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Terrence Maiden
CEO, Russell Glen
Company

*Photo by Rachel Rose Co.
- Rachel Clifton*

House Calls: Lab tests at your door

by Allen White

Quantacia Miner, known by her clients and others in the healthcare field as Miss Q, has been a phlebotomist for more than 10 years. A graduate of Eastern Hills High School in Fort Worth, Miner already had visions of entrepreneurship before she graduated.

Following her graduation, she began training in the field of phlebotomy where her love of people and the desire to work in the healthcare field set her on her chosen career path. A vision of entrepreneurship led her to forming her own mobile lab specimen collection company after more than eight years in the business. Miner has now been the owner/operator of **Integrity Mobile Phlebotomy Services** for more than two years. The mobility of her company allows her to see patients in the comfort of their home or office when is convenient for them, which is far more satisfying than being confined in a laboratory setting.

Five days a week, Miner travels throughout Tarrant and Dallas Counties to homes and businesses to collect blood and lab specimens for local doctor's clinics, home health agencies and clinics. She contracts with local labs that process the specimens and then delivers those results to her contracted client. In addition to drawing blood, Miner's company also performs drug test dip cards and cups which are CLIA waived tests. The **Clinical Laboratory Improvement Amendments** (CLIA) of 1988 are United States federal regulatory standards that apply to all clinical laboratory testing performed on humans in the United States, except clinical trials and basic research. The standard 12 panel drug urine test screen for cocaine, marijuana, PCP, amphetamines, opiates, benzodiazepines, barbiturates, methadone, propoxyphene, Quaaludes, ecstasy/MDS and Oxycodone/Percocet. The turnaround time for getting results is 24-72 hours depending on what lab tests have been requested. The blood specimen tests help doctors do three things: evaluate, diagnose and create a team to reverse or treat whatever disease or condition is discovered.

As with any business, there are struggles and rewards. Long hours, sleepless nights, filing paperwork and traffic are outweighed by the satisfaction of being her own boss, somewhat flexible work hours and setting an example of hard work for her daughter and other young women. When asked what separates her company from other mobile phlebotomy services companies, Miner points to the name of her company. Integrity is the quality of being honest, having strong moral principles and moral uprightness. She is the face of her company and offers these qualities as an onsite, on-time lab. She is there to do a job with care and compassion so that the needs of her clients, both patient and doctor, are satisfied.

Email: Integrity.mobilephlebotomy@gmail.com
 Website: <https://integritymobilephleb.business.site>
 Cell Phone (682) 202-8531
 Office (817) 507-3102



Quantacia Miner, owner/operator of Integrity Mobile Phlebotomy Services
 Photo credit: J Soulent Photography

Integrity is the quality of being honest, having strong moral principles and moral uprightness.

Accepting private insurance as well as Medicare and Medicaid, Miner sees approximately 75 patients each week. House call specialists provide hope and empowerment for homebound patients and for others who want to avoid waiting long hours at clinics or doctor's offices. The provided services are also convenient for patients who would otherwise skip the lab work requested by physicians before annual physicals. The convenience of having these services done in the home or office is creating a growing demand for services offered by Integrity Mobile Phlebotomy Services, LLC. The Bureau of Labor Statistics estimates that the employment rate of phlebotomists is expected to grow 23 percent from 2018 to 2028.



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All in the Family: Area engineering firm marks major milestone

by Betty Dillard

Eve Williams comes from a long line of business owners. Her family has always had a business, so Williams, president and CEO of Dikita Enterprises Inc., a multimillion dollar Dallas-Fort Worth engineering and management firm celebrating its 40th anniversary, knows more than a thing or two about running, sustaining and growing a successful business.

Growing up in Chicago in the late '50s as the only child to Alethea and Lucious Williams, she learned business practices first-hand. Her family first operated a daycare center, owned 10 weight loss franchises, 15 rental properties, a restaurant, and a nightclub, and sold Tupperware.

"My parents were entrepreneurs, as were their parents and their grandparents, which is quite something for Black Americans," Williams said.

The family moved to Milwaukee in 1967 to escape the violence of the ensuing gang wars. Lucious Williams was with the Cook County Sheriff's Office and did not move immediately, but when Martin Luther King Jr. was assassinated, he quit his sheriff job and joined the rest of the family in Milwaukee.

In 1979, Lucious hocked his car and started Dikita Enterprises. He took a loan out for 90 days and paid it back on the 89th day.

"Make a promise, keep your promise," he says on the company's website.

In the late 1970s, Eve decided to move to Dallas. She later earned a BBA in information systems and accounting and an MBA in accounting from the University of Texas at Arlington.

“My parents were entrepreneurs, as were their parents and their grandparents, which is quite something for Black Americans. – Eve Williams”

She helped her father start the Texas branch of Dikita Enterprises in 1983, then in 1986, she and her dad bought out the Milwaukee partners with the help of a venture capitalist. After receiving her MBA in 1985, she officially became the CFO. In 2010, in a surprise announcement during the company's 30th anniversary, she was named CEO. A board member of the American Public Transportation Association, she will chair the business member sector in 2020.

"Of course, I am a financial-type CEO, so I'm never far

from the 'books,'" Williams said. "I am not an engineer nor is my dad."

Dikita focuses on aviation, education, roadways, transit and transit market research. The firm operates two divisions – Dikita Engineering and Dikita Management Services – and employs 50 people. DMS offers transit market research, collecting ridership data for transit agencies across the United States. These services account for 25 percent of sales today.

Notable Dikita projects and clients are the Frank Crowley Courts Building; DART Power Electrification Project; assembly of all of DART's trains from 1993-2012; the \$1.6 billion Dallas ISD 2015 Bond Program, including South Oak Cliff and David Carter high schools that will be delivered in 2020; design and construction of schools for Lancaster ISD; DART Systems Integration services for new rail extension; and quality assurance inspections for TxDOT Southern Gateway, highway improvements along I-35E from I-30 to I-67 south and from I-67 to I-20 south.

Williams is most proud of DART Data Collection.

"We have been the main source of ridership data for DART since 1991, nearly 29 consecutive years. During that time, we hired folks less fortunate, trained and supported them and their families," she said. "In fact, at one time, the Dallas Observer criticized DART for outsourcing these services to a firm that hired the homeless to complete the work."

Dikita Enterprises has survived several major setbacks over the years. Tell me about some of those. How did you overcome them?

After I moved to Dallas, my dad started the Texas branch. I was in college at UTA at the time and did the feasibility study. The first challenge was to get a loan from the bank. We took advantage of the small business program and put a business plan together. It failed the first time, but once I got involved with the accounting firm Grant Thornton (who was paid by the SBA to help small businesses in 1984), we were successful in obtaining our first loan. We were successful in obtaining three projects, where we were the first African American engineering firm to receive prime contracts: one from the City of Dallas, one from Fort Worth T (formally known as Citran) and DFW International Airport. We partnered with a venture capitalist company who also was a part of the SBA program and received the financial support needed to obtain our first sizeable project, in 1986, to do the civil engineering and interior design for the Frank Crowley Courts Building.

We saw three economic turndowns, in the late '80s, early 2000 and 2009. We survived them all by being fiscally and financially sound, hiring key employees, establishing a backlog, and keeping our salaries low (Dad and I did not take a check in December 2002). My dad is an excellent marketer and was able to always snag big contracts just when we thought we were sinking. The major contracts/clients that

helped us survive at low periods were DART and DISD, who are still major clients today. Each of these clients was recognized during our 40th anniversary celebration last month.

What's the company's formula for success?

Our formula is to keep our expenses low, maintain a balance between overhead and billable hours, and not take huge salaries. In fact, I can remember being questioned by the SBA about our real roles in the company because we paid some employees more than ourselves. This is still true today.

We try to make sure our employees are happy and trained or certified. We will pay to keep them abreast of changing technology. We try to advance our employees from within and have many that have been with us for more than 10 years. Keep God first and remain ethical in all transactions. Make sure that all employees know about ethical and honest behavior.

Have you faced any obstacles being a woman in a traditionally male-dominated field?

Oh yes. I have several "challenges" (I don't see them as obstacles) that I turn into opportunities. I'm an African American, I'm a female, and I'm not an engineer (running the oldest African American engineering firm in North Texas). The one way that I am able to "overcome" these challenges is to stay abreast of current times, make sure people know our brand and our people, and always bring solutions. When I became president, it took at least six years before our clients would call me first instead of my dad. It helped that he would direct them to me. It also has helped that in the last 10 years, women have made enormous progress.

What intrigues you about your current role?

The balance between being the leader and yet humble and inclusive. I am a consensus builder and that has proven effective and allowed people to contribute.

Accountants are typically not aggressive or "bold." We are calculating and often behind the scenes. The biggest challenge I've had is being out in front, marketing, and being careful not to offend anyone, 'cause the truth hurts.

Who or what inspires/motivates you on a daily basis?

I'm motivated by a divine spirit. I pray and listen to God's voice often. Knowing He is with me, has always helped me sleep.

My father is also my inspiration. He is still actively involved in the company and chairs our board of directors. He comes to work most days and we talk often about challenges and directions.

Are there different strategies for a family-owned business?

A family-owned business is different because often each member may play some role during their lifetime. Working with family can be tricky because of the "entitlement issues" that some may think.

My dad was clever. When I ditched medical school, (I decided to "escape" my parents' dream of medicine in the early '70s - back then it was thought that successful folks were only doctors or lawyers), he asked me to help out by using my accounting skills to help with his business plan.



Eve Williams, president and CEO of Dikita Enterprises Inc.

This was his dream, not mine. But I saw he needed help and I succumbed again to my family's business – for a little while. Well, I agreed to work for him for two years, turning down a job offer at Arthur Andersen. That worked out well for him; those two years just kept growing and now it's 40 years later. His secret was to allow me to develop the DMS division because it allowed me to use my analytical and entrepreneurial skills. That division is still "my baby."

What lessons have you learned from your father or what advice has he given you on sustaining and growing a successful business?

Be involved in organizations that support your business, both professional and community. Pay it forward. Be humble. Be involved in church as a leader. There are so many things I've learned from volunteering and guiding people who are also volunteers, which is a little different motivating people who are not dependent on a paycheck for their services.

Listen. You cannot hear if you are talking.

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When there is a setback it's because it's a setup. God has bigger plans. Trust in him with all your heart.

Your advice for someone entering the engineering, construction, management field?

Surround yourself with people smarter than you in certain fields. If you are an engineer, recognize that marketing or accounting may not be your forte. Find yourself someone who is the expert and pay them well, even if it turns out to be more than your take home pay.

Elevate HER opens office in Sundance Square

by Erin Ratigan

Fort Worth's Sundance Square is now home to a new leadership academy for women. Elevate HER Business Academy, a mentoring and leadership mentoring program for female entrepreneurs, celebrated its grand opening and ribbon cutting December 3, 2019.

Members of the Fort Worth Chamber of Commerce attended the ceremony and presented Elevate HER president and CEO Raychelle Meyers a plaque commemorating the program's inclusion in the chamber.

Meyers said she was inspired to start Elevate HER Business Academy while she was working with young businesswomen through Apples & Oranges, a nonprofit organization that provides healthy foods to youth affected by poverty. She said she realized female entrepreneurs could benefit from having a support system and mentors while discussing the importance of life insurance policies and protecting assets.

"One of the things I realized when mentoring women was that they did not plan for a legacy," said Meyers. "We don't plan enough for the future and we don't have a strategic plan on what's going to happen if something happens to us."

Meyers said Elevate HER seeks to support businesswomen as individuals and help them create legacies for their families.

"When I started this company, I was thinking more along the lines of the family," said Meyers, "and that's what my business is about."

Yolanda Henderson, investor relations specialist for the Fort Worth Chamber of Commerce, was one of several Chamber representatives attending the ceremony. And expressed the importance of encouraging diversity among local business leaders.

"The model has changed," she said. "For a long time, it's been men in business, men in business. But women have ideas, we have inventions, the sky's the

limit for us. And it's just time for us to be heard."

That change is exciting, and Henderson believes it's because women are living up to their full potential.

"Anything that promotes women in business, I'm all for it," she said.

Also attending the ceremony was Meyer's cousin Brittney Morehead who wants to open a coffee shop and believes she has the potential to impact her customers' lives.

“For a long time, it’s been men in business, men in business. But women have ideas, we have inventions, the sky’s the limit for us. And it’s just time for us to be heard. – Yolanda Henderson”

"This business, it's mind-blowing. It really motivates you," she said.

As she left the event, she said she was filled with validation and renewed confidence in her ability to be a successful entrepreneur.

"Just being there, you felt like your life had already changed," she said with a smile and ready to take on a new adventure.



Grand opening and ribbon cutting ceremony of Elevate HER Business Academy in Sundance Square Photo credit: Erin Ratigan

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Fort Worth dining scene's best kept secret

by Steve Rochun

The word Madea is an ebonic derivative of the words Mother Dear. It is and was used in the African American communities in the south from Texas to Georgia as a term of endearment and respect for the mother or grandmother in the household.

Madea's Down Home Cookin' restaurant may seem to have popped up overnight, but not so. It has been in business since 2005, tucked away along Enon Street in Everman.

According to Teresa Montes of Frost Bank, "Madea's must be the best kept secret in the Fort Worth area."

Owners, Elbert and Sarah Penson, had no previous restaurant experience. They both had marketing careers in corporate America for many years. Elbert's mother cooked Sunday dinner every week for her family. After his mother's death, his desire to continue the tradition for others to experience resulted in the creation of Madea's Down Home Cookin' Restaurant, best known simply as Madea's. The process also helped him work through the grieving process.

"The recipes came from both of our mothers. We blended Texas and Louisiana cuisines along with recipes from the grandmother of our long time cook, Philip Clark. We added them all to our menu and perfection resulted,"

“ ... people travel from miles around to find out if the food is really that good. To the good food, I can testify. – Pastor Wilbert Dillon ”

says Sarah. The concept and the name for the business came from the same sources. It was ironic that both of their mothers were called Madea by their children.

Very few Mom and Pop businesses show a profit in the first three to five years, and though there were some lean times, the Pensons can say that Madea's has never missed a payroll and the lights have always been on. Madea's broke even after five years in business and they've expanded three times to meet the demands of their customers. "We started at 1,400 square feet and we currently occupy 4,500 square feet. Our next expansion is scheduled for 2020 and will be an 11,000 square foot building set on 2 acres on Everman Parkway," said Albert. "We want our fine customers to have an excellent experience in every way: Good food, excellent service and a place they are proud to bring their family, friends, and coworkers."

Asked what is the most fulfilling part of owning and operating their business, Sarah says, "Both Elbert and I are people orientated, we love to make others happy. So, our most fulfilling part of owning Madea's is seeing the long lines on Sunday and knowing each of them will be happy once they have had their fill of Madea's cooking. It's seeing our vision grow into a reality."

While standing in that long line you can browse the menu for items such as oxtails on a bed of rice, collard greens, sweet potatoes, mac & cheese and hot water cornbread on the side. Two of the most popular food items are the fried catfish with an in-house tarter sauce and the custom cut smothered or fried pork chop.

Madea's customer base is culturally diverse and ranges in age from a young 3-year-old that hums when he's eating to their oldest customer that recently turned 103. Says Teresa Montes, "I visited Madea's restaurant for the first time a few weeks ago. The food is fresh and the service is amazing. Everyone is so friendly and wants to make sure you have a great experience. I had to order the

child's plate because the portions are so large that there is no way to finish the entire meal. I loved it so much that I returned the following week for more."

According to frequent customer and local pastor, Wilbert Dillon, "Madea's has become a staple in the community and people travel from miles around to find out if the food is really that good. To the good food, I can testify."

For Elbert and Sarah, Madea's is not just paying tribute to their mothers, it's promoting and serving family dinner the old-fashioned way. With love and respect.



Elbert and Sarah Penson, owners of Madea's Down Home Cookin'

Photo credit: Penson family



Family recipes are served up at Madea's Down Home Cookin'

Photo credit: J Soulent Photography



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STYLE

IN THE METROPLEX

Charming Moments in our Cities

Anette Soto-Landeros
President / CEO Fort Worth Hispanic Chamber
State of the Chamber 2019



Teresa Montes
&
Laura Sanchez Kincade
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Judy Youngs & Lesley Odle Irwin
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NRH Councilman Tito Rodriguez
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Andy Taft / DFW Inc.



Highlights from The Art Station / Private Artist Gala
Mike McCallef & Gloria Starling

The Masonic Center, Downtown FW



Peggy Marshall,
Becky & Henry Borbolla
Private Artist Gala



Holiday Harmonies with Downtown FW Rotary Club



Cortney Gumbleton
Downtown FW Rotary Club

Terrance Maiden: Working to provide a better life for others

by Brandon George

Terrence Maiden has come a long way from his days of dressing up as the Chuck E. Cheese mascot for his first high school job. In fact, the Dallas-based commercial real estate developer has now come full circle.

No, he won't be dressing up anytime soon as a mouse or a rat to take pictures at children's pizza parties. He's far too busy these days for that.

But Maiden has returned near his old Chuck E. Cheese stomping grounds to help lead the \$160 million redevelopment of the former Red Bird Mall on 78 acres in South Dallas.

Maiden and his identical twin brother Tim grew up in Oak Cliff and have fond memories of trips to the Red Bird Mall. Both took their first jobs at Chuck E. Cheese in the early 1990s that was a part of the Red Bird Mall and is still operating there.

But Chuck E. Cheese is one of the few long-term tenants that's survived the test of time.

The DeBartolo family – previous owners of the San Francisco 49ers – built Red Bird Mall in 1975 and it was the only mall in the southern half of Dallas, a destination spot for adults and teenagers alike with its three movie theatres, vibrant arcade and popular stores and restaurants. The mall's name was changed to Southwest Center Mall in 1997 by a new owner from California who thought that would lure new businesses and bring back shoppers.

“Our goal is to reimagine what [Red Bird] mall can be and once was. If we can provide higher-quality amenities, people would want to shop and do things closer to home instead of driving so far.”
– Terrence Maiden

But, as has been the case with many urban malls across the United States, Southwest Center has struggled to survive. For two decades, there have been multiple owners, foreclosures and bankruptcies. Retail anchors JCPenney and Dillard's closed many years ago and Sears and Macy's shut down more recently.

“The mall went from being a vibrant place for the community to go and hang out – it was a great gathering spot – to really being like what we're seeing across the country

with other malls kind of vacant,” Maiden said. “Our goal is to reimagine what the mall can be and once was.”

Red Bird Mall's Future

Dallas investor Peter Brodsky purchased the common areas of the mall in September 2015 and now controls more than 80 acres in the area near the intersection of U.S. Highway 67 and Interstate 20.

Brodsky hired Dallas commercial real estate developers Maiden and Frank Mihalopoulos to help lead the redevelopment efforts.

Maiden said he works on the Red Bird redevelopment project daily. The first two years on the project he primarily oversaw a series of acquisitions to gain more control of properties. The last 18 months Maiden has primarily been marketing the project and trying to attract new tenants.

The redevelopment efforts received a huge boost in the summer of 2018, when the Dallas City Council approved \$22 million for the project from prior bond packages.

The mall will be redeveloped into a new mixed-use project where people can also live and work that will include offices, medical, hotel, luxury residential, entertainment, retail and more businesses. The redevelopment is taking place in phases, Maiden said, with a new Starbucks already having opened earlier this year that's already thriving. Citizens can track the progress of the project at www.redbird-dallas.com.

Just last month, Palladium USA began construction of a new luxury, \$60 million residential project that will include 300 apartments with granite countertops and a parking garage. In April 2020, they're scheduled to break ground on a new Courtyard by Marriott hotel. Parkland Community Medical Center has already announced a 43,000-square-foot regional medical center for the new Red Bird Mall area, Maiden said, which will add new jobs and primary care options for the community.

A few months ago, Chimes Solutions – an Atlanta-based, black-owned company – opened a call center with 500 employees and has plans to expand to 1,000. Maiden said the plan is to convert the second level of the mall into offices and the first floor will remain retail, restaurants and entertainment. Also, Maiden said Grits Southern Bistro restaurant recently signed a lease to join the new Red Bird Mall and will be accompanied by Frost Bank, Footlocker and Jarvis Christian College.

“If we can provide higher-quality amenities,” Maiden said, “people would want to shop and do things closer to home instead of driving so far.”

Faith, Family and Football

Maiden's ascent as a leading commercial real estate developer didn't start until after he became a standout line-



Terrence Maiden, CEO, Russell Glen Company

Photo credit: Rachel Rose Co. – Rachel Clifton

backer at TCU in the late 1990s, when he and his brother – a receiver – led the Horned Frogs to a pair of conference championships.

Of course, the journey didn't begin until Maiden was born 32 minutes after his identical twin brother.

“Yeah, we were 32 minutes apart,” said Tim Maiden, now a senior vice president at Simmons Bank, where he provides capital funding for commercial real estate projects. “I guess he knew he would always have to follow behind me.”

How often does Tim remind his 41-year-old “younger” brother that he's always followed him?

“All the time,” Tim said, laughing. “We're close. It's like growing up with a best friend, sharing common interests in sports, involvement in the community. We had the same passion about the same things. We pushed each other to great achievements and always had someone to hold you accountable.”

Terrence is actually the youngest of four brothers. The two oldest brothers are Corenza and Alton.

The Maidens grew up in Oak Cliff, where their parents helped teach them the value of faith and a strong work ethic. And Alton helped set the stage for the Maiden twins' football prowess.

As young teenagers, the Maiden twins became accustomed to seeing some of the nation's top college football coaches in their living room, including Penn State's Joe Paterno, Notre Dame's Lou Holtz, Florida's Steve Spurrier, Florida State's Bobby Bowden and Texas A&M's R.C. Slocum. They were all recruiting Alton, a Parade All-America player. Holtz eventually won out, and Alton went on to play nose tackle for the Fighting Irish.

“All the legends would come in and out,” Tim Maiden said. “It was amazing to be exposed to that at an early age. It kind of motivated you to have that kind of experience.”

The Maiden twins followed closely behind as standout players at Dallas Carter High School, earning full scholarships to TCU.

SEE MAIDEN ON PAGE 16



Rendering of planned Red Bird Mall development

Photo credit: OmniPlan Architects

SPOTLIGHT ON:

Courtney Radcliffe

Name, title, company: Courtney Radcliffe, Executive Director, Foundation for the Young Women's Leadership Academy of Fort Worth

City of residence: Fort Worth

City of birth: Fort Worth

Spouse: Husband, Will Radcliffe

Children: A daughter, Amelia "Millie" Gray

Company description: The Foundation secures resources to support academic and leadership excellence at the Young Women's Leadership Academy of Fort Worth, a single-gender public school for girls in Fort Worth Independent School District. YWLA provides a college preparatory curriculum focused on STEM and visual and graphic arts to promote the success of every student in college, career, and life.

Years with company: 4 years

Personal business strategy: In my nearly two decades of work in nonprofits, my main strategy has always been the same: to cultivate and maintain relationships.

Challenges your company (or industry) will face the next 12 months: One of the challenges we are facing is scaling to fit the growth we've recently been experiencing. In the span of a year, our internal staff has grown from just me to three employees. We now have a director of programs, Clara Cantu, and a marketing and communications manager, Christina Berger. Our board of directors has also increased this past year from 17 to 22 members. With that comes the challenge of larger committees.

Beyond just the Foundation, YWLA is also seeing increased demand and growth. In just the first four days of the application process for enrollment in the 6th grade for the 2020-2021 academic year, YWLA received 113 applications for 100 spots. Applications continue to roll in through mid-December. As YWLA's class sizes grow, the school and Foundation will have to evaluate how to best ensure we are providing the best educational environment for the students.

Business advice to share: Don't spend your time dwelling on what you can't control.

Your greatest achievement: My greatest achievement is my three-year-old daughter, Amelia. While I have always believed in the education and empowerment of women and girls, my career now takes on new, deeper meaning and importance.

First job: I was a seasonal gift wrapper during the holidays at Parkhill's Jewelry and Gifts when I was 15 years old.

Dream job: I'm doing it. While I've always thought interior design would be an interesting profession to try my hand at, I'm currently in my dream role at the Foundation for YWLA. I get to use my strengths to help empower young women through education and leadership opportunities, and I get to share our mission with friends and like-minded supporters in the local community.

Hobbies: Traveling, tennis, and reading fiction.

Role models: My mother, Cheryl Kimberling. She's from Memphis and has that Southern combination of grace and grit. My mom instilled the need for a strong education, work ethic, and resilience, and she showed me firsthand the importance of being polished and welcoming to others.

How I know I'm successful: I know I'm successful when my reputation precedes me, as well as those of the Foundation and YWLA. In the past, I have worked hard to spread the word about the YWLA, but recently, I have walked into rooms where most everyone had at least heard about the school. It's a wonderful feeling to know that others recognize the work we're doing. Or, when I hear from our donors and supporters about their enthusiasm and eagerness to get more involved with the organization, that's when I know we're doing good work.

Best places to find talented employees: I have had the most success in hiring by word of mouth, and I always hire to my weakness. My employees



don't work for me; I work for them. I hire people who are smarter than me, and I defer to them and their expertise to help grow our organization.

Favorite book(s): I'm a voracious readers, so I can't choose just one favorite. Though, I'm currently reading Hillbilly Elegy by J.D. Vance.

Favorite movie(s): My favorite movie is Steel Magnolias, but raising a three-year old daughter means Disney is on repeat in our house. Now, with Disney+, we are introducing Amelia to the classics we grew up on and it's been fun watching them again through her eyes.

Favorite restaurant: I find myself recommending that people eat at Cafe Modern in the Modern Art Museum, more often than not.

People I'd most want to share a meal with: I'd love to share a meal with real style influencers like Kate Middleton, Coco Chanel, Grace Kelly, and Jackie Kennedy Onassis.

Pet peeve: Because several of my top strengths lie in execution, or "getting things done," one of my biggest pet peeves is when people don't deliver on their promises.

Colleges attended: Texas Wesleyan University for undergrad and University of North Texas for my master's degree

Favorite place to get away: Arona, Italy. The lakeside town is in Northern Italy, just an hour northwest of Milan. I lived there for two years while my husband was working for Lockheed Martin, and I volunteered teaching English.

I collect: Owl figurines. While the figurines serve as decoration and are ornate in and of themselves, I like the symbolism of the wise owl.

Motto or theme song: My daughter and I sing "I'm Coming Out" by Diana Ross in the car on the way to school. To me, it sets the tone for both of our days.

The talent you'd most like to have: I would love to be able to cook like my mom and grandmother.

SPOTLIGHT ON:

Dr. Trung Nguyen

Name, title, company: Dr. Trung Nguyen, Interim Assistant Vice Chancellor of Student Affairs

City of residence: Fort Worth, TX

City of birth: Long Khanh, Viet Nam

Company description: Private non-profit four-year higher education institution

Years with company: 7 years

Personal business strategy: Maximize the talent on my team. Utilize data to inform my decision making process.

Challenges your company (or industry) will face the next 12 months: Changes to the Code of Ethics and Professional Practice around college admission

Business advice to share: Listen to the members on my team and invest in them. Hiring new talent may not solve the team's negative culture or morale.

Your greatest achievement: Earning a doctorate as an immigrant and a first-generation college student.

First job: Dishwasher at a nursing home

Hobbies: Fishing and camping

Role models: My parents, Jacinto Ramos, Jr., and Dr. Zoranna Jones

How I know I'm successful: One of my favorite quotes captures the essence of the question and how I view success. "A leader is best when people barely know he exists, when his work is done, his aim fulfilled, they will say: we did it ourselves." - Lao Tzu

Favorite movie(s): Remember the Titans and Shawshank Redemption

Favorite restaurant: My Lan in Halthom City

Pet peeve: Lateness without any communication

Colleges attended: State University of New York at Oswego (BA in Public Justice), Indiana University of Pennsylvania (MA in Student Affairs in Higher Education, Texas Christian University (Ed.D in Educational Leadership)

Favorite place to get away: Outer Banks, North Carolina

I collect: Coffee mugs and stickers from the various places I have traveled.

Motto or theme song: "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." - Maya Angelou

The talent you'd most like to have: Growing up, playing the violin was enjoyable and it taught me discipline and commitment. It would be great to have the talent to be able to pull up a chair and know how to play the piano.



Maiden FROM PAGE 13

Although Alton helped motivate the Maiden twins to chase their athletic dreams, it was their parents – Albert and Bobbie – who established their values. Their mother, Bobbie, died in 2008 from pancreatic cancer.

“We were pretty fortunate,” Terrence said. “As I’ve gotten older, I’ve realized my parents had modest means, but we had a good lifestyle. We were just really focused on our family and our faith. There were other challenges we saw in the community. We grew up with very humbling beginnings. But we were fortunate enough to have both of our parents in our home with us who provided a lot of stability. Our parents are big in education and sports and church, and they kept us really grounded.”

Added Tim, “My dad modeled fatherhood and family, and my mom was really grounded in her Christian faith and wanted us to be exposed to that at an early age and held us to higher standards. I always lived to make them proud. My dad always said, ‘I gave you a good name, don’t mess it up.’”

‘At times, it wasn’t always easy for him’

The Maiden twins have certainly done nothing to tarnish their family name.

They haven’t worked much together in business. But since 2005, the two brothers have managed their Two Wins nonprofit organization that exposes inner city youth to the importance of higher education and career attainment. They first wanted to be funders of programs with their charity but have since become more involved in the execution of programs.

Tim lives in Duncanville with his wife and has two daughters and a son. Among other career accomplishments, he’s the former senior vice president for Frost Bank in Dallas, has dual master’s degrees from Dallas Baptist University and TCU, is currently an adjunct professor in business at the University of North Texas at Dallas, the chairperson of the Duncanville Chamber of Commerce and on the boards for the Fellowship of Christian Athletes, Tyler Street Christian Academy and the Duncanville Outreach Ministry.

Terrence, who lives in DeSoto with his wife, daughter and two sons, is just as busy as his brother. Six months ago, Terrence established Russell Glen, a fully integrated real estate development and investment firm in Dallas.

He named his business after the street he grew up on in Oak Cliff: Russell Glen Lane.

“Russell Glen was a connector,” Terrence said. “It connected the community to commerce, grocery, shopping, church, family and friends. That’s the kind of projects we want to focus on.”

Terrence began his real estate career with The Woodmont Company leading project leasing and development projects in four states. He then worked in corporate real estate for Panda Restaurant Group (Panda Express) and Panera, LLC (Panera Bread/Paradise Bakery). He became Panda’s top producer during his three years there,

accounting for more than 50 store openings. He served as the director of real estate for Panera, opening more than 95 franchise cafes in 11 states.

Before establishing Russell Glen, Terrence gained valuable experience as executive vice president at Corinth Properties. At Corinth, his signature development projects included Glen Oaks Crossings, Canyon in Oak Cliff, Alexan West Dallas and the redevelopment of Sears at Richardson Square. Terrence has also served as a managing partner at The Nedium Company, a privately held capital venture/asset holdings firm in Dallas.

“At times, it wasn’t always easy for him,” Tim said of his brother. “Being a minority in commercial real estate, there’s not a lot of representation there. He really had to be self-taught and have perseverance to stay the course and now he’s reaping the benefit of it.”

Tim said Terrence is “really passionate” about the Red Bird redevelopment project.

“It brings a deep sense of pride knowing that our family is playing a role in the revitalization of the community we grew up in,” Tim said. “It’s gratifying. It’s going to serve the community well.”

And Tim can’t help but laugh when he remembers how it all started, with he and Terrence dressing up as Chuck E. Cheese’s mascot.

“We were big football players, so anytime we got in the Chuck E. costume it was pretty intimidating for the kids,” Tim said. “We’d rotate the costume. It was pretty funny.”

Terrence said there is also some irony about that Chuck E. Cheese restaurant.

“It’s funny,” Terrence said, “because of all the properties we’ve acquired at Red Bird, Chuck E. Cheese doesn’t want to sell because it’s performing so well.”

Terrence said the Red Bird redevelopment project has made it exciting for him to go to work every day.

“It means a lot for the people who grew up in the community and for the City of Dallas because it’s an area that’s kind of been written off,” Terrence said. “For us to have this role to try to bring it back and make it even better this time, it’s special.”

“I really do truly have a heart for people. There has to be a lot of passion behind what I do because it’s not easy work. I think sometimes people see the end result and think, ‘I could have done it.’ But it’s a hard mountain, a lot of long hours, long days to try to convince people with the projects we’ve done in urban communities. My heart has always been in the right place, wanting a better life for other people.”

Brandon George is a freelance writer based in Arlington, Texas. He’s currently the Digital Marketing Editor for Thrive Internet Marketing Agency. Previously, he spent 22 years working professionally at newspapers. He has worked as a senior writer for The Dallas Morning News for the last 18 years, including the past eight covering the Dallas Cowboys.

CHAMBER SPOTLIGHT

Fort Worth Metropolitan Black Chamber of Commerce President Devoyd Jennings

Name of chamber:

Fort Worth Metropolitan Black Chamber of Commerce

Name of Chamber CEO/President: Devoyd Jennings

How long has this chamber been established?

40 years

How many members does this chamber have?

Over 150 members

What is the focus or vision of this Chamber?

Economics and educational enhancement.

What are the objectives of this Chamber?

Our overall objective is to make Fort Worth a better place to work and raise a family. Our mission is to promote, assist and enhance economic and business development for our members and to create wealth in the communities we serve. To achieve our mission the FWMBCC operates within two main areas of focus: education and economics. Our desire is to help create a healthier environment for its members to live, work, and build wealth.

What are the recent successes or impact of this Chamber?

We brought great speakers on major community issues to the city of Fort Worth, i.e., Magic Johnson, Ron Busby of United States Black Chambers of Commerce, Patrice Harris, M.D., President of the American Medical Association. We also pushed the development of Evans/Rosedale Urban Village and the Robert Hughes Basketball Showcase. We recently retained the services of a local FW businessman to oversee our Economic Development division.

What is the two to three-year plan for this Chamber?

To become more financially independent.

To have more influence on public policy.

To get more private enterprises to do business with our members.

To do more collaborations with other local chambers to build and promote the City of Fort Worth to businesses looking to relocate to our area and to assist local businesses in their own business growth plans.

Tell us something unique about this chamber.

We have a women’s division. The Women’s Division of the FWMBCC was the first in the nation to be affiliated with a Black Chamber of Commerce and is a model for others to

follow as recognized by the U.S. African American Chamber of Commerce. In addition to aiding major activities of the Chamber, the Women’s Division organizes and hosts a series of informative networking events throughout the year, including three programs it developed: the Annual Women’s Conference & Eagle Awards Luncheon, the Film Institute and the Circle of Excellence Scholarship Banquet. Their ultimate mission is to blend education with economics in order to empower women and create an expanded atmosphere and market for inclusive business development.

Please tell us in 150 words or less about this Chamber

Our Chamber advocates on behalf of the underserved on issues of economic and education to improve the quality of life

for the Metroplex at large. Business networking is perhaps one of the strongest inputs for any and all industries, so we strive to offer multiple opportunities throughout the year to give our members the occasion to network with other business professionals in the area. Our membership list is continuously growing and our existing members return year after year. Connecting area residents to resources that lead to employment and business opportunities is one of our main goals.

Chamber website

www.fwmbcc.org



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