



Greenlee Clarion

April 2015

Vol. 2, No. 4

World Class Customer Service

by Ákos Kovach

Where is Greenlee County? This is a question often asked of Greenlee County ambassadors as they travel the state. Where is Clifton? Where is Duncan? You have a golf course? And yes, this gets frustrating.

The old attitude was to 'let sleeping dogs lie', but the new Board of Supervisors are eager to change for the better. We all agree on the need for new residential housing; a hotel with meeting space and many also hope we can attract a fuel station that can accommodate big trucks as well as the traveling public while offering convenience products and an additional restaurant.

But just as in life, business must take one step at a time. We need to be certain of our best choic-

Remember: The Circus is coming
April 16

Classes will be held April 7, 14, 21
in Morenci

es, finding like-minded investors, and generating the best possible image for visitors and travelers to take home with them after spending a little time in Greenlee County.

Enter the Small Business Development Center. After much planning a 6 hour training workshop has been developed and classes organized to position Greenlee County as the home for World Class Customer Service.

Just think if all cashiers, all receptionists, all wait staff, etc. throughout the County did all the things that leave a positive and favorable impression on each and every tourist and visitor?

The results would be instantaneous. Happy customers chat-it-up on Twitter, Facebook, Instagram,

[Click here to read more](#)

Renew - Refill - Repurpose

by Akos Kovach

There is a rhythm to the hustle and bustle created by positive activity. It flows along like a river bringing life-giving renewal.

Yes, there are some classic old structures worth saving and restoring as long as there is a demonstrable way to sustain the maintenance and even more important have a use for the building.

And beyond saving old buildings there is the ever-present request for a truck stop, but the reality is even with impressive traffic count figures tallied by ADOT (over 800 trucks on average per day, over 8,000 vehicles on average per day along SR 191 through Clifton) what we can truly expect to attract is a large fuel station, suitable to handle big

rigs but generally one designed to accommodate the traveling public while also providing convenience shopping, and a nice place to enjoy a meal.

Thinking BIG and planning outside the comfort zone of "it's always been this way" can be uncomfortable, like stretching out a new pair of shoes so they fit better. But finding new uses for your favorite old movie house or five and dime stirs up old memories which can cloud the vision for opportunity. This is why the planning and discussion phase of Growing Greenlee is so very important.

Everyone sees a need for more housing, and happily contractors are currently in the process to buy land and build homes.

[Click here to read more](#)

Greenlee posts state's biggest population growth

by David Bell editor@eacourier.com

Posted March 31, 2015

SAFFORD — Copper is king when it comes to driving population growth in Arizona.

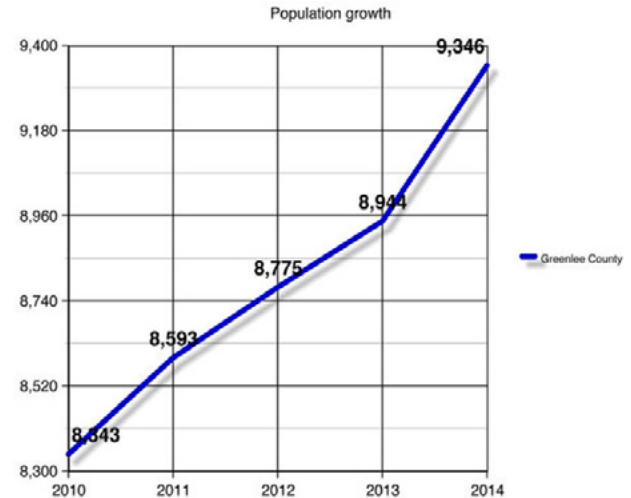
Greenlee County posted the highest population growth in the state, climbing 4.5 percent in 2014. Meanwhile Graham County also grew, though by a much more conservative 1 percent during the same time period.

That's according to population estimates released by the U.S. Census Bureau Thursday.

Greenlee County's estimated population was at 9,346 as of July 1, 2014, up from 8,944 in 2013. Second to Greenlee in growth was Pinal County, at 2.8 percent thanks to 10,000 new residents.

Greenlee County population

Greenlee remains the least populated county in



the state, more than half the size of the second smallest, La Paz County, at 20,231. But unlike Greenlee, La Paz lost population, about 5 percent, from 2013.

Also losing population were Apache (0.05 percent), Cochise (1.8 percent) and Santa Cruz (0.9 percent) counties.

Graham County's population is estimated to have

[Click here to read more](#)

Editors note: According to Arizona Department of Administration Agency (ADOA) Greenlee County had a population of 10,913 as of July 2014.

Duncan High School to host Arizona 8 man All Star Game

Dozens of Arizona's top 8-man high school football players once again converge on Duncan June 3-7 for the annual Class 1-A State Football All-Stars Game.

Players will be accompanied by their coaches and families. This is the second time Duncan High School has hosted this prestigious event. The players, representing high schools across the state, will be assigned to two opposing teams.

Practices will be held on Thursday and Friday, the All Star game will be played at 6:00 pm on Saturday, June 6th, on the Duncan High School Football Field. The public is invited to observe the practices as well as to attend the big game. PTA official Dustie Robinette noted, "There will also be a passing tournament that will take place on Saturday. We hope some of the 11 man players from the area

join in the fun." The tournament will consist of

[Click here to read more](#)

Upcoming activities in Greenlee County - come grow with us!

APRIL

- 4/7, 4/14/ & 4/21—World Class Customer Service Workshops, SBDC in Morenci
- 4/11 7-10 am, Bird Identification "Walkshop" at Gila River birding sites in Duncan. Led by Homer Hansen, southwest region bird expert. Meet at Simpson Hotel, 116 Main Street, Duncan. Small donation requested.
- 4/16 Culpepper & Merriweather Circus, in Morenci, sponsored by the Greenlee County Chamber of Commerce
- 4/17 "Are You New to Medicare" @ Clifton Library 10 a.m. Free individual appointments after meeting - to schedule one call 928-865-2461
- 4/25 10 am to 12:30 pm, "Local Genius: Launching or Expanding Your Business Serving Visitors" workshop with Kimber Lanning of Local First Arizona and Karalea Cox of Southern Gila County Economic Development Corporation. Tyler's Taste of Texas, Coronado Blvd., Clifton. Second of four workshops. All ages welcome; no charge.

MAY

- MAY 5/2 Clifton Splash Park Grand Opening on Park Ave. in Clifton

Javelina Chase recap



There is more to show and say about the recent Javelina Chase cycling event than it is possible to get into a newsletter.

Fortunately, a blog is virtually limitless, so we have put lots of information about the event onto the Growing Greenlee website so you can enjoy the event again, or if you missed it, for the first time.

John Lieberenz writes that he believes the event will draw more collegiate, elite and pro level rides and less leisure riders as it progresses. But having said that, he added that all riders will be welcomed.

[Click here to see lots more](#)

Boy Scout triathlon set to return to Pima

By Jon Johnson jonj@eacourier.com
Posted Feb. 24, 2015

PIMA — The stage is set for the 25th annual Grand Canyon Council Coronado District Jim Brinkerhoff Varsity Triathlon.

The event — which is the largest Boy Scout triathlon in the nation — recently received approval to once again be held in the town of Pima.

At its Feb. 3 meeting, the Pima Town Council unanimously approved the use of its pool, streets and law enforcement and other town employees for the event, which nearly doubles the town's population during the event weekend. The town is reimbursed costs by the Boy Scouts through registration fees for the event.

This year, the race will be held April 18, beginning at 7 a.m. A check-in and dance will be held the evening before the race from 5 to 9:30 p.m. at The Church of Jesus Christ of Latter-day Saints' meeting house parking lot at 50 South 100 West.

Boy Scout representative Mallene Elicio addressed the council during its meeting and thanked them for their previous sponsorship of the event.

[Click here to read more](#)

Reading Nook News

by Karen Soohy

Are you an avid reader? Want to find out more about what kind of books are being offered in the literary world?

When you go to the Greenlee County Library website (<http://www.greenleelibraries.org>) and click the State Wide Database link on the left side you can find a data base that is very useful.

Remember this is available on any home computer by entering a library card number. If you don't have a card, come to the library to get yours. They are FREE!!! This article will talk about the Books and Authors button on the page.

Books and Authors lets you explore published books at a whole new level. You can browse by Authors, Titles, Genres, Award Winners, Expert Picks and also a category called Who? What? Where? When in which you can put in a type of character, time period, location and story type and it will recommend books that fit that profile for you.

The database even previews upcoming books and also allows you to create an account so you can review books with your opinion. This account will let you save a book list so you can have all your favorite searches in one place, too.

[Click here to read more](#)

Greenlee County will be able to network statewide

Greenlee County will be hosting a unique monthly eLearning Networking event presented by the Greater Arizona eLearning Association.

These informal AfterHours networking opportunities take place from 5:30 - 7:30 p.m at eLearning or related organizations. The agenda generally includes networking, a short welcome from the hosts and GAZeL, a tour of the host facilities, refreshments and more networking. No other program or presentation.

The local event will take place April 22 in the Board of Supervisors meeting room at the Courthouse in Clifton.

What makes these events unique?

What makes these opportunities unique is that there will be simultaneous networking events in Tucson and Phoenix on the same day and time.

While attendees will be networking face-to-face in the city of their choice, they will also be able to meet colleagues in other cities around the state, by video conference. How cool is that!

LinkedIn, Twitter, Facebook, Smartphones, Google +, e-mail are all great stuff but just not the same as live, face-to-face, press-the-flesh networking. GAZeL networking events provide a great opportunity for attendees to:

- Socialize and network with colleagues engaged in eLearning;
- Meet some of Arizona's eLearning leaders and innovators;
- Identify potential providers or strategic partners for your collaboration or eLearning initiatives;
- Explore new career opportunities or find new employees.

For more about GAZeL, [visit this site](#).

Trade mission to Sonora coming in June

An economic development and industry trade mission opportunity is being organized to build greater awareness and connections for local, county, tribal, and business organizations regarding binational economic development and industry opportunities in Hermosillo and Guaymas, Sonora.

The focus of this trade mission is to introduce local and regional economic development practitioners, chambers of commerce representatives and small and medium sized business leaders to key business and economic leaders in Sonora, meet offi-

cially/tour the Port of Guaymas and participate in local industry tours, including visits to companies and industrial parks involved in the following sectors:

- Aerospace
- Automotive
- Electronics
- Medical/Optical

Please RSVP your interest to Alana Chávez Langdon at alangdon@azmag.gov.

Safford-Morenci Trail

Pioneer ranchers and farmers in the Gila Valley built this trail about 1874 to haul their products to the booming mines of the Clifton-Morenci area.

After the advent of the automobile in the early 1900s, new roads were constructed along oth-

er routes. One was the Safford-Clifton Road (now called the Black Hills Back Country Byway). Decreasing use of the Safford-Morenci Trail resulted in little maintenance, and it became more difficult to

[Click here to read more](#)

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Noah's Ark wins statewide recognition

by Kevin Peck, EAC SBDC

In April 2013, Jules Arens approached the Eastern Arizona College SBDC for help opening a new veterinary clinic in the Morenci area. Her current job at another clinic was being terminated due to her relocating to Greenlee County.

Arens immediately saw the need for an animal clinic in the area and as a licensed veterinarian began plans to fulfill that need.

After identifying exactly what she wanted to do with her business and thoroughly working through her business objectives, Noah's Ark Animal Clinic began mobile veterinarian services to Greenlee County.

Arens' business was an immediate success, to the point that the need for an actual on site veterinary clinic was evident. Arens quickly identified office space that not only met the needs of her clients but also the non-compete clause of her previous employer.

In addition, a close friend and associate, PJ Davis, expressed a desire to become a partner in this new venture.

[Go here to read more of this story](#)
[Visit Noah's Ark's Facebook page](#)
[Read more about the winners](#)

Upcoming SBDC events

Here are a couple of coming events from the EAC SBDC. [Click here](#) to see the recent newsletter and get more information about these events.

Safford's USDA Grant Opportunities Workshop
Rural Energy for American Program, Value Added Producer Grant, How to Qualify/Apply
Tuesday, April 7, 2015, 9:00 AM - 12:00 PM
EAC Academic Programs Building, #272, Thatcher
Cost: FREE

Greenlee County World Class Customer Service Workshop Series

Learn how to deliver exceptional customer service in Greenlee County

(Three Consecutive Tuesdays), April 7, 14, 21
6:00 - 8:00 PM, Morenci Community Center Party Room, Morenci

Cost: \$30/all 3 sessions (\$5 for each additional employee)



Noah's Ark owner Jules Arens and EAC SBDC's director Kevin Peck.

Enjoy the Clarion online, too

Yes, even the new Newsletter, the Clarion, must undergo change. With this April issue we invite you to visit the Clarion [blog pages](#) for extended articles, more photos and information.

This is also a place for you to leave your own comments.

And don't miss [Growing Greenlee's new YouTube Channel](#), which will host our numerous videos as that collection continues to grow. If you subscribe, you won't miss out of any of them, and feel free to post them on your own Facebook or web pages to give them greater reach.

Expect to be dazzled, and thank you for sharing the Clarion links with others.

Big Horn Insurance serves Greenlee with 2 offices

Big Horn Insurance Services (BHI) – dba, is a full service Insurance Agency specializing in Auto, Home, Commercial, Life Insurance, Estate & Retirement Planning, Social Security planning, as well as showing customers how to receive Tax-Free Income.

BHI is extremely different from a tradition Insurance Agency because the focus is on educating the client. This concept alone sets BHI apart from ALL Insurance Agencies! Examples of the types of education seminars:

- Estate Planning education seminars
- Social Security planning seminars

- Retirement seminars

BHI has a history that has brought it to where it is today. The Insurance Agency started out as Troon Mountain Insurance Agency and was founded and incorporated by Wade H. Temple, II in Scottsdale, Arizona in 2004.

In November 2006, the Agency was relocated to Sierra Vista, Arizona and changed its name to Huachuca Mountain Insurance Agency (HMI), to reflect the major landmark of its new residence.

HMI is also a member of the Independent Insurance Brokers of America and is a Trusted Choice Insurance Agency. By being an independent broker,

HMI is not obligated or bound to one company and can competitively shop multiple carriers to insure customers are getting the best prices without compromising service.

BHI represents a variety of personal-line insurance carriers - American Summit, Hartford, Progressive and Foremost, to name a few. Like other independent

brokers, we issue certificates of insurance, new policies, endorsements and process renewals. On the personal side we can provide the following lines of Insurance but not limited to:

- Auto – Classical Cars included
- Homeowners/Renters (to include Manufactured and Mobile Homes)
- Recreational Vehicles (Boats, ATV's and RV's)
- Life Insurance

Big Horn Insurance has offices in Clifton and Duncan. Its phone number is (928) 278-4338.

EASTERN ARIZONA COLLEGE SMALL BUSINESS DEVELOPMENT CENTER PRESENTS....

Greenlee County World Class Customer Service Workshop Series

Customers expect good customer service. But exceptional customer service can increase sales, retain customers, improve the working environment for your employees and give you a competitive advantage.

So how do you deliver exceptional customer service in Greenlee County? Come learn during our series of 3 workshops on how to send your customer out the door 10 feet off the ground, shouting accolades about your business.

- We'll discuss a wide-range of situations from handling an upset customer to dealing with social media etiquette.
- There will be hands-on case studies and role playing exercises
- Learn how your interaction impacts the reputation of the whole county.

Each participant who attends all three sessions and complete class activities will receive a Certification of Completion.

"This class isn't just for the small business owner. This is for the county or city employee, for the FMI worker who interacts with the public on a daily basis and also for high school students looking at going into any service-based field. We are really going to think outside the box and study body language, employee interaction and how to implement exceptional service in a variety of settings." -Charmaine Chidester, SBDC Business Counselor

Seating is limited...register today so you don't miss out on these fun, interactive classes.

Workshop Dates (Three Consecutive Tuesdays):

Tuesday, April 7th; Tuesday, April 14th; Tuesday, April 21st

6:00 - 8:00 PM

Where:
Morenci Community Center
Party Room
101 Fitness Way
Morenci, Arizona 85540

Cost:
\$30/all 3 sessions
(\$5 each additional employee)

Register Today!
928-651-3673
E-mail:
charmaine.chidester@eac.edu



The Eastern Arizona College Small Business Development Center is partially funded by the U.S. Small Business Administration (SBA). SBA funding is not an endorsement of any products, options or services. All SBA funded programs are extended to the public on a non-discriminatory basis.



Copper City Classic Vintage Base Ball

Here are three reasons to attend the Copper City Classic Vintage Base Ball Tournament in Bisbee on April 11 and 12:

1. Watch two full days of old-time base ball starting at 9:00 a.m. on April 11th and 12th. Players in vintage uniforms play by 1860 rules including catching the ball on one bounce for an out. Watch players from teenagers to seniors catch the ball without a glove.

2. Honor Bisbee graduate and star Bisbee High School Baseball player and longtime Pima County Sheriff Clarence Dupnik at noon on Saturday, April 11th.

3. Meet “Mudcat” Grant at the games: 21-game winning major league pitcher and renowned blues musician. Hear him sing at 7:00 p.m. at the Stock Exchange Saloon and Grill with Bill Greenberg and the Cholla Blues Standard.

CASA volunteers needed to help local foster children

The Foster Care Review Board (FCRB) in Greenlee County has an urgent need for four volunteer board members to oversee the progress of children who have been removed from their homes due to abuse and neglect. FCRB volunteers serve a critical function of monitoring the growing number of children in foster care, and protecting Greenlee County’s most vulnerable children.

The Foster Care Review Board (FCRB) in Greenlee County is seeking new volunteers to make a difference in the lives of local foster children.

Foster Care Review Board members regularly review the case of every child in foster care to ensure they are receiving necessary services, and that they

[Click here to read more](#)

Admission is \$10 one-day, \$15 both days. Buy tickets on-line or at the gate: 12 and under free with adult ticket. Sunday, active military free. Proceeds go to restore Warren Ballpark. Contact: 520 432-3813 or www.friendsofwarrenballpark.com.

Globe hosting historic home, building tour

Globe’s Historic Home and Building Tour and Antique Show will be held April 11-12.

Tours leave from the historic train depot in downtown Globe from 9 am-3 pm.

We drive, so park and come and enjoy!

\$15 a person includes a commemorative copper ticket and the full hosted tour.

For more information, [go here](#).

Graham County celebrating Cinco de Mayo

Graham County will be celebrating Cinco de Mayo, one of Mexico’s independence days, on Saturday, May 2, starting at 10 a.m.

The event kicks off with a parade that starts at the Graham County Court House in Safford.

After that, there will be music, food and dancing at the St. Rose of Lima Catholic Church.

All are invited to participate in this annual community celebration.

Willcox Wine Country Festival

Willcox area wineries will be hosting the Willcox Wine Country Festival on May 16 & 17.

Wine aficionados are invited to join the winemakers and wineries of Willcox twice each year for this popular festival! The tasting fee is \$20.

For more information on wine events around southern Arizona, [visit this site](#).

Javelina Chase in photos

