

# Cal-Liope

The MUSE with the NEWS

Chapter/International Association of Workforce Professionals

July / August 2011

Volume 56, Number 4

## State President's MESSAGE

**G**reetings. My name is Mary Navarro-Aldana, and I am your new State Chapter President. I have worked at the Employment Development Department for over 34 years, and am currently the Field Office Manager at the Oxnard Workforce Services office. I am honored to represent you as the International Association of Workforce Professionals (IAWP) State Chapter President.



**MARY T. NAVARRO-ALDANA**  
State Chapter President

The 98th Annual IAWP International Educational Conference in St. Louis, Missouri is over, and as anticipated, provided great opportunities for learning and networking with workforce professionals from around the world. California International Delegates have been submitting articles to Pat Thornton, Editor of the *Cal-Liope*, to be published in this issue. The writers will give you a taste of what was presented at the conference.

In October of 2006, Past President Ray Cabrera represented IAWP in the signing of the Joint Proclamation between EDD and IAWP "Training for Today's Opportunities and Tomorrow's Leadership of Workforce Professionals." For several years, EDD has been working on succession plan-

ning; IAWP will continue to work together with EDD in developing the skills of those members that will soon lead us into the next decade, and will provide mentorship, training opportunities, scholarships and grants, to develop the workers and leaders of tomorrow. Providing experience as a local chapter officer and a member of this board of directors will help employees learn the skills needed to be part of the community and employment development committees, workforce investment boards, and other entities that we as EDD employees are expected to represent successfully as part of our daily tasks. I encourage you to ask your local chapter President how you can

See **President** on page 9

## Taking It All

**BY JAMES THOMAS, STATE CHAPTER PRESIDENT**

The International Annual Educational Conference was filled with excitement. Everyone held their breath with each award that was presented. The California State Chapter was taking it all when the awards were announced. We walked away with the following awards: Citation – Individual, One stop, Specialized Customer Services – Individual, Services To Veterans Group Award, Unemployment insurance – Individual, Unemployment Insurance – Group, Retiree of the Year – Jean Berry – 2nd place, Professional Practices, Legislative Activities, Education Award, Membership Retention, Most New Members-Large Chapter, and January Jumpstart. We had several members who received the Bronze Key and President's Honor Roll.

Thank everyone for all the hard work and making California proud.

## IAWP International Conference Election Results

**BY PHIL DWYER, PUERTO DEL SOL MEMBER AND STATE TREASURER**

One of the most important activities at the International Convention is the election of officers and voting for amendments to change the by laws of the organization for the coming year. In St. Louis this was even more exciting since one of the candidates was from California and he was in a contested race for his office.

There were three ways that a member could vote in the election. First you could vote online prior to the conference. You could request a paper ballot. The third way was to vote in St. Louis at the conference. A total of 417 IAWP members used their right to vote in this election. Most people used the online voting method (297); a few used the paper ballot (9) while a large number voted in St. Louis (111).

Four officers are elected each year at the convention: President, President Elect, Vice President, and Secretary Treasurer.

For the office of President, David Slimp ran unopposed and received 366 votes.

For President Elect Nancy Upchurch also did not have any opponent and recorded 369 votes.

For Vice President Ray Cabrera of the California Chapter obtained 303 votes while his opponent Ron Sohnrey collected 109.

Linda Barnes ran unopposed for the office of Secretary Treasurer and acquired 368 votes.

There were two amendments that were voted on by the IAWP membership.

The first was on redistricting, specifically to change the geo-

graphical configuration of the districts on the International Board. This proposal received the approval of 253 members while 117 were opposed. California will remain the only state that is also its own district.

The second amendment was on the issue of quorum for conducting business at a Board meeting. A majority of those voting (324) voted in favor of this matter while only a small minority (40) voted no.

Congratulations to the candidates who volunteered to serve on the International Board of IAWP and won election to their position. It is also great that the state of California will have a member on the board. Let's all wish Ray Cabrera, the new International Vice President, great success in his new position.

## Legislative News

**BY VERONICA CHAMPAYNE STATE LEGISLATIVE CHAIR**

Well done, California! California's Legislative Network took first place at the International Awards! That was because of all your work. Well now is no time to slack off, we have three critical items ahead of us SB 776, upcoming interest payment of \$319.5 million and the Unemployment Insurance Insolvency Issue.

SB 776 is a state bill that will require 40 percent of WIA funding be used for training. This is contrary to the 1998 WIA legislation which states that the decision making is to be regulated at the local level. Some of you may have seen the recent studies that have shown that the WIA money isn't being spent on training. What wasn't in the report was that the One Stops have taken their WIA funding and often doubled and tripled it's value by creating partnerships to create training funds. This frees up the WIA funds for many of the key services that are

not available in "training" such as case management, career counseling and assessments. If SB 776 passes it will regulate at the lower level how the money is to be spent and it will result in the closure of about 100 One Stop Career Centers. Now is not the time for this change, California has above a 12 percent unemployment rate.

The Unemployment Insolvency issue is huge for California and 32 other states. Just Google it and everyone is talking. The high unemployment claims were more than we were prepared to pay. As of June 2011, California's outstanding federal loan totaled over \$10 billion. In September California's interest payment of \$319.5 million is due. To read more about insolvency go to the California's Legislative Analyst's Office website <http://www.lao.ca.gov/laoapp/main.aspx>. Keep an eye on the IAWP website for the Action Writing Campaigns <http://iapes-ca.org/legislative.html>.

I want to offer congratulations to our very own Rick Partridge of Imperial Valley. He was recognized by Assemblymember Manuel Perez as a veteran of the year at the Annual Assembly Veteran of the Year event. He was recognized for all that he gives to his community. I felt such pride as each Assemblymember shared the story of their veteran. These men and women have given so much and then they continue to give. No thought for when is it their turn. Congratulations to all the soldiers that were recognized and to all those who have served.

To contact your legislators on the issues above:

**Federal House of Representatives**

<http://www.house.gov/>

**Federal Senators**

<http://senate.gov/>

**California State Legislators**

[http://www.legislature.ca.gov/legislators\\_and\\_districts/legislators/your legislator.html](http://www.legislature.ca.gov/legislators_and_districts/legislators/your legislator.html)

## Calendar of Events

August 4, 2011	Chapter President, Treasurers, Chair Training
August 4-5, 2011	Board of Directors Meeting Riverside, CA
September 15, 2011	Cal-Liope Deadline
October, 2011	District XV Conference
November 15, 2011	Cal-Liope Deadline

## ATTENTION MEMBERS: DISTRICT XV EDUCATIONAL CONFERENCE

**OCTOBER 14, 2011 • 8:00 AM TO 5:00 PM**

RADISSON HOTEL  
SAN JOSE, CALIFORNIA

**PLAN TO ATTEND – WATCH FOR DETAILS**



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International Association of  
Workforce Professionals

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## Petraeus Awards Strike Soldiers

BY ELAINE CARRAWAY, CABRILLO  
DEL RIO CHAPTER PRESIDENT

The International Security Assistance Force commander awarded medals to Soldiers from the 2nd Brigade Combat Team, 101st Airborne Division (Air Assault), during a visit to Forward Operating Base Wilson, Kandahar province, Afghanistan, Feb. 14. Gen. David H. Petraeus pinned 25 awards, including one Silver Star, six Bronze Star Medals with Valor, six Army Commendation Medals with Valor and nine Purple Hearts on the soldiers present.

Before pinning the medals onto the chest of the Strike Soldiers, Petraeus spoke about how important the successes of the 2nd BCT and the Afghan



Strike soldiers awarded medals.

National Army's 3rd Brigade, 205th Corps are to Afghanistan. One of these brave men of valor is Pfc. Corey Doty, Headquarters and Headquarters Troop, 1st Squadron, 75th Cavalry Regiment.

Corey was awarded the Army Commendation Medal with Valor.

He is the nephew of Pamela Cruz of the Orange County Call Center and a member of the Cabrillo Del Rio Chapter of



Gen. David H. Petraeus and Pfc. Corey Doty.

IAWP.

Join me in congratulating Pfc Corey Doty and thanking him for his service!

Source: ISAF Regional Command (South), Government Organization, Kandahar, Afghanistan

### PIN ALERT – ORDER NOW

2010 New Chapter Pin

Designed by Fresno Chapter; modified by Rob Claudio. Send \$3 for each pin ordered.



**Collector's Pin**  
Presented by the Past  
Presidents Association

Presented at the District XV Conference and is available at the Chapter Executive Office for only \$2.

Send your money with your request for purchase any or all of these pins to:  
**Pat Thornton, Executive Office Manager,**  
11410 Gold Hill Court, Gold River, CA 95670

### INTERNATIONAL WEBSITE

The International website at [www.iawponline.org](http://www.iawponline.org) requires your member number to log into the Members Only section.

Your member number appears on your membership card.

Call the Administrative Office toll-free at 1-888-898-9960 or e-mail your request for your number to [iawp@iawponline.org](mailto:iawp@iawponline.org).

### IAWP APPLICATION

Annual dues are \$90 for all members except Retirees, which is \$32. If you are a supervisory employee your dues are paid directly to IAWP by EDD. Bargaining Unit 1, 2 and 4 employees receive \$50 of their dues paid directly by EDD. Permanent Intermittent and Permanent employees can send a check for \$40 or have \$3.33 deducted from their pay monthly. All Unit 15 employees may either send a check for \$90 or have \$7.50 deducted from their pay monthly.

**IN ORDER TO RECEIVE REIMBURSEMENT  
ALL INFORMATION MUST BE COMPLETED**

Last	First	MI
Chapter		
Recruiter's Name		
Address		
City	State	Zip
Social Security Number	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Agency/Office #	Date of Birth	
Bargaining Unit		
Employment Designation [Tax, ES, UI, LMI, DI, etc.]		

I hereby authorize the State Controller to deduct from my salary and transmit membership dues to the California Chapter of the International Association of Workforce Professionals (IAWP). This authorization will remain in effect until cancelled by IAWP representative, on my authorization.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Send to: Membership Coordinator Joseph Allen  
2320 Catalina Cir. #325; Oceanside, CA 92056

### MOVING?

Be sure to let the California Chapter Office know when you move. If we do not have your correct address, the CAL-LIOPE is returned to the Chapter Office. EACH RETURNED CAL-LIOPE COSTS 75¢. THIS IS NOT THE MOST EFFECTIVE USE OF YOUR DUES MONEYS. Complete this form so that you receive CAL-LIOPE and other news from the State Chapter and your local Chapter.

Name		
Old Address		
Old City	State	Zip
New Address		
New City	State	Zip
Did you change work locations? _____ if so: _____		
New office/MIC #		
Bargaining Unit		

Send to: Membership Coordinator Joseph Allen  
2320 Catalina Cir. #325; Oceanside, CA 92056

## Friends Remembered

BY DALE SHINN

It is with sad reluctance that I must report Gail Shinn, my wife of 42+ years, after putting up a valiant fight against Breast Cancer for the past two years lost her battle Friday July 15, 2011. Her professional life with EDD began in East Los Angeles in 1969 (where we met) and later in offices in Los Angeles until we moved to Sacramento in 1980. Here she worked in several offices, was the manager of 850, and served in the director's office retiring in 2004 with 36 years of service. She valued her professional experience, the challenges and solutions she

faced, and she helped many field offices in her various roles cope with the budget and service problems of her day. She made many friends and was respected by all who met her and I suspect her passing will touch the hearts of many she so esteemed in her professional life. I deeply mourn her passing but please join me in celebrating her remarkable life. She had many causes and her daughters carry on in the fight against this deadly scourge. Her services will be private but if you wish to join in this fight please donate to: <http://www.avonwalk.org/goto/gailshinn>.

## Business Writing Basics Workshops Held

BY VAL MOELLER, TRAINER

The District III chapters of Cabrillo Del Rio, Los Angeles, Los Compadres, Los Tres Condados, San Gabriel Valley, and Valle de Oro have been sponsoring a series of Business Writing Basics Workshops for anyone who writes business letters, memos, reports, proposals, and other business related documents.

These workshops have been held on:

**May 7** – West LA Workforce Services

**May 21** – Crenshaw Workforce Services

**June 8** – San Gabriel Valley Workforce Services

**June 11** – Canoga Park Employment Development

**June 15** – Orange County Call Center

Over 70 EDD and partner staff has attended these sessions. From these sessions we have also recruited five new members. All participants received a training booklet. They learned to recognize and eliminate common business writing mistakes, how to streamline wordiness to get their point across clearly and concisely, and tips, techniques, and shortcuts for getting the results every time you write.

The training is geared to being able to write, clear, concise, correct correspondence with pertinent information that



Val Moeller presenting Business Writing for District III.

is geared to your reader's needs. Briefly the six Cs of Good Business Writing are:

**Completeness** – Have you included everything that is important to say?

**Correctness** – Correct grammar, spelling and punctuation

**Clearness** – Have I used too many words to express my ideas?

**Conciseness** – Have I used only the essential words?

**Concreteness** – Have I keyed the language to my reader's understanding?

**Courtesy** – Have I expressed my ideas so that the reader will feel that I am helpful, courteous, and human?

Use the tools and resources that you have available. Please use the spelling and grammar check that you have on the personal computer (PC). Write a draft. Proofread your document(s). Revise and revise again if necessary.

## Soles 4 Souls Appreciates The Help

BY RAYMOND CABRERA  
INTERNATIONAL DISTRICT XV  
DIRECTOR

IAWP is always ready to give support to a good cause. The California IAWP was looking for a way to help those earthquake and tsunami victims in Japan. An opportunity to get involved and work with a good organization landed on my lap.

I had been communicating with IAWP State and International to see how we as an organization could get involved in some small way to help those people in need of help in Japan. With the economy the way it is, we had to look for ways other than just donations of cash.

I received a correspondence about a possible and constructive way we could help. The Sport Chalet was sponsoring a "Soles 4 Souls" shoe drive. We could collect gently worn shoes and donate them to the victims of Japan. Any shoes not used would be donated to other areas of need.

I created a flyer that could be used throughout the state. The information was shared with the California State Chapter. The response was unanimous. The flyer was posted in my office, the Riverside Primary Call Center. I did an electronic message to all staff in our office and everyone was excited. I set up a large box and waited to see what would happen. I did not have to wait too long. The very next day we started receiving shoes.

We collected shoes for two weeks, as the deadline for Sport Chalet to accept shoes was Sunday, April 10, 2011. At the end of the two weeks the large box was overflowing. I packed my Honda Pilot to the rim, including the back seat. I dropped the shoes off on Saturday, April 9, 2011, to avoid the rush of the following

day. My daughter, Kristine, made a last minute rush looking through her shoes and donated five more pairs of shoes.

When I arrived at Sport Chalet in Riverside, California, they were more than eager to help me unload my car. I was asked how many shoes did I have and I told them I was not sure, I had not counted them. I figured some 40 or 50 pairs at most. When the two Sport Chalet employees and I finished counting we had 107 pairs of all kinds of different shoes that were donated by the staff at the Riverside PCC.

In the San Fernando Valley not even hail stopped the collection efforts. Audrey Baker, a retired state employee and IAWP State Retiree Chair had to maneuver her car through a bad rain and hail storm to deliver two medium-sized boxes full with shoes. It was estimated that they had about 45 pairs of assorted shoes. Great job Pacoima office!

Let's not forget our chapters from the North. Mary Archer, IAWP 2nd Vice-President was the team captain spearheading the efforts in the Oakland area. Mary, who has a broken arm and couldn't drive, was able to obtain 287 pairs of donated shoes. She even got help in packing the shoes in a volunteer's compact Prius and driving them to the drop-off site, a true team effort by all.

Not to be outdone, the Los Angeles, Oxnard, and San Gabriel areas also made a valiant effort. Val Moeller, IAWP Parliamentarian, spearheaded the effort in the Los Angeles area. She was assisted by Andrea Sanchez; Los Tres Condados Chapter President for the Oxnard area, Dinah White, Los Angeles Chapter President, and

Rocio Lopez, IAWP International Relations Chair, from the San Gabriel Chapter completed the LA area trifecta. Rocio also collected shoes from the Orange County Primary Call Center. This collection was so successful that Val, who has a large Ford-250, filled the back of her truck-bed, the back seat, and the front passenger seat. Due to their efforts, over 500 plus assorted shoes were donated. Staff from Sport Chalet helped Val to empty her truck. They filled three plus shopping carts and were not able to get an actual count. There were just too many shoes to keep the count straight.

I am sure that there are other good stories from throughout California on our efforts in "Soles 4 Souls." By my estimates we donated almost 939 pairs of shoes. The stories were the same at every location. People were donating brand new shoes along with slightly used ones. California is proud to have been able to participate in a small part of a huge effort by Sport Chalet.

I want to thank the staff and managers of the Riverside PCC, the Oakland PCC, the LA PAC, the Orange County CC, and the Workforce Services offices in the Los Angeles/Ventura Division for their support in this community service. And thanks to Steve Moeller, Val's husband, for making several pick-ups at the donation sites. IAWP most specifically thanks Sport Chalet for sponsoring such a worthwhile effort in helping others around the world. When there was a need in Haiti they were able to help and have individuals all over the US donate 1.3 million pairs of shoes to help those in need in Haiti. Now it's Japan's turn.



Members contributed many, many shoes for the shoes for Japanese relief campaign.

## Ms. Kaori Nakamura Attends Her Last Conference

BY BEN TAKESH'TA,  
CALIFORNIA CHAPTER

Many of us who got to know Ms. Kaori Nakamura at the past International conferences will be sad to hear that this was her last conference. She had been one of the most active members in terms of IAWP activities and had been participating in many of the IAWP activities and events. Kaori attended the 98th Int'l conference in St. Louis from Tuesday, June 28 and participated in the Int'l Panel held on Tuesday afternoon. The topic of this year's panel was, "Thriving in Today's Workforce." This was a very interesting topic for Japan since they are still in their national recovery mode after their devastating earthquake and tsunami in March of this year in the Fukushima area in Northern Japan.

Kaori's replacement will be Ms. Kayo Rokumoto, but because of her very recent appointment to this new post at the Japanese Embassy in Washington, DC. Ms. Rokumoto was not able to attend this year's Conference in St. Louis. I hope to get more information about Ms. Rokumoto so that she can be introduced to all of you as the District 10 Director (Changed to District Ten from the former District 17 because the Redistricting By-Laws Amendment was passed). Ms. Kaori plans to return to Japan for reassignment sometime in July or August of this year and we shall all look forward to meeting Ms. Rokumoto possibly in Spokane, Washington in 2012.

## EDD Family Reunion

Date: Friday, September 23, 2011

Time: 5p.m. to 12 midnight

Where: Holiday Inn  
275 South Airport Blvd  
South San Francisco, CA 94080  
(650) 873-3550 \*Special room rates associated with event.  
Call for specifics and reservations.

Cost: \$40 per person \* Includes a buffet, no host bar, free parking, free shuttle  
Service between airport BART and the Holiday Inn, socializing with good people and more.

\*Please R.S.V.P. by September 1st

\*Buffet items include Salad & Bread, Lemon Caper Chicken, Tri Tip, Salmon with Dill Buerre Blanc, Rice, Garlic Mash Potatoes, N.Y. Cheesecake, and Tiramisu

\* Complimentary Coffee, Hot or Ice Tea will also be served

Checks made payable to:

Lidya Joe or Vincent Diaz  
801 Turk St.  
San Francisco, CA 94102

Contact:

Robert Martin  
(415) 749-7469  
Robert.Martin@edd.ca.gov



*"Bringing together former & current employees, retirees, partners, and friends to celebrate EDD's past and present."*

## "A Cup of Joe" for a Joe Program Offered

BY MARY ARCHER  
STATE CHAPTER FIRST VICE  
PRESIDENT

On a recent visit to my son who is in the air force I had the pleasure of meeting his boss, Chief Master Sergeant John O'Brien, who had just returned to the Fairchild AFB after being deployed in a place with a dry, arid climate. During the conversation about his troops and their families now they have returned to US soil, Chief MSgt O'Brien was intrigued as to my actions to support my son and I related to him how we, IAWP, in the Bay Area, had contacted a Marin county company, Green Beans Coffee, and made donations so that they could provide a cup of coffee for troops serving overseas. His face lit up, his wife was so surprised she was not aware of the company or its work. John's response "It helped all of us and when the guys were a bit down - mail not arriving, etc, the cup of Joe and a note from a well wisher did wonders for morale." You too can help our troops by reading this article and making a donation.

See "Joe" on page 8

## “Meet Me in St. Louis” Conference Reviewed

BY VERLETTA MOELLER  
DISTRICT III DIRECTOR

At the board meeting in September 2010, I was asked to be on the Program Committee. I agreed and at the meeting someone was needed to head up the Moderators. So I accepted. Since that time, I have been working with the rest of the committee to come up with keynote speakers and workshop ideas and speakers for the International Educational Conference scheduled for June 2011.

In addition to working on the program I was also planning the assignment of moderators. This meant sending out emails and making announcements at the International Board meetings to recruit people to moderate 24 concurrent workshops. Once I had volunteers, then I assigned them to a workshop and followed up with an email notification about their assignment. I was very lucky to recruit most of the moderators that I needed, but California delegates stepped up to the plate to fill in where needed. All moderators truly exemplified team work.

Meet me in St. Louis, Louis, Meet me at the Fair. I arrived on Friday, June 24, and was lucky enough to be able to go to the ballgame along with 34 other IAWP delegates at Busch Stadium for a night game between the St. Louis Cardinals and the Toronto Blue Jays. Although 10 of us found ourselves up against the fence in the nose-bleed section 442, row 11, it was a good game. The score was tied (4 to 4) at the end of 8 innings and just when we thought the game might go extra innings, the lights went out. The game stopped for 13 minutes until the power was restored to a bank of lights above us. The Blue Jays scored 1 run in the top of the ninth and beat the Cardinals 5 to 4. Although the home team lost, the game was followed by an awesome fireworks show.

Saturday was spent picking up my registration packet, greeting friends, making new friends, checking to make sure all moderators were in attendance, checking that the speaker gifts would be available for the moderators, shopping for refreshments, checking on the leadership training, encouraging everyone to vote if they hadn't already done so, checking on the exhibits, and offering assistance wherever it was needed. I was going to refer to this as a free day, but I kept very busy. When all of this was done for the day, six of us had a lovely dinner at an Italian restaurant (Brio Tuscan Grille) in the shopping center across the street from the hotel.

I attended my last International Board meeting on Sunday morning. This past year I served as the Specialized Customer Services Chairperson. Opening ceremonies was in the afternoon. We definitely like pomp and circumstance with the presentation of all state and international flags, introduction of the Past International Presidents (8 of them), and a candle-

light memorial ceremony to recognize those no longer with us. Jane Oats, Assistant Secretary of Labor, US Department of Labor, greeted us through a video presentation. She stated that members of our organization were making a difference in the lives of American workers. She thanked us for creating opportunities for workforce professionals and our commitment and leadership in training and education. We provide a gateway to success, but together we can take the steps necessary to help Americans get back to work. We were treated with a special performance by the ‘Sounds of Harmony’ from Illinois. They are a 23 man Barber Shop Chorus. One of their members is a long time IAWP member from Illinois. They received standing ovations for their outstanding a cappella renditions of such songs as ‘What a Wonderful World’ and ‘When I’m Sixty-Four.’ Motivational speaker Tom Terez, International Consultant & Author, Owner, Workplace Solutions, Inc. wrapped up the opening ceremonies with his presentation about ‘What are you doing to be your own best leader?’ You should have your own individual management action plan. You should determine what engages you and what are your strengths? What do you need to learn? How do you recharge? Got a bucket list? (Remember the movie with Jack Nicholson and Morgan Freeman?) If not, then make one soon.

I conducted the moderators meeting after opening ceremonies. Moderators were given instructions about the procedures to follow for their workshops and issued their packets. Everyone showed up except one person, but I was able to get them their packet the next morning.

The International Cultural Event (keeping the I in IAWP) was provided by our international delegates following the opening ceremonies. This was an opportunity to experience some of the foods and crafts of Lithuania, Latvia, Poland, South Korea, the Republic of China, and Japan. They answered questions about their countries and brought a variety of give aways for the raffle. Quite a number of attendees (me included) won a raffle prize. I also purchased an amber necklace from Latvia.

On Monday morning at 8:30 we had four choices of workshops to attend. I attended ‘Bullying in the Workplace.’ Unfortunately, bullying is common in the workplace. It is defined as repeated inappropriate behavior conducted by one or more persons against another or others at the place of work during the course of employment. Bullying is more common than sexual harassment.

There were four more workshop choices at 10:15, but I had an IAPES Foundation meeting during that time. The Foundation was established in 1997 as the Association’s educational

development and fund raising branch in order to receive tax deductible donations and contributions. The Foundation has a 501 3c non-profit status. We meet in person once a year at the International Educational Conference. Other meetings are held throughout the year via e-mails and conference calls. Foundation members have been making efforts to identify grants for the association.

Monday afternoon I attended the Unemployment Insurance (UI) Roundtable workshop. Thirty UI experts exchanged best practices and updates on their respective state programs. Most states operate their programs from telephone claim centers, although there are still a couple of states that have in-person UI services available at local employment and workforce service offices. Several states have implemented scheduled callbacks and use document routing systems. Some states are considering making it mandatory to file claims via the Internet and for employers to also respond via the Internet. The group discussed the pros and cons of limiting our services to the use of technological service delivery methods as we still have customers that do have access to the Internet or have communication barriers. We all basically agreed that we would need to continue to have services available for those customers that have barriers.

The late afternoon session featured Lee Foley, Managing Partner, Capitol Hill Partners, Washington, DC. Mr. Foley has been in Washington for nearly three decades advising clients and representing various interests before the US Congress and the Executive Branch of the federal government in issue areas including employment and training, employment security, education, community and economic development, job creation, small business development, and older Americans programs. His Washington update is always full of enlightening information and legislative news.

After a day of educational activities, all districts met to handle any business as well as meet the candidates for office. The California Chapter was promoting our own Raymond Cabrera for Vice-President. (He was successful!) This was followed by St. Louis Night where the theme was ‘Meet us at the Fair.’ After an outstanding meal, the districts broke out their fair contributions. There was something for everyone from ball toss, New Jersey Jeopardy, gift bag grab, a golf putting green tournament, ring toss, pin the nose on an executive board member, and a game of 21. All participants received at least a token gift but winners received even more from watches to glassware to gift cards. When the fair was over, the DJ fired up the music for dancing. Line dancing is always popular. A great time was had by all!

Tuesday morning was another round of workshops at 8:30 a.m. and 10:15 a.m. Veronica Champayne was a presenter of ‘Work Sharing for a Stronger Economy.’ This presentation showcased California’s Work Sharing Program. Did you know that California was the first state to adopt Work Sharing Legislation?

I was the moderator for the Stress Management workshop. This workshop helped to understand stress and the challenges we face in the workplace. We learned to neutralize stress while promoting a positive workplace environment. Cornell Dillard, Chief Investigator for the Missouri Department of Labor, shared some stress management techniques to regain control in the workplace environment. Typical causes of stress are feeling powerless, uninvolved in your own responsibilities, lack of effective communication and conflict resolution, and long working hours. The ability to manage stress in the workplace can make the difference between success or failure. To learn how to manage job stress you need to take responsibility, avoid pitfalls, and learn better communication skills. A person’s attitude can influence whether or not a situation is stressful. A person with a negative can often have more stress than someone with a positive attitude. Time management tips to reduce job stress included: Create a balanced schedule. Don’t over commit yourself. Plan regular breaks. (Minimize breaks and lunch at your desk.) In this way you won’t suffer from Dunlap Disease – your belly has done lapped your belt. Everyone got a good laugh from this play on words. So to reduce stress: Prioritize tasks (make a list), Break projects into small steps (focus on one manageable step at a time); and Delegate responsibility (you don’t need to control every little step). Bottom line – IMPROVE CUSTOMER SERVICES – Say Good morning/afternoon; Thank you for waiting. How can I help? BE POLITE! It’s not what you say but how you say it that impacts others – for better or worse.

Tuesday lunch time was the Awards luncheon. California did very well. I’m sure there is another article highlighting our awards. After the awards luncheon was the International Panel. The global economy has been in a difficult situation for the last few years. The international panelists described programs being implemented in their respective nations that allow their workforces to thrive today.

Mr. Sergejs Blazevis from the Republic of Latvia shared that the UI rate in April of 2010 was 19.5% for a population of 2.2 million. Their population has declined 15.1% since 1991, which is when they gained independence from the Soviet Union and established the state employment agency in April 1991. They have been the hard-

est hit of the European Union (EU) states and are the third poorest EU state. They utilize unemployment person coupons with education to help people seeking work. Their major problems are small wages and salaries, there are few vacancies in the big cities, and newcomers to the labor market have less experience.

Ms. Liogina Beinoraviciene from Lithuania is a representative of the Ministry of Social Security and Labor. She served as the President of the Lithuanian IAWP from 1998-2007. They too gained independence in 1991. Their UI rate is 1.4%. Their focus is on training, vocational training, rehabilitation of the disabled, job clubs, and labor market days to support high quality employment. They also subsidize those working only part time, provide travel and accommodation expenses for those that can’t find jobs near their home, and provide funding to develop and begin to build businesses.

IAWP District 18 Director Ms. Mei-Chuan Chuang from the Republic of China is the Executive Officer of Labor Affairs Taipei Economic and Cultural Representative in the Republic of China Embassy in Washington, D.C., shared her countries desire to make sure the elderly have meaningful work. They have a population of 23.2 million and a 4.27% UI rate in May 2011. They have had unemployment insurance (UI) since 1994. UI lasts anywhere from 6 to 9 months depending upon their UI rate. They have been one of the fastest countries to recover from the economic crisis. Education is their number one priority. They have 2,197 training partners. Employees have access to nine resources under their Advance Protection Notice when they become unemployed. Employers pay .05% payroll taxes to cover repayment of overdue pay. They have a minimum wage law, overtime and holiday pay rules, child labor laws, paid maternity leave (eight weeks), and retirement pay.

IAWP District 17 Director Kaori Nakamura is the First Secretary, Economic Section, in the Japanese Embassy in Washington DC. She shared that her country tries to balance respect for the worker while managing the workforce. Their population is 127.3 million and their UI rate was 4.7% in January 2011. Laying off workers is a last resort for Japanese employers. Traditionally, companies employ college graduates through to retirement. Japanese companies don’t want to lose their labor force. They cut overtime first so as not to lose their trained workers to their rivals. They do pay UI as well as provide subsidies to companies to create jobs. They still have 112,000 people without any housing since the earthquake and tsunami struck. Kaori expressed her gratitude to

See **Meet Me** on page 5

## Habits of Highly Healthy Humans Workshop Explained

BY JEAN STEFANIK  
ORANGE EMPIRE MEMBER

This workshop was presented by Dr. Monica Dixon, Ph.D., R.D. International Author, and Women's Health & Fitness Expert on June 29, 2011 at the IAWP 98th International Educational Conference in St. Louis, Missouri.

Do one thing different for 28 days to make a change to anything.

She stated that a balanced life consists of Mind, Spirit and Body. Mind= thoughts; Spirit=connection, cleansing and creativity; Body=food and activity.

We should all strive to walk 15 to 30 minutes each day, eat smaller portions, make a fist – the size of your fist is your portion size; one half of your plate should consist of vegetables and fruit, and eat less sweets. Practice the 80/20 laws – eat 80% of

healthy food choices before 4 PM and 20% other times. Exercise more – change 'workouts' to 'fun outs' using the formula 2 X 5 X 12 = 2 Times a Day X 5 Days a Week X 12 Minutes each Time.

It has been noted that there are more strokes and heart attacks of people under age 30 than over 30. Every (1) extra pound makes your heart push 1 mile more through your veins, arteries, and capillaries.

Dr. Dixon suggests that we: change our habits; rattle our cage; break our rules; drive a new way to work; meet a new person; watch a soap opera; buy groceries at a different store; try a new restaurant; and ask open ended questions. I wonder... Imagination is more important than knowledge.

Empathy is the great connector. Everybody Hurts!

Engage in the Greater Good! Are you guilty of over commitment to Self and under commitment to the Greater Good?

Don't become a "toxic waste" dump. It's possible to own too much! A man with one watch knows what time it is. A man with two watches is never quite sure. One man's compost is another's potpourri. Before you decide to buy something, ask yourself, does this complicate my life?

It's important to have good sleep hygiene. Have fresh air in your room; create a cave – a completely dark room, not even an illuminated clock.

Concentrate on consistency in the amount of sleep you get and get your required amount of sleep each night.

And last but not least – a sense of humor is the needed armor for a balanced life. Joy in one's heart!

## Innovations in Serving Special Populations

BY JAMES THOMAS  
INTERNATIONAL DISTRICT XV  
DIRECTOR

The presenters for this workshop at the St. Louis conference were: Grace Fendley and Shelia Bouloubassis from Maryland and Kathryn Parks and Marcia Dulin from Pennsylvania. The first topic of discussion was on new technology being used to help customers with hearing difficulties. The process allows the customer to communicate with Unemployment Services to file claims via a face to face interface. The system lets the customer see the interviewer using sign language to ask questions needed to file a claim. The interviewer translates what the customer is saying and relays the information to the Adjudicator who files the claim. The system allows for easy access to those with special needs.

The second topic was on the

Mobile Career Center. It is a One-Stop Career Center on wheels. The van is the mobile office used in Maryland to provide ex-offenders and selected communities access to Workforce Service. The van is equipped with six computer stations with broadband internet access, 42 inch flat screen television with DV/VHS capabilities, printer/copier machine, resource library, inside radio to filter in music, awning, wheel chair lift, emergency exits windows, rear view safety cameras, and refrigerator and microwave. Staff can help with job searches, resume preparation, referral to support services, registration for Workforce Center activities, and on-line applications.

The Mobile Center has given people renewed hope in re-entering the labor market.

## Building Morale in a Broken Economy

BY MARY ARCHER  
CALIFORNIA CHAPTER

This workshop presentation at the International Educational conference in St. Louis was an extension of the brief mouthwatering segment which began after the opening ceremonies. Tom Terez displays a modest, unassuming personality; he encourages and persuades his audience to participate in an ongoing learning experience throughout the whole of his presentation.

The key parts were based on kinship, the human element and being passionate. As the presentation unfolded we were asked to use Tom as a sounding board to ask for advice or an opinion as we use his online website with a segment created especially for IAWP, this being especially useful as we all return to our home states and attempt to put some of our newfound knowledge into action as we create a very viable work product; go to [www.tomterez.com/iawp](http://www.tomterez.com/iawp) and enter the User ID extras and the password wk3z8 to access the materials available.

Mr. Terez stated "We need to draw from examples and use the following three to enhance the process: Deliberate calm, situational awareness and determined action." These three

actions were illuminated by the actions of people like the airline captain who safely landed his powerless plane into the Potomac last year, with no loss of life. Tom did indicate that 80 percent of people do not panic in such cases they just freeze. The survivors are those who take calm action, they tweak it, get reliable data and improve it and take action. Take time to strategize and create your own strategic plan for yourself. Tom referred to the stories of Jonny Appleseed and the Robbin Island prisoners like Nelson Mandela who all were determined to learn more and help others. We were advised to read emotions and to respond wisely. Tom stated that creativity sometimes gets sanded down and we lose the differences which can make some things change from a positive action into a negative one – we must focus on the positive. The intimate focus groups which bonded three complete strangers was a positive and creative part of the presentation. We shared ideas and after the conference ends Tom will correlate all of the ideas into a useable format for all of the IAWP conference participants to use - an ongoing gift, an interactive gift and a perpetual reminder of this conference.

## Meet Me In St. Louis

Continued from page 4

everyone (134 countries and 39 organizations) who has helped Japan in the aftermath of their disaster. Unfortunately, this is Kaori's last international conference as District 17 Director. She will be returning to Japan in mid-July.

This session was and always is very interesting. I am proud to say that all of the international delegates are my friend. I look forward to meeting and making a new friend with Kaori's replacement. Following this we had a free night. Buses were available to take us to downtown St. Louis where you could have dinner (Morgan Street Brewery is where I and some others went to), go to the arch, shop, sight see

Wednesday morning I moderated the Social Security (SS) Workshop – Understanding the Benefits. Fifty-four million people are receiving SS benefits. This represents payments to the disabled and their dependents, widows/widowers, children of deceased workers, and the retired and their dependents. It takes \$1,120 to earn one SS credit and you can earn a maximum of four credits per year. It takes 10 years of work to earn 40 credits which then qualifies you for retirement benefits. Attendees to the workshop were also able to pick up numerous brochures about SS and related benefits. You can also go to the following websites: [www.my.moneys.gov](http://www.my.moneys.gov); [www.medicare.gov](http://www.medicare.gov); and [www.socialsecurity.gov/estimator](http://www.socialsecurity.gov/estimator). Make sure to use the retirement estimator to help you. Good-bye Tension / Hello Pension!

The general business session convened at 10:15 a.m. This is the annual business session where we learned who was elected to serve as officers, received the stewardship report from the outgoing President, found out raffle and silent auction winners

(I bid on the Idaho basket and won it), and received bids from Buffalo, New York, and Portland, Oregon to host the 2014 Educational Conference. The votes were collected with the winner to be announced at closing ceremonies.

The keynote speaker for closing ceremonies was Monica Dixon, Ph.D., R.D., International Author and Women's Health & Fitness Expert. Her energetic presentation gave us simple steps to renew control in our lives by regaining physical and emotional energy, improving job satisfaction and productivity, prioritizing time and resources, and learning how to give and get the most out of life and your career. Her session was followed by an invitation to Spokane for the 2012 Educational Conference. At break we were also treated to food treats associated with the state of Washington and the Spokane area. After the break we viewed a power point collection of pictures taken during the conference. It's always fun to watch the pictures and find California delegates in them. And lastly the vote for the 2014 site favored Portland, Oregon.

Then, it was time to get ready for the Banquet/Ball. Once ready, it was on to the President's Reception and one more chance to network with board members and their escorts. As I told you at the beginning of this article we love pomp and circumstance. There is a procession of all the 2010-2011 Board of Directors and Committee Chair Persons into this event. Each Committee Chair and Board of Directors is announced and we proceed to sit at our assigned table. Again we were served an excellent meal. The final awards are given out – Lifetime Achievement, Most Improved, President's Discretionary, and the Chapter Achievement winner. California lost out by only 23 points to

Oregon. We'll have to try harder next year. The rest of the night was spent dancing the night away.

For the first time in eight years, I did not have to attend a board meeting the next morning (Thursday). As such, I was able to join some of the other California delegates who stayed an extra day to sight see the local area. We rented a 13 passenger van. We had breakfast at the Cracker Barrel, visited Washington University, the History and Art Museums, The Cathedral Basilica of Saint Louis, the Botanical Garden, visited the Science Museum where some toured the Body Works and some of us went to the IMAX and saw Tornado Alley. We finished off the day with dinner at another Cracker Barrel. (We kind of like the Cracker Barrel since we don't have any in California.) And for dessert we went to a local ice cream/yogurt place (Ted Drew-known for concrete ice cream). There were probably 200 people either in line or milling around with their ice cream. We almost didn't stop, but the place had every window open and it only took about 10 minutes to get our order. GOOD STUFF! We did more sight seeing on Friday. We had breakfast at a downtown crepe place, visited a Veterans museum, walked around the downtown park area and had an opportunity to enjoy the fountains, toured the Cahokia Mounds in Illinois, then to the Lewis and Clark Museum (although it was closed we wandered around the grounds and looked at the fort), and finally dinner and back to the hotel. We all needed to get back and pack our bags to return home the next day.

I met a lot more than Louis in St. Louis. We had a great time at our own version of the fair. So, now it's time to leave behind St. Louis. Meet me in Spokane, Washington next year.

## Social Security: Understanding the Benefits

BY JAMES THOMAS, CALIFORNIA  
STATE PAST PRESIDENT

The presenter for this topic was Sharon Byrd, Public Affairs Specialist, Social Security Administration. We were informed that 54 million people are receiving Social Security. She provided a brief history that listed the following:

- 1935: Retirement Insurance
- 1939: Survivors Insurance
- 1956: Disability Insurance
- 1965: Medicare Program
- 1972: Supplemental Security Insurance, and
- 2003: Medicare Part D Prescription Drug coverage

The topics she covered were: how do you qualify for retirement benefits, your retirement age, who else can get benefits, how Social Security determines your benefits, use the retirement estimator, working and receiving benefits, how to apply for retirement benefits, what will you need to apply for Social Security Benefits, widow or widower benefits, Medicare Part B, and Medicare coverage. Sharon did tell everyone that being divorced 9 years, 11 months, and 29 days just will not do to collect benefits.

## A Smile Says it All

BY PAULA SNIPES SACRAMENTO CHAPTER PRESIDENT

Did you meet and greet old and new friends in St. Louis at the 98th International Education Conference? Was the conference in St. Louis your first time attending? If so you were exposed to over 240 people that do the same jobs as you. Some interesting facts about the conference are that you never meet a stranger no matter where you're from, and employment is the same throughout the United States and the International Communities. Our International Delegates from Japan talked about the shrinking workforce and having more babies to replace the older worker. The delegates from Russia and the Ukraine stated they send millions of workers to other European countries to work. The knowledge you gain after attending the International Conference is that when you leave you have additional information about the job markets in all part of the world, and photos to share about your trip.

The General Session with Lee Foley, provided information on Legislative issues and how things in Washington affect employment in California and others states. Training is very important due to the number of people on Unemployment. A workshop on the Job Market in St. Louis was very informative and reinforced the things we all know. "There are jobs and Workforce Services provide needed training. A second workshop on Stress Management conducted by Cornell Dillard, from the Division of Employment Security, Missouri Department of Labor and Industrial Relations, really captured the attention of all who attended who left knowing that the workplace comes with its own share on challenges. We know the typical causes of stress and we learned how to manage job stress. Most of the class laughed when Mr. Dillard ask if we knew the signs and symptoms of stress? Most said yes, but he provided ways to work off the stress we feel. Relaxation and social support will go a long way when you work any type of job.

The Awards Luncheon was great and California walked away with several awards this year. We challenged ourselves last year and met our goals. We ask again "Challenge Yourself to be Challenged." Recognition of your co-workers, partners and employers for the hard work and jobs they provide. Remember, "A smile says it all". Lastly no conference is complete until the Banquet and Ball with the theme; "Let the Carnival Begin." St. Louis hosted a wonderful dinner and dance; the DJ was jamming and the food was great too. Do you remember the electric slide? And in some parts of the county a dance called the swing? Well that wasn't a problem, someone would teach you. A trip to the ARC was really great. Going up took about 4 and half minutes, coming down only three minutes.

We elected the New International officers for 2011-2012. Congratulations to Ray Cabrera, the new International Vice President and congratulations to James Thomas our new International District 15 Director.

## Seven Habits of Highly Healthy Humans

BY MARY A. UPP  
EAST BAY CHAPTER

What a great and informative way to start the last day of the conference than to learn about how to be healthier and live a better life! Monica is a Registered Dietician and her workshop was quite informative and reminded all in attendance to re-evaluate our current lifestyle, make some minor changes, and try to break bad habits. Attendees noted that some barriers that contribute to an unhealthy lifestyle are the following – skipping breakfast, high caffeine intake, not getting enough rest and the notion that fresh fruits and vegetables are out of most working people's food budgets. Others felt that they simply didn't have the time needed to invest in a healthy lifestyle. We learned that since the 1980s we Americans spend an average of 40 hours a week of "screen time" using either a personal computer or watching TV. Even though this leaves us with an additional 14 hours of leisure

time per week, we choose to spend it differently and therefore feel that we are too busy to do the things needed to take care of ourselves.

Some of the wonderful ideas Monica shared with us were – increase our daily fiber intake, give up or curtail our consumption of diet sodas and all sodas for that matter and replace them with soda water and a little fruit juice to add flavor. We also learned that diet sodas can actually hinder rather than help a person trying to lose weight. Monica advised that we actually should include fat in our diets like that from olive oil, canola oil or even in the form of an Omega 3 fish oil supplement of 1000mg per day. There were some exceptions for those who are on Coumadin or those who have a risk of strokes or have other blood-thinning conditions. We were given at least 12 healthy breakfast ideas so even if you are not a breakfast person you can still

See **Seven** on page 8

## Defeating Negativity in the Workplace

BY JAMES THOMAS, INTERNATIONAL DISTRICT XV DIRECTOR

The presenter was Cornell Dillard; Chief Human Relations Officer. He let it be known that negativity is an emotion and we sometimes make decisions on that emotion. We were informed on identifying negativity, consequences of negativity, and neutralizing negativity. Negativity requires nourishment to develop and grow. Failure to stand against negativity causes it to continue and to flourish. Negativity will affect you as a worker, both mentally and physically. A work climate of distrust or mistrust reduces productivity and

morale. Negativity is a habit that will distract or disenchant employees who will make preventable mistakes. He provided tips on neutralizing the negativity by stepping up and confronting gossip, providing productive and non-confrontational options, progressing towards a positive culture, reframing from negative thinking, confronting the whiners and complainers, stop blaming others, and use words like always, never, everything, everybody.

He also touched on communication tips by specific disability. The tips were: a wheelchair is part of a person's body space,

speak directly to the individual, interact with the person at eye level, be aware of the distance between you and the individual, and follow through on whatever needs to be done. He gave useful advice on people-first language. There are 54 million people with disabilities that share two unique distinctions: being the nation's largest minority groups, and the most diverse group. We can use some of these common terms: person with a disability, non-disabled, developmental disability, person with mental illness, person who is visually impaired, and person who has multiple sclerosis. Remember people come first.

## IAWP Educational Programs That Wow

BY PHIL DWYER  
PUERTO DEL SOL CHAPTER,  
CALIFORNIA STATE TREASURER

One of the most informative educational seminars at the IAWP International Conference in St. Louis was given by a California State Chapter member, Ray Cabrera. Terri Pasternik (IL) and Ray Cabrera (CA) showcased the educational programs available through IAWP and the scholarships that are offered by the organization while answering many questions on the processes.

Ray started the presentation by defining "ELKI" with IAWP. Education is a cornerstone of IAWP and leads to a better life and can be done formally or informally by the local subchapters, chapters, districts, and at international conferences such as this week in St. Louis. Learning is acquiring new skills through training and this requires a willing participant. Knowledge is an awareness gained by experience and is the next step in applying what you have learned. Information is what the trainers impart to those who take part in classes.

The cornerstone of IAWP and this conference is education of its members. Objectives include enhancing individual proficiency in workforce development, provide a forum for exchange of information, and promote information to members on legislation and policy. All of these objectives will be met by the educational seminars given this week.

Did you know there are four scholarships that are available to

IAWP members? Terri shared each of the different types of monetary assistance available and what requirements are necessary to qualify.

The Logan S. Chambers Individual Scholarship is available to full IAWP members to increase their knowledge in the area of employment and training or toward a degree program relating to job performance or promotional possibility. Grants are based on the number of years of consecutive IAWP membership. The scholarships range from \$100 to \$350.

The Freddy L. Jacobs Student Individual Scholarship is designed to provide financial assistance to IAWP student members or dependents of full IAWP members to increase their skills in leadership or workforce development. Grants for student members are based on the number of years of membership and range from \$75 to \$300. The maximum grant for dependents is \$75.

The W. Scott Boyd Group Grant provides financial assistance to IAWP chapters and subchapters for presentation of group educational and training programs.

The IAWP Professional Development Memorial Scholarship is open to IAWP full members for financial aid to complete the Workforce Professional Development Program (WPDP) or the Certified Workforce Specialist program. These are two leadership development programs that

are offered to members and described below.

The Workforce Professional Development Program (WPDP) was created in 1988 and is an opportunity to enhance knowledge and career growth. There are four components of the program: history of workforce development, business and job seeker specialist, unemployment insurance specialist, and labor market information specialist. To become a master, you must pass these four exams and complete the program within 24 months.

The Certified Workforce Specialist Program has four requirements: education plus experience, professional membership, complete the WPDP, and professional references.

If you would like additional information on the scholarships or leadership development programs, check the IAWP International web site: [www.iawponline.org](http://www.iawponline.org). For information about the California Chapter and the individual subchapters and the schedule of educational seminars and other activities, check the state web site: [www.iapes-ca.org](http://www.iapes-ca.org).

Next the current Educational Chair, Ray, reviewed the educational reports requirements for the chapter achievement contest. Additional information is also listed on the IAWP web site.

Remember this quote from Benjamin Disraeli shared at the training: "The secret of success in life is for a man to be ready for his opportunity when it comes."

## Motivational Tools to be A Leader

BY YVETTE QUEVEDO, SAN GABRIEL VALLEY CHAPTER PRESIDENT

This year's International Conference in St. Louis provided a wealth of information to attendees. Of the multiple workshops offered, the general session that followed the Opening Ceremonies caught my attention. Motivational speaker Tom Terez, an international consultant and author of "22 Keys to Creating a Meaningful Workplace," discussed the importance of knowing ourselves to become the best leader possible. He made his presentation interactive by getting everyone into small groups of two or three, where we talked about who inspires us to be who we are. If you think about it, even

wanting to do the opposite and learn from someone else's mistakes can be an inspirational factor in your life. This is actually the first step in what he calls an Individual Management Action Plan (IMAP). The steps include the following:

Who inspires me? This can be anyone from someone famous to a relative or even a colleague.

What engages me? What motivates you at work and gets your energy up?

What are my strengths? Write down everything and then go through the list and pick your single greatest strength.

What do I need to learn? What do you need in order to get to where you want to go?

What is my brand? How do you stand out?

How do I recharge? List your favorite ways of de-stressing; if you cannot think of anything specific, write down something that you can begin as soon as possible.

Got a Bucket list? If you don't, make one soon.

Got any Roadblocks? Analyze what's going on.

Here's what I will do: Tomorrow... Within 7 days... Within 30 days. Based on your answers from 1-8, determine a course of action for the three different time frames.

Take a look at the steps and take a few minutes to think about

See **Leader** on page 7

# My First International Conference

BY WALTER KO  
EAST BAY CHAPTER

The 98th IAWP International Education Conference was held in St Louis Missouri, June 26-29 2011 with the theme "Thriving in the Workforce." I was excited to join as an alternate delegate.

The opening session began with Ray Cabrera (CA) as the master of ceremonies. International President Rich Vincent made his opening speech followed by reading the Resolution from Missouri State Senator Maria Chappella-Nadal and Proclamation from St Louis County Executive Charles A. Dooley in honoring IAWP Week. I was honored to help make these two documents and had them available in the conference program. President Vincent recognized all first time attendees and those who had attended the most conferences. Ben Takeshta from California has attended a recording breaking 44.

The first pre-recorded speech on big screen was from Jane Oates, Assistant Secretary of Labor, USDOL with initiatives and insights on the outlook. That was followed by "Being Your Own Best Leader" by motivational speaker Tom Terez who emphasized turning self-leadership into a proactive proposition. The International Cultural Event was a success with representatives from China, Latvia, Lithuania and South Korea. Each gave a brief presentation on the state of affairs and introduced us to their booth of interesting items.

Monday was a full schedule of workshops. I chose to attend "IAWP Education Programs that WOW!" by Ray Cabrera explaining the benefits of the Workforce Specialist Certificate. The next program "Protecting Your Professional Footprint" by Keith Bolten discussed using social media effectively. Following it was "Branding" which helped define a successful and memorable unique statement. Mine was "ABC of EDD – Always be courteous" The afternoon section was an Unemployment Insurance Roundtable – an interaction on the delivery

of unemployment services in this great recession. Each shared their insight and challenges from their own state. I found the same language challenge in New York in serving the number of Chinese speaking in the population. I established contact with Dennis (NY) and agreed to exchange support materials. I shared the recent CCNPAU system and the new debit card payment program in July. The afternoon program was an interesting presentation from Lee Foley who shared his insights and inside stories from Washington DC on the future of the workforce program, unemployment service and WIA training. It was followed by district caucuses.

Tuesday started with "The Essential Four – bookmark these websites and you will be LMI Savvy!" These were important information sites from grant writing to cost of living. The next was presented by Cornell Dillard on "Stress Management." The former marine shared the tips on coping skills in improving mental attitudes and productivity with a positive workplace environment. The Awards Luncheon was marvelous with California cornered a whole bunch awards and certificates. Cash votes selected Mary Navarro-Aldana (CA) as the new "idol". One-Stops was presented to San Jose CA; first place specialized customers was awarded to Brenda Cohen(CA); Operation Welcome Home(CA) was second place winner; individual award to Ruben Mathias (CA); Oakland Primary Call Center Management Team (CA) was second place group award; second place retiree award went to Jean Berry (CA); Education award went to California chapter. Our James Thomas took the prize and said "thank you and gracias." The last program was the International Panel of China, Japan, Latvia and Lithuania on the topic "Thriving in Today's Workforce". A lot of attention was focused on the recent devastating earthquake and tsunami in Fukushima area in North Japan and the national recovery. I offered my support and sympathy to the Japanese people through Ms Kaori

Nakamura, first Secretary, economic section, Embassy of Japan.

Wednesday morning program featured "Unemployment Insurance in the Great Recession and Beyond" by Dr. Wayne Vroman who pointed out UI Trust Funds for different states in increasing unemployment taxes and repaying loans. The afternoon section was "Knee Deep in Alligators: Surviving and Thriving in an Insane World" by Dr. Monica Dixon. She shared the secrets of regaining physical and emotional energy, improving job satisfaction and productivity, prioritizing time and resources and giving and getting the most out of life and career.

In the closing ceremony, there were two presentations on 2012 conference sites in Spokane, WA and Buffalo, NY. The former won the next host. Our curly moustached Raymond Cabrera won the International VP by a wide margin. Our photo-journalist Sherrill Longworth captured the precious moment with her professional gear.

As a first timer, I enjoyed the opportunity and potential on education, training, communication and networking with professionals around the state, country and the world. As the newly appointed International Development Chair for California Chapter, I met Verna Wade, the IAWP International Development Chair who offered me a sub-committee chair. I networked with Mei-Chuan Chuang, representative from Taiwan and Kaori Nakamura, representative from Japan, Mr. Sergejs Blazejics, of Republic of Latvia and Ms. Liongina Beinoraviciene of Lithuania. I was excited to share with other attendees on the attractions on the city of "Gateway to the West" in Show Me State in Forest Park, Botanical Garden, Art Museum, and Washington University, Cathedral Basilica, Cahokia Mounds and Lewis and Clark Expedition site.

Educational and informational as it is, I will get prepared for the 2012 conference in Chicago, the Windy City, for another exciting conference in learning and networking.

## Thriving in Today's Workforce – An Afternoon with the International IAWP Delegates

BY DENNIS VARNUM  
SILICON VALLEY CHAPTER PRESIDENT

As a first time participant and Delegate to the IAWP International Educational Conference I am very impressed with all the support the association gets from the many dedicated members and chapters. I think the workshops are useful and fun and the food was great.

The event that I found very stimulating and exciting was the International Panel with the International Delegates. Globalization and Workforce Development go hand in hand. The world is smaller now due to technological advances. A thriving workforce in Southeast Asia experiences the ripples that a thriving workforce in the USA makes and vice versa. The delegates were all knowledgeable and passionate about their economies and helping put people to work.

The panel began with each delegate showing a presentation that included information about their respective countries. Each described their economies of scale, the number of people in their workforce and they so graciously shared with the membership some of their challenges with training, employment and labor policy.

International Development Committee member and District XVIII Director, Ms. Mei-Chuan Chuang from the Republic of China and Labor Affairs Officer in Taipei, Taiwan shared her countries desire to make sure elderly had meaningful work. She shared with the membership how numerous Training Centers throughout Taiwan are key "One-Stops" for people looking to retrain or gain employment. She informed the membership about how many people who come to the centers are assessed and begin the preparation for specific job growth employment. Director Chuang reiterated that much of the training is Employment Oriented Training.

IAWP is indeed proud of its International Delegates. One such delegate is Secretary Kaori Nakamura. Secretary Nakamura has been representing District 17 as a member of the Board of Directors. She works in the Ministry of Labor. She shared how Japan tries to balance a unique blend of respect for the worker and managing the labor force and how laying off workers is typically the last thing a company will do to reduce cost because much time and energy is spent developing that worker and the typical Japanese company doesn't want to loose that worker. They will typically cut overtime first. While many companies here in the USA have limited or very small amounts of overtime, in Japan it is not unusual for workers to work well into the night. Director Nakamura also shared with us her gratitude to everyone who has helped her country in the aftermath of the great tsunami.

Mr. Sergejs Blazejics from the Republic of Latvia, a long time and former IAWP member, shared with us how his eastern block country manages a significant workforce with a 19.5 percent unemployment rate in April 2010 which was the highest rate in the EU. Mr. Blazejics presented how his country is using "unemployment person coupons" to help identify and help people who are looking for work.

Ms. Liongina Beinoraviciene, IAWP International Member from Lithuania shared how her country is utilizing IAWP and its member support to help her country develop programs that support "high-quality employment". Ms. Beinoraviciene has served as a representative of the Ministry of Social Security and Labor. She also has served as IAWP President from 1998-2007.

This session was one of the most interesting I have attended. I wished we could have had more time but I was able to get the contact information from our International Delegates and in great IAWP fashion I intend to "Communicate all Levels Enhancing IAWP."

## Washington State's Success With Focused Audits Explained

BY MARY T. NAVARRO-ALDANA  
STATE CHAPTER PRESIDENT

Mr. Larry L. Sheahan, the Legislative and Legal Process Manager with the Employment Security Department (ESD), Unemployment Insurance Division Tax and Wage Administration of Washington State presented information on the significant gains their agency has made in identifying misclassified workers and additional taxes through its focused audit program at the International conference.

We heard about the origins of the focused audit program, including the involvement of a Legislative Task Force on the Underground Economy that resulted in two continuing initiatives. The two initiatives are a cross-agency referral committee and cross-agency audit training. Working as a team has been one of the success factors. The other has been the focused audit selection, which is based on his-

torical data, using subject matter experts, identifying industry specific compliance, and tracking audits results by assignment type.

The data helped ESD go from 14 industries and focus on six targeted industries. The resulting audit findings were very positive. Audits resulted in at least a 50% increase in identified employees and a minimum of a 100% increase in taxes (revenue).

The goals are to bring identified businesses into compliance and to communicate fairly and accurately. The intent is to have all Washington State's businesses play by the rules. The tax specialists have been able to identify misclassified employees, discover unpaid taxes, and there have been a higher percentage of change audits which has made a more level playing field for those businesses already in compliance.

As a practicing attorney in the state of Washington since 1986, Larry was able to give us his perspective on the successes with administrative law and employer appeals, what worked well, and how the auditors of ESD have followed their focused plan with only 147 auditors throughout the state.

ESD will be implementing a new tax system, "NGTS" (pronounced "nuggets"). The "New Generation Tax System" is replacing their 20 year old legacy system with a new, Internet-based, interactive system that will quickly meet everyone's needs with automated tracking, a more sophisticated data sharing partnership with sister agencies, and employer needs.

If you have any questions or would like additional information on any of the material presented, feel free to contact Larry at [www.lsheahan@esd.wa.gov](http://www.lsheahan@esd.wa.gov).

### Leader

*Continued from page 6*

it. These are topics that you know, but haven't really contemplated in a while, and it actually helps to

give you some perspective on where you are now professionally versus where you would like to be. You can even take the steps as a way of improving your current status and leadership abilities. You can become

your own best leader. It is helpful information like this that you can always find at the international conference. For more ideas and tools, take a look at Tom's website: [BuildaBetterWorkplace.com](http://BuildaBetterWorkplace.com).

## St. Louis, Missouri: 98th Annual IAWP International Educational Conference

BY RAY CABRERA, INTERNATIONAL VICE PRESIDENT AND CA DISTRICT IV DIRECTOR

This was my worst conference, in terms of my nerves. I was campaigning for International Vice-President and the electronic voting had already closed, but the ballots that were mailed or faxed had not yet been counted, nor had the delegate's attending the conference voted. The voting would close at 5:00 p.m. Tuesday and the results announced at the business meeting on Wednesday.

I am getting a little ahead of myself. The first thing Thursday morning, before work started, I had to print my boarding pass. I jumped on the computer and requested my boarding pass only to get a "B-10". I was tired and couldn't fathom why so many people were up so early and printing their boarding passes that I got "B", I usually get an "A". There wasn't anything that I could do so why get overly concerned.

I had a lot of work to do to clear my desk off so as not to leave work undone and somebody else would have to finish for me. Oh yes! My time sheet had to be completed, signed and turned into my Section Manager also.

I had campaigned up until the day that I left work on Thursday. My flight was at 6:00 AM Friday morning and I had not completely finished packing. I had a Knights of Columbus budget meeting that same night and as the treasurer I had to attend. The meeting went rather smoothly and I was able to be excused early so I ran home to finish my packing.

By the time I finally fell asleep it seemed the alarm went off. Although my wife told me I slept it didn't feel like I had. A thousand and one things were swimming through my head.

Surprisingly enough I awoke up early and showered, dressed and loaded my luggage into my wife's car. I didn't dare drink anything in case I had to use the restroom. Restrooms on airplanes are only for emergency purposes for me. The plane was on time. Once in the air I fell asleep for a few minutes. This is a rarity since I do not sleep in moving vehicles, but it seemed to refresh me and I was alert and wide awake when we landed.

When I left California I knew that I had a lot of things that I had to do at International, all of which were going to be firsts for me. I was scheduled to give an

hour and a half workshop on "Education." Two weeks prior, the new incoming President called and informed me that I was going to be the International Membership Chair for the coming year, I had to give a fifteen minute presentation at the Training Session Workshop on Saturday and I had to come up with a membership contest. I put together a PowerPoint presentation on membership and I pulled together from a number of sources a contest only to have him shoot it down the day before I boarded my plane. "We will talk when you get to St. Louis," he told me. So now I had that to look forward to.

The airplane trip to St. Louis was uneventful other than that all through both airports I received compliments on my handle-bar-mustache. One kid wanted my autograph and to have his picture taken with me. I obliged, but hoped that it wouldn't show up on Facebook later with some weird story attached to it. Five of us arrived within a half-hour of each other and waited to call for the shuttle. It took longer to get our luggage from the baggage area than it took the shuttle to come to the airport and get us to the hotel.

The hotel was the Hilton St. Louis Frontenac located in the city of Frontenac. It seems a family owned the property all around the hotel and the hotel was a franchise. I found this very interesting since the Hilton owns all their properties as a corporation. Joseph, one of the shuttle drivers was full of tidbits of information and has worked there for five years. I figured that he would know if anyone else did.

The hotel was in the French chateau style of architecture and was built in – years ago. It is rumored that parts of the hotel are haunted. I saw no ghost while I was there, but it would have been a hoot to have experienced a sighting.

The Friday of our arrival we went to a baseball game at Busch Stadium and saw the Blue Jays beat the Cardinals 5 to 4. There were fireworks after the game that was pretty good. We had a 30% discount coupon for sports merchandise so we spent a few dollars at the sports shop on gifts for those back home. Back at the hotel members were arriving from all over the country. We stopped to reacquaint ourselves with some old friends and make some new ones.

Saturday I did helped in the

Leadership Training. It seemed like several of the presenters were not prepared and questions were asked by those in attendance that they could not answer properly. Ron Sohnrey, (OR) made a presentation on Marketing that was pretty good. I followed with my presentation of Membership and stressed the fact that we needed to obtain new members to replace the attrition that is taking place all across the country. Both our presentations were very well received. The conference newspaper "The Flash" also published its first edition and I wrote an article.

Sunday was an early day for me since I had to help out with the setting up of the exhibit room, the Silent Auction, not to mention the opening ceremonies. Oh, did I mention that I was the master of ceremonies for the opening ceremonies? They sent me an advanced copy of the proceedings, but there were a number of names I could not pronounce. I finally wrote them phonetically so that when I read them off it would sound OK. The event went well and I only pronounced two names incorrectly. Jane Oates, Assistant Secretary of Labor, USDOL was not able to make it but she sent a fantastic video that really was to the point of what IAPES does and its true value. It wasn't until the proceedings were over was I able to breath. The day ended with the International Cultural Event. It was very well attended and very informative.

Monday was another early day as I stopped by the exhibit room to make sure things was going OK. The donated baskets were coming in slowly but the bidding for those already there had a lot of activity with the amount of bidding taking place. I couldn't spend too much time there since I was a presenter at one of the workshops. As Educational Chair I volunteered to do a workshop dealing with education. I asked Terri Pasternik, (IL) to help me out. The session was very well received and they actually wanted more. The workshop could have gone on for another hour easily, but Terri had other responsibilities she had to attend to. The evaluations that were handed in gave us high scores. What caused me some anxiety before the conference turned out to be a lot of fun. Later that afternoon I was a moderator for a workshop on "Awards Redesign" that did not turn out too good.

After all the workshops we had a general session where Lee Foley gave us a Washington Legislative Update. Lee's presentations are usually very dry but very informative and he did not disappoint us.

The day ended with all the candidates going around to all the District Caucuses and making a presentation. At first there was no leadership as to how the candidates were going to proceed, so I contacted Ron Sohnrey, (OR) and Nancy Upchurch, (ID) and suggested that we all presented ourselves to each caucus together. Ron and I did not like the word running against each other, so Ron came up with we were "running together." I really liked that since I didn't want to think of it as a winner and a loser. We were both winners just being able to run for office. From that point on I really enjoyed going around with Ron and speaking with everyone. Sunday night I had a California Night were I invited everyone to stop by and ask me any questions. We were up until midnight networking with a cross section of delegates from all over the country.

The next day started OK with me getting up early, dropping off an article for the Flash and looking in on the Silent Auction. I was able to get a cup of coffee from the hotel manager who was always looking after us. The first official thing for the day was more concurrent workshops. I elected to attend the workshop on Disability Awareness Training presented by Cornell Dillard, (MO). The training was to help workers better understand people with disabilities and the challenge everyone faces in ensuring a positive and productive workplace environment. The workshop concentrated on ways to remove unnecessary barriers and stereotypes. Cornell, who is hearing impaired, gave us a different perspective of how to work with people with disabilities that gave us all room for thought. I know that I brought back a different understanding and an open mind when dealing with a coworker that has a disability.

I took a break, before the Awards Luncheon, to relax a bit and digest all that was going on around me. At the awards luncheon I was given the honor of escorting the winners up to the podium. It was great to see California come up to the podium so many times. Our members

worked very hard and the proposers did a great job in the award nominations. As one of the judges this past year I saw firsthand the great job that all our IAWP members do all over the country. We are to be commended for all the community service that we provide.

Tuesday ended with a trip downtown to the Arch and dining. We walked around, ate and visited the arch. Most of us went up; I just enjoyed the museum, the candy store and the gift shop. I had been up to the top of the arch when I was out to Missouri in September so I did not need to go up again. I opened up my room again that night and we had a number of people stop by and talk.

Wednesday was another nerve racking day for me. I ate a light breakfast and then stopped by the Flash office to drop off another article. I spent some time with Kathy Bilanko, (WA) this year's Flash Editor and Harley, (IN) Editor's assistant. The General Session came much too fast and before I knew it the Annual Business Meeting started. First thing up was the announcement of the elections. They read off the numbers, but all I heard was that I had become the new International Vice-President for the 2011-2012 year. Everything else just became a blur. People were clapping and chanting and patting me on my back. It was then that it all came to me that I had won. I looked for my running mate, Ron Sohnrey and shook his hand. He came up on to the stage and congratulated me and we shook hands. It was all very respectable. It wasn't until later that I obtained the numbers and realized how big I had won. Right then and there I knew that it was because of all of the members in California's IAWP that pushed me over the top and I thank you for that. That night at the Banquet & Ball all the new officers were sworn in and some of us danced until morning. Pictures were taken so I know I was there, but it all seemed like a dream.

The next day I took my place next to the President's right side and started my year as Vice-president. From the bottom of my heart I want to thank each of you that voted and hope more of you vote this coming year. Exercise your legal right as members and vote. With your help, again next year, I will be running for President-Elect.

## Cup of "Joe"

*Continued from page 3*

This is from the website [www.greenbeanscoffee.com](http://www.greenbeanscoffee.com):

"Buy a Cup of Joe for Troops Serving Far From Home And Have It Delivered With Your Own Personal Note of Encouragement..."

When Green Beans coffee folks traveled to see the troops they listened and many of them shared their sense of loneliness, isolation and feelings of being

forgotten. Their commanders told us that some troops never receive mail from home. In response, Green Beans Coffee has launched 'A Cup of Joe For A Joe' to let anyone, anywhere in the world, say thanks to our troops through the simple act of buying a cup of coffee and having it delivered along with their own personal note of encouragement into the hands of a deployed serviceman. Please join Green Beans in honoring our Troops. You provide a dif-

ferent Service Man or Woman a Cup of Joe gift with each \$2 you spend. Write your message of support to the lucky troops who will receive your gift."

I was thrilled to discover that I and IAWP had played a part in this; I was reduced to tears as Chief Master Sergeant John O'Brien expressed his gratitude on behalf of his troops.

## Seven Habits

*Continued from page 6*

have something light, protein-packed and healthy to start your day and give you energy for peak job performance! Another surprising piece of advice was to get a good kitchen knife and dedicate just 30 minutes a week to washing and preparing all of your fresh produce for the week. What a great idea! Last Monica demonstrated some exercises to build lean muscle mass that can be done anywhere with a light-

weight and easy to pack elastic band which she sells for \$5 each. She ran out when it was my turn but I look forward to receiving mine in the mail!

Last, but certainly not least, she suggested that we have a daily chat with our mother's everyday! Sounds like a great plan of action! Thanks Monica for an OUTSTANDING workshop today!

# “Lizard Hunter” Finds Brave Use for *Cal-Liope*

BY RAYMOND CABRERA  
INTERNATIONAL DISTRICT XV  
DIRECTOR AND  
STATE DISTRICT IV DIRECTOR

The new issue of the *Cal-Liope* arrived at the office today and I took the opportunity to open the box and hand deliver an issue to each of the staff in our office. Because of the expansion of our call center and hiring of additional staff we were short about 30 issues. I decided to ask several staff that when they were finished if they would hand them back to me I would make sure to pass the issue to staff that did not get a copy. In several cases, the same issue was passed around three or even four times.

I made sure that I placed a copy, that had been read by two other staff, in my briefcase so that I could read it at my leisure later at home. On Saturday morning I went to McDonalds and purchased myself a large cup of hot black coffee and returned home. Since it was a nice warm day, warmest that we have had in a few days, I decided to set up a lawn chair on the driveway, read my copy of the *Cal-Liope* and drink my coffee while the warm sun beat on me. It was cool enough not to give me a chill and warm and sunny enough to have to wear sunglasses. I have a ledge outside my window that holds five potted plants with plenty of space to hold my coffee cup at normal arms reach. It's a very relaxing place to sit and watch the world go by.

With everything properly situated, just the way I liked it and I started to read my paper. I had just finished the article by the

IAWP President when my wife came out to join me. She likes tea and she had brewed herself a nice tall cup and was looking for a spot to place her cup when she made a screeching, weeping sound from the pits of torture. She had startled me so that I almost dropped my cup of coffee, so I gently placed it on the ledge and that was when I saw what she was screaming about. It was a small little thing and it didn't move, but then neither did we. By this time my wife had stopped screeching, or maybe she was still screeching but nothing was coming out, I think she may have run out of breath. Not wanting her to pass out in the middle of our cement driveway, I grabbed her and moved her away and she went running down the rest of the driveway. By this time she had regained a mouthful of air as well as her voice and she started sobbing. This took a matter of a few seconds but while it was happening it seemed like an eternity.

Yes you guessed it, the neighbors all started to come out to see what all the commotion was at the Cabrera's. By the time I looked around it was gone. I grabbed my cup of coffee and took a swig and looked around trying to find where it went. I picked up the paper to see if it had jumped onto the paper and hiding, nothing. I told my wife that the coast was clear but she refused to believe me. My neighbor asked what was on the ledge and I told her that it was a lizard. My wife piped in that "it was a big ugly, disgusting lizard and she was

not going back until it was found," I told my neighbor that what I saw was a baby lizard about 3-inches long. My wife called out "your lying, it was about a foot long and ugly."

By this time my daughter had awakened and come outside to see half the neighborhood standing around my wife, at the end of our driveway laughing. Naturally my wife wasn't laughing, she was annoyed. The neighbors told her that a lizard had frightened your mother that's all everything is ok.

I walked down the drive way and was telling my wife that everything was ok and to come back inside the house when my daughter started screaming at the top of her lungs. I turned around to see what she was yelling about when another neighbor quickly cupped my shoulder and picked a little lizard off my back. My daughter had seen the lizard move on my back when she started to scream. It seems that when I went to pick up my coffee cup the lizard scurried up the back of my sleeve and onto my back. I felt nothing as I was more worried about all the commotion my wife was causing than anything else. Now I had both my girls going crazy. The lizard was taken to an open field and let loose so there was a happy ending for it, as I was told. Back inside the house I still had two very upset women.

I decided that since all the commotion was over I would warm up my coffee and finish the paper. I micro waved my coffee, made some toast to settle

my stomach and I went back outside. I waved to my neighbors who were still passing on the tall tale of the neighborhood between themselves and started to put down my cup of coffee on the same ledge as before. You are not going to believe it but lying there, on the very corner, was another lizard, or was it another lizard, sunning it's self. Oh no, I was not going to go through this all over again.

I watched the lizard for a few seconds and it didn't move. I carefully went back inside the house and looked for something that I could use to get rid of the little critter. I found a yardstick, long enough that it would not get to me first, yet light enough that I could use as a weapon. I carefully went outside and approached with caution. The little bugger was still there like he hadn't a worry in the world. Lucky he didn't know what was going through my head. I kept him in my eye sights while I raised the yard stick high over my head, and when he blinked I lowered the boom.

The first strike must have frightened him stiff because he didn't move. It was short of the lizard so I had missed. I quickly raised the yardstick a second time and wacked at him again, and again he didn't move. What the hell! The darn lizard had nine lives! I was not sure if I had hit it or not.

I was determined he was not going to get the better of me. My wife was already stirring about inside the house and wanted to know what all the noise was about outside. I paid

no attention to her, I had a job to do and I was focused on what needed to be done. Like in the Army, I focused on the target, took aim and squeezed the trigger. Ok it wasn't a gun, but the steps are pretty much the same. I came down on it with such force that I didn't care if the yardstick broke or not. This time I hit that mother right in the middle of its body and I saw the tail end of the lizard on one side of the yardstick and the body on the other side. He turned and looked straight at me, blinked and rushed off the ledge onto the grass lawn.

I can tell you that I am not fond of lizards, small or large, of any kind. It took me the rest of the day to calm my wife and daughter down. Neither of them would go outside until I finally convinced them that I would take them out to dinner. I had forgotten that the tail was still on the ledge the last time I was out there. As I was starting up the car I took a quick glance at the ledge and it was gone. I had not removed it nor had either of my girls, so where did it go?

I don't think I killed it, but the night it happened, I kept hearing noises outside my window. Was I dreaming? In the dead of night the noises sounded real, like the scurrying of little bitty claws along the stucco walls outside, lizard claws, wanting to know where their tails went. My wife stirred and asked me what's wrong, nothing go back to sleep! I brought my sheets up to my neck and made sure my feet were also covered and fell back to sleep.

## Airport Security Adds a New Dimension to “Violated”

BY RAY CABRERA  
INTERNATIONAL VICE PRESIDENT  
AND CA DISTRICT IV DIRECTOR

The word "violate" as defined by the Webster's Universal College Dictionary states: to break or infringe, to assault, or to treat irreverently or disrespectfully.

We had a great time in San Jose, what with spending time at the Sim's home with great hospitality and great food, what could go wrong. Even the weather cooperated and it warmed up a bit to a very comfortable 73 degrees.

Tom decided that he would drive us to the airport since he had a van and it would be more comfortable than riding back with Mary Archer in her Jaguar. I'm not sure that's even a proper statement. How can a van be more comfortable than a Jaguar?

Anyway we piled in and off we went. Their house was only

about 15 minutes away so it was a quick trip. We were all taking Southwest Airlines back so Tom only had to make one stop. We piled out, said our goodbyes and in we went to find out what our gates assignments were. As it turned out, we were each flying out from gates located next to each other, Phil from gate #21, me from gate #22 and Val from gate #23.

But first we had to go through security. We each went up and they scanned our boarding pass and our driver's license. No problems there. Then we had to place our belongings into plastic bins. Off came my sandals leaving me barefoot, then my watch, my money clip, cell phone, and in a separate bin my laptop. The carry-on I had was to carry my laptop and information needed for the budget meeting and it was full of binders of award nominations that were returned from Inter-

national for us to review, which went on its own into the security scanner. At this point I was asked to step into the passenger X-ray scanner, spread my feet and place one foot on each of the blue squares. I was told to place my hands over my head with my thumbs and forefinger of each hand together. They asked me to stand still that it would take about 10 seconds while the TSA agent took a look at me. Out of the corner of my eyes I noticed that Val and Phil had already gone through the normal scanner and not the x-ray machine like I was now standing in. What the heck? The TSA agent then asked me to step out and tell him which belongings were mine. I asked what was going on and he said that "I had too many things" What the heck did that mean?

I told him which were my things and he said I could not touch them yet and took my

things and me aside. There he called over another TSA agent. He said that this was "Tony and he is very good." Again what did very good mean? Tony proceeded to place blue rubber gloves on and snapping them much like doctors due when examining you during a physical. At this point I looked to see where Val and Phil were. They had already been through and dressed waiting for me. Oh did I mention they were also laughing. I'm sure it wasn't about me, or was it?

Tony proceeded to instruct me to spread my feet and to raise my arms straight out to the side. He did not use the wand as I expected, but Tony started by massaging my neck then moving down each of my arms. Then he started in front with the upper part of my neck straight down to my waist. He went around back and repeated the same steps on my back. The

next step came with no warning. Tony unbuttoned my shorts and ran his fingers along my entire waist. For those who know me, I am not thin so he had to reach around to reach back. I asked if I should just drop the shorts and he said "no."

I had never gone through two scanning process before so I thought I was done, when he warned me that he was going to proceed with the "back of his hands." Before I could answer he was all over my thighs and groin area and just as quickly he moved around to the buttocks area. Tony then said "Ray you can reclaim your things and get dressed." We were now on first name bases. The first TSA agent said, "I told you Tony was good." I'm still not sure what that meant, but there was a strange desire to have a cigarette. Val and Phil laughed so much they

See *Violated* on page 12

## President's Message

Continued from page 1

get involved. Build and document your experiences and skills to be competitive and successful at your next interview. Investment in your career is success for EDD.

Now is the time for your local chapters to elect new officers. Get involved. Watch for announcements as they offer

opportunities for training, networking, and other activities.

The following individuals have agreed to represent you as committee chairs in appointed positions, pending the approval of the **State Board of Directors**:

- Executive Office Manager: Pat Thornton
- Recording Secretary: M. Candida Lucy

- Accountant: Robert Woodford

### Standing Committees:

- Annual State Convention & Educational Conference: Catherine Caldera
- Bylaws & Operating Procedures: Sue Woodburn
- Education: Willa Robinson
- International Development: Walter Ko

- Legislative: Veronica Champayne
- Membership: Rocio Lopez
- Retirees Chair: Audrey Baker
- Services to Veterans: Rick Partridge
- Specialized Customer Services: Rocio Soto

### Ad Hoc Committees:

- Internet Coordinator: Andrea Sanchez

- Fundraising: Rick Partridge
- Employment Development Department Deputy Dennis Petrie will continue to serve as EDD's Liaison. Thank you, Dennis, for your support of IAWP. I look forward to working with you in this upcoming year.

I wish you all a wonderful summer, and look forward to seeing you at an IAWP meeting.

## Goings On Around the State

### San Francisco Chapter

BY ALFONSO MURILLO, SAN FRANCISCO CHAPTER PRESIDENT

In support of the T.O.O.L.S., Transition, Options, Opportunities, Learning and Services, event sponsored by County of San Mateo Human Services and Peninsula Works, the San Francisco Chapter brought very tasty snacks for the participants to enjoy. Members of the chapter also participated in providing no-cost services to participants in the areas of resume critique, interviewing skills, Labor Market Information and Resources Referrals. This event was the first of its kind held at the East Palo Alto Library and designed to serve the mono-lingual Spanish speaking community in lower San Mateo County, although all were invited. Similar events are conducted throughout the county year round. The theme for this event was Become A Strategic Job Seeker! One-on-One Focused Job Search Assistance. I had the honor of being asked to conduct the featured workshop entitled EDD and Navigating Cal Jobs, in English and Spanish. The feedback was encouraging and the turnout, according to Mr. Dias, indicated a most successful event.

In keeping with the IAWP Mission Statement, which reads "The Mission of the International Association of Workforce Professionals is to develop, serve and support those interested in workforce development programs," the San Francisco Chapter will seek out and continue to support organizations that share our mission. We thank Mr. David Dias, Human Services Supervisor Workforce Development and his staff, for inviting us to participate in this first of its kind event.

### Inland Empire Chapter

BY SONYA HARDIMON, INLAND EMPIRE CHAPTER PRESIDENT

One-hundred and eighty eight member votes set the pace for this year's Inland Empire Chapter elections. "I was very excited about the participation we received during this year's election," states elected President, Sonya Hardimon. The voting resulted in the following executive board members, Michelle Stevenson, 1st Vice President, Tina DesVigne, 2nd Vice President and Peter Gallerani, Treasurer.

The executive board invited all candidates and interested members to attend the first board meeting. "We didn't want our candidates to lose their enthusiasm, therefore by inviting them to our board meeting and holding a mini training on IAWP, committee chair responsibilities and chapter goals, they are knowledgeable and can determine what their participation level will be for the year," stated 2nd Vice President, Tina DesVigne.

"We plan to focus more on quality professional training" stated 1st VP, Michelle Stevenson. Potential training will include technical skills such as power point, excel and business writing in addition to some soft skill training such as interviewing techniques, email/communication etiquette and basic leadership skills.

### Sacramento Chapter

BY VERONICA CHAMPAYNE, SACRAMENTO CHAPTER PRESIDENT

The past few months have been busy for the Sacramento Chapter. Our membership grew by 29 new members. I believe this is because of such great participation at our Career Opportunity Forum. On a Saturday morning in mid May six volunteers trained five mini workshops; nine branch Deputy Directors' answered three questions and nearly 100 people participated.

In addition to professional training the chapter will continue to touch on some personal growth workshops which may include money management, preparing for retirement and health management. There will be more activities in which members can participate to relax and just have fun, such as a state line turnaround, member appreciation night and entertainment activities.

Veteran activities as well as other charity events will continue to be apart of the overall community involvement of the chapter. Planning events which will stimulate members mind, body and soul is the chapter's goal. "We want our members to come out, participate and be active," states Treasurer, Peter Gallerani.

The Inland Empire Chapter has a year of activities planned, it's up to the members to come out and embrace the full benefits of their membership. The chapter is open to new ideas and definitely welcomes all volunteers to come out and assist. "If you have a great idea/suggestion, if you want to volunteer, if you want to be apart of a great team, if you want to enhance your leadership skills, we definitely have a spot for you, all you have to do is contact us" states chapter President, Sonya Hardimon.

The topic was how to map your career with EDD. The questions to the Deputies were what positions exist within their department, what are the skills they seek in job applicants, and what are the future career opportunities? I bet you want to know what they said. Well, I won't hold you in too much suspense. Sacramento is working to put the information on line. Keep an eye on the IAWP website. The simple answer is the prospects look very good in

### Imperial Valley Chapter



Front left: Rick Partridge (outgoing President), Guillermo Salgado (Treasurer), Suzanna Ferreiro-Lopez (standing in for Luis Lopez as Secretary), Flora Dagnino, (First Vice President), Lulu Vizcarra (President) and Simon Marquez (Sergeant at Arms).

BY RICK PARTRIDGE, IMPERIAL VALLEY

On Thursday June 30, IAWP Imperial Valley had their installation of new office at Carino's

Restaurant in El Centro. Rick Partridge outgoing President gave the oath of Office. The new board members are Lulu Vizcarra, President, Flora Dagnino, 1st

Vice President, Guillermo Salgado, Treasurer, Simon Marquez, Sergeant at Arms, and Luis Lopez, Secretary.

### San Gabriel Chapter March of Dimes

BY ROCIO LOPEZ, STATE MEMBERSHIP CHAIR AND SGV MEMBER

The Mission of March of Dimes is to improve the health of babies by preventing birth defects, premature births and infant mortality. Every day thousands of babies are born too soon, too small and often very sick. The members of IAWP want to do something about this and have taken part in different walks throughout the State. On May 7, 2011 a group from Buena Park EDD walked five miles at Fashion Island in Orange County and raised \$760 for this great cause. This group was joined by other EDD employees and IAWP members as well on different dates.

The funds raised will support research and programs that help moms have full-term pregnancies and babies that begin healthy lives and they will be used to bring comfort and information to families with a baby in newborn intensive care.

### Get Well Basket

BY YVETTE QUEVEDO, SAN GABRIEL VALLEY CHAPTER PRESIDENT

On Thursday, April 21, 2011, Cynthia Giovanni's daughter Sara underwent surgery at the Loma Linda University Children's Hospital. Cynthia is an Employment Program Representative at the San Gabriel Valley Workforce Services office in West Covina, and her office (and others in her cluster) banded together to create a "Get Well" basket for the both of them. IAWP's San Gabriel Valley Chapter donated to the effort, as well



San Gabriel Valley members walk for the March of Dimes.



Cynthia Giovanni and her daughter Sara at Loma Linda University Children's Hospital.

as some board members from the District, and a portion of the money not used for the baskets was given to Sara in cash, but the majority was designated for Cynthia to help her in any way possible.

The plan was to deliver Sara's basket personally, and to have Cynthia's as a surprise for when she returned to work on the May 1. The surgery went well, and Sara continues to have her follow-ups with the doctor on her case. The efforts of everyone involved was well received and greatly appreciated... and now Cynthia is a member of the organization.

### Work in Progress

BY ROCIO LOPEZ AND YVETTE QUEVEDO

The San Gabriel Valley Chapter is excited to announce its new board members:

- President: Yvette Quevedo
- First Vice President: Stephanie Thomas
- Second Vice President: Jesse Lopez
- Treasurer: Rocio Lopez
- Secretary: Patricia Medel
- Legislative Chair: Gia Quezada

In an effort to bring back the San Gabriel Valley from the near depths of non-existence, the new board has decided to revive its presence in the IAWP. This means working on gaining new and interested members and for more active participation from its current membership. In addition, the leadership training series provided by District III will allow for more educational opportunities in the near future. The more involved a member becomes, the more the organization can work towards their interests.

A brief newsletter entitled *The Valley Buzz* was created for the purpose of keeping everyone aware events given by the chapter or in District III; the first issue was in July 2011. It is projected to have a new issue every month, with Yvette at the helm as editor. A lot of the chapter's success will depend on many factors, but so far it looks promising.

### Tell Us What Your Chapter Is Doing!

Send articles to:  
Cal-Liope Editor Pat Thornton  
Home: (916) 638-8579  
E-mail: thornton956@msn.com  
Next deadline: Sept. 15, 2011

Los Angeles Chapter

**Mission Serve Job Fair**

BY DINAH WHITE, LOS ANGELES CHAPTE PRESIDENT

Mission Serve and the US Chamber of Commerce, with partner participants from Los Angeles Area Chamber of Commerce, Department of Labor, Employment Development Department, Blue Star Families, Employer Support of the Guard and Reserve, Military Spouse Employment Partnership, Society for Human Resource Management, United Way and the Hollywood USO hosted the Mission Serve, "Hiring Our Heroes," Job Fair on Sunday, July 10, 2011, 9 a.m.-4 p.m., at Sonny Picture Entertainment, 3982 Overland Ave., Culver City, CA 90232.

Employment Development Department, Michael Dolphin, Division Chief, LA-Ventura Workforce Services Division, provided leadership and charged his veterans staff and management team with recruiting veterans and employers for the Fair. Veterans' staff conducted several pre-employment workshops for veterans who attended this event. The event was the largest of 100 hiring fairs being put on by the US Chamber of Commerce for veterans and military spouses. LA Title sponsor Bank of America and host Sony Pictures Studios welcomed more than 1,500 veteran and military spouse job seekers and over 160 companies.

They also partnered with Blue Star Families and the USO on a service project that supported 1,000 children of deploying service members. A partial list of the attendees included; Bank of American, Wells Fargo Bank, CBS, Sonny Picture Entertainment, and Time Warner Cable, PepsiCo, CVS/pharmacy, Jet Propulsion Laboratory, Metropolitan Water District, Habitat for Humanity of Greater Los Angeles, Occidental Petroleum, The Ritz-Carlton, Los Angeles, Los Angeles World Airports, Cedars-Sinai-Health and Federal Aviation Administration.

The job fair open with introductions by Senior Vice President-Government Relations, Sonny Picture Studios Kevin Jennings, and CEO, Be The Change, Inc. Rear Admiral Frank Thorpe, (USN RET.) who thank the veterans and spouses, for their time served and encourage them to take advantage of the opportunities to talk with employers, veterans service organizations, and career guidance institutions who may help them with their jobs and career possibilities.

The Royal Highnesses the Duke and Duchess of Cambridge, Prince William and Kate, were special speaker and co hosts of the job fair. Prince William addressed the audience and thanked the veterans for their efforts to preserving the peace and safety of our country.

Department of Veterans Affairs, "Summit 2011" National Training Summit on Women Veterans. Julie De La Mora, Los Angeles Chapter



Officials open the highly successful Mission Serve Job Fair.



The Royal Highnesses, Prince William and Kate thanked the veterans.



Julie DeLaMora at the Department of Veterans Affairs "Summit 2011."

Julie De La Mora, Local Veterans' Employment Representative at the LA South/Compton Workforce Services on July 16 & 17 2011 had the opportunity to join over 700 female veterans participants at the "Women Veterans Summit" in Washington DC. The event was held at the Capitol Hyatt Regency, welcomed the Secretary of Veterans Affairs Eric Shinseki, Dr. gave the opening remarks at the summit on Saturday, the main focus for this event was to expand outreach to women veterans and to increase awareness of the enhanced VA benefits and services available to women veterans. "With more women serving in our armed forces than ever before, this summit is an opportunity to exchange ideas and focus attention on the issues and concerns unique to women Veterans," Shinseki said. "Today, there are over 1.8 million women Veterans of all eras and one of VA's highest priorities is to continue to expand our services and outreach to ensure they receive the care and benefits they have earned." Thanks to the support of IAWP Los Angeles Chapter, Julie De La Mora had the opportunity to attend this significant event, represent IAWP with pride, and network with other services providers to bring back information to the veterans that are affiliated with IAWP. Julie also had the opportunity to speak with Vernice Armour (AKA Fly-Gir) as featured on Oprah Winfrey, CNN, Tavis Smiley, NPR and others. Vernice Armour's fresh style and presentation methods have inspired hundreds of organizations and individuals. Vernice ultimately influences organizations and individuals with an understanding of the passion and leadership required to excel. Through her keynotes, executive and

group coaching, seminars and executive retreats, Vernice conveys messages of Zero to Breakthrough™ through her unique insight and life strategy: "You HAVE permission to engage!" Vernice now travels extensively in order to create a global movement based on the Breakthrough Mentality mindset.

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**Groundhog Job Shadow in Marina del Rey**

BY DINAH WHITE, LOS ANGELES CHAPTE PRESIDENT

Dinah White, Site Manager, Kelly Sanchez, Employment Program Representative, Jessie Garcia and Darin Radcliff, Youth Employment Specialists at the West LA Workforce Services office, facilitated a Groundhog Shadow Day on Friday, July 1, 2011, 10:30 a.m.-2 p.m. at the West Los Angeles Workforce Services office, 13160 Mindanao Way, Suite 115, Marina del Rey, CA 90292. Special guests included Jesse Cuevas and Ellen Fishburn, LA/Ventura Division YEOP Coordinators and Gayle Collins, Crenshaw/West LA Alternate Manager. Six youth from the Youth Employment Specialists' caseloads, five students and five staff members from the Help Group in Culver City participated in the event. The Help Group was founded in 1975, and is the largest, most innovative and comprehensive nonprofit of its kind in the United States. The Help Group serves children with special needs including autism spectrum disorders, learning disabilities, ADHD, mental retardation, abuse and emotional problems. Continental breakfast and lunch were provided.

The youth were given a brief orientation of EDD and the services it offers as well as information on the Veterans Program. The youth were assigned to participating West Los Angeles Workforce Service staff to job shadow. The youth attended Soft Skills Workshop conducted by Youth Employment Specialists Jessie Garcia and Darin Radcliff. The purpose of this event is to help young people understand how what they learn in the classroom leads to success. See *Los Angeles* on page 12

Orange Empire Chapter



New officers for the Orange Empire Chapter.

BY NAN BOWMAN STATE RETIREE CHAIR

Orange Empire quarterly general meeting and installation dinner took place on June 14, 2011, at the Rupee Room in Orange, California with 20 members and guests present. President Ioana Toma called the meeting to order at 6 p.m. She introduced members of the Board and presented each one with a thank you gift. Thank you to presidential candidate, Chhaya Samtani, for serving as First Vice-President for 2010-2011 finishing the term of Melissa Mejia Williams. Chhaya made strong contributions to the chapter by writing articles and conducting a motivational presentation. As education chair, she selected the dinner meeting site at the Rupee Room and took care of all negotiations.

Professional trainer, Phil Black, spoke for one hour on "Does Your Thinking Limit Your Success." Mr. Black encourages individuals to enroll in one of his courses through [www.productivelearning.com](http://www.productivelearning.com) located in Capistrano Beach. His discussion touched on:

- Identify unproductive thinking and behaviors
- Become aware of when you are making excuses that no longer serve you
- Make better choices, so you can have more of what you want
- Put your energy where you'll get the best results
- Get to know yourself better... your wishes, your dreams
- Identify ways to make your life more meaningful and fun
- Take any personal or professional aspect of your life up a notch

Explore what is in the way of actually getting what you want out of life in the areas of:

- Greater self-esteem
- Healthier Relationships
- Rewarding Careers
- Changing lifestyle
- and more

Orange Empire officers for 2011-2012 were installed by District Director, Ray Cabrera; President Ana Martini, First Vice-President Huy Pham, Second Vice-President Charles Patterson, Treasurer Carol Kolesar. Ana Martini presented Ioana Toma with a gift for serving two terms as President. Awards received from the California Chapter were on display.

Orange Empire called for donations of clothing and toiletries for homeless women veterans. There was a generous response from several local EDD offices. Long Beach played host to the state's first ever stand down for homeless female veterans at Rainbow Lagoon Park on July 15. The event is specifically catering to female veterans in part based upon a federal study released earlier this year on veteran homelessness. The study revealed that veterans are 50 percent more likely to become homeless than other Americans and that "female veterans are twice as likely to be in the homeless population as they are to be the US adult female population."

What's more, the female veteran experience is unique to that of their male counterparts, and for too many this involves recovering from the shame of military sexual trauma. From 8 a.m until 3:30 p.m. homeless female veterans and their families attending the stand down received a number of complimentary services and other assistance, including:

- Medical and mental health care
- Legal consultation
- Financial/credit repair services
- Employment services
- On-site childcare
- Food
- Clothing and supplies
- Veterans Assistance and other benefit services

The event is being sponsored by US Vets, the Women's Bureau of the US Department of Labor and Women Veterans of America.

Los Compadres Chapter

SUBMITTED BY NORMA GALLEGOS LOS COMPADRES CHAPTER MEMBER

It's hard to believe but it's been seven years since I started volunteering at the Emergency Cold Weather Shelter for the homeless. The shelter opens from December 1st through March 15th at the National Guard Armory in Sylmar. Until I volunteered I never knew there were so many homeless in the San Fernando Valley.

While the shelter provides a cot and shower facilities, meals have to be purchased and delivered to the shelter because of

cooking restrictions at the armory. The meals are delivered in small foil pans like the one you might get when you have leftovers at a restaurant. When I actually opened a meal, I saw that although it was a measured portion suitable for an adult, I knew it would not be enough to fill you up if it was the only meal you had all day. I also noticed they didn't get milk or dessert.

After one rainy night, seeing people come in soaking wet, wearing the only clothes they See *Compadres* on page 12

## Award Judging 2011 in Frankfort, KY

BY RAY CABRERA  
INTERNATIONAL VICE PRESIDENT

My thanks to everyone for a good time and although this was my second time judging it still was a learning experience. I especially want to thank the Frankfort team, to include Butch, for their hospitality. It is always great to get together with you guys.

I left Kentucky at 4:55, an hour later than first scheduled, but that was only the beginning. I finally was in the air at 1:55 PM Pacific time and headed to Las Vegas. Going there we had some turbulence, but nothing like what happened next. Once in Vegas we were told that the plan was late getting in due to bad weather. We waited for about an hour and a half when they finally announced they were boarding my flight. Once on the plane we were told that due to the weather the airport had switched the runways from departures to arrival and we had to wait until the "Conga Line" traveled to the new departure position. This took another hour on the tarmac since there were seven planes in front of ours.

Once we took off, the Pilot announced that there was some bad turbulence around the Vegas airport so the stewardess would not be going around with the drink cart for their safety and he would keep the seatbelt

sign on. The turbulence was the worst I had ever gone through up until then. The flight from Vegas to Ontario, CA usually takes about an hour from gate to gate, but this was not to be.

Once we started to approach Ontario, the pilot announced that there was bad turbulence around the Ontario airport and he wanted us all to be seated until we land. If I thought the turbulence around Vegas was bad this was one hell of a roller-coaster ride. Five women and one man lost their cookies. The stewardess came to the rescue of a female right behind me and announced "Oh good, you kept it all in the bag". Just when you thought the ride from hell would soon be over, the pilot came on and announced that Ontario airport was not allowing any planes to land due to the severe weather conditions and we would have to return to Vegas.

Yea, we went through all the turbulence all over again only to land in Vegas without any gate assignment. The pilot announced that there were eleven planes that were diverted to Vegas due to the closure of Ontario and Burbank airports. Nobody was allowed to leave the plane. We were given water to drink and that was all. We were finally allowed to leave about an hour later. Up we went with the

turbulence all over again and it was rough. It seemed like this was a bad dream right out of one of Stephen King's book, that we were going to wake up from any minute, but it kept on going. Once in Ontario we dove, and I mean dove to make sure the tower would not stop us from landing. We hit the landing strip so hard I thought the tires were going to pop. When the pilot engaged the reverse thrust most of the passengers seemed stuck to the back of their seat cushions. I don't know how long it usually takes to empty a plane but I think we must have done it on record time. By the time I picked up my luggage it was 1:05 AM Pacific time and I had been in the air or airport for 12 hours.

At Ontario they were having all the planes that were diverted to Vegas land and deplane as fast as they could. The baggage terminal was so flooded with plane arrivals that the baggage claim area was packed and luggage was being placed on any of the turnstiles. You had to search for your luggage.

By the time I got home and laid my head on my pillow I had a bad headache. The following morning it was still there so I called in sick.

Oh, did I tell you, I had a great time? Gotta love flying.

See ya next year!

## Finance Committee Meeting in San Jose, CA

BY RAY CABRERA  
DISTRICT IV DIRECTOR AND  
INTERNATIONAL VICE PRESIDENT

Part of our job as IAWP State District Directors, along with the State First Vice-President and State Treasurer is to meet sometime during July and establish a budget for the coming physical year to present to the entire Board at our first official meeting in August. This year the First VP, Mary Archer, chose to meet in San Jose, California on Saturday July 23, 2011. Betty-Jo Sims, better known as BJ, volunteered to have the meeting at her house in order to save the organization some money.

I was the first to arrive so I had a bagel and cream cheese at the Starbucks kiosk by the baggage claim area while I waited for the rest to arrive. Next to arrive was the treasurer, Phil Dwyer, and last was District I Director, Val Moeller. Mary Archer had phoned me and let me know that she was almost at the airport to stand outside and she would pick us up. When I left Riverside it was already 71 degrees, but when I went outside the airport in San Jose it was about 60 degrees.

BJ and her husband Tom have a very nice home with ample room to accommodate us for the task that we had to do. They provided goodies for breakfast and free flowing coffee. It seems that Tom drinks coffee all day long. Since there were bagels and different kinds of spreads I found the Lox and had a second bagel. Coming from New York, I miss a good bagel and lox with a good cup of coffee. I was ready for the work at hand.

Phil had compiled a number of spreadsheets with information that would be needed to establish the new budget. He also included a spreadsheet of the actual budget for the last two years vs. the proposed budget of last year which gave us some historical data to work from. Joseph Allen, Membership Coordinator, supplied us with the membership information that also goes into the calculation of membership dues and the breakdown of Managers, Rank and File and Retirees for the budget.

We reviewed the work at hand, established our criteria and proceeded to formulate a budget. The increase of dues issue was discussed and the break down of our membership. We discussed the upcoming membership drive and some of the criteria for the membership committee chair. We took all current or actual numbers and projected numbers for anything that we calculated.

There are formulas that we have to work with in order to establish a reliable entry into the budget for certain line items. Each of us worked out the formulas and conferred with each other on the results to make sure we were getting the right answers. I had brought my laptop so I entered the proposed budget, line item by line time, which gave us a total for each of the line item categories and grand totals for Total Revenues and Total Expenses.

We broke for lunch, although we discussed the budget while we ate. BJ ordered from a good restaurant, she

likes only good quality and well prepared food. She was right-on with her selection of a restaurant. Tom picked up the food up and we ate it outside on the patio. It revitalized us to continue on our quest to establish a balanced budget.

Back inside we finished the budget only to come up short of about \$7,000 in order to balance. We went back over several of the items and made some very hard decisions, but at the end we were able to come up with a balanced budget. I was able to copy the budget to a flash drive, print a copy for those in attendance and Phil sent one electronically to each of us. A formal report will be presented at the board meeting when Mary Archer makes her Finance Committee Meeting presentation & recommendations to the Board this coming August 5-6 in Riverside, CA.

Since we finished early, and none of us had to leave for the airport just yet, we reviewed the awards that were submitted to International. It didn't take much to find out where we needed to improve. Sheila Armstrong, State 2nd VP, at our August Board meeting, will cover awards.

I want to thank BJ and Tom for their hospitality and Mary Archer for picking us up at the airport. At different times we had to call several individuals for information so I want to thank, James Thomas, Pat Thornton, Jean Berry and Sue Woodburn for taking our calls and helping us out.

## Los Compadres Chapter



Norma and the ladies and gentlemen who help at the Emergency Shelter.

*Continued from page 11*

had, I knew that I had to do more, give more and get others to help. I recruited everyone I knew. I spread the word to my church, other local churches, service organizations, my EDD office, neighbors, family and friends. I explained we needed food, cooks, servers, donations of clothing and especially new socks. Providing the sack lunches or dinners meant that the operators could save money and use those funds to provide supportive services to the homeless like case management, job placement, and vouchers for families to stay at a local motel.

So I started slow, saving items from the food pantry I operate at my church. We would just bring in fresh fruit or snacks that the folks could have while they waited for dinner to be delivered at 7 p.m. They would ask, can I have this? You brought us fresh fruit? Some volunteers began cooking beans or a huge pot of rice or pasta to be served along with the meals they were served. Then they would say, you cooked this? This is home cooked? Sometimes we could get away with "cooking" on a small electric griddle. We became experts at making grilled cheese sandwiches, quesadillas and hot dogs for 100 or more on that small appliance. Once I had left over quarts of milk, regular and chocolate. They drank it all. They had never been given milk at the shelter. They told me people usually give them soda or water. From then on we always included milk with our meals.

Soon we were able to take

responsibility for serving a full meal. We've served simple meals like spaghetti and salad to a full turkey dinner with all the trimmings. And since I love dessert, we included dessert too. Usually it would be a slice of cake or cookies. Looking at a donation of a case of vanilla wafers one day, I was inspired to make banana pudding for the whole shelter, volunteers and staff. They loved it! FYI-foil pans of banana pudding are very heavy!

Then it happened. Volunteers were recruiting their own groups and scheduling their own night to serve at the shelter. Some donated the sack lunches and some made both the lunches and the dinner. Some of us had donations or cash to spend on the meals. Other had to do some fundraising. Some of the churches had several of their groups participate, like their youth group, men's group, women's group, prayer group, etc. We even had different biker clubs that came out to serve a meal and donate clothing. Los Compadres members have provided sack lunches on various occasions. We have also donated clothing including new socks. And sometimes we will just drop by to volunteer to serve the purchased meals and visit the homeless.

Each night, as all the volunteers leave with their empty pots and trays the homeless and the shelter staff gives us the best gift they can afford to give in appreciation – a loud and resounding applause! So, I applaud all the Los Compadres members and their groups for giving so generously.

## Los Angeles Chapter

*Continued from page 11*

in the workplace. National job shadowing is a coordinated effort of Junior Achievement, America's Promise – The Alliance for Youth, the US Department of Education and the US Department of Labor. National partners include the Society for Human Resource

Management (SHRM) and the Association for Career and Technical Education (ACTE). The event concluded with the youth being awarded Certificates of Appreciation by Kelly Sanchez. The Groundhog Job Shadow Day was a successful event that was informative for the youth and enjoyable for West LA staff.

## Violated

*Continued from page 9*

felt sorry for me so Val bought me a wine.

Violated, I didn't really feel like it. I understood the need for precaution and that safety came first, but this now has been four times that I have been signaled out for either baggage inspection, having an air marshal fly

along side with me or full body scanning. Maybe stereotyping might be the more correct word in this instance.

Next time, I'm going to dye my hair and mustache blond, have my facial features tanned darker, and speak surfer slang to see what happens. What do you think?