

Cal-Liope

The MUSE with the NEWS

Chapter/International Association of Workforce Professionals

September / October 2011

Volume 56, Number 5

State President's MESSAGE

With summer quickly disappearing and the fall coming upon us, many of us are working towards reaching our goals, both personal and business, and incorporating the changes in life that have been presented to us. As your President and member of your Board of Directors, the successful operation of this association is one of those tasks.

For those members who are not yet aware of how our association operates, I would like you to take a look at our Bylaws and Operating Procedures. You can view them at www.iapes-ca.org, Members page. With this background research, know that everything we do as the California Chapter of the International Association of Workforce Professionals is done to meet our objectives of enhancing the individual competence, knowledge and proficiency of members in all occupations in the Workforce Development arena, supporting administrators in carrying out programs and assisting in the continuing improvement of the administration of programs and services, promoting public and legislative awareness of the proficient services provided by the personnel in these programs, providing information to members on proposed legislation and policy matters affecting these programs, forming a close working relationship with organizations that have common concerns regarding the improvement of the Workforce Development programs, and contributing toward the advancement of peace, goodwill, and International understanding through world fellowship among persons interested in these programs.

One of the ways in which we hope to improve the skills of our members is via the meetings of the Board of Directors. Every year, the first meeting of the



MARY T. NAVARRO-ALDANA
State Chapter President

new administrative year incorporates several blocks of training for new officers and standing committee chairpersons. This year we were able to continue that best practice. I was pleased to see more individuals attended the training sessions and meetings than in previous years and the attendees were able to obtain valuable information from the Past President's Association on the operation of the association, the value of learning each office and the positive results that can come from learning new skills. Our next Board of Directors meeting will be held on Saturday, October 15, 2011, from 8 a.m. to 5 p.m., at the District Tax Office in San Jose (the Ruff Drive office). As a public meeting, I urge local IAWP members to stop by and observe some or all of the meeting, and to find out about the types of decisions the Board of Directors is presented with. We have many new board members; it is my hope that by the end of the fiscal year, each board member will be more experienced in how to prepare for and conduct a public board meeting. This event is one of the truly valuable learning experiences for those members who will go on to represent EDD in public forums such as Workforce Investment Board meetings, Continuing Education Board meetings,

Employer Advisory Council Board meetings, etc. Come join us at the learning opportunity.

We have been challenged with continuing to meet our objectives during a time of financial crisis. Every agency, every organization, and every individual we know has been touched by the recession, some more heavily than others. We will continue to operate our organization, and although we have less financial resources, we will re-tool what we do, and meet our needs within the allocated budget. Our goal is to be able to handle our expenditures with transparency, making extra planning efforts, and foregoing convenience if need be, to be able to continue meeting our association's objectives. Our Finance Committee members are working towards that goal.

At our next Board of Directors meeting, our Treasurer, Phil Dwyer, will be able to give you more detailed information on expenditures. I would like to give you some examples of the results of cost cutting guidelines we have used (including organizing meetings to be completed in one day instead of a day and half, booking flights in advance to obtain the lowest rate, sharing rooms for overnight stays, carpooling, using EDD offices for meetings rather than hotels, etc.): the Treasurer's training cost was \$369.06 in August 2011, while in 2010 it was \$547.75; the Local Chapter President's training cost was \$190.35 in August 2011 (for 12), while in 2010 it was \$181.10 (for 10); the Board Meeting cost in 2011 was \$5,875.15 (for 35), while in 2010 the cost was \$5,120.98 (for 32).

You may have already heard the voice in your head saying, "sounds like a lot of changes in the way they are doing things...." Well, you are right. We have many new board members this year, and I found that each member has great ideas on how to have our organization move forward. My task will be to help our leaders cope with changes successfully and as smoothly as possible. George Bernard Shaw said "Progress is impossible without change and those who cannot change their minds cannot change anything." Our reaction to any situ-

See **President** on page 5

Kicking Down the Door to Success

BY JAMES THOMAS,
INTERNATIONAL DISTRICT XV
DIRECTOR & IMMEDIATE
CALIFORNIA STATE PAST
PRESIDENT

Our Annual District XV Educational Conference will be held in sunny San Jose, California on October 14, 2011 at the Radisson Hotel San Jose Airport, 1471 North 4th Street, San Jose, CA 95112. Call them at (408) 452-0200.

Make your reservations now, because you will not want to miss this spectacular event. You will be informed on self-awareness and educational opportunities. The

speakers will amaze you with laughter and upward mobility possibilities. The conference will show how easy it is to kick down the barriers and prepare for your future with EDD. Everyone will leave with the key to unlock the door to success. The conference will start at 8:00am and conclude at 5:00 pm and you will wonder where the time went. We will have you wanting more. I look forward to seeing you at the conference.

A registration form is in this issue of the *Cal-Liope*.

See you in San Jose!

To Increase Or Not To Increase, That Was The Question

BY RAY CABRERA, CALIFORNIA
DISTRICT IV DIRECTOR

For those of you who logged onto the International website and read the Countdown article "Dues Increases for 2012" and for those who read the news in the last *Cal-Liope*, a more detailed explanation is due you.

It is true that as in any other organization, "Membership continues to be the life blood of IAWP." Without the continued loyalty of our current members and the new members recruited in our membership drives, IAWP could not exist. "It is membership dues that serve as nearly 95 percent of the association's annual revenue." California, as a single State District provides about 30 percent of the International's total budget.

Everywhere you look, read or listen everyone is talking about "budget cuts", "trimming the fat", "cost saving attempts", etc. IAWP International office and the Board are no different, but they have already been reducing expenditures for years. The last dues increase was back in 2004, which was seven years ago. My car or even my house insurance has not stayed the same low rate as they were in 2004.

As noted in the January/February/March 2011 issue of the International "Workforce Professional," we have dropped in membership. Since 2003 International membership had a high of 11,973 to a current low of 7,183, which is a loss of 4,789 members in seven years, or a 40% drop. Yes, some of these

are baby-boomers now retired, some of these are state jobs that have been privatized or even outsourced. In any case, we should have been more proactive years back when it all started. Now, we are faced with a reality check that we cannot avoid. The article continues by reporting measures that have been taken in each of the succeeding budgets since the last dues increase in 2004 to decrease expenses without compromising the current level of services provided by IAWP International to our members. It was as a last resort that the dues increase was proposed last year. Because of the economy in California our chapter fought to postpone a dues increase for the next two years. The International Board voted to postpone the dues increase for one year. The reality of it is, it's now here and will take place starting on January 1, 2012. The increase is only 67 cents a month for those on payroll deduct.

The dues increase is effective starting in January of 2012. The increase for a full member will be \$8 and a retired member \$4. In California we have payroll deductions and are currently paying \$3.33 a month for full members. This will go up 67 cents for a total of \$4 a month.

The increase of 67 cents is not a large amount, but rest assured that your representatives are keeping an eye on the bottom dollar both in the State IAWP Budget as well as the International Budget.

Calendar of Events

October 10, 2011	Columbus Day
October 14, 2011	District XV Conference Radisson Hotel, San Jose, CA
October 15, 2011	Board of Directors Meeting San Jose, CA
October 31, 2011	Halloween
November 11, 2011	Veterans Day
November 15, 2011	<i>Cal-Liope</i> Deadline
November 24, 2011	Thanksgiving Day



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Legislative Update

BY VERONICA CHAMPAYNE
STATE LEGISLATIVE CHAIR AND
SACRAMENTO CHAPTER
PRESIDENT AND
SANDRA MONAGAN

With the end of the 2010-11 California Legislative session rapidly approaching this week, I have this opportunity to share with you a snippet of the "process" that happens when the adjournment actually occurs and if you have interest in a particular bill, what might happen to it.

When does the Legislature leave and return? The Legislature is scheduled to recess for the Interim Study Recess on Friday, September 9 and return for the second year of the biennium on Wednesday, January 4, 2012. The governor may call the Legislature back in a special session for "extraordinary circumstances," including a state fiscal emergency.

My bill is still in committee. Is it dead? The first rule of the Legislature is that there are very few absolutes. However, if a bill is still in committee, it is very unlikely to be acted on until after the Legislature returns in January.

How long does the governor have to act on bills? During the last 12 days of session, the normal 12 day requirement for the governor to act on bills is extended to 30 days. Thus, the governor has until Monday, October 10 to act on any bill passed after August 28.

When does a bill that the governor signed take effect? Regular bills that do not include an "urgency clause" take effect on January 1, 2012. Bills with an urgency clause take effect immediately after the governor signs them. An urgency bill will include the following sentence

at the end of the bill text: "This act is an urgency statute necessary for the immediate preservation of the public peace, health, or safety within the meaning of Article IV of the Constitution and shall go into immediate effect."

What is "Enrolling and Engrossing"? After a bill is approved by both houses and before it is sent to the governor, it is put through a process including proofreading.

If the governor vetoes a bill, can the Legislature override it? When? Any veto of the governor may be overridden by a two-thirds vote when the Legislature returns in January, or if it returns in special session before January. There is no deadline for overriding a veto before the two-year session ends next August.

What is a "gut and amend"? At the end-of-session, sometimes the entire content of a bill is emptied and new language is placed in to the bill. This generally requires a two-thirds vote during the end of session.

What does it mean when a bill is enrolled? A bill has been passed both houses and has not been finalized prior to going to the Governor's desk.

Hope you enjoyed this educational piece. See you at the conference in San Jose October 14, 2011!

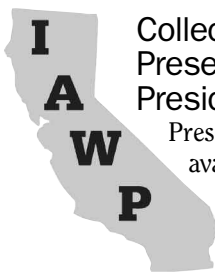
Bills to Watch:

- From the State Senate
 - SB 734 Funding for Local Workforce Investment Boards
 - SB893 Public Records Act
- Federal Bills
 - American Jobs Act 2011
 - House of Representatives bill: HR2295 WIA Reauthorization

PIN ALERT – ORDER NOW

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

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



Rick Partridge, State Chapter Veterans Chair at the Brawley Veterans Memorial Service.

Brawley Veterans Memorial Ceremony Remembers 9/11

BY RICHARD PARTRIDGE
STATE VETERANS CHAIRMAN

On September 11, 2011 IAWP State Veterans Chairman Rick Partridge participated in a 9/11 Ceremony at the Brawley Veteran Memorial in Brawley, CA. I was honored to place a wreath from the United Veterans Council at the memorial. The ceremony included the fire departments from all over Imperial Valley, the Brawley Police Dept., the California Highway Patrol, the Imperial County Sheriff's Dept. and other law enforcement agencies. Rick Sandoval from Homeland Security was present and talked about the personal ties to 9/11. His son Sgt. Frank Sandoval, US Army, gave the ultimate sacrifice in which he earned the Bronze Star. Sgt. Sandoval

saved the lives of 30 Americans in Iraq. Rick Sandoval gave a very touching speech. This is one speech I will always remember. I praise the men and women who have fought for this great nation, past, present, and future.

About 200 people showed up for this ceremony. It was very well received from the people in the Imperial Valley. We also had three British soldiers present as well as the new CO Captain Devon Jones of NAF El Centro.

We shall never forget as Americans what happened to the United States as a Nation and a People on 9/11. A gentle giant has been awakened and we will not forget our brothers and sisters who died that day. May God Bless them for eternity and God Bless America!

Georgia Work\$ Used in Federal Model

BY WALTER KO
STATE INTERNATIONAL
DEVELOPMENT CHAIRMAN

President Obama is scheduled to announce a new federal job plan that might include some sort of worker training program to help bring down the unemployment rate and get the economy up. He had in mind the Georgia Work\$. It is a job-training program that allows a company to try out a potential employee for a maximum of 24 hours per week for up to six weeks while the worker is still receiving Unemployment Insurance benefits. About 6,000 Georgia employers have participated in this program so far.

About 3,000 UI claimants are reported to have been hired after completing the program. Obama thinks it is a good program because UI benefits are a smart way to get trained and hired.

Georgia Work\$ began in 2003. According to the Georgia Department of Labor, the State pays a \$240 stipend to participants for the goal if the trainees get a full time position after completion. This program is popular and beneficial as it helps employers in reducing training cost and employees gain new skills. While the Geor-

See *Georgia* on page 7

INTERNATIONAL WEBSITE

The International website at 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.

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

Inventing Your Life: "Reflection"

BY ROB CLAUDIO

As our country commemorated the 10th anniversary of the tragedy of 9/11 recently, I thought about the power of reflection. In the face of adversity, many times we can find an inner strength that lies dormant within us, yet it can awaken with such ferocity given a particular circumstance. The many people that we lost during that horrific period of our nation's history and the way that it occurred changed our lives as we know it today. How we travel on airplanes, go through airports and at any given time we get notices of heightened security awareness are something that we all live with today.

I do feel for the children that have been born since 9/11, as they have lived in this type of world and have grown up with their country being involved in some type of military conflict around the world as a fact of everyday life. If you think back to when you were a child, many of us grew up in such a different environment. Not to say that we did not have military conflicts

or wars, however, your home was a true haven that protected you from harm. In spite of all of that which has now changed, I always ask myself "what is the lesson we need to learn"?

One of the biggest lessons that I wish has a long legacy is the sense of community that develops following a tragic event. In the face of a fire, hurricane, earthquake or tragedy such as 9/11, I look for the good that emerged as a result. Many of us have taken for granted our fire and police forces for years, as they kept our neighborhoods safe. Ever since 9/11, these individuals, many of whom have sacrificed their lives, became part of what we cling to in the face of such adversity. Among the greatest heroes are the many service men and women who serve our country in far and distant places around the world in order to help protect our freedom and rights as United States citizens. I cannot say enough about our military Veterans who are indeed the true heroes to the multitude of all of us grateful Americans.

Currently our country appears to be at a cross road, with a deep division among political parties. I truly hope that our nation can look far beyond its differences and work towards that sense of community that will help us all move forward. It is also my hope that all of us continue to lend our talents to those that need us. Like so many who give of themselves during a tragic event, we should do the same without waiting for something bad to happen to spur us on. Our ability to give of ourselves can bring great hope & joy to others and most importantly self fulfillment & happiness to us. We must remember that we make up this great community in this great country and we want our children to have what we had when we grew up – a safe and nurturing community filled with hope that the best of everything is yet to come.

"When we long for life without difficulties, remind us that oaks grow strong in contrary winds and diamonds are made under pressure."

– Peter Marshall

EDD Participates at Oakland Chinatown Festival

BY WALTER KO
STATE INTERNATIONAL
DEVELOPMENT CHAIRMAN

The Oakland Chinatown Street Festival was held on August 27. EDD shared the booth with the Department of Industrial Relations with Walter Ko as the bi-lingual volunteer and interpreter.

Walter hosted the booth in professional attire with identity badge. With a table full of a supply of hand books – *Guide to UI Benefits (DE 1275A/C)*, *Guide to Benefits, UI, DI, PFL, JS (DE 2320A/C)*, *How to Apply for UI brochure (DE 2320M/C)* and a comprehensive sheet on services available at the One-Stop Career Center in Downtown Oakland. The Fair was to promote the August Moon Festival in family reunion and harmony; the streets were flooded with fairgoers of all ages and walks of life. They were looking for bargains, promotions, information and entertainment.

OPCC Manager and State First Vice President, Mary



Walter Ko at the EDD booth at the Oakland Festival.

Archer, approved funding to promote IAWP in bags of candy for the fair, which was popular and attractive to everyone, especially the kids. It drew them and their parents who would receive the EDD information. Many sharp eyed people valued the opportunity to ask questions directly with a representative, e.g. base period wages on weekly benefits and maximum benefits. Many were eager to learn more about federal extensions and job opening leads. Since they came from

the local vicinity, they were referred to the Downtown One-Stop Career Center or the Eden Office in Hayward. Many were interested in the monthly CTB workshop in the Oakland Center in Cantonese and/or Mandarin.

The booth was in a prime location on 9th Street next to the Kaiser Permanente tent. It was a sunny fall day. We all appreciated and enjoyed the opportunity to represent EDD in serving our Chinese speaking clients directly.

Chinese Delegation Visits Oakland

BY WALTER KO
STATE INTERNATIONAL
DEVELOPMENT CHAIR

The China State Council Office of Taiwan Affairs Delegation made a tour to Oakland Career Center Eastbay Works on Wednesday, August 24, 2011 between 10 a.m. to 12 p.m. On behalf of Mary Archer, EDD Manager of Oakland Primary Call Center, Walter Ko went to explain Unemployment Insurance in Mandarin.

The Chinese team was composed of twenty members, fifteen men and five women and Ms Wang Chi Wai was the leader from Beijing. They had a quick tour of the facility in action. Then they came to the third floor conference room, which was decorated with paper lanterns and Chinese writings to welcome them. They were surprised and excited for the kind-



Chinese Delegation visits the Oakland office.

ness of serving hot tea in rice paddy tea cups and American refreshments.

Lowell Rice of Business Services made the welcome remarks with a special greeting from Assemblyman Lilianna Huen, Sandre Swanson's Office and Mayor Jean Quan of Oakland. Melbra Watts followed

with a presentation on the Workforce Investment Act, Maureen Nelson covered Education and Employment; Su Dung explained the Lao Family Community Development Inc. and their supportive services. Before the presentation Walter Ko presented to Mrs. Wang greetings

See *Oakland* on page 5



Left: James meets Jerry Rice for the first time; (at right) James Thomas meets Jerry Rice again in 2011.

IAWP and Interesting People

BY JAMES THOMAS, INTERNATIONAL DISTRICT DIRECTOR
AND 1ST VP SILICON VALLEY CHAPTER

I had the chance to meet one of the greatest football players of all times, Jerry Rice. I could not stop myself from taking a picture. IAWP events often create the opportunity to meet great people and network. Keep your eyes open, you never know who you may meet.

Editor's note: This is the second time that James has met Jerry Rice in an airport while traveling to or from an IAWP event.

The Last Great Cookout

BY JAMES THOMAS
INTERNATIONAL DISTRICT XV
DIRECTOR AND 1ST VP SILICON
VALLEY CHAPTER

I had the opportunity to join East Bay Chapter and San Francisco Chapter for the last BBQ of the summer. The event was held at the Oakland Call Center. We had the most wonderful food that money could buy. They provided barbeque chick-

en, links, hot dogs, hamburgers, and salads. We did lots of networking and telling great stories about IAWP adventures. We ended the celebration with some line dancing outside that made the neighbors stop and wonder why they were not invited to the party. We had a great time and were sorry that everyone could not attend.



District XV 2011
Annual Educational Conference

Kicking Down the Door to Success

October 14, 2011 • 8 a.m. to 5 p.m.



Radisson Hotel San Jose Airport

1471 North 4th Street, San Jose, CA
Call 408-452-0200 and reserve your \$82 room under 'IAWP'
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- \$60 for Non-Members

Registration Includes Lunch
For further information contact:
James Thomas at 408-436-5661 or
Audrey Baker at 818-833-9511

REGISTRATION FORM

Mail to: Audrey Baker, 13421 Hubbard St. #116, Sylmar, CA 91342 with your check made to "IAWP District XV"

Name _____

Address _____

City _____ State _____ Zip _____

Local Office # _____ Local Chapter _____

Luncheon Request: Fish Chicken Vegetarian

Ready, Set, Write! Awards Criteria and Categories

Merit Award

Eligibility: Member – individual and group

Recognizes outstanding service or achievement beyond normal expectations or job requirements that benefit IAWP and the workforce development field, e.g., increased use of public programs, improved internal operations or a workforce agency or an IAWP chapter. Nominees demonstrated individual initiative and creativity outside of their job responsibilities.

Citation Award

Eligibility: Non-member – individual and group

Recognizes outstanding contributions to IAWP or to workforce development programs. The recipient(s) must be from the private sector or a non-governmental, non-profit organization (and not employed by a workforce development entity) that promoted legislation to improve workforce programs, performed outstanding services in vocational training, served the disable, youth, and/or unemployment insurance or other

workforce programs, improved working conditions, improved professional competency of staff in workforce programs through education or encouraged employers or customer groups to use workforce programs.

Services to Special Clients Award

Eligibility: Member or Non-member – individual and group

Recognizes outstanding, innovative programs of awareness and furtherment of a specific segment of the workforce including but not limited to Vocational Rehabilitation, Welfare-to-Work, People with Disabilities, and Youth programs. Nominees should have promoted an awareness of workforce programs by encouraging employers or potential customer groups to use workforce programs; partnered and collaborated with organizations to take action on critical workforce issues; demonstrated exceptional customer service. Priority will be given to members.

Unemployment Insurance Award

Eligibility: Member or non-

member – individual and group

Recognizes an outstanding, innovative unemployment (UI) program that features creativity, improved operational efficiency and improved customer service. The program can be in any area of the UI including, but not limited to, claims, tax, benefits, audit, quality control, etc.

Administrator Award

Eligibility: Member or Non-member – individual

Recognizes outstanding public service in the support of workforce development. Nominee should have promoted workforce programs at the state and/or federal levels, influenced positive legislation at the state/federal levels thru letters, speeches, and bills introduced, promoted seamless workforce systems, demonstrated outstanding leadership in support of programs or initiated new programs, encouraged participation and promotion of IAWP by all workforce partners.

Public Policy Award

Eligibility: Member or Non-member – individual

Recognizes an individual

who performed outstanding public service in the support of workforce development programs and/or personnel. Nominee should have successfully sponsored enacted legislation to improve workforce development systems or legislation to benefit the welfare of workforce personnel. Or nominee should have developed or implemented statewide or national policies to improve workforce development systems or policies to benefit workforce development personnel.

One Stop Award

Eligibility: Member or Non-member – group

Recognizes the provision of outstanding workforce development services in a One Stop setting. Nominees should have demonstrate universal access which allows customers access to core services regardless of eligibility and demonstrated exceptional customer service that meets the customers needs and provides seamless service.

Services to Veterans Award

Eligibility: Member or Non-member – individual and group

Recognizes an outstanding, innovative program of awareness and support of veterans' interests and rights in the workforce. Also, recognizes chapter activities in services to veterans, e.g., engaging audiences in examining issues relevant to veterans, including TAP training and employability workshops, encouraging employers or client groups to use workforce programs and demonstrating leadership on issues that impact improving work opportunities or conditions for veterans including the homeless and special disabled veterans. Priority will be given to members by providing additional judging points.

Retiree Award

Eligibility: Member – individual

Recognizes continued outstanding commitment to the association's objectives following retirement. Nominees should have demonstrated exceptional accomplishments in advancing IAWP objectives, e.g. leadership on a board, committee or initiative group (not restricted to IAWP); participation in educational, membership, communication, fundraising or legislative activities that further workforce or IAWP objectives; mentoring chapter leaders and/or participation that advances the member's local community.

International Development Award

Eligibility: Member – individual and group

Recognizes and individual/group/chapter achievements in IAWP's international development by increasing educational opportunities for non-US members or prospective members by increasing awareness of IAWP and/or increases growth in non-US chapter membership.

Employee Performance Award

Eligibility: Member – individual

Recognizes an individual who has demonstrated sustained and outstanding service by excellent performance of assigned duties in a job that is subject to accepted methods of quantitative and qualitative evaluation. Nominee demonstrated outstanding achievement that contributed to the smooth performance of operations thru positive attitude, accuracy, relationships with co-workers, representing the agency with the public, handling workload under unusual conditions, adaptability, initiative and dependability.

Award Categories

Workforce Services: Customer Service/Workshop Leader, Case Manager/Trainer, Employer Service Representative, Manager (any level).

Unemployment Insurance: Call Center Customer Service Representative, Adjudication Center Interviewer, Manager (any level).

Disability Insurance: Customer Service Representative, Determinations Interviewer, Special Programs Representative, Manager (any level).

Employment Tax: Field Audit and Compliance (includes Customer Service Program), Col-

See Award on page 5

Advancing Workforce Development Standard Nomination Form

ENTRIES MUST BE POSTMARKED BY JANUARY 12, 2012

1. Check the specific award for which this nomination is submitted

- Citation Award
 - Individual
 - Group
- Specialized Customer Services
 - Individual
 - Group
- Services to Veterans
 - Individual
 - Group
- Unemployment Insurance
 - Individual
 - Group
- Public Policy
- Administrator
- One-Stop

2. This nomination is submitted by the _____ Chapter.

3. Name of Nominee _____
(If group, attach additional pages answering all parts of "Name of Nominee" for each group member)

Professional Title _____

Employer/Organization _____

Complete Address _____

Telephone _____ Fax _____

4. Name of Nominator _____ Member Non-member

Verification of membership _____

5. Person to whom nomination should be returned _____

Complete Address _____

Telephone _____ Fax _____

6. Chapter President's Signature _____
 or signature of the International Development Subcommittee when submitting for the Ealton Nelson Award – see Ealton Nelson Nomination Submission Components

7. Date Submitted _____

8. IAWP Mailing and Postmark Verification Policy
- a. Entries must be postmarked on or before January 12, 2012.
 - b. Entries must be mailed to the appropriate State IAWP Chairperson or State Officer.

Mail Award nominations for the following categories as follows:

- **Services to Veterans:** Richard Partridge, 806 Kindig Ave., Brawley, CA 92227
- **Retirees:** Audrey Baker, 13421 Hubbard #116, Sylmar, CA 91342
- **International Development:** Walter Ko, 17050 Via Arroyo, San Lorenzo, CA 94580
- **Specialized Customer Services:** Fernando Roldan, 440 W. California, Glendale, CA 91203
- **Toll Trust:** Nanette Bowman, 2006 Port Albans, Newport Beach, CA 92660
- **All Other Award Nominations:** Shelia Armstrong, EDD, PO Box 59903, Riverside, CA 92517-1903

2011 California Chapter Awards Program Seeks Nominations

BY SHELIA ARMSTRONG
STATE CHAPTER SECOND VICE
PRESIDENT

We are all busy every day of our working lives, and more! You know a fellow employee who is doing an outstanding job at the office, in their community or for the association (including yourself), yet we forget sometimes to take the time to acknowledge them. Each year at the International Association of Workforce Professionals (IAWP) Annual State-wide Conference the association recognizes the outstanding contributions of our members as well as non-members who contribute to the improvement of workforce programs. The state winners are submitted to the International association and winners for the International Awards are selected from the state nominations. The nominations that begin the process require the participation of many members who recognize the excellent work of their co-workers and nominate them for

their efforts. One of the most exciting and rewarding experiences for anyone is to have their peers, co-workers, managers, associates and friends take the time and make the effort to honor them with a nomination for an award. **ANYONE can write a nomination.**

Everyone knows someone who is making a difference in the work place or in the community and should be recognized for making that difference. It is relatively easy to nominate that special individual for an IAWP California Chapter Award. Write what they have done during the calendar year 2011 that makes them special. Jot those ideas down NOW. If you need assistance ask your local Chapter President, your District Director or call or e-mail Shelia Armstrong, Awards Chairperson, at 951-782-3248 or sarmstr2@edd.ca.gov. Please refer to the California website at www.iapes-ca.org and the Inter-

national website at www.iawp.org for specific award nomination guidelines and scoring information.

Please take this opportunity to recognize the excellent work that is done every day. The Awards Categories and Criteria and the Nomination Format requirements are included in this issue of the *Cal-Liope*. Go to the International website at www.iawponline.org, print and complete the appropriate Nomination Form or cut out and use the form included in this issue. Awards at the Statewide Conference will be based on accomplishments achieved in the calendar year 2011. **All nominations must be postmarked by January 12, 2012.** Most importantly, be sure to request your time off now for the conference, so you can see your award presented to the individual or group you nominated. See you at the California Statewide Conference in May 2012!

Nominations Sought for Toll Trust Award

BY NANETTE BOWMAN, PAST
PRESIDENTS ASSOCIATION CHAIR

The Toll Trust was established to present an annual award to a California member whose activities or accomplishments contribute most to the advancement of IAWP activities and are exclusive of job performance. Nominees must be members during the 2011 year and at the time the award is presented. Accomplishments may span a period before the calendar year but must be continuous into the 2011 calendar year. Some of the accomplishments considered include:

- Level of commitment
- Investment of time
- Years of service
- Association Pride
- Fundraising
- Legislative Action
- Sustained effort

- Promotion of membership
- Professionalism
- Volunteerism
- Local Chapter Mentoring
- Program planning and assistance

Write your nomination in the form of a narrative and mail, fax or email no later than January 12, 2012 to the Chair of the Past President Association.

Nanette Bowman
2006 Port Albans Circle
Newport Beach, CA 92660
FAX 949-644-4402
NanetteBowman@cox.net

Following is a list of prior winners:

YEAR	WINNER
1973-74	Donald Page
1974-75	None
1975-76	Bill Appleby
1976-77	Delores Ellingson
1977-78	Dorothy Booker
1978-79	Jacqy Simonian
1979-80	Jeanne Barnett

1980-81	Fran Pushea
1981-82	Delores Ellingson
1982-83	Ben Taskesh'ta
1983-84	None
1984-85	Sydney Rogers
1985-86	Arnold Hamilton
1986-87	Pat Thornton
1987-88	Joanne Sherrill
1988-89	Sue Woodburn
1989-90	Bill McDaniel
1990-91	Jackie Walker
1991-92	Audrey Baker
1992-93	Gloria Grumet
1993-94	Evelyn Fleming
1994-95	Lillian Teague
	Joanne Sherrill
1995-96	Jean Berry
1996-97	Unknown
1997-98	Wanda Estevene
1998-99	M. Faye King
1999-00	Jan Thompkins
2000-01	Helen Davalos
2001-02	Marie Washington
2002-03	Bill Padgett
2003-04	B. J. Sims
2004-05	Nanette Bowman
2005-06	Verletta Moeller
2006-07	Robert Claudio
2007-08	Janice Cedano
2008-09	None
2009-10	Mary Navarro-Aldana
2010-11	Raymond Cabrera

President's Message

Continued from page 1

ation can be managed by understanding what we perceive, and by seeing not just the losses, but the gains they bring. You will all have an opportunity to learn new skills by attending the upcoming District XV conference, to be held at the Radisson Hotel on Friday, October 14, 2011 in San Jose, California. See

the advertisement in this *Cal-Liope*.

Your *Cal-Liope* and your California website bring you valuable information. Our standing committee chairs are endeavoring to bring you up to the minute information on the essential topics you need to know about. I urge you to read their updates, including information on the latest develop-

ments in jobs programs legislation from our Legislative Chair, Veronica Champayne, and the Awards process for this year from our Awards Chair and Second Vice-President, Shelia Armstrong.

Have a great fall; see you in San Jose for the District XV Education Conference and Board of Directors meeting!

Oakland

Continued from page 3


and IAWP pins from Mary Archer. Then he gave a brief overview on the services provided at the Oakland One Stop Career Center for job seekers which includes Caljobs, Bonding, DI, UI and labor market information, Trade Adjustment Assistance, Training Information Workshops and Veterans Services. He gave some statistics on State unemployment benefits of \$22.9 billion payout in 2010 from \$20.2 billion in 2009. The

average payout rate for 2010 was \$90 million each day. For each dollar of UI benefits paid, \$2 of economic activity is generated.

Walter further informed the delegation that California operates six call centers and eight adjudication offices. They are being trained progressively into multifunctional offices. Oakland call center has more than two hundred staff and they receive thousands of calls a day. They are working in EDDCOMM, E-apply, PSP call, info-image, SAVE and RECOMP. He gave a

brief introduction of filing claims, by phone, fax and online and the federal extensions in helping the unemployed. They were attentive and enthusiastic in asking questions such as the CCNPAU system, different tiers of federal extensions, questions in the application forms, the funding sources. He emphasized the difference between welfare and unemployment insurance.

Finally, he talked about IAWP and highlighted the June International conference in St Louis,



"International Development Fundraiser"

The "International Flavors" A Cookbook of Cuisine from around the world.

To pre-order send this form with payment of \$8 for each cookbook post marked by November 8, 2011 to the administrative office at 1801 Louisville Road, Frankfort, KY 40601 ATTN: V. Wade. Submit Personal Messages and Ads electronically to verna.wade@ncesc.gov and forward hard copy with payment to your Chapter International Development representative or to the administrative office for processing.

Regular price is \$10 per cookbook after Nov. 8, 2011
Personal Messages: \$5 for up to two lines, by Oct. 7, 2011

Advertisements: \$20 per half page (3¾" width x 4¾" height) due Oct. 7, 2011

Please Pre-Order
Name: _____
Chapter: _____
Phone Number: _____
E-mail address: _____
Mailing Address: _____

___ Number of books at \$8 each \$ _____
___ Number of books at \$10 each \$ _____
Total due \$ _____

Make checks payable to IAPES FOUNDATION
Distribution target date week of December 15, 2011
in time for the holidays!

Awards

Continued from page 4

lection Division, Tax Support Division, Tax Processing and Insurance Accounting Division, Manager (any level).

Administrative Support (All Branches): Secretary/Clerical.

Information Technology: Support staff, Manager (any level)

Janitorial Support (All Branches)

Workforce Investment: Training Representative, Manager (any level)

Mail Award nominations for the following categories as follows:

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Retirees: Audrey Baker, 13421 Hubbard #116, Sylmar, CA 91342

International Development: Walter Ko, 17050 Via Arroyo, San Lorenzo, CA 94580

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All entries must be post-marked by January 12, 2012.

Good luck and happy writing!

Definition of Member: IAWP membership is required in both the year during which the activity occurred and the year in which the nomination was submitted.

For definitive information on each award category go to www.iawponline.org, select "Members only", under "IAWP Handbook" select "Chapter 5 – International Awards Program." The complete criteria for each award (except for State Employee Performance Awards) are described in detail.

Missouri. As the California Chapter Chair for International Development, he promoted the proposal of setting up a chapter in the fastest growing economy. This idea was well received with a warm clapping reception. They took the color web page of EDD so that they could connect and explore the site for information especially on web/cert and tele/cert. They all were curious about the Chinese version of the handbook. Walter said he helped in proofreading and revising all Chinese document into simple

journalistic style writing in common terms for easy comprehension.

They left with a good amount of information and experienced the action of helping job-seekers in benefits, training and job leads. They were highly interested in IAWP vision and mission and wanted to keep in touch. As all members of the delegation came from different areas, it will be a great potential for IAWP development. The seed is planted and we hope it grow to bear fruit.

Goings On Around the State



Members of the Los Compadres Chapter at the Light the Night Walk Kickoff Luncheon.

Los Compadres Chapter

Leukemia & Lymphoma Society – Light the Night Walk Kickoff Luncheon

BY NORMA GALLEGOS
LOS COMPADRES CHAPTER
MEMBER

Los Compadres Chapter members Audrey Baker, Norma Gallegos, Joy Bacleon, Sylvia Altamirano and guests Monique Zahiri and Zuly Reyes from the Canoga Park WorkSource Center attended the Leukemia & Lymphoma Society (LLS) Light the Night Walk Kickoff Luncheon. The event was held on Thursday, August 11, 2011 at the Warner Center Marriott in Woodland Hills.

We had the opportunity to meet other team captains, obtain fundraising ideas and hear inspirational stories from Leukemia survivors and their families. We were truly motivated to continue our efforts to recruit walkers and raise donations for LLS again this year.

Since 2005 our team has contributed over \$7,500 to LLS. This year's goal is \$2,000 so we need your support! We will be hosting fundraisers including luncheons, LLS Balloon Sales and gift basket drawings at our local offices. Please consider starting your own team and raising funds for this worthy cause or join our team on October 22, 2011, at Warner Center Park in Woodland Hills. If you would like to make a donation please visit our team page at: <http://pages.lightthenight.org/los/WarnerPk11/LosCompadresIAWP>.



Students receive backpacks from the Annual Back to School Health Fair.

Back-to-School Event Makes Smiles

BY NORMA GALLEGOS
LOS COMPADRES CHAPTER
SECRETARY

This summer, Los Compadres members in the Los Angeles and Van Nuys Tax

offices and the Lancaster and Pacoima Workforce Services offices proudly donated hundreds of crayons, markers, pens, pencils, erasers, glue sticks, scissors, rulers, note books and paper to fill approximately 250 backpacks!

Once again, we partnered with Los Angeles County Supervisor Zev Yaroslavsky and his staff in the San Fernando Valley. In addition to our participation, approximately 15 community based agencies also collaborated in sponsoring the Annual Back to School Children's Health Fair. The event was held on Saturday, August 20, 2011. The County of Los Angeles Department of Parks and Recreation hosted the event at El Cariso Regional Park in Sylmar. Parks and Recreation provided new canvas backpacks for each of the children. The children in attendance were referred by local non-profit agencies. Los Angeles County Olive View Medical Center referred low income, under-insured patients and the Los Angeles County Department of Children and Family Services referred children from the Foster Care Program.

This year's partners included: Community Health Plan, Los Angeles County Department of Mental Health, Los Angeles County 211, Los Angeles County Public Library Bookmobile, Los Angeles County Fire, Yogi Bear's Quakey Shakey Schoolhouse, Childhood Lead Poisoning Prevention Program, Masonic Lodge (provided free finger printing), Volunteers of America Head Start Program, UCLA School of Dentistry (provided free dental screenings), Mission Community Hospital (provided free Diabetes screenings), ABC Learn (provided free books), Healthy Way LA, North East Valley Health Corporation (provided Asthma Education), Valley Community Clinic (offered vision screening) and Kaiser Permanente (representing their Kids Boot Camp Program).

Thank you to all those that contributed towards this successful partnership especially Tax staff members Salvador Artero and Joy Bacleon for delivering all the donations from both the Tax offices.

Fresno Chapter

BY SHANNON LINDSEY
FRESNO CHAPTER MEMBER

Remember how great it felt to head off to your first day of school in your new clothes and shiny new backpack stuffed with sharp pencils and other cool school supplies? IAWP believes that every child deserves to start the school year with a full backpack and a hopeful heart.

That's why the Fresno Chapter co-sponsored the West Fresno Health Care Coalition Inc., a non-profit community organization, and Strong Positive Influences Reflects Independent Thinking (S.P.I.R.I.T.) a non-profit faith-based organization with their 9th Annual Back 2 School Health Fair.

In addition to making a monetary contribution for the "door" prizes, members of the Fresno Chapter volunteered their time by stuffing and distributing backpacks. Approximately 1,500 Pre-K through 12th grade students received new backpacks.

East Bay Chapter

BY ARLENE BAUTISTA
EAST BAY CHAPTER PRESIDENT

The week of August 22, 2011 was especially busy for the East Bay Chapter.

Backpack Donation-This year, the East Bay Chapter of IAWP, launched a Backpack Donation Drive, and presented La Escuelita Elementary School with 53 backpacks with school supplies inside each one. The backpacks were prepared on Monday, August 22nd; and on Tuesday, Registration Day, one of the senior managers pulled up in his truck to the school with the backpacks which were then distributed to the students.

The Oakland Call Center has had a special relationship with this school which is only one block away. Several years ago many of us from the call center would take part of our lunch hour and serve as one-on-one reading buddies to the children. Every year, during the Scholastic Book Fair at the Call Center, the teachers' wish lists would be fulfilled. In fact, several of the books in the school library were donated by the call center. During Halloween, the children along with the faculty and some of the parents would come and parade down the aisles of OPCC in their costumes. The Social

Club and IAWP East Bay Chapter would contribute to this event by providing bags of candy to each of the children.

La Escuelita Elementary School was founded in 1975 by the parents of children attending the child development center, Centro Infantil de la Raza. These parents wanted their children to continue learning in a bilingual and bicultural educational setting and opened a new school, La Escuelita.

Today, La Escuelita continues to provide bilingual education classes in Spanish and English in Kindergarten, 1st grade, and 2nd grade. The students benefit from community partnerships with a variety of organizations including the San Francisco Opera, Oakland Museum, Ardenwood Farm and EBMUD.

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Summer Barbecue

A few days after the backpack



Members line dance at the Last Great BBQ.

Orange Empire Chapter

BY NANETTE BOWMAN
PAST PRESIDENT CHAIR AND
ORANGE EMPIRE SECRETARY

Orange Empire sponsored Upward Mobility Training in conjunction with the General Meeting on September 8 at the Anaheim Workforce Services office. Secretary Nanette Bowman introduced presenter Katherine Petersen, Chief of Staff of the Unemployment Insurance Call Center Division. The 21 attendees introduced themselves. Some came from quite a distance such as Chino Hills and Los Angeles which demonstrates the need for training on this topic. Katherine spoke for two hours from 6 to 8

p.m. covering the interviewing process of EDD. She used her in-depth experience on both sides of the table to give the best advice for preparation. The outline topics:

- The Interview Starts when you say Hello
- Logistics – Who, What, Where & When
- Dress for Success
- Candidate, Know Thyself
- The Process of Self Assessment
- The Job Announcement & Position Statement
- Practice Makes Perfect
- The Day
- If you learn nothing else today



Kids appreciate backpacks filled with school supplies from the Fresno Chapter.

families were not the only ones to benefit from this year's event, local members also benefited by knowing that they made a difference to help someone else smile.

donation, the East Bay Chapter, in conjunction with the San Francisco Chapter, took advantage of the long summer days by having a barbecue after work. The barbecue took place in the evening of August 26, 2011, at the Oakland Call Center. As soon as Mary Archer, State Chapter First Vice President, fired up her gas grill, we were good to go! It was a well attended event with not only East Bay Chapter and San Francisco Chapter members, but members from the Silicon Valley Chapter were there as well. After we ate the hot dogs, hamburgers, and all the side dishes, and visited with one another, many of us headed out to the parking lot to participate in some line dancing. We started out with the Electric Slide, and then progressed to the Cha Cha Slide ("how low can you go..."), Macarena (Where do you put those hands?) and finally the Wobble (You gotta be loose for this one!)

While the evening was full of fun and laughs, it also introduced IAWP to the non-members who attended the event. One person, who became a member over a year ago, was very much impressed as this was her first event.

• Closing and Questions

Plans are in process for more training on October 22 by Rob Claudio and on November 8 for a speaker on Social Networking for Job Search.

School Supply Drive a Huge Success

EDD office staff and retirees collected a generous amount of school supplies for a donation to Share Our Selves and FOCUS in Orange County. Thanks goes to Workforce offices in Santa Ana, Irvine, Westminster, and Anaheim; the UI Pacific Center; and retirees Jean Stefanik and Nan Bowman.

Inland Empire Chapter

BY SONYA HARDIMON
INLAND EMPIRE CHAPTER
PRESIDENT

Money Management Workshop Series

The Inland Empire Chapter has organized a Money Management Workshop Series. The purpose of the series is to equip members with the tools to manage their financial profile. Springboard Nonprofit Consumer Credit Management and Arrowhead Credit Union has partnered with the chapter to bring an array of professional financial workshops to the members. Understanding your credit reports and scores was the first workshop in the series; the class was very informative and focused on such topics as credit consumer rights, the fair credit reporting act and more. "I especially liked the workbook that was provided, which contained samples of dispute letters," stated Elena Barrios.

The next workshop was the Savings Plus Investment Class. Approximately 40 members attended this class. The information was very valuable, especially to those individuals who plan to retire within the next five years. Members from Indio attended the workshop and stated it was worth the drive. Upcoming workshops include, CalPERS Retirement, The Power of Paycheck Planning, Roadmap to Financial Freedom and Identity Theft Awareness and Prevention.

IAWP Walkers, No Standing Anytime

The Inland Empire Sub Chapter has formed a walking team that will meet once a month to walk a popular local walking trail. During each walking session the team will focus on the healthy aspects of walking and will learn techniques to improve their walking



Inland Empire members at the Money Management Workshop.



Inland Empire members display school supplies donated for backpacks in 2011.

skills. The team will discuss such topics as, walking for my heart, getting the most out of a 15 minute walk, techniques of power walking and more. In addition, the team will participate in walking marathons that focus on health such as breast cancer, healthy hearts, diabetes, leukemia and more. So if you are interested in walking for your health come join the Inland Empire Walkers, contact Sonya.Hardimon@edd.ca.gov for more information.

Backpack 4 Kids Drive: We Care

Once again the chapter has made a huge donation to the San Bernardino Salvation Army Hospitality House. The chapter

donated over 300 school supplies to stuff backpacks in the local area, this donation is double what was given last year. Director Roosevelt Carroll thanked the chapter for the generous donation; he stated that due to economic times he has seen an increase in the number of children who have become homeless and the donation of school supplies is very timely.

"I am very proud of our chapters contributions, this is just one less worry for the parents of the children who need these supplies and it shows that "we care", states Sonya Hardimon. Director Carroll encourages us all to volunteer in our local community, it does the heart good.

San Gabriel Chapter



San Gabriel Valley Chapter Board for 2011-12 from left to right Jesse Lopea, Yvette Quevedo, Stephanie Thomas, Rocio Lopez, and Val Moeller.

Getting Involved

BY YVETTE QUEVEDO, SAN GABRIEL VALLEY CHAPTER PRESIDENT

On Saturday, August 13, 2011, the San Gabriel Valley Chapter Board members held their first meeting and installation of officers in West Covina, CA, which was conducted by our District III Director, Val Moeller. As the new President for the San Gabriel Valley (SGV) Chapter, I went over our goals for the way, but also looked into improving interaction with our members and the community. As a result, the SGV Chapter will be participating and/or contributing funds to many events

in the coming months. Among them, we will be sponsoring the LA-Ventura Workforce Services Division's Training and Appreciation Day for the Youth Employment Opportunity Program (YEOP) on Friday, September 30, 2011 in the Los Angeles area.

In addition, as a part of the National Disability Employment Awareness Month (NDEAM) in October, the Employment Development Department (EDD) Disability Advisory Committee (DAC) will be hosting an event at the San Gabriel Valley Workforce Services office in West Covina on Thursday, October 6, 2011, and the chapter will be

providing refreshments.

The SGV Chapter will also be participating at the Step Out: Walk to Stop Diabetes event at Knott's Berry Farm in Buena Park on Saturday, October 1, 2011. To reach out to members, the chapter was going to hold a General Meeting in September, but the date was pushed back to potentially get a speaker. With regards to education, District III will be holding the second part of its Leadership Series to cover Skills Transference and the Statement of Qualifications. The dates are September 24 at Crenshaw Workforce Services and October 8 at Verdugo Work-Source Center in Glendale.

Silicon Valley Chapter

Map Your Career Destination with Career Enhancement Workshop!

BY GERRI WILLIAMS
SILICON VALLEY MEMBER

Okay, so you want to move your career forward, soar to new heights and achieve your professional goals? Lofty as this may sound, these objectives are not just a fantasy – you can achieve them all – using the methods and techniques presented by Dennis Varnum, EPM at the Work 2 Future One-Stop in Campbell! Sponsored by IAWP & hosted by the Campbell Northern Division HQ on Saturday, August 20, the presentation offered much more than just the usual self-help pabulum; it was an ideas packed experience! I went in cold, not knowing what to expect and hoping to emerge with a new perspective on my long and winding career path. Little did I know that I would surface at the end of the program with new ideas, specific goals and detailed GPS to my professional destination!

Beginning with an exercise in "Tracing Your Passion" Dennis expertly engaged each participant in self-evaluation and utilized the entire group to help brainstorm each participant's career drivers. After revving our engines, we took a tour – considered our dream jobs, identi-

fied their compelling features and career strengths. Briefly pausing at this vista point, we caught our collective breath before Dennis guided us through a very current career enhancement expressway!

Focusing on locating hidden opportunities, managing approach techniques, maximizing strategic action and problem solving, we developed our own compelling mission statements. It was clear from the beginning that Dennis is an extraordinary presenter, and a skilled career coach with a broad range of experience!

Dennis navigated us through a cutting edge overview of personal and career branding, showed us how to develop powerful branding messages and gave us strategies for enhancing our individual brands. We developed personal action plans including immediate, short-term and long term goals. Sharing our goals with the entire group firmed up our commitment and call to action.

The workshop was incredibly current, collaborative and encouraged professional networking. With Dennis' excellent presentation and coaching, powerful suggestions from our capable and supportive participant group and the superb Power Point presentation and workshop handouts, I've got the roadmap to my career destination!

Imperial Valley Chapter

TEAM Leader

BY LULU VIZCARRA, IMPERIAL VALLEY CHAPTER PRESIDENT

Cathy Vizcarra is one of the EDD's Special Programs Managers for the El Centro office and the IAWP Educational Coordinator. She has served as the IAWP President and Vice-President in past years. She is an individual with integrity that can be trusted, because she never veers from inner values. Her well-controlled emotions and absence of harsh outbursts or negative feedback are all signs of integrity. She is a true leader who embraces integrity and therefore easily accessible and approachable at all times by her employees.

She has inspired dedication and creativity by example, doing whatever it takes to complete the next task and work toward her Team's vision and goal. She inspires her team with verbal and written communication of accomplishments and recognition of a "job well done". She is a

magnanimous leader who ensures that credit for successes is spread as widely as possible throughout the office. She helps other people feel good about themselves and draws the team closer together. To spread the fame and take the blame is a hallmark of effective leadership.

I can go on and on about Cathy Vizcarra's effective leadership in our office. I will end it with stating that her sense of humor is vital to relieve tension and boredom, as well as to defuse hostility. Effective leaders know how to use humor to energize followers. Humor is a form of power that provides some control over the work environment. And simply put, humor fosters good camaraderie.

The IAWP Board, YEOP Team, EAC Team, and Veteran Team offer our gratitude for her inspiration and leadership skills. No we are not related! This is the first question I get asked since I became an employee with the State.

Georgia Work\$

Continued from page 2

gia unemployment rate is above average, this program last Fall included not only the current but also the long-term unemployed. For a \$600 stipend, this program was overwhelmed and the budget was exhausted in a matter of months.

Workable and sounds good and the US Department of Labor was called to check the program out as it may violate federal labor laws. The activities and relationship between worker and management are basic-

ly employment, not independent contractor. Workers are entitled to minimum wage and not a condition or requirement of UI benefits. As the great recession lingers on, more that 30 states are showing interest in replicating the Georgia Work\$ Program.

With the high unemployment rate will California take after Georgia? Will the unemployed and the under-employed be interested? Let us wait and see what President Obama has to say on his "New Deal" in job creation.

Goings On Around the State

Los Angeles Chapter

Grand Opening of the LA South/Compton Workforce Services WorkSource Center

BY ANNY LABADY, LA CHAPTER

On Monday, July 18, 2011 Compton Workforce Services relocated from the Compton CareerLink to a new Compton Workforce Service office located at 2909 East Pacific Commerce Drive., Compton, 90221. The grand opening celebration took place on Thursday, July 28, 2011. Ms. Jennifer Bjorklund, a reporter from Channel 4 news attended the grand opening of the LA South/Compton Workforce Services WorkSource Center. Her report had an emphasis on clients that the Center has already helped secure jobs. The report was featured at the 5:00 p.m. evening news. Clients from the WorkSource Center were interviewed for success stories. There were two featured in the evening news report.

In attendance at the ribbon cutting event were Gloria Moore, Executive Director, Community Career Development, Inc., Michael Dolphin, Division Chief, Employment Development Department (EDD) LA/Ventura Workforce Services Division, Carolyn Anderson, Deputy Division Chief, Workforce Services, Melodi Thompson, Manager, LA South/Compton Workforce Services, Anny Labady, Site Manger, Compton Workforce Services, Don Ott, Executive Officer, LA County Metro, Alicia Villarreal, Regional Representative for Secretary of Labor, Hilda Solis and many other community leaders. The keynote address was delivered by the Honorable Mark Ridley-Thomas of the Second Supervisory District.

The new WorkSource Center is 21,000 square feet, equipped with four spacious meeting rooms, one Business Resources Room, one large Client Computer Room with copy and fax machines; telephones with instant communication to apply for Unemployment Benefits, a large Computer training area and many other amenities.

A news crew5 from Channel 7 was also present. They interviewed Ms. Carolyn Anderson, Deputy Division Chief of EDD and Ms. Gloria Moore, Executive Director, Community Career Development, Inc. (CCD). The ladies explained that the partnership between the EDD and CCD would provide workforce development services free of charge. Together they will provide the community with a comprehensive range of employment and training services that benefit job seekers, laid off workers, youth, individuals currently working, veterans, people with disabilities, and employers.

"For the People Jobs Initiative" Job Fair Presented by Members of the Congressional Black Caucus

BY DAVI DANCY, LA CHAPTER

To address the unemployment crisis and the need for job creation solutions in underserved communities, the Congressional Black Caucus called upon private and public sector partners to immediately remedy the crisis by going into communities with legitimate and immediate employment opportunities. On Wednesday, August 31, 2011 the community spoke and employer's listened at the fifth nationwide "For the People Jobs Initiative" Job Fair presented by members of the Congressional Black Caucus (CBC) and hosted by Congresswoman Maxine Waters U.S. Representative for California's 35th Congressional District, joined by co-hosts Congresswoman Laura Richardson - 37th Congressional District and Congresswoman Karen Bass - 33rd Congressional District in collaboration with the Employment Development Department's Los Angeles-Ventura Workforce Services Division and several key organizations.

The event, held at the Crenshaw Christian Center in Los Angeles, was the fifth, final, and largest job fair attended in a series that also included events in Cleveland, Detroit, Miami, and Atlanta. More than 10,000 jobseekers, that began lining the sidewalk outside the Crenshaw Christian Center as early as 3 a.m., were given the opportunity to meet with 165 employers; many who were ready to hire on site. Congresswoman Waters personally greeted the first jobseekers in line and provided words of encouragement. The constant flow of jobseekers continued until after 5 p.m. EDD staff volunteers and others played a pivotal roll in ensuring that jobseekers were quickly registered and escorted, in an orderly manner, into the 10,000 seat Faith Dome and on to the job fair site in groups of 300

While waiting in the Faith Dome for their opportunity to interface with employers, the jobseekers heard words of encouragement and support, first hand at center stage, from the hosts of the event Congresswomen Waters and Richardson, along with Reverend Jesse Jackson and nine other CBC members who stirred the crowd with chants of hope. Employer representatives were also present to provide employment tips and strategies from their company's perspective. Michael Dolphin, Division Chief, LA-Ventura Workforce Services Division gave an inspiring message that garnered the attention and applause of thousands. An excerpt of his message was aired on KABC Channel 7 evening news. Carrie Marks, Employment Program Representative, LA/South Bay Workforce Ser-



EDD staff members assisting customers at the Fair

vices, gave an informative presentation on interview preparation; many jobseekers were observed taking copious notes.

The Employment Development Department was very instrumental in marketing the impending event. Utilizing Query Management Facility (QMF), mailers that included event flyers and schedules for five pre-job fair preparatory workshops, conducted by EDD staff, were sent throughout the Los Angeles/West Los Angeles and South Bay communities. Designed to increase success in landing a job, the workshops gave the participants the opportunity on how to market themselves to a large number of employers in a short period of time, practice interviewing techniques, how to meet directly with recruiters and prepare a 30-second elevator pitch. On the event day, jobseekers were provided resource tools such as Job Readiness Workshops, Technical Assistance and Small Business & Entrepreneurial Seminars held in the Billy Blanks Youth Center on the Crenshaw Christian Center campus. EDD staff provided valuable individual assistance in resume critique to many jobseekers. Equipped with ten computer workstations and printers, the Mobile Training Unit, courtesy of the Foothill Workforce Investment Board, allowed jobseekers to update their resumes and complete online employment applications on the spot. EDD staff providing assistance at the EDD Exhibit remained extremely busy throughout the day speaking with the numerous visitors and providing information regarding EDD services.

The wide spectrum of employers at the job fair aimed to fill vacancies for all levels of employment, found many qualified workers at the job fair. Keith Boles of G4S Secure Solutions stated, "After I came off stage, our booth was full of people with the qualifications to go to work for us immediately." Kristy Allen is one of the many jobseekers who walked away from the event with an offer. She stated "I feel like you have got to be productive for yourself. A job is not going to come to you. You know you have to be out there looking for work and do the best you can do to succeed. So if you just sit back and wait for somebody to pity you, then it's not going to work."

The Employment Development Department has always been at the forefront in assisting the public obtain and retain

meaningful employment and has been a willing and a participatory partner, in events that advocate successful labor exchanges. EDD recognizes that an event such as this is critical for the unemployed because they allow jobseekers on a much larger scale to connect with jobseekers face-to-face. Continuous collaboration and support of concerned political officials, private and public employers and organizations, and partners is key to stimulate and grow this economy back to its flourishing state.

Dwight Radcliff Honored for His Services to Veterans

BY DINAH WHITE, LA CHAPTER, PRESIDENT

Darin Radcliff, Youth Employment Opportunity Program Student Assistant at the West LA Workforce Service office in Marina del Rey provided remarks at the ribbon-cutting ceremony for U.S Vets second location in Las Vegas on September 8, 2011. The Radcliff is the organization's new location which will provide up to 25 veterans with permanent housing in newly renovated and furnished apartments. The new housing facility was opened in hopes of getting more veterans out of homelessness. The group turned an old apartment complex near Sahara Avenue and Paradise Road into furnished apartments for veterans. It



Darin Radcliff Youth Employment Specialist

won't be just a place to live the facility will include services designed to help keep men and women who have served their country get off the street. Programs including; life-skill training, money management, and counseling will be available through trained staff. U.S. Vets says the programs will focus on keeping veterans in their homes and independent.

The housing facility was named after Darin's father, Dwight Radcliff. Dwight Radcliff joined U.S. Vets in Inglewood in 1997. He developed Veterans in Progress, a job reentry and housing program. He was appointed president by the U.S. Vets Board of Directors in 2008 and served in that capacity until his death in 2010. His dedication to veterans and various collaborations with the Employment Development Department will be remembered fondly in the decades to come.

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