

# DAYTON BOMA

BUILDING OWNERS & MANAGERS ASSOCIATION



## FROM THE PRESIDENT

SEPTEMBER 2025



By Jennifer Blair  
President  
Dayton BOMA

Well, this summer has been one for the books and I will be glad to close this chapter! I have checked off a lot of tasks on my work and personal to do lists. We have completed a lot of large projects, and our properties look nice! How about you? Have you checked many items off your list this summer? Did you finally get to take the vacation of a lifetime? I'm sure many of you have sent kids back to school, took the first or last first day of school picture, or moved your youngest into their first college dorm room. Or if you're like me, I said "see you soon" to my son who left for Army basic training.

In May, Nancy, Kimberly Carroll and I attended BOMA Advocacy Day at the Ohio State House. We met with Representatives and Senators from Dayton, Toledo, Columbus, Cincinnati and Cleveland. We discussed topics that are important to BOMA such as property taxes, energy and environment and workforce development. We highlighted House Bills that would affect our assets and projects we manage.



In June I was able to attend the BOMA International Conference & Expo in Boston. The Sunday Keynote speaker was New York Times Best Selling Author and TV host Brad Meltzer. Brad has written several wonderful short biographical children's books, comic books, political and legal thrillers, and conspiracy fiction novels. He wrote two books dedicated to his children: *Hero's for My Son* and *Hero's for My Daughter*. These are great for children to learn about the impacts that ordinary people have had on the world. The main topic of Brad's presentation was Legacy and what it means. Brad defines your legacy as your impact and effect on other people, not the accomplishments on your resume. He spoke about the four types of legacies: personal, community, the impact on strangers, mentorship and community involvement. We have the power to affect change, but we need to look beyond ourselves to see the positive impact we have on others to understand and build our legacy. What is your legacy? Living a life that is consistent with the impact you want to make is different than how you will be remembered.

I also attended a short education session on Time Management with Chris Egan. We all think we are good at managing our time, really, we are all easily distracted, maybe not by others, but by our own intrusive thoughts, procrastination or stress. Did you know that 41% of items on a to-do list don't get done, and 85% of things we worry about never happen? Do you write tasks down, just so you can check them off? We're all guilty of it! Chris recommends doing three things every morning; write down 3 things you're grateful for, write down one positive

experience, be kind, do meditation or exercise. Understand the difference between bundling vs. multitasking to get tasks completed. Add micro-habits to your daily routine to tackle larger overwhelming projects. Take the "small wins". When you find yourself off task, write down intrusive or distracting thoughts, get up and do something physical, identify the distraction and eliminate it, refocus on the task at hand. The biggest distraction for me is email. I have learned to only open Outlook a few times per day, I have become more intentional with email. I don't leave it open all day long. I have also turned off the audible notification on my phone. As soon as I hear it I'm checking, no matter what I'm working on.

A HUGE thank you to everyone for their support and participation in this year's golf outing. This was our biggest event in the past several years! We had a small delay with rain, but overall, we had a great day! The golf outing is our only fundraiser for the year, and we couldn't do it without the support of the Golf Committee. Maureen Bereda and Vicki Vanderhorst, for their diligent calls and emails for sponsors. Emily Griggs and Otis for the team photos. And mostly, Nancy, for her persistence and hard work in pulling this all together.

## OUR VISION

BOMA will be the partner individuals in the commercial real estate industry choose to maximize value for their careers, organizations and assets.

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## UPCOMING SPEAKERS AND EVENTS

**Reminder...**Our membership luncheons are typically held on the second Tuesday of each month from 11:30 until 1:00.

The Dayton BOMA Board would like to encourage members to take advantage of the networking opportunities their membership provides by attending our membership luncheons.

If you'd like to suggest a future speaker or topic, please reach out to Nancy at [nancy@bomadayton.org](mailto:nancy@bomadayton.org) or give her a call at (937) 299-2662.

**Tuesday, September 9th** – We'll be taking a behind the scenes tour of the Dayton Art Institute this month and enjoy lunch while we're there.

**Tuesday, October 14th** – Program yet to be determined.

**Tuesday, November 11th** – We will be collecting toys for the Marine Corps Reserve Toys for Tots program this month.

**Tuesday, December 9th** – Our holiday luncheon will be held at the Pentagon Tower Club again this year. We hope you can join us!

**Monday, July 27, 2026** – Dayton BOMA Golf Outing to be held at Walnut Grove Country Club. 9am Shotgun Start.

## DAYTON BOMA BOARD

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## COMMERCIAL PROPERTY EXECUTIVES SAY RECOVERY HAS ARRIVED

By Randal Drummer, Ryan Ori, Katie Burke, CoStar News, August 11, 2025

Five biggest real estate services firms raise outlooks in same quarter for first time since 2020.

As far as commercial real estate services firms are concerned, dealmaking is back.

After years of trying to predict when the industry would improve, the five biggest of those companies — CBRE, JLL, Cushman & Wakefield, Colliers and Newmark — raised their financial outlooks for 2025 after posting some of their best earnings in years. Added commissions from property sales and leasing fueled a second quarter that also benefited from increased financing as well as property management fees.

It was the first time all five companies, each with a major brokerage, have increased their expectations in the same quarter since the pandemic upended the commercial real estate industry in 2020. That improvement is also showing up in smaller firms, property executives say.

"All signs point to this recovery extending through the end of 2025 and gaining further traction into 2026," said Adam Showalter, a managing director at services firm Stream Realty Partners. "We're seeing clear signs of sustained recovery" in the Dallas-based firm's 15 core office markets.

To be clear, executives noted that uncertainty — specifically, higher tariffs and slowing job growth — could trigger an economic slowdown that could put a damper on deals. But so far, while tariffs have been disruptive, they haven't had a major effect on deal activity, several CEOs said.

"We believe the worst of the tariff-driven volatility is behind us," said Hessam Nadji, CEO of investment brokerage Marcus & Millichap in posting quarterly results. "The broader economy continues to show resilience."

### Newfound confidence

Bob Sulentic, chief executive of CBRE, the world's largest property services firm, told investors and analysts the firm's global leasing revenue was the highest for any second quarter, led by demand for office space. He added his firm expects a new earnings peak in 2025, two years after the "2023 trough in the commercial real estate downturn."

Cushman & Wakefield CEO Michelle MacKay said, "Our pipelines are strong, and that gives us confidence heading into the second half of the year."

The confidence follows years of uncertainty coming out of the pandemic and the later interest rate increases the U.S. central bank imposed to try to tame inflation. Just as brokerages started predicting a recovery at the end of 2024, shifting trade policies in the first months of this year largely nixed those expectations.

Now, however, real estate owners and tenants appear to be back in dealmaking mode, from technology firms leasing space in San Francisco to industrial landlords resuming construction of warehouses and manufacturing sites across the United States.

"People are simply tired of waiting it out, especially with this level of market volatility from economic and political uncertainty," Dan Spiegel, managing director for real estate brokerage Coldwell Banker Commercial, told CoStar News.

He added that buyers and sellers are making concessions that are moving more deals to the finish line.

Peter Abramowitz, an analyst for Jefferies who tracks CBRE, said in a note to investors that the commercial real estate services sector is "in the early innings of a strong capital markets recovery." Henry Chin, global head of research at CBRE, posted on the social media platform LinkedIn that "the U.S. commercial real estate market is continuing its recovery and demonstrating strong resilience in both leasing and investment activity."

Christian Ulbrich, CEO of JLL, told analysts and investors on a conference call that businesses to some extent have screened out economic and geopolitical distractions to focus on their real estate needs: “There is a growing understanding amongst business leaders that the amount of disruption and noise, which is offered by the world and by political leadership globally, will not necessarily get significantly better in the near future.”

### Demand across property types

Kyle Tangney, senior managing director for real estate investment firm Greysteel, said his firm has also logged year-over-year increases in buying activity.

“We’re seeing more groups back in the market for multifamily assets in the Mid-Atlantic region, many of whom had been on the sidelines for the past two years,” Tangney said in an email. “Bidding activity on well-operated properties is up 10% to 30% compared to last year.”

Office leasing brokerage Telos Group is seeing an uptick in dealmaking after years of sluggishness. The firm’s assignments include some of Chicago’s biggest properties, including Willis Tower, the Old Post Office and the Aon Center.

“We’ve absolutely seen a rise in activity, especially over the past six months, as far as deals getting completed,” said Brian Whiting, the firm’s founder and president, in an interview. “They’re still concentrated in a very small number of buildings, but the number of buildings coming back into the competitive set is increasing as more buildings are recapitalized.”

Return-to-office mandates by major employers such as banking and financial services provider JPMorgan Chase, tech giant Amazon and the federal government have spurred more long-term decision-making around real estate, Whiting said.

“We’ve seen a lot more tenants in the market,” Whiting said. With those companies’ CEOs “and the president of the United States ordering people back to the office, other companies feel like they have cover to call workers back to the office.”

### Headwinds remain

In addition to real estate services firms, a number of the nation’s largest landlords and real estate investment trusts have been increasingly optimistic since the start of the year. A majority of that demand, however, has turned out to be concentrated within specific slices of the market, said Phil Mobley, CoStar’s national director of market analytics.

“The sector has settled into a battle for market share,” he said. “There are some tailwinds from the return-to-office shift, but so far, most of the benefits are accruing to a narrow segment of the market.”

The national office vacancy rate has climbed past a record high of 14%, where it has been stuck for the better part of two years as it struggles to regain occupancy and regenerate some of its pre-pandemic levels of momentum.

Meanwhile, office investment sales have lagged as persistent high interest rates have forced many buyers to

stay on the sidelines.

“We think the recovery phase is further along in leasing than in sales,” added Abramowitz, the Jefferies analyst.

That said, several green shoots are emerging across the national market’s landscape.

Piedmont Realty Trust, one of the largest office real estate investment trusts in the United States, reported its highest quarterly level of new leasing activity since 2018 as tenants commit to larger — and more expensive — deals. Hudson Pacific Properties, too, is set to close its strongest year for office leasing since the pandemic’s 2020 outbreak.

“Our leasing pipeline is strong, and I’m optimistic of where we’re headed,” Douglas Emmett CEO Jordan Kaplan told analysts of the REIT’s progress toward rebuilding its portfolio occupancy. “We’re signing a lot, and most of our numbers are heading in the right direction.”

## OUR MISSION

To advance a vibrant, commercial real estate industry through advocacy, influence and knowledge.



A brochure for Sonshine Commercial Cleaning. The top half features a stylized blue building icon inside a yellow circle. Below it, the company name 'SONSHINE' is written in large, bold, blue letters, with 'COMMERCIAL CLEANING' in smaller blue letters underneath. The brochure is divided into three sections: 'Commercial Cleaning' (with a circular image of hands in gloves), 'Floor Care' (with a circular image of a floor being cleaned), and 'Electrostatic Sanitation' (with a circular image of people in protective suits). At the bottom, contact information is provided: 'CONTACT RYAN ZEMAN' and the phone number '937.438.1280' on the left, and '669 CONGRESS PARK DR. DAYTON, OH 45459' on the right.

# HOW EMOTIONAL INTELLIGENCE DRIVES CRE SUCCESS

BOMA International, Ella Krygiel

With a tight market and uncertain economy, job seekers are feeling the stress of not only finding a job that meets their skillset — but, frankly, any job. And these struggles are not all in their heads. According to CNBC, the pace of employer hiring in April was the lowest in more than 10 years. While these statistics are a bit doom and gloom, Mandi Woodruff-Santos, career coach and financial expert, offers some uplifting advice. She emphasizes that even in a competitive environment like this one, you can never underestimate the “power of connections” to get noticed.

Pushing yourself out of your comfort zone to network and build professional relationships may seem daunting. But research shows that improving your interpersonal skills pays off. In fact, McKinsey & Company reports that the amount of time devoted to social and emotional skills will rise to 24% by 2030. Given these demands, emotional intelligence is a quality that leaders cannot afford to overlook. Emotional intelligence is the ability to understand and manage your emotions, as well as recognize and influence the emotions of those around you (Harvard Business Review). HBR’s research shows that emotional intelligence (EQ) is the strongest predictor of performance, as those with high EQ are more likely to:

- Stay calm under pressure.
- Resolve conflict effectively.
- Respond to co-workers with empathy.

During our BOMA International Annual Conference session, “Negotiating with Emotional Intelligence for Success and Stronger Relationships,” our speakers, **Ben Bailey, Managing Director, JLL; Dana Lemelin, Global Head of Learning & Development, JLL and Jessica Pernicone, Head of Solutions Development for Client Value and Growth, JLL** discussed emotional intelligence as a tool for navigating high-stakes situations effectively. They provided valuable insights during the session. Below, they dive deeper into their most actionable strategies:

**Ben Bailey: You discussed the importance of pausing to reflect and cultivating a gratitude perspective when emotions are triggered. What are the most effective ways leaders can foster emotional regulation and psychological safety within their teams in high-stakes situations, so that**

**these practices feel authentic rather than forced?**

The first thing is not to wait until your team arrives in a “high-stakes” situation before attempting to establish psychological safety — you have to cultivate it over time so everyone can ground themselves when triggering moments arise. In other words, if you haven’t done the homework, you stand little chance of passing the test. This is best accomplished through structured training where a common vocabulary is developed that helps individuals self-assess and navigate tense conversations constructively. It arms managers and colleagues with a way of communicating their needs and concerns clearly and helps them express empathy to others. From a leadership standpoint, modeling the behavior is key. Check in with team members on their emotional state to keep a pulse on how the team is reacting. You can also build trust through transparency and a willingness to be vulnerable about what you’re thinking and feeling in the right moments.

**Dana Lemelin: You mentioned that emotional intelligence is becoming increasingly valuable as AI and automation continue to evolve, particularly for career longevity. How do you see EQ shaping the future of leadership roles in commercial real estate, and what steps can organizations take now to foster EQ development in their teams?**

In commercial real estate, where relationships and trust drive business, emotional intelligence is becoming a key differentiator as routine tasks become automated. The leaders who will thrive are those who can navigate complex negotiations with empathy, read between the lines during client interactions, and build genuine connections that technology simply cannot replicate. I’ve observed that the most successful executives aren’t necessarily the most technically skilled—they’re the ones who can inspire others to succeed and grow, listen and show genuine care and foster inclusion across diverse teams and cultures. These attributes are invaluable to energizing people to follow their lead. Organizations can foster this critical skill by incorporating EQ assessments into their hiring and promotion processes, creating mentoring programs that pair emotionally intelligent leaders with high potential talent, and rewarding behaviors that demonstrate interpersonal savvy. The future of CRE leadership won’t be about who has the most market knowledge—it will be about who can build the strongest human connections while leveraging technological advances.



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## MEMBERSHIP STAR AWARD

**Jessica Pernicone:** You highlighted the importance of emotional self-regulation and team preparation when entering sales negotiations. How do you recommend balancing emotional intelligence with assertiveness in negotiations, especially when the stakes are high and there's pressure to close deals quickly?

My approach breaks down into five key strategies:

1. I focus first on preparing mentally. I think through what my emotional triggers are, and I literally write out where the firm guardrails are. This preparation allows you to remain assertive about your needs while staying emotionally balanced when pressure builds.
2. When trying to get a position agreed to within these guardrails, I try to frame my positions as questions that invite collaboration: "Given our timeline constraints, how might we structure this to meet both our deadline and your quality expectations?" This maintains your position while opening space for the other party.
3. Practice conscious pausing during tense moments. Count to five, it's a little uncomfortable but allows you to mentally reset when you feel pressure mounting. This demonstrates confidence rather than weakness.
4. Separate the relationship from the transaction by maintaining professional assertiveness about deal terms while using emotional intelligence to build rapport with the other party. On breaks, connect about outside interests to build trust and camaraderie.
5. Develop recovery strategies for when emotions do surface. Having prepared phrases like "I need to consider that point further" or "let's put that in the parking lot and revision at the next session" can create breathing room when you feel emotional reactions building.

*Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome – Booker T. Washington*

The Dayton BOMA Board presented four members with our Membership Star Award at our August membership luncheon. This award is given to individuals who go above and beyond to help our local thrive.

These individuals are receiving this award for their efforts with this year's golf outing. Not only did they solicit sponsors for the event, they worked the day of the event as well.

Our August Membership Star Award goes to Maureen Bereda with Synergy Building Systems, Jennifer Blair with Huber Management, Vickie Vanderhorst with Turner Property Services Group and Emily Griggs with Otis.

We'd like to thank Securitas Security for sponsoring this award.



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# DAYTON BOMA 40<sup>TH</sup> ANNUAL GOLF OUTING

*Congratulations to this year's winners!*



## 1<sup>ST</sup> PLACE

Rick Watts • Dave Frye  
Karen Richardson • Dave Steck



## 2<sup>ND</sup> PLACE

Wes Eversole  
Brian Hawkes  
Chad McMeekin  
Scott Malinr



## LONGEST DRIVE

Gabbie Houpt  
Xavier Danling

## CLOSEST TO THE PIN

Jill Adkins  
Scott Malin

## PUTTING CONTEST

Matt Beck

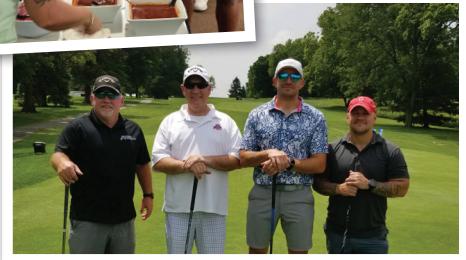


**THANK YOU** to our Golf Outing Committee as well as those who worked the day of the event! It wouldn't have been as much fun without you!

Emily Griggs, Otis  
Mary Odeh, GroundsPro  
Alan Rosen, LAZ Parking  
Ashley Markley, Xpert Roofing  
Kelly Henry, Companion Insurance  
Jennifer Blair, Huber Management  
Michael Conley, Paramount Roofing  
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Richard McCastle, DSS Sweeping Service  
Suzanne Wolf & Chad Yount, Garber Electric  
Maureen Bereda, Synergy Building Systems  
Zach Young & Cody Pearson, Securitas Security  
Vickie Vanderhorst,  
Turner Property Services Group

Jane Scheerschmidt & Logan Case,  
Glacier Industrial  
Maddie Vandenbrock & Zach Goble,  
Sherwin Williams  
Forrest Hashbarger & Bobby Dryer,  
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## DAYTON ARCADE NAMED ONE OF THE TOP 10 PROJECTS BY THE URBAN LAND INSTITUTE IN 2025

One of the most transformative projects in Dayton has been honored as one of the best developments in the Americas. The Urban Land Institute (ULI) has named the Dayton Arcade as one of the 10 winners of its 2025 Americas Awards for Excellence. ULI began the Awards for Excellence program in 1979 to recognize superior development efforts in the private, public and nonprofit sectors.

Winning projects represent the highest standards of achievement in the land use profession and encompass a wide range of land uses, sizes, investments and locations. The awards are open to projects and programs in the ULI Americas region that are substantially complete, financially viable and in stable operation. The program evaluates submissions on overall excellence, including achievements in marketplace acceptance, design, planning, technology, amenities, impact, management, sustainability and more.



This year, 94 projects and programs from around the country were submitted for the competition. From this field, a 15-member jury — composed of development, finance and planning, urban design, architecture and landscape architecture experts — select the winners. The Arcade was the only winner from Ohio and the Midwest.

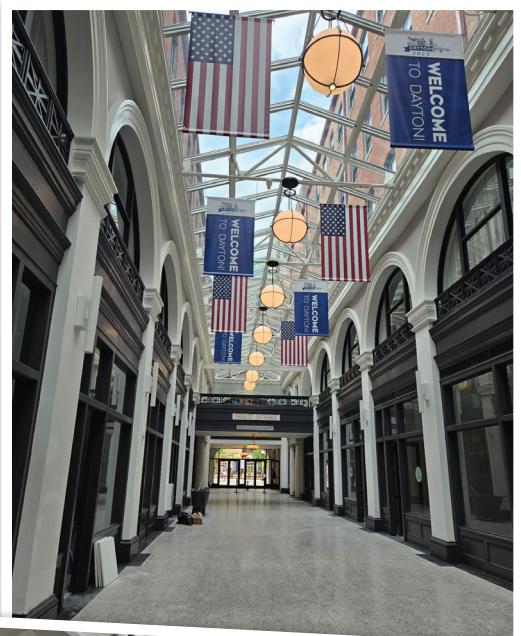
The Urban Land Institute is a non-profit education and research institute supported by its members. Established in 1936, the institute has more than 48,000 members worldwide representing all aspects of land use and development disciplines.

## DAYTON ARCADE TOUR AND AFTER HOURS EVENT

We recently had the opportunity to tour The Historic Arcade in downtown Dayton including the newly completed Hilton Garden Inn, before meeting at Gather for an After Hours Event. We'd like to thank Megan Peters with Cross Street Partners for taking the time to show us around as well as Mike Houser with Houser Asphalt for sponsoring our After Hours Event.

While there, we also had the opportunity to see the "Think Freedom" art installation which was on display in the Arcade Rotunda during the 2025 NATO Parliamentary Assembly. This marks the installation's first appearance in the United States.

Created by Sarajevo-based artist Edina Seleskovic, Think Freedom is a multidisciplinary project that combines sculpture, light, text, and technology to convey messages of peace and unity. Having traveled to 22 cities worldwide, its presence in Dayton commemorates the 30th anniversary of the Dayton Peace Accords.



# OHIO BWC LAUNCHES NEW SUBSTANCE USE PREVENTION AND RECOVERY (SUPR) PROGRAM

The Ohio Bureau of Workers' Compensation (BWC) is making changes to enhance its efforts in addressing substance abuse among the state's workforce. The new program, known as the Substance Use Prevention and Recovery Program (SUPR), combines the Drug-Free Safety Program (DFSP), DFSP Safety Grants and the Substance Use Recovery and Workplace Safety Program. This single program helps to address workplace misuse of alcohol and other drugs. The goal is to help state-fund employers prevent work-related injuries and illnesses by combining drug free efforts into an employer's safety program.

The changes to the program took effect for private employers on July 1, 2025 and will take effect for public employers on January 1st, 2026.

Some highlights of the changes include:

- Most program participants will automatically be eligible for reimbursement grants.
- Expenses eligible for reimbursement have been expanded to include substance use assessments for employers with "second chance" policies.
- Enrollment has moved to year-round with the ability to earn a pro rata bonus.
- The requirement to file the Safety Management Self-Assessment (SH-26) has been eliminated.
- The requirement to file the Safety Action Plan (DFSP-5) has been eliminated.
- The requirement to file the online Accident Report (DFSP-1) will be required for lost-time claims only.
- An online portal is being developed to report on program requirement completion and request reimbursement of activities in one place.

As with many BWC programs, employers must meet certain eligibility requirements. To participate in SUPR, employers must:

- Be current on all BWC premium payments.
- Be in an "active" policy status (not lapsed or inactive).
- Have reported actual payroll and paid any premiums due for the previous year.
- Have no more than 40 days of lapsed workers' compensation coverage in the last 12 months (Advanced and Basic Levels).

Employers electing to participate in the program have four program levels to choose from:

- **Advanced** – 7% bonus on premium payments.
- **Basic** – 4% bonus on premium payments.
- **Comparable** – Allows employers to be included on the list of approved state construction contractors.
- **SUPR Reimbursement only** – Eligible employers can request reimbursement of up to \$5,000 for costs associated with developing or reviewing a drug-free workplace policy, employee and supervisor training, drug and alcohol testing and substance use assessments.

Program requirements vary by level of participation, so employers will need to provide the requirements as outlined by the BWC based on the participation level they select.

Program Requirements include:

- Written policy
- Employee education
- Supervisor training
- Drug and alcohol testing
- Annual report
- Employee assistance
- Accident analysis
- Online accident reporting

As an example, if you choose to participate in the Basic, you will only be required to complete specific program requirements. However, if you choose Advanced you will need to complete Basic requirements in addition to other requirements.

This is just one of the great opportunities the state of Ohio offers for employers, but there are other grant programs designed to help employers reduce injuries and illnesses in the workplace, as well.

If you would like to learn more about the changes to the program, go to: <https://info.bwc.ohio.gov/home>.

If you would like to know more about Sedgwick's safety services or would like to schedule a confidential consultation, please contact Andy Sawan at [andrew.sawan@sedgwick.com](mailto:andrew.sawan@sedgwick.com) or (330) 819-4728.



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## THIS IS WHAT'S HAPPENING AT THE FOODBANK, INC.

In March of this year, 12 loads of Commodity Credit Corporation (CCC) food were cancelled, and funding was cut immediately. These were orders of chicken, dairy, produce and some shelf stable items that had been ordered and were expected for distribution between March and June 2025. This program was federally funded.

In Fiscal Year 2026 the following food streams will no longer exist. Both programs are funded through the State of Ohio and passed to The Foodbank, Inc. through the Ohio Association of Foodbanks.

- Summer Feeding Program (SFP) which provided meals and snacks for kids in underserved communities at summer camps to take home.
- Local Food Purchase Agreement (LFPA) which provided locally grown fresh protein and produce.

These losses, coupled with a reduction in funding for all 12 Ohio foodbanks from the State budget totals just over \$1-million.

What's next: The Federal Farm Bill is on the table for renegotiation in early 2026. The Farm Bill funds \$4.4 million in food to The Foodbank, Inc. each year. The Foodbank will know more in early 2026 about the status of the Farm Bill.

We'd like to thank Dayton BOMA members who came together in May to sort food donations collected by the postal service for the annual Stamp Out Hunger Food Drive. Members donated over 100 pounds of food that equates to 83 meals as well! We truly appreciate your time and effort and look forward to having you back again next year!

The Foodbank, Inc. acquires and distributes over 17 million pounds of food to a network of 120+ partner agencies in Montgomery, Greene, and Preble counties. To learn more about their hunger relief work visit their website at [www.thefoodbankdayton.org](http://www.thefoodbankdayton.org).

Andrea Miller  
Community Engagement Lead  
The Foodbank, Inc.



## ROLE OF THE INDUSTRIAL COMMISSION

The Ohio workers' compensation process can sometimes feel overwhelming, especially when there is a need to contest a claim before the Ohio Industrial Commission (IC).

The State of Ohio charges the IC with the responsibility of resolving disputes that may arise between the parties of a workers' compensation claim. Those parties are the injured worker, the employer and the administrator (Bureau of Workers' Compensation).

The IC schedules an informal conference, referred to as a "hearing", whenever one of the above noted parties files an appeal to a decision issued by the Bureau or if one of the parties to the claim files a motion requesting consideration of a specific action. Most hearings are scheduled within 45 days of the appeal/motion being submitted to the IC.

There are three levels to the IC hearing process –

- Level 1 is the District Level
- Level 2 is the Staff Level
- Level 3 is the Commission level

Once an issue is referred to the IC for scheduling the IC will send notices to all parties of the claim advising of the date and time of the scheduled hearing.

At Sedgwick, your hearing will be assigned to a Sedgwick Hearing Consultant who will review the claim file and attend the hearing. As the employer, you are always encouraged to attend any hearing where your testimony may impact the decision. Your Sedgwick Hearing Consultant can participate in a pre-hearing phone call with you to review the claim file information and their plan for the presentation to the IC hearing officer. Because the IC offers a call in option for all hearings you are able to attend the hearing without leaving your office.

It is important to remember that all hearings are scheduled for 20 minutes and that each party present for the hearing is allotted a portion of that time for their presentation. Any documentation that you wish to be considered that is relative to the scheduled issue should be submitted to the IC claim file and all other parties well ahead of the hearing date. This allows the hearing officer the opportunity to review the pertinent information beforehand and formulate any specific questions he or she may have relative to the information.

If you have any questions, contact our Sedgwick program manager, Julia Bowling at [julia.bowling@sedgwick.com](mailto:julia.bowling@sedgwick.com) or phone (513) 218-4062.



Stay up-to-date with the latest BOMA updates at [www.boma.org](http://www.boma.org). Scroll to the bottom of the BOMA International homepage and click on the newsletter(s) you'd like to receive.

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University of Dayton  
**ECHO: Empowering  
Children with Hope  
and Opportunity**

August 25, 2025

Dayton BOMA  
P.O. Box 680  
Dayton, Ohio 45409

Dear Nancy,

Dear BOMA Members,

On behalf of the ECHO program, I would like to thank you for your generous donation of school supplies.

As a social worker working directly with families, I see every day how important these supplies are. At the beginning of the school year, they help students feel prepared and confident. The pride a child feels walking into school on the first day with their own supplies gives them a sense of belonging and sets a positive tone for learning.

August is always a busy time, with many working families requesting assistance. The cost of uniforms, shoes, and school supplies can be overwhelming—especially for families with multiple children. Your generosity helps ease that burden and directly supports a child's education.

Thank you for making such a meaningful difference in the lives of our students and families.

With gratitude,

Michelle

Michelle Sherman, LSW, Family Advocate  
University of Dayton, ECHO  
msherman1@udayton.edu  
937-232-2651

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