

New Member Spotlight

Meet New Member BSD Enterprises



BSD Enterprises, Inc. is a nonprofit, social business enterprise that provides call center customer care services, while maximizing employment of a diverse workforce in an inclusive and equitable setting. We generate revenue through the selling of services. 100% of our profits support services for the blind, visually impaired, and Veterans.

We strive to improve the cost effectiveness and efficiency of Delaware and regional businesses, supporting their profitability, and the vibrancy of our region, businesses, organizations, and residents.

We are in Wilmington at the CSC Innovation Hub. While we will serve the Delmarva region and beyond, we are a Delaware organization and seek to create job opportunities for Delawareans.

Presently, we provide customer services for the city of Wilmington's 311 number, the city of Wilmington's Mayors office and the Tunnel Cancer Center at Beebe Hospital.

Our mission is supported by The Longwood Foundation, The Welfare Foundation, Laffey-McHugh Foundation, DE Prosperity Partnership and the Delaware Department of Labor.

Our Customer Care Call Center Director, Keli Burke, is based in Magnolia, Delaware (Kent County).

John Baker is the organization's executive director. After a successful 11-year career as a commercial bank

officer, John earned his master's degree in public policy and administration in 1997, graduating with honors and serving as an adjunct professor. Following graduation, he became Executive Director of Delaware's Statewide AIDS Service Organization and spent 11 years growing the agency into a statewide service organization serving all Delawareans, providing testing, prevention education, and advocacy, while also serving on mission trips and other initiatives tied to HIV/AIDS challenges.

He then pivoted to serving the Delaware nonprofit sector through challenging economic times, leading the Delaware Alliance for Nonprofit Advancement (DANA) and serving on the National Council of Nonprofits' Board for another eight years.

John then moved to another Delaware statewide organization, People's Place, based in Milford, Delaware, where he was responsible for three domestic violence shelters, a homeless shelter, a girls group home, foster care programming, community mediation, trauma-informed care training, and initiatives against human trafficking.

Other leadership roles during his 2+ decades in Delaware include interim executive director of Big Brothers Big Sisters of Delaware, and executive committee board positions at such organizations as Rehoboth Art League and Common Cause of Delaware.

Our company's focus is on supporting increased profitability and vibrancy of Delaware businesses. We believe any successful business engagement is about relationships. As a Delaware company, we want to build those relationships on a more



personal basis and the chamber allows us to better engage with a vibrant business market in the central Delaware region.

For more information, visit our website at www.bsdenterprises.org or call 302-298-1421.

HOLIDAY PARTY

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drinks, ambiance, and live music from the one and only, Joe Baione Trio. Feel the warmth of the holiday season by marking your calendar to attend this festive event – you won't want to miss the holiday spirit!

Our community is so generous, especially to their employees during the holidays. We know that many business owners love to find ways to thank their employees – especially during holiday time – and the CDCC Holiday Party is the perfect way to show your appreciation to them. Consider treating your "work family" to an evening of holiday fun with us! We have everything ready to go for you and your special guests. Be sure to secure your tickets today because space is limited, and this event always sells out.

Tickets are \$35 and include an amazing array of hors d'oeuvres, a drink ticket, and an evening of fun, conversation, laughter, and live music.

We'd like to thank our businesses who have chosen to sponsor this celebratory event (as of 10/25/2024): Thank you to the "Holiday Feast Sponsors" – Bally's Dover, High Ground Solutions and WBG Weiner Benefits Group. A special thank you to Joe and Kristin Garramone and the whole Roma team for their warm hospitality and for serving as our hosts for the evening.

For more information or to register, call the CDCC today at (302)734-7513, visit www.cdcc.net, or email us at adminassistant@cdcc.net. It's the most wonderful time of the year – we look forward to celebrating the holidays with you on Tuesday,



December 10, 2024, at Roma Italian Restaurant from 5-7:30 p.m.

