deep end of the well when it comes to capital investment and things of that nature because there’s still this cloud of uncertainty.”

“We are in a holding pattern,” he continued, mentioning that he has heard more than one person compare the condition of their business interests to a medical patient who’s been sick for months without receiving a satisfactory diagnosis. “It gets to the point where they’d rather have a bad diagnosis, because at least they can make a plan and start moving forward.”

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*“...let’s get down to the kinds of necessary compromises to get our state back up and running to help create a business-friendly environment.”*

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– Chris Hembrough

Make no mistake, the current economic diagnosis is plenty bad. “The folks who initially felt the impact were the ones who had direct contracts for services with the state,” Hembrough said. “But over time, that trickle-down effect has gotten down to where people who have a home repair business or a remodeling business are saying that a year ago they were doing really well and were excited about the future but it’s gotten more and more quiet.”

**Part two: We’re number one!**

At least one segment of the workforce in Springfield has reason to stand up and cheer. Earlier this month, New York-based personal finance and technology company SmartAsset released its annual list of “Top Ten Best American Cities to Work in Tech” care to guess who was number one? Here’s a hint: It starts with Spring, ends with Field and is located in Illinois.

Admittedly, this information seemed a little suspect on its face, but SmartAsset’s vice president of content, AJ Smith, assures me the books have not been cooked. “As we know, traditional tech hubs like Silicon Valley and San Francisco and New York are very expensive places to live,” she explained during a recent telephone chat. “But is it worth it to live in these places? Yes, there are these great jobs, but it’s so expensive.”

The objective of the research is to find better places for tech workers to, in the words of Smith, “go and live a nice life and be able to make a good living and meet your other financial goals.”

The study looked at the percentage of the city’s population employed in tech; the ratio of these workers’ salaries compared to the average salary across all jobs in a particular city; the cost of living in each city; the unemployment rate for workers with bachelors degrees in that city; and finally, the median income for tech workers.

Using these factors, Springfield this year moved from number three to number one, improbable as that seems. “The cost of living in Springfield is 11 percent below the national average, but the median tech salary was still very high at \$83,520,” explained Smith.

I also spoke with Valerie Gadjali, who works in the Springfield market as an implementation consultant for Colorado-based software company Fast Enterprises, and her experience seems to bear out the SmartAsset verdict. “I do make good money,” she said, pointing out that Fast does offer a cost-of-living adjustment for those living in more expensive places.

Financially, things are good for Gadjali in Springfield, although she finds there are challenges as well. “Downtown, there’s not a lot to do if you don’t drink – lots of bars and not too much else.” A fan of rock climbing out west, Gadjali was disappointed with a rock-climbing facility she saw advertised when it turned out to be just a couple of walls with rocks embedded in them. “Since I’ve been here, I’ve been trying to come up with a lot of indoor hobbies.”

I guess you can’t have everything. □





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