

# Del-One Newsletter

A Publication For Members of Del-One Federal Credit Union.



## A letter from our President/CEO

**Dan McCarthy, President & CEO**



Del-One Members,

Happy New Year! On behalf of all the amazing teammates that make Del-One a special place to call home, we wish you a healthy, happy, and prosperous 2024. Before 2023 becomes a distant memory, it is important we recognize the important achievements in 2023, all focused on our core missions of being the easiest place to work with for our members and having a lasting impact on the communities we serve.

### In terms of being easy to work with, in 2023 we introduced:

- Breezy, our artificial intelligence bot that is available 24/7 via chat and our phone system;
- Several automated tools that have sped up and enhanced the quality of the loan processing and approval process;
- Personalized overdraft limits that put our members in a better financial position;
- Numerous loan and deposit products that make us more attractive to our members to be or become their primary financial institution and;
- Our new, and more convenient, branch location in Wilmington on Gerday Drive.

### Regarding community impact, in 2023 we:

- Provided a record \$212 million in loans to our members;
- Raised and donated a record \$62,000 to local charities through the Del-One Foundation;
- Deepened our impact with the Hispanic communities with the introduction of our iTin lending program and our relationships with La Central, La Esperanza, and the Latin American Community Center. We also were accepted as a Juntos Avanzamos designated credit union, which recognized the groundbreaking work Del-One has done to “meet the needs of low-income consumers in general and of the Hispanic community in particular;”
- Established a stronger relationship with the Delaware Black Chamber of Commerce, providing us an opportunity to impact more minority business owners;
- Focused on financial wellness throughout the communities we serve, with 86 visits to organizations such as the Pallet Village in Georgetown, the New Castle County Hope Center, and various schools and other locations to provide workshops and one-on-one financial coaching;
- Celebrated our 2nd Annual Del-One Community Service Day on October 9th, where our teammates donated over 1,200 hours of their time, muscle, and skills to twelve different organizations across Delaware, and;
- Hosted three Community Appreciation Days, one in each county, to say thank you and show our members how much we value them.

2023 was also a year of achievement and recognition, as Del-One won Top Workplace in Delaware, as well as Forbes' Best-in-State Credit Union. We are proud to say the above are just a few of our accomplishments in 2023, and we are energized in knowing that we are just getting started. We are also excited to report we will open a branch at the Vineyards Lewes in July! Visit our website and social media pages for more information coming soon.

On behalf of our Board of Directors and teammates, **thank you** for being a member of Del-One and trusting us as your financial institution. We know that we would not and could not exist without you. We want to continue to earn your trust and business in 2024 and look forward to serving you and seeing you in our great communities.



## Del-One Foundation

**The Del-One Foundation raised and donated \$62,000 in 2023!**

Founded in 2009, the Foundation is a non-profit organization that raises funds for charitable purposes in Delaware.

Some of the local charities that were supported this year include:

- **Delaware Breast Cancer Coalition**
- **Special Olympics Delaware**
- **Autism Delaware**
- **Inner City Cultural League Inc.**
- **Central DE Habitat for Humanity**
- **Tender Hearts Inc.**
- **Dover Art League**

The teammates, members, families and friends of Del-One FCU participate in a variety of fundraising activities throughout the year to raise funds and awareness for the chosen charities.

### Board of Directors

**Steve Smith**, Chair  
**Trey Wallace**, Vice Chair  
**Bill Pfaffenhauser**, Secretary  
**Gerard McNesby**, Treasurer  
**Robert Baldwin**, Director

**Diana Farrell**, Director  
**Kevin Mitten**, Director  
**Courtney Stewart**, Director  
**Lisa Strusowski**, Director

# Annual Meeting Information

## April 23, 2024 at the Modern Maturity Center

Del-One's Annual Meeting will be held on Tuesday, April 23, 2024 at the Modern Maturity Center in Dover, DE. Doors will open at 5:15 pm (no early admittance). The business portion of the meeting will begin at 5:30pm, immediately followed by a buffet dinner.

Del-One members and guests wishing to attend the 2024 Annual Meeting must purchase admission tickets for \$5.00 per person at any Del-One branch location beginning on February 5, 2024. All ticket holders will be entitled to attendance at the business meeting, a buffet dinner, dessert, and door prize drawings.

For security purposes, tickets will **NOT** be sold at the door and must be purchased in advance no later than April 4, 2024. **Members and guests must present tickets for admittance to the Annual Meeting.**

The Board of Directors election results, as unanimously approved by the Nominating Committee, will be announced during the business portion of the meeting.

Thank you to all Del-One members for making 2023 an amazing year, and we look forward to seeing you at the Annual Meeting!

## Board Nominations

***Del-One Federal Credit Union's Nominating Committee received and approved three nominations for three Board of Director's positions in 2023, each with three year terms. The nominees are listed below along with summaries of qualifications:***

**Dr. Courtney Stewart** - Dr. Courtney Stewart is the Deputy Director of the Delaware Office of Management and Budget. In this role, she manages the Office of Management and Budget's operating and capital budget, assists in preparing the operating and capital budget for the State, and assists in implementing and executing the Departments' policy priorities. Dr. Stewart is also the Treasurer for Gals that Give, a Delaware non-profit which has raised over \$400,000 for local Delaware charities. She is also on the board of the Early College High School at Delaware State University. She teaches fitness classes at the Dover YMCA and is an adjunct instructor for Wilmington University. She has an undergraduate business degree and MBA from Wesley College and completed her Doctorate of Business Administration from Wilmington University. She lives in Dover with her husband, Jimmy, and her three sons, Grant, Greyson, and Graham. Dr. Stewart was named Associate Board Director for Del-One in January 2020 and was elected Director in January 2021.

**Dr. Lisa Strusowski** - Dr. Lisa Strusowski is the Director of Communication and Planning at Delaware Technical Community College. In this role, she supports the Vice President and Campus Director in creating and sustaining community relations, donor cultivation, communication and marketing activities, strategic planning, and college accreditation. Lisa has worked in higher education for the past 25 years. She began her teaching career as an adjunct for Wilmington College, Delaware Technical Community College, and Wesley College. In 2000, she was hired as a full-time Business instructor at Delaware Tech. Several years later, she moved into her role as Department Chair and Instructional Director, managing all administrative aspects of the Business, Entrepreneurship, Office Administration, Paralegal, and Computer Information Systems programs at Delaware Tech. From 2015 through 2018, Lisa served as Delaware Tech's Director of Workforce Development and Community Education, providing leadership for workforce training programs and initiatives in healthcare, manufacturing, professional development, personal enrichment, youth programming, and conference services. Prior to her work in higher education, Lisa spent over seven years in private industry in the areas of marketing, sales, project management, and customer relations. Lisa has an undergraduate business degree from the University of Delaware and Master of Business Administration from Widener University. In 2013, she completed her Doctorate of Education in Higher Education & Leadership at Wilmington University. She is a graduate of Delaware Tech's Leadership Development program and Central Delaware Chamber's Leadership Central Delaware program. She actively participates in the planning and implementation of campus and community events, including the Kent County Economic Summit, Delaware Tech's Gourmet Gala, and Chocolate 5K fundraisers, Delaware Tech's Employee Giving and United Way campaigns, and ACE Delaware Women's Network Leadership Summit. From 2018 to 2019, Lisa was invited to join Team Dover in the Dover Air Force Base Honorary Commander program. Lisa currently serves as President of the Dover Capital City Rotary Board, co-chairing their Flags for Heroes Fundraiser, and on the Kent County Tourism Board of Directors. Lisa was named Associate Board Director for Del-One in November 2011 and became Director in December 2015.

**Howell F. (Trey) Wallace III** - Trey Wallace is a lifelong and active member of the greater Smyrna community. He was a 1996 graduate of Smyrna High School and attended the University of Delaware. Professionally, he has spent the last 15 years assisting businesses and individuals with their insurance needs as a Producer/Account Executive with Pratt Insurance, Inc. He was previously with PHB Inc. General Contractors. Trey is also very involved with numerous community and civic organizations, including the Kent County Chapter of Ducks Unlimited (since 1999), Harmony Lodge #13 (member since 2004, Past Master 2006-2007 Masonic Year), Harmony Lodge Scholarship Founder and Committee Co-Chair (since 2007), the Smyrna Clayton Soccer Club (2011 to 2019), Delaware Volunteer Fireman's Association Foundation Board Member (since 2019), current Vice President of the Smyrna FFA Alumni Association, and a member of the Del-One Board of Directors (since 2016). Trey and his wife Pam have 2 children.

**Nomination Details** - Additional nominations may be made by submitting a petition signed by 250 members to the Del-One Nominating Committee at 270 Beiser Blvd., Dover DE 19904 by March 9, 2024. In addition to the 250 signatures, the petition must also include the nominee's summary of qualifications to include employment history, place of employment, associated dates of employment and biographical data. A Petitioner packet can be requested by sending an email to Amy.Resh@Del-One.org or a packet can be picked up at Del-One, 270 Beiser Blvd., Dover DE. The Petitioner must use the form supplied to document their name, signature and Del-One FCU account number. Only members of Del-One may sign a petition and vote on a nominee.

**Voting Details** - If an election is necessary, voting instructions will be provided to members electronically or via U.S. Mail at least 30 days prior to the Annual Meeting. Results will be announced at Del-One's Annual Meeting on April 23, 2024 at the Modern Maturity Center in Dover, DE. If no additional nominations are received by March 9, 2024, and there is only one nominee for each position, then an election will not be conducted and nominations from the floor will NOT be permitted.