

Cal-Liope

The MUSE with the NEWS

Chapter/International Association of Workforce Professionals

November / December 2010

Volume 55, Number 6

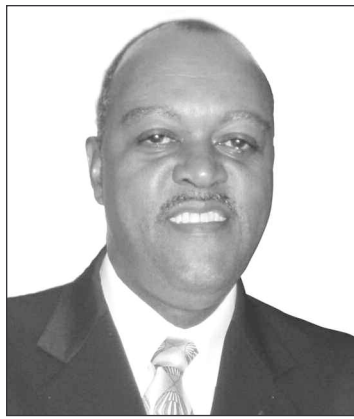
State President's MESSAGE

Moving IAWP Forward

The International Association of Workforce Professionals is getting ready to embark on a new year. Your Board of Directors is dedicated and committed to make our professional organization one of the best. They have planned educational conferences and several training programs to educate everyone on advancement opportunities. The training extends to include leaders that want self-development. IAWP is committed to service its members, develop new programs, and help our communities.

IAWP had our annual International District XV Conference in Los Angeles, CA. We had an array of speakers and topics. Everyone in attendance had nothing but positive comments on the conference. The speakers and the topics presented were so on target for today's issues. Look for the articles in this issue of the *Cal-Liope* about this event.

We are getting ready to start the election of new officers for the upcoming year 2011/2012. Everyone should begin to start



thinking about what leaders would keep IAWP moving forward. We need leaders with vision, creative thinking, commitment, dedication, problem-solving, and motivation. I am sure that the leaders chosen will do a wonderful job for our great organization.

Now we should start preparing of our Annual Educational Conference that will be held in Fresno, California. The dates for the conference will be April 28-30, 2011. I know that no one will want to miss this spectacular event, so put your time on the calendar now. There will be outstanding speakers, excellent topics and lots of networking. Join us in making this conference one of our best.

Petrie Headlines Fall Conference

BY MARY ARCHER

The 2010 Fall Conference held at the Crowne Plaza Hotel, Los Angeles on September 14, 2010 was filled with many interesting and informative speakers.

Dennis Petrie, Deputy Director of Workforce Services, spoke about the EDD's Legacy for the XXIst Century. This topic was thought provoking and topical as we were facing the upcoming mid term elections, the outcome of which could affect how that legacy will play out.

The economic situation is controlled by Wall St. and the economic institutions. Although the Wagner Peyser Act of 1933 was designed to meet the needs of displaced workers, it was amended in 1998, which made the Employment Service part of the One-Stop services delivery system. The current economic downturn has stretched the system and this means that we in EDD need somebody to talk to, someone to share the stresses of the day and this is met somewhat by the improvement in the relationship between EDD and

IAWP. It brought the realization to all that great things were occurring in EDD every day. Change is inevitable and yet public service is the target for the disappointed and displaced workers who feel the system is failing them. The problems are part of the out of date system that was developed to aid the public. The public today wants more than the system can offer.

We (IAWP and EDD) must continue to prepare those who will come after us. Leaders and future leaders need to be reviewed. It may not always be appropriate to everybody at the beginning but the founders built an organization and invested into the community, which will continue to do the philanthropic work of the organization. The Darwinian state-indebted to services 20th Century issues – economics and philosophy, some are appropriate in the 21st Century, many are not.

Our organization and institutional marketing and workforce prepare for this. Identifying principals, ethics, values and

traditions are important to turn into a legacy and lose those, which are not. We need to pass on items of meaning and value, allow others flexibility to use and adapt. EDD is a creation of legislation, FDR and the federal government was responsible for policy, support, and gave this meaning and direction during the great depression. Before Wagner Peyser there was no safety net. It is because this safety net was there today, that congress and the administration were able to prevent another great depression. Memories are short sighted; there is a huge difference between an offering authored for public policies than getting the policy into action. The second phase is taking that policy and making it real. The delivery of public policy is in the hands of those delivering it and it does not impact people until it comes into an interaction with you, EDD.

Please see the remainder of this presentation in the January-February Cal-Liope.

Unemployment Insurance Branch Automation Efforts

PRESENTED BY MICHAEL GREENLOW
WRITTEN BY VERLETTA MOELLER

There are five discussion points to the UIB Automation Efforts.

- The UI Program Business Plan (2007-2012)
- General Overview of UI Automation Projects
- Electronic Benefit Payments
- Call Center Network Platform Application Upgrade
- Multi-Functional Centers

There are six issue areas that represent business challenges facing the UI program:

- Access and Integration of UI Services
- Modernization of UI Program Technology and Infrastructure
- Program Quality
- Staff Resources
- Program Funding
- Future Policy Strategies

The use of these areas drive current and future goals, objectives, and initiatives

In 1994, a strategic plan was developed for the UI program with the objective to leverage the use of technology to improve efficiency and reduce costs as well as to respond to the growing demand for service and the public's request for different ways to access service.

In 2001, the first UI program Business plan was developed. By the time the plan was completed in 2002, the state and the nation endured a tragic ter-

rorist attack on September 11, 2001 that was followed by a nationwide economic downturn that lasted through 2003.

Over the past eight years, the UI program has had many challenges and opportunities to improve our services and program operations. The 2007-2012 UI Business Plan, serves as a road map to guide the administration of California's UI program. The plan affirms the UI program's vision and mission and establishes goals, objectives, and strategies to ensure the UI program meets customer needs and operates as an effective wage replacement system.

The Business Plan Access and Integration of UI Services

The Employment Development Department (EDD) is a department with four major program areas that serve California's workers, job seekers, and employer communities. They are the DI, Tax, UI and Workforce Services programs. The EDD is challenged to integrate customer services and improve access to all reemployment, wage replacement, tax, and training services the Department provides. This requires these programs to collaborate and plan a strategy for integrated service delivery.

Providing UI customers the services they need

- For UI claimants expanded access options means
 - Internet claim filing
 - Electronic Benefit Payments
- For UI employers expanded access means
 - The ability for employers to identify a centralized address for their UI claims management
 - Streamlining employer process

Modernization of Program Technology and Infrastructure

Supporting modern methods of service delivery

- Providing alternate ways for customers to certify for UI benefits via the telephone or Internet
- Updating the current UI payment system
- Replacing existing outdated call handling platform with a modern and flexible system
- Upgrading call handling for our specialized integrity and accounting call center
- Improving call handling
- Facilitating business resumption plans
- Promoting flexibility in managing UI workload
- Assisting with fraud detection and prevention efforts by providing incoming call data to program staff

Please see the remainder of this presentation in the January-February Cal-Liope.

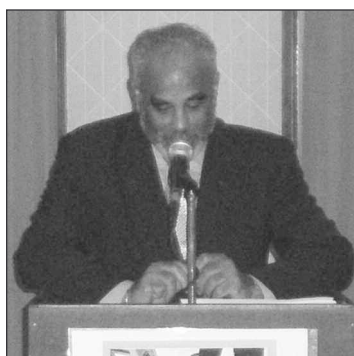
The "Stars" of District III Awards Dinner

BY JEAN A. BERRY
DISTRICT III DIRECTOR

District III held its Annual Employee Performance Awards Dinner on November 5, 2010, at The Proud Bird Restaurant, Los Angeles, California.

Michael Dolphin, Division Chief, superbly moderated this affair, along with Ellen Greer, Division Chief, Southern Area, Lillian Kirimilidis, Regional Administrator and Peora Williams, Regional Administra-

See *Stars* on page 8



Master of Ceremonies Division Chief Michael Dolphin at the 'Stars of District III' Awards Dinner.

Calendar of Events

December 25, 2010	Christmas Day
January 1, 2011	New Year's Day
January 12, 2011	Award Nominations due
January 15, 2011	Articles due for All Employee <i>Cal-Liope</i> Issue
February 5 & 6, 2011	Board of Directors Meeting
March 1, 2011	International Award Nominations due
March 15, 2011	<i>Cal-Liope</i> articles due
April 28, 2011	Board of Directors Meeting
April 29-30, 2011	State Conference and Convention



California Chapter

International Association of Workforce Professionals

President

James Thomas

39739 Plumas Way
Fremont, CA 94538
Home: (510) 651-7040
Work: (408) 436-5661
E-mail: Zelodis@netscape.com

First Vice President

Mary Navarro-Aldana

300 S. Moorpark Ave. #201
Moorpark, CA 93021
Home: (805) 727-4675
Work: (805) 382-8600
E-mail: mnavarr1@roadrunner.com

Second Vice President

Mary Archer

3933 La Cresta Ave.
Oakland, CA 94602
Home: (510) 531-2495
Work: (510) 622-1186
E-mail: Marcher@edd.ca.gov

Treasurer

Phil Dwyer

12550 Calle Tamega #125
San Diego, CA 92128
Home: (858) 613-8702
Work: (858) 300-6423
E-mail: wwwphil@aol.com

Past President

Ray Cabrera

8546 Brunswick Ave.
Riverside, CA 92504-2339
Home: (951) 785-7682
Work: (951) 248-2339
E-mail: onthegoray@aol.com

Recording Secretary

Mary A. Upp

25938 Kay Ave. #233
Hayward 94545
Home: (510) 264-0704
Work: (925) 602-5020
E-mail: whatsupp94@yahoo.com

Executive Office Manager

Pat Thornton

11410 Gold Hill Court
Gold River, CA 95670
Home: (916) 638-8579
E-mail: thornton956@msn.com

International District XV Director

Ray Cabrera

8545 Brunswick Ave.
Riverside, CA 92504-2339
Home: (951) 785-7682
Work: (951) 248-2688
E-mail: RCabrera@edd.ca.gov

Membership Coordinator

Joseph Allen

41770 Margarita Rd.
Apt. 2048
Temecula, CA 92531
Home: (951) 775-9360
Work: (760) 639-3765
E-mail: iawp.membership@gmail.com

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Cal-Liope
11410 Gold Hill Court
Gold River, CA 95670

Editor:

Pat Thornton

11410 Gold Hill Court
Gold River, CA 95670
Home: (916) 638-8579
E-mail: thornton956@msn.com

California website:

www.iapes-ca.org

International website:

www.iawponline.org

Schwarzenegger Attends 4th Annual Honor A Hero, Hire A Vet, Career and Resource Fair in Los Angeles

BY DINAH WHITE, LOS ANGELES CHAPTER PRESIDENT

The Employment Development Department (EDD) Los Angeles West – South Bay Workforce Services, Region B and United States Veterans Initiative (US Vets) hosted the Honor a Hero, Hire a Vet Career Expo that brought together veterans seeking jobs, employers with job openings and resource agencies offering a wide range of employment services. The Fair is part of California Governor Arnold Schwarzenegger's initiative aimed at matching veterans with employers and jobs. "California is home to more veterans than any other state in the nation, and ensuring they can pursue a successful career path after service is a top priority for our state," said Schwarzenegger who toured the expo. The event was held at the Proud Bird Event Center located at 11022 Aviation Blvd. in Los Angeles, CA on November 10, 2010.

One of the very best ways to honor our veterans for their selfless service and sacrifice is to help them find meaningful career-oriented employment," said Roger L. Brautigan, Secre-



California Gov. Arnold Schwarzenegger greets job seeker US Army veteran Rodney Buckingham at the fair.

tary of the CDVA. Schwarzenegger launched the "Honor a Hero, Hire a Vet" initiative in 2006, and there have been 47 job fairs since its inception. This year's "Honor A Hero, Hire A Vet" builds on the successes of past events, which matched over 6,000 veterans with employers and service providers over the past four years. Over 1,000 job-seekers (over 50% of attendees were veterans) and over 100 vendors took part in this event, including Kaiser Permanente, the Los Angeles Police Department, Safeway(NYSE: SWY), United Parcel Service (NYSE: UPS), New York Life, Westin

Hotel, AFLAC, Securitas Security Services, Hyatt Regency Hotel, Bank of America (NYSE: BAC), General Atomics Aeronautical Systems, the Los Angeles Fire Department, Quest Diagnostics, HITCO Carbon Composites, ManTech International Corp., ITT Radar Reconnaissance & Acoustic Systems, General Mills-Yoplait, ABCO Technology, Tesoro Refinery, Farmers Insurance, Diversified Risk Management, Caltrans, Bentley Prince Street, Coach America, Diva Limousine, LTD, Republic Services, Teledyne Technologies, University of Southern California (USC), Big

Time Telephone Services, Hyatt Regency Century Plaza, Time Warner Cable, SpaceX, and the California Department of Veterans Affairs (CDVA) as well as schools, training programs and service organizations.

One of the many highlights of the fair was the re-unveiling of a new painting by David Schwartz. David had been previously honored to receive a flag from the California State Capitol to use as the canvas for one of his recent American Icon, "I WANT YOU to Honor a Hero, Hire a Vet!" The canvas, a gift from Governor Arnold Schwarzenegger, is the foundation not only for the artwork, but for a grassroots partnership between the artist, businesses, non-profits, and government agencies to leverage the success of the governor's program to raise awareness of the challenges veteran's are facing when they return to civilian life. Thanks to the International Association of Workforce Professionals and US Vets for sponsoring the printing of 1,000 lithographs that were signed by the artist and distributed to the attendees of this event.

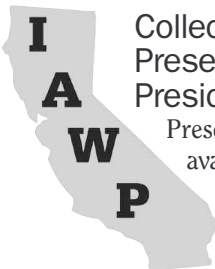
Attention EDD Administrators, Managers and Supervisors

The California Chapter of IAWP thanks all of our administrators, managers and supervisors who continue to support the partnership between IAWP and EDD and their contribution towards our association membership dues. Due to your outstanding leadership we continue to attract new members each year. If you have any question regarding your membership you can contact our State Membership Coordinator Janice Cedano via e-mail at jcedano@cox.net.

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



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 _____ Male 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, Jan Cedano
10523 Moorpark St., Spring Valley, CA 91978

Honoring Vets at DOL

BY JOSEPH CARLOTTI, STATE VETERANS CHAIRPERSON

In November, the nation honored our veterans in Washington, DC. DOL employees gathered for a wreath laying ceremony in the department's veteran's park. Hosted by members of AFGE, Local 12 and the DC chapter of the International Association of Workforce Professionals, the event was an opportunity for department employees

to acknowledge the service and sacrifice of our veterans. Paula Herring of the Employment and Training Administration opened the ceremony singing the National Anthem, followed by remarks from Alex Bastani, President of AFGE, Local 12 and Stephanie Graf (ETA), President of the DC Chapter of IAWP. Several of those in attendance were veterans of the various branches of the armed services.

Operation Welcome Home Successfully Assists Reintegrating Veterans

BY CATHERINE CALDERA, ORANGE EMPIRE CHAPTER

From a diverse array of industries, age groups and educational backgrounds ranging from students, reservists, and MBA's, the California Operation Welcome Home teams at the EDD Workforce Services of Irvine, Santa Ana, Westminster and Anaheim have evolved into several enthusiastic teams who quickly have excelled at assisting veterans who are transitioning back to civilian life after military service. As part of the California Operation Welcome Home initiative, CALVET CORPS staff, which is a collaboration of individuals from EDD, the California Department of Veterans Affairs, and other service agencies, are trained and deployed throughout California and Orange County to help newly discharged veterans learn about benefits and services they need to successfully re-enter the civilian workforce.

Santa Ana Cluster's staff include Robert Suminski, Quincy Lunford, and Luis Perez, Denise Cruz, Philip Bowers and Claude Hill in Westminster and Frank Fletcher and Robert Walker in Irvine. The Anaheim team is comprised of William Brockman, Damien Lavizzo, Thomas Koettters and Roger

Collins from various military branches. Along with assisting and referring to the VESS and VWS Veterans Employment Specialists, these dedicated teams assist veterans in filing and certifying for Unemployment Insurance benefits to ensure continuity of income as they transition into employment. The Operation Welcome Home staff work closely with returning veterans to assess their needs for other benefits such as VA Healthcare, HUD assistance for housing and access to other community resources. Working with veteran's teams at the Workforce Services offices, assistance is also offered to returning veterans with information about the GI Bill, service disability ratings, health care, and educational resources. They participate at Yellow Ribbon Reintegration events and outreach to colleges and veterans services providers.

Operation Welcome Home has made a difference for many returning veterans. In just one of many examples Quincy Lunford reported a client who got a general discharge because of a DUI and wasn't sure if we could help, but he came in anyway. This client is now finishing up

See **Welcome** on page 5



Pictured from left: Melissa Sandoval, Jessica Espinoza, Conrad Luke, Johnny Brannon, Ron Olarte, Norman Bevc, Kathy Salyphone, Ada Colangelo, Keiko Mochizuki, Debbie Brown, Greg Rosario, Thomas Jung, Barbara Metzinger.

Special Claims Celebrating Getting out the Vote

Rancho Cordova is located so close to the capital that it generates a lot of excitement at election time, Rancho Cordova special claims office was no different, the different races were closely followed and one co workers attended an election party for a candidate that didn't know the results of his race for TWO weeks. In celebration all those whom exercised their right to vote were able to warm their tummy with a yummy breakfast burrito. According to the burrito tally it looks like Special Claims office had a voter turn out of 82% that far exceeds the state average of 56% voter turn out in California, Way to go, Special Claims.

LEGISLATIVE UPDATE

BY VERONICA CHAMPAYNE, STATE LEGISLATIVE CHAIRPERSON

Congratulations to all of the winners of the 2010 election!

- Jerry Brown
- Barbara Boxer
- Gavin Newsom
- Debra Bowen
- John Chang
- Bill Lockyear
- Kamala Harris
- Dave Jones

All of their hard work has paid off in successful campaigns, but now the real work begins. Our Legislators need to hear from us. They need to know what you expect so they know which pieces of legislation to support. As members of the IAWP, show your support for California's workforce and our commitment to providing California with outstanding services. Write your legislators and share your stories. When writing a legislator remember to identify yourself as an IAWP member and don't forget to

send your IAWP chapter president a copy, all of our actions will go toward the California Chapter's Legislative Award Nomination. If convenient you can always send me a copy via my email at vchampayne@yahoo.com.

Legislation that will impact the workforce of California at the federal level:

UI extensions expire November 30, 2010 – California's unemployment rate remains over 12%, this means there will be no new extensions after this date. Per the NASWA bulletin of November 19, 2010; "On November 18, the House of Representatives failed to pass a three month extension of emergency unemployment benefits (EUC08) setting up the possibility the program will lapse once again." It is believed that extension legislation will eventually pass but in the meantime many Americans will receive no UI benefits until it does creating a hardship on many people

already struggling to make ends meet.

The Trade Adjustment Act program funding will change as of December 31, 2010; this program administered by Workforce Services offers training to individuals that are under skilled and out of work through no fault of their own. Currently there are 23,678 Californians enrolled and of that 16,223 workers are receiving benefits using the additional funds provided by the legislation that will expire December 31, 2010. If the legislation isn't reauthorized our current funding of \$575 million nationally would revert to the \$220 million. There is a chance these funds may will be reauthorized and it would be of value to have your legislators here from you on both of these topics.

To read the full report cited here, visit the National Association of State Workforce Agencies website at www.workforceatm.org and register.

EDUCATION CORNER

BY JEAN A. BERRY, STATE EDUCATION CHAIRPERSON

During this administrative year, the education committee will be working on our upcoming State Convention and Educational Conference. Also, there are several training opportunities available to those of you who wish to either improve your skills and/or work on upward mobility. Here are a few opportunities to explore:

WPDP: Workforce Professional Development Program

WPDP is a series of study guides and examinations designed to measure and recognize an individual's knowledge of workforce development programs. Created in 1988, WPDP gives workforce professionals an opportunity to enhance knowledge and career growth. Several State Workforce Development Agency training programs have incorporated WPDP and recognize it as a useful tool. Resource guides and exams currently available are: The History of Workforce Development, Business and Job Seeker Specialist, Unemployment Insurance Specialist, and Labor Market Information Specialist.

Additional information about these programs can be obtained by visiting the International website: www.iawponline.org.

Skillspath Training Seminar – a complete catalog of training opportunities can be obtained by visiting, skillspath seminars.

EDDu – varied training opportunities are available at this website.

Our State Chapter has developed an educational program and the first training module, "For the Love of It" was previewed at the District XV Educational Conference and is available to be presented in your area, please contact your local chapter president.

Scholarships & Grants

Karl E. Bybee Grants (California Chapter) Approved grants are issued to members throughout the year. Visit the website: www.iapes-ca.org for guidelines and application.

Logan S. Chambers Grant (International) Grants are available to members upon approval, visit website: www.iawponline.org

Local Chapter Grants –

check with your local chapter president to obtain guidelines and application for grants, if available within your local chapter

California State Chapter Library. This library is maintained in our Executive Office and the list can be obtained by contacting the Executive Manager at thornton956@msn.com or me at berrygemini@aol.com. At the beginning of this year, local chapters were encouraged to make donations to the library and they are to be commended for their donations. The latest books and videos added to the library this administrative year:

Attitude is Everything – Keith Harrell

The Attitude of Leadership – Keith Harrell

Beyond Hello – Jeannie Davis, a Guide to Customer Service

Business Writing – What Works and What Won't – Wilma Davidson

In our next article, we will provide a list of articles and books to empower you to become very successful in all of your endeavors, both personal and professional.

INTERNATIONAL DELEGATE QUALIFICATION FORM

Local Chapter Presidents and District Directors are required to verify point values.

Please provide dates and other supporting documentation whenever possible. Use a separate sheet, if necessary. Designate point values earned in each category. List total points in item C.

A. During the last two calendar years January 1, 2008 and December 31, 2010:

1. I recruited _____ new members for IAWP. List names. (5 points per member)

2. I attended _____ Local Chapter or District Membership Meetings, Executive Board Meetings or sponsored events. List meetings/events. (5 points each)

3. I held the following Local Chapter elected office or appointed positions. List each position. (5 points each)

4. I was a significant contributor for Awards nominations submitted in the following categories. List categories. (5 points each, maximum six categories)

5. I held the following State Chapter elected offices or was appointed to the following chairperson positions. List each. (5 points each)

6. I submitted _____ articles to my Local Chapter newsletter, the *Cal-Liope*, or the Workforce Professional. Include a copy or list publishing dates. (5 points each)

7. I attended _____ IAWP District, State or International Conferences. List dates. (5 points each)

8. I actively participated in planning or working at an IAWP District or International Conference. List dates. (5 points each)

B. During any time period:

1. I successfully completed _____ sections of the IAWP Professional Development Program. Indicate sections. (5 points each)

2. I served one or more terms as State Chapter President or District XV Representative. List dates and position. (10 points each)

C. Date: _____ Total Points: _____

I swear or affirm that to the best of my knowledge the point values I have assigned are true and correct. I understand that, if elected, I am required to attend designated conference meetings and activities and to submit one or more articles to the *Cal-Liope* for publication regarding the conference.

Signature: _____

Printed Name: _____

Address: _____

Phone: (_____) _____

Chapter: _____ District: _____

The qualification form must be postmarked by January 5, 2011 and mailed to your District Director, or designee, as follows:

• **District I** – Pattie Espinosa
8981 La Serena Drive, Fair Oaks, CA 95628

• **District II** – Mary Archer
3933 La Cresta Ave., Oakland, CA 94602

• **District III** – Jean Berry
16411 S. Thorson Ave. E. Rancho Dominguez, CA 90221

• **District IV** – Ray Cabrera
8545 Brunswick Ave., Riverside, CA 92504

As of this date California will be entitled to 28 delegates of which 11 are named delegates and 17 will be elected in the Districts. Elections will be held in January, 2011 as follows:

• **District I** – Contact District Director Pattie Espinosa for information

• **District II** – Contact District Director Mary Archer for information

• **District III** – Third Saturday in January at Val Moeller's office – for specifics contact District Director Jean Berry.

• **District IV** – January 22, 2011 at the Anaheim WS office. Contact Nan Bowman for the address and time.

WORK SHARE – The Answer!

BY VERONICA CHAMPAYNE,
STATE LEGISLATIVE
CHAIRPERSON

Have you ever asked yourself “How can I help the employers in my area? Or, how many times have you been sitting across from an employer and heard “Our business is really hurting and I don’t know what to do? Or an employee that says “business is down for my company and I’m afraid I will lose my job”. Has this left you longing for the days of five percent unemployment? Have no fear EDD’s Work Share Program is the answer for all of California’s employers that are looking for that life line that will keep their business afloat until they are completely running in the black.

This little program has been the life line to many of California employers since 1987. Yes, that is right 1987; 23 years ago California was the first of 14

states to allow employers to enroll their employees in a program that allowed Unemployment Insurance payments to be paid at the equal percentage of the percentage of hours reduced. The requirements are minimal. The employer enters into a six-month contract with EDD and must meet just three simple qualifiers:

1- At least 10% of their employees must have their hours reduced (no less than two employees);

2- at least 10 percent of their hours; and,

3- a reduction of ten percent of their wages. Pretty simple- an employer with eight employees working 40 hours a week would need to have at least two of those employees have their hours cut by four hours a week which in turn would result in a ten percent reduction of wages. This example would mean the

employee would be eligible to receive 10% of their unemployment insurance weekly benefit amount and eliminate the requirement to search for work. The best part of this program is its flexibility. Employers can use it every week or occasionally and the percentage of reduced hours can be changed each week from 0 to 100% depending on the business needs. So, this is the answer, “Have you heard of WORK SHARE?” It can get your company over the rough patch with a fully skilled workforce in place when your business returns. It will help your employees financially by offering a small compensation during the rough period. For further information go to www.edd.ca.gov and search work share or give the employers the direct number to the employer line for work share at 916-464-3343.

Los Compadres Hosts Appreciation Dinner

BY JAMES THOMAS,
STATE CHAPTER PRESIDENT

I was invited to the Los Compadres Chapter Thanksgiving Membership Appreciation Dinner, held November 19, 2010. I would like to first thank them for the hospitality. I spoke briefly about IAWP and what we had to offer as an organization. I introduced Pamela Harris, EDD Chief Deputy Director. She provided useful information on Information Technology projects, hiring, the unemployment rate, telecert, electronic benefit card, Cal Jobs project, new Apply4UI, new appeals project, twitter, face book, career opportunities, and thanked the IAWP organization for what we do. She introduced Lili Galoussian, EDD Deputy Division Chief. Lili spoke on the four major com-



Attendees at the Los Compadres Appreciation Dinner.

prehensive centers, low-income families, creation of a food bank, hope effecting lives, health outreach, reaching for the sky when setting goals, and thanked IAWP. Our last speaker was Chuck Cameron from Hope of the Valley Rescue mission. His mission is to help the homeless and low-income families. His

organization provides 150 meals weekly, fed 20,000 in the first year, provides health outreach once a month, and gives hope where none seemed possible. He provided stories that touched every heart and brought tears to our eyes. The overall experience was outstanding and being there breathtaking.

Chinese Delegation Visits Oakland

BY MARY ARCHER,
STATE CHAPTER SECOND VICE
PRESIDENT

I was invited to join the staff of the career center – Private Industry and Workforce Services staff – in welcoming a delegation from China. I was accompanied by Walter Ko from the Oakland Primary Call center and a representative of the East Bay Chapter.

Walter writes “Thanks for the assignment to interpret and explain UI to China Shandong Province Human Resources and Career Services Delegation this

morning at the Oakland One Stop Career Center. It is an honor to represent EDD, explaining our alphabet soup acronyms such as weekly benefit amount (WBA), maximum benefit amount (MBA), benefit year begins (BYB) and benefit year ends (BYE) and the different Federal extensions which can amount up to 99 weeks of benefits instead of the usual 26.

Thank you for the opportunity of meeting the delegation and the staff at the office.

It is a pleasure to meet repre-

sentatives from the birthplace of Confucius and Mencius.

Walter Ko 高華謫, OPCC EPR

What you do not wish for yourself, do not do to others” 己所不欲，勿施於人。

Confucius

The delegation had presentations of all aspects of the workforce services as well as the benefits program. Each delegate was presented with the IAWP state chapter pin, which was manufactured in China, another fact that got the room buzzing.

New Mexico Annual Educational Conference

BY JAMES THOMAS,
STATE CHAPTER PRESIDENT

Fred Ruibal and I had the opportunity to visit Albuquerque, New Mexico, for their Annual Fall Educational Conference, held on October 14-15, 2010. The Annual Conference was great and was well attended. The topics of the event were:

- Creating a Culture of Collaboration
- Ideal New Mexico
- Commission for the Blind
- Priority of Service to Vets
- Focusing on Abilities.

I was glad to be there to represent the California State Chapter and to be part of a fan-



James Thomas California state chapter president with members from New Mexico at their annual educational conference.

tastic conference. They gave us the grand tour of their office building and we enjoyed the networking opportunity. We went to some of the historic buildings, beautiful sites, and

tried different foods. We are looking forward to attending next year.

Our thanks to the New Mexico chapter for their invitation and hospitality.



2011 State Educational Conference and Convention



YOUR PATHWAY TO
COMMUNICATION
& EDUCATION

Convention

Thursday, April 28 through
Saturday, April 30, 2011

Keynote Speaker, Educational Workshops,
EDD Deputy Directors’ Panel

Thursday, April 28, 2011 – Evening Meet and Greet
(the Early Bird Get Together) 6 p.m.
Conference Check-In Begins at 3 p.m.

Friday, April 29, 2011 – Educational Conference,
Awards Luncheon, Candidates’ Night 8 a.m.
Conference Check-In Begins at 7:30 a.m.

Saturday, April 30, 2011 – Educational Conference
8 a.m., ends at 12 noon

Four Points By Sheraton Fresno
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Call 1-559-226-2200 to make your room reservations.
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“IAWP BLOCK” room rate of \$84 • fourpointsfresno.com

Cost of Registration (both days) – includes Thursday
Evening Meet & Greet, Friday lunch, Saturday breakfast

Pre-Registration Fee (postmarked through March 12, 2011):
Member \$50, Non-Member \$55, Retiree \$45

Registration Fee (postmarked AFTER March 13, 2011):
Member \$60, Non-Member \$65, Retiree \$45

Onsite Registration: Member \$65, Non-Member \$70, Retiree \$45

Meet & Greet Only: \$15

Awards Luncheon Only: \$40

Saturday Program Only: \$30

Refund Policy: Conference Fee is non-refundable.

-----Register in Advance and Save!-----
Postmark your Registration by March 12, 2011

2011 CONFERENCE REGISTRATION FORM

Method of Payment: by check. Please make all checks payable to IAWP. Mail with completed registration to:

Audrey Baker

c/o 2011 IAWP State Educational Conference and Convention
13421 Hubbard Street, #116, Sylmar, CA 91342

Name _____

Address _____

City _____ State _____ Zip _____

Home Phone _____ Office Phone _____

Local Office # _____ IAWP Chapter _____

Check # _____ Amount Enclosed \$ _____

Luncheon Request:

Stuffed Tri-Tip with Mushroom Sauce

Marinated Tri-Tip

Chicken Kiev

Chicken Cordon Bleu

For further information, contact Fred Ruibal

Inventing Your Life:

“Maintaining Balance”

BY ROB CLAUDIO

One of the most important things that people struggle with these days, including myself, is maintaining a balanced life. What people are responsible for on a daily basis, has even created a new industry for those working as “life coaches.” When I hear about folks dealing with work, children, members of their family who are ill or financial hardship issues to name a few, it makes me feel overwhelmed in just listening to what some people go through. During this past year we also felt additional burdens because of someone in the family who may have become unemployed, furloughs and trying to keep up with all of the financial responsibilities that suffered as a result of these circumstances. I am amazed by the many of you who continued to persevere during such difficult circumstances. For the many that struggled just to keep their homes and for the many that ended up losing their lifelong goal of having a home, I feel very deeply sorry and hope that you can rebound soon from those situations. I watched an episode of “60 Minutes,” a couple of weeks ago where they highlighted the long term unemployed who have struggled for over 99 weeks and still cannot find a job. I was struck with how people have had to change their plans of retirement as they continue to age and are now just concerned that they do not accumulate debt, as they prepare for potential future medical bills that they may incur by the simple fact of getting older. These are just some of the things on many people’s list of things that they must contend with on a daily basis. How we manage all of these life issues, is now more crucial than ever. I ask you to please be cognizant of all of these things that can cause you to be off balance in your daily living, as it can have serious side effects. Remember that without your health, your life foundation can be seriously debilitated. If we have an unstable foundation, then it will be hard to keep up with everything else that comes your way. I have a few items that I try to pay attention to and I hope that they can aide you, as you strive to keep and maintain a balanced life.

First, **be thankful every day** and not just when things

are going well. The true testament of having gratitude is to maintain it during good times and challenging ones. Be thankful for the smallest of things and soon you will see that many small things can add up to a large amount of gratitude.

Don’t bite off more than you can chew. If your plate is already full, don’t spread yourself even thinner by taking on more responsibilities. Take stock of what you are capable of doing now and what may need to be done in the future.

Continue to help others. We can continue to be of service to people by being the friend that lends an ear to someone and being their sounding board. If you have two spare hours a month, consider volunteering to help others that are more in need or aiding your favorite charity. Nothing continues the legacy of someone who is no longer with us more, than if we donate time or resources in their memory.

Don’t give up on your dreams. Nothing is more self defeating than losing the desire to achieve something that you have been working on for a long time. Even if it means continuing to take small baby steps towards achieving your dream, keep walking forward.

Learn the lesson. When going through difficult times, don’t forget to learn from what you went through as the lesson is usually what adds greater value to your life and share what you learn with others that need similar guidance.

Maintain your sense of humor and do not take yourself so seriously. The quicker you can get rid of your ego, the less in the way you will be of your own self. Remember that laughter can help soothe the soul, even on the darkest or coldest of days.

It is my sincere hope that as you move towards the frantic holiday season that you keep in mind that you must maintain that balance that will keep you centered and resilient. My best wishes for a wonderful Thanksgiving and may all of you have a Happy Holiday season, filled with things that can make you appreciate how great your life is and has been even more!

“Let the choices in your life make you proud of whom you are today and who you want to be tomorrow.”

Welcome

Continued from page 2

his studies in pharmacology and getting ready for an externship with the VA hospital. The county is also assisting him to upgrade his discharge. Quincy states “I think this is a great story because it shows how this client has dusted himself off and stayed in the game of life after he made a bad choice. Drinking is a coping mechanism that many use in the military, but usually kept a secret. I really appreciate the opportunity to help my brothers in arms. I’m not very touch feely, but when he came back to visit he gave me a big hug. This

experience made me feel good because he made me feel like I was doing my job and he appreciated it. For me; that’s the compensation that payroll can’t give you! He didn’t know that there was someone that could help him with the upgrade. He didn’t know about the VA externship program. He didn’t know about the affordable healthcare through VA. Thanks to Operation Welcome Home, now he does! Veterans have sacrificed and have served our country protecting the freedoms we all enjoy; it’s an honor to give back to those who served us.”

Leadership Competency Process Overview

BY JAMES THOMAS, STATE CHAPTER PRESIDENT

Tynya Beverly’s presentation at the District XV Conference was exciting, informative, captivating, and motivated the crowd. She let every individual know that enhancing our potential was a click away to be successful. We should strive to be our best and the Leadership Competency Process is the way to get that accomplished. Everyone has the ability, through this process, to capture our leadership qualities. The leadership development plan lets an individual target what leadership qualities they want to improve. The leadership competency model is broken down into the following categories: 1) competency cluster, 2) core

leadership competencies, 3) manager/supervisor competencies and 4) executive competencies. The plan is further broken down into elements of the state leadership competency model. This incorporates vision and strategic thinking, first-level supervisor, second-level supervisor, manager, and executive. The model has several proficiency levels that include both skilled and advanced. This is the starting point for preparation for your leadership transformation. Both the person who sets the perimeter for advanced improvement and the coach must have a vested interest in the process. Once the plan is put into action, it must be closely monitored, and follow up is essential. The



Tanya Beverly, Manager at EDDU and presenter at the District XV Educational Conference.

plan enhances self-motivation and productive gratification. Tynya carefully walked us through the process and made everyone feel energized to get started. She gave an excellent delivery of a positive presentation.

International Educational Development

RAYMOND CABRERA, INTERNATIONAL EDUCATION CHAIRPERSON

As chair of the committee I have asked my team members to write on the different scholarships and grants that are available to all our members so that you could be better informed and utilize these grants and scholarships to your advantage. Here is an article from one of my committee members from the great state of Florida.

One of IAWP’s Best Kept Secrets (Until Now...)

BY GEORGE BARTHLOW, FLORIDA CHAPTER

When Dee Campbell encouraged me to join the International Association of Workforce Professionals (well, previously known as IAPES) in 1989, he neglected to sell me on one of the Association’s best benefits. Since he was my boss at the time, he used enough ‘arm-twisting’ on his own, along with other benefits (use of work time for activities, outstanding education and training, excellent networking opportunities, etc.)

If he had mentioned the

Logan S. Chambers Individual Scholarship to me, it would have sold me immediately on signing up. Just think about this for a minute: Our dues are currently less than fifty dollars a year for the International. After one year of consecutive membership, a member can apply for a Logan Chambers individual scholarship in the amount of \$100. Considering just this one Association benefit, that’s more than doubling your membership value, in just one year! After two years’ membership, the amount increases to \$225. For those of us in the five years or more category, it increases to a whopping \$350!!! This is a major value for those who wish to continually sharpen their skills and abilities.

This scholarship is designed to provide financial assistance to those who wish to take a course of study that pertains to their employment. They may also wish to apply this toward a degree program that relates to their current job, or even enhance their promotional opportunities.

Want to know another

secret? I’ve been fortunate enough to receive this scholarship on two separate occasions. The scholarship assisted me in securing my Certified Rehabilitation Counselor credential! This credential has helped me advance in the field of rehabilitation and has also been financially rewarding. Those working with the Division of Florida Vocational Rehabilitation (like myself) receive an instant \$3,000 salary additive to their base pay once they obtain the certification. Just think! I was able to defray the cost of my training to help me obtain the credential, and, receive an instant, \$3,000 raise! Talk about bang for your buck and VALUE for your membership!

It’s important to note that the course of study may not be a duplication of Employment and Training or Workforce out-services training programs. You can obtain more detailed information along with a grant application online at www.iawponline.org.

Here’s to each of you as you continue to advance in the field of workforce development!

“SpendSmart” Offered at Conference

BY RICK PARTRIDGE, PRESIDENT IMPERIAL VALLEY CHAPTER

During the morning session of the International District XV Educational conference we heard from a former Marine and Chief Executive Officer, Jeff Morris, and his co-founder and company President, Gregory Spencer, of SpendSmart.

They talked about the “Big Three” which are the credit reporting agencies Equifax, Experian and Trans Union. These national credit agencies are not funded by the government and are owned by shareholders. In other words they want to take our money to help out their shareholders. They do not share their credit information with each other except in special cases.

They also talked about the difference between a FICO Score versus a FAKO Score.

Which, I for one never knew. FAKO scores are very similar to FICO scores in that they evaluate the credit worthiness of a person. But the term FAKO (or FAKO) is used to indicate that the scoring system is not a Fair Isaac Corp (FICO) score, but rather a non-Fair Isaac Corp Score. Scores ranges are FICO – 300 to 850 and FAKO Score – 330 to 830. The bottom line is read the fine print to make sure you are getting a FICO score instead of a FAKO score. A FAKO score can be off by more than 100 points.

My understanding was that creditors like to use the FAKO score so they can charge you a higher interest rate. In other words all they want to do is get all of our money. When you apply for credit make sure they use the FICO score.

How they calculate our credit is 35% based on Payment History, 30% based on amount owed, 15% based on Length of credit history, 10% based on New Credit and 10% based on types of credit used. The credit reports take a snapshot of the last 24 months. We all should know that a higher score means a better credit quality. We must remember that credit rules change everyday and we have to try to keep up with their changes.

There is a lot more I could write about. To me they were very good speakers. We need to, as they say, SpendSmart so that we are paying ourselves instead of the credit companies and the banks. Their website is www.SpendSmart.org. It is worth looking into their program.

Goings On Around the State

Fresno Chapter

BY SHELIA ARMSTRONG,
PRESIDENT FRESNO CHAPTER

This year the Fresno Chapter chose to support our veterans by soliciting donations of coffee for the Fresno Veterans Hospital's Homeless Shelter. Our members learned from the previous year's drive that coffee was needed. According to Phillip Black, Public Relations at the hospital they "spend on an average of \$1,000 per year to purchase coffee for the homeless shelter veterans." The veterans drink a lot of coffee on a daily basis. The shelter is able to house or bed 28 veterans; however, any homeless veteran can come to the shelter for food and of course coffee.

The Fresno Chapter members of the Fresno Customer Service Center (CSC), the Paid Family Leave Office (PFL) and the Fresno Claim Management Office along with a new partner the Visalia One Stop Center raised 188 pounds of coffee, which was delivered to the



Members of the Fresno chapter that helped supply 188 pounds of coffee for veterans.

homeless shelter/ hospital facility on November 10, 2010 just in time for Veterans Day. A Fresno CSC supervised by Andrew Diaz won a unit competition.

I would like to specifically thank our new partners Kathy Ezelle (EPM I) and Raymond Carillo (EPR/Veteran Representative) and Cecilia McMunn

(EPR) for their participation along with the following vendors: Starbucks Downtown Fresno, Starbucks Naval Air Station Lemoore, Starbucks in Hanford, and Wal-Mart in Hanford.

Thank you to all the members for their participation and support. You guys are awesome.

Puerto del Sol Chapter

BY PHIL DWYER, STATE
TREASURER AND PUERTO DEL
SOL MEMBER

On September 29, 2010 the staff and management of the San Diego Disability Insurance Field Office held an Open House to celebrate the relocation of the office. The local chapter of IAWP, Puerto del Sol, graciously made a donation to make the event successful.

Tours of the new office were given to visitors from other field offices, central office and other branches. Then a program with speakers occurred followed by a ribbon cutting ceremony and then a feast of celebration.

The program started with a welcoming speech by Susana Miranda, San Diego DIFO manager. Then Sandra Poole, Disability Insurance Deputy Director and IAWP Board of Directors member, spoke about the history of the DI offices in San Diego starting from the State Building in downtown San Diego to offices in Mission Valley and Mira Mesa prior to moving to the current location. She also commented on the wonderful contribution that the office makes to the community in San Diego by lessening the effect on workers who are suffering a wage loss due to a medical condition. The economic impact has grown tremendously since the first office was started in San Diego.



From left: Southern Area Regional Manager Kevin Haygood, Southern Area Administrator Anjetta Venters-Bowles, DI Deputy Director Sandra Poole, Office Manager Susana Miranda, Assistant Office Manager Phil Dwyer, and DI Assistant Deputy Director Melinda Acosta at the ribbon cutting for the San Diego DI office.

Melinda Acosta, Assistant Deputy Director, spoke next and stated that it was a privilege to be here in San Diego and see the new office surroundings and what a difference it is from the atmosphere in Central Office. The following speaker was Anjetta Venters-Bowles, who is the Southern Area Administrator. She spoke about the journey that led the office to this location such as delaying the move for three months due to furniture issues. Anjetta emphasized the importance of spending money prudently and being accountable to the taxpayers. In her last speech prior to her retirement from Disability Insurance, she wanted everyone to continue in their work to serve the disabled community and the importance it has to our clients.

The final speaker of the afternoon was the Regional Manager for the San Diego field office, Kevin Haygood. He reviewed the financial impact that the office has on the many clients that it serves.

Following the speeches, the guests ventured down to the front of the building where DI Deputy Director Sandra Poole cut the ribbon officially commemorating the new site.

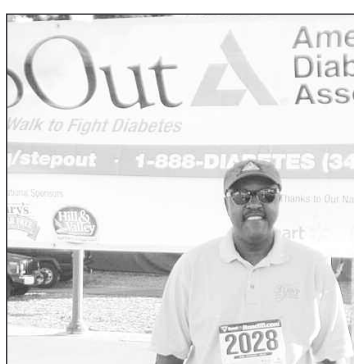
Then the guests were treated to a feast provided by the employees of the office in the festively decorated conference room. The selection included shrimp cocktail and homemade won ton and cannolis.

Many thanks to the Puerto del Sol chapter of IAWP as well as the staff of DIFO 212 San Diego for helping to make this event successful.

Silicon Valley Chapter

BY JAMES THOMAS,
SILICON VALLEY CHAPTER

James Thomas and Floyd Knapp took one step at a time to help save many lives in the Annual Diabetes Walk. The Diabetes was held at the Guadalupe River Park, October 10, 2010. The sun was shining and the air had a brisk autumn feel. We walked THREE miles along with 2,500 other runners and walkers. I arrived at the finish line and received one red rose and a thundering applaud that would wake up San Jose. It was in



California president and Silicon Valley chapter member James Thomas at the Diabetes One Step Walk.

honor of me completing the walk and also being a Diabetic. It was a wonderful day to remember.

Saluting Our Veteran's

BY RICHARD BROWN,
SILICON VALLEY CHAPTER

I had the pleasure of participating in the annual IAWP Veterans Day Celebration March in downtown San Jose, California in honor of all military veterans

See *Silicon* on page 7

Imperial Valley Chapter



From left, standing: Guillermo Salgado, Ralph Duarte, Cathy Vizcarra (1st Vice), Lulu Vizcarra, Rick Partridge (President), Ron Pope (VA Work-Study Student), Joe Lucio (Sergeant at Arms). Kneeling from left: Simon Marquez and Shelton Holden.

Veterans Job Fair

BY RICK PARTRIDGE, PRESIDENT IMPERIAL VALLEY CHAPTER

On October 14, 2010, El Centro Veterans Team held a Veterans Job Fair. The team consisted of IAWP members Simon Marquez, Cathy Vizcarra, Lulu Vizcarra, Joe Lucio, Rick Partridge, Guillermo Salgado and new member Ralph Duarte. We had 664 people come to the job fair in which 154 were veterans.

We partnered with Imperial Valley Regional Outreach Program – Project Serve Vets (IVROP), Imperial County Workforce Development Office (ICWDO), Imperial County Workforce Development Board (ICWDB), Imperial County Veteran Service Office (ICVSO), and the local One-Stops. For our first job fair this was a successful job. Imperial County has an Unemployment rate of 32%. We had approximately 30 employers who were hiring attend this event.



Sitting: Norma Jauregui (Manager), and Cathy Vizcarra (1st Vice) From left: Rick Partridge (President) Teresa Lopez (Secretary), Maria Rubalcava-Ruiz (Tax Branch), Grace Rodriguez (Workforce Services) Lulu Vizcarra (IAWP Member), Suzanna Lopez (IAWP member), Daniel Chairez, (IVROP Project Serve Vets) Ralph Duarte (New IAWP Member) and Joe Lucio (Sgt. At Arms).

Halloween Party

BY RICK PARTRIDGE, PRESIDENT IMPERIAL VALLEY CHAPTER

IAWP Imperial Valley Chapter had its annual Halloween party and costume contest. The winners were: 1st place and \$20 movie tickets was Ralph Duarte (Redneck); 2nd Place and \$10 Starbuck gift card was Cathy Vizcarra (Miss Piggy); and 3rd place and \$5 Starbuck gift card was a tie with Rick Partridge (Joker) conceding to Maria Rubalcava (Winchester Widow). A great time was had by all!

Los Angeles Chapter

BY DINAH WHITE, LOS ANGELES
CHAPTER PRESIDENT

As we all look for more ways to cut costs, having a home phone is still a good option for your customer. Emergencies can occur at any time and the reliability of a home phone may be a benefit to them.

If they need help with their home phone bills, the California LifeLine Telephone Program is for them. California LifeLine is a state program that provides discounted local home phone service to help consumers get and keep their service. They will get unlimited local calls for less than 25-cents-a-day plus other discounts.

Eligibility rules do apply, like meeting the income guidelines OR being enrolled in one of many public assistance programs, such as, Medi-Cal, WIC or SNAP. They will need to apply and get approved to be on California LifeLine before getting the discounts. They must be sure to complete, sign, and return your application form by the due date.

They can start saving now. Apply for California LifeLine by calling their local home phone company. Or call 1-866-272-0357 for more information.

California LifeLine is a program of the California Public Utilities Commission.

Orange Empire Chapter

BY NANETTE BOWMAN,
ORANGE EMPIRE MEMBER

Orange Empire participants helped raise over \$1,000 for the American Cancer Society. Members completed the 5K on October 10 for Kathy's Pink EDD Brigade in Making Strides Against Breast Cancer. Some of those at the walk were Jeanne Wallace, Nanette and Mel Bowman, Magdalena Brooks, Karina Flores, Laureen Diaz, Kathleen Rader, Sandra Irish, Russ Wilson, Aldo Arrunategui, Magdalena Brooks, Isaac Garcia, and Mercedes Matthews plus their families. See more pictures on Nan's Facebook. All came to show support for IAWP member Kathy. It was exciting to reach the finish line. The team thanks all the contributors.

Business Writing Training Held

The Writing Techniques for EDD Professionals class was held at the Anaheim Workforce Office on Lincoln and attended by 15 IAWP members. Orange Empire thanks Janet Strand for an excellent presentation. Jan is a retired EDA and certified teacher. Each one received their own copy of The Blue Book of Grammar and Punctuation. A few of the topics covered included: the six C's of good business writing, different ways to communicate, how to begin writing, EDD acronyms, paragraph development, spelling challenges, and writing a draft. Everyone was pretty busy for the entire three hours.

An Ode to my Spell Checker

I have a spelling checker,
It came with my PC;
It plainly marks four my revue
Mistakes I cannot sea.

I've run this pome threw it,
I'm sure your pleased to no,
It's letter perfect in it's weigh,
My checker tolled me sew.

Visiting Home

Many of us are visiting the area where we grew up. Recently retired Carol Kolesar went to Newton Falls, Ohio, where she will sleep in the same house where she grew up. Ana Martini will attend her class reunion in Argentina, Ioana Toma will visit her native Romania, Chhaya Samtani may be going to India, and I attended my class reunion in North Dakota. You can see my pictures on Facebook.

Judy Haugen recently returned from Minnesota where she visited parents and other family. She also attended an All School High School Reunion and a 100th year celebration of Gully, MN. Judy writes: "Although, they were in separate small rural towns, many of the same people attended both events. A parade represented

progress from 1910, when the farmers used horses to work the land and plant crops as well as harvest. Then it moved to tractors in the early 1900's. They included some restored antique vehicles such as a 1946 Chevrolet, 1950 Ford and a 1930ish Model-T Ford carrying three 93 & 94 year old ladies that were my neighbors where I grew up. For entertainment; bands and music groups played Oldies, but Goodies, Western and traditional while many danced in the street or kept time to the music while visiting with old friends and classmates.

A variety of Food and Drink stands were available. People wanting a slower pace, played Bingo. Many nice prizes were given away. The entire town was decorated in Red, White and blue... and the Main St. was lined with US soldiers serving in the Iraq war. Tractor Pulls, and North and South Tug of War ropes were pulled by people living North of Gully against the South of town.

Over 1,000 dinner tickets were sold. Dinner was served in a large tent with two different time schedules. Tables were decorated with old class pictures of the Grade school students from 1920 - 1979 when the school closed due to low enrollment. One of the highlights of the dinner program was four of us childhood neighbors that often sang in a group for special occasions and events were invited to be a part of the entertainment. We sang a medley starting with the song, "Sugar in the Morning, Sugar in the Evening and Sugar at Suppertime." We ended with "you are my Sunshine." (Some will remember these songs and others are too young.) It was estimated that approximately 3,000 people attended the three day week-end event from all over the country. Fun was had by all, and it was great to renew old friendships and see the success of the event. Google Gully 100 to find more information on Facebook."

CaPERS Presentation on October 12

After we recovered from the 5K on the 10th many of us attended the retirement planning seminar at the Home Town Buffet. The agreement with Gracie Garcia the presenter was for one hour of information including Q & A. Staff have so many questions that it continued well into two hours. PERS will conduct seminars on work sites as long as they have 15 attendees. Chapter presidents and office managers can take the lead on planning. Individuals will find a wealth of information at www.calpers.ca.gov.

East Bay Chapter

BY EUNIQUE LEGUIE,
EAST BAY CHAPTER

It was another amazing Halloween celebration at the Oakland Primary Call Center (OPCC) on Friday, October 29 as the children from La Escuelita Elementary School happily paraded throughout the office.

Accompanied by parents and school staff, the children showcased their Halloween costumes with smiles and great pleasure.

OPCC Employment Development Administrator Robert Leeds was delighted by the occasion. "It was great fun all around," said Mr. Leeds. "It's exciting and fun for the children and the staff gets to enjoy how adorable the kids are."

Mr. Leeds went on to further comment about the significance

of establishing good rapport within the community. "I believe we have an obligation to build relationships with the community at large to help foster understanding and cooperation between the public and private sectors," explained Mr. Leeds. "Being a good neighbor is one way we can turn around the sometimes negative perception people have about government agencies."

Following parading and screaming loudly after being frightened in some instances, the children walked through the haunted patio where they were greeted and received candy bags prepared by OPCC social club members. Donations of candy came from staff and additional

supplies were purchased with funds from the International Association of Workforce Professionals.

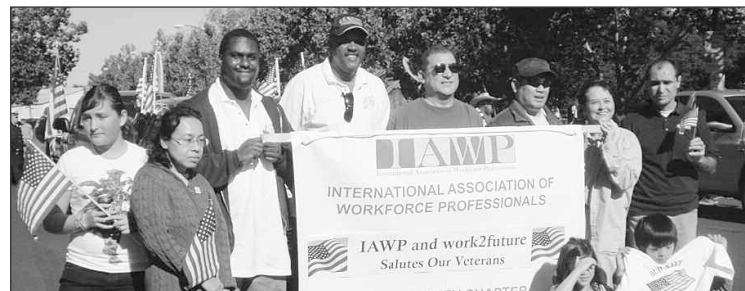
"I must say I enjoyed scaring the children most of all," said Employment Program Representative Shaquandolyn Brice. "It gives me great joy to provide the youth of tomorrow with laughter and memories that will last them well into their adult lives."

For more than 10 years, OPCC has joined forces with La Escuelita Elementary staff to create a safe and enjoyable environment for inner city youth to celebrate. Each year has been successful, and the next is always something to look forward to.

Silicon Valley

Continued from page 6

that have served the United States past and present. I walked through the streets of San Jose with fellow co-workers Ted De Guzman, Carl Rodriguez, and Fred Ruibal along with our IAWP state president, James Thomas. This celebratory walk in remembrance for our country's military members was a true honor. The downtown streets were full of applauding spectators that waved, smiled, and saluted the endless number of United States veterans that served from World War II, The Korean War, The Vietnam War, and The Persian Gulf War up to the last war, The War in Iraq. This March was truly amazing with veterans walking, riding motorcycles, or being carried in classic automobiles through downtown San Jose. I felt an enormous sense of pride, joy, and admiration as did my co-workers that this military celebration brought to this city. I am a proud veteran of the United States Air Force but this was the first time since my military days that I was around a large number of either active, retired/separated military personnel. I observed many veterans in uniform and others wearing clothes that marked their military service which brought back to me many personal memories of serving this great country while in the military. As I walked and waved to the



Members of the Silicon Valley Chapter at the annual San Jose Veterans Day Parade.

admiring crowd of men, women, and children along with high school bands and other social organizations, I started to think about why this day is so special and important to Americans. I realized that President Woodrow Wilson understood the great historical importance when he signed Armistice Day for November 11, 1919, honoring U.S. veterans for their heroic bravery and courage that they displayed in helping American allies obtain victory in World War I which resulted in many of these heroes losing their lives (116,708) in the process by fighting for the freedom for others. President Wilson understood the symbolic meaning that the Armistice Day represented due to the major war conflicts of World War I were settled with the Germans signing the Armistice in the 11th hour in the 11th month in 1918. This understanding of bravery and courage by the U.S. military to help spread peace throughout the world was far-

ther underscored when the US Congress renamed Armistice Day to Veterans' Day on June 1, 1954 to include all veterans and not just to those who died in World War I by the urging of a shoe store owner in Kansas named Alfred King. I realized that I deeply agreed with a former president and with a shoe store owner from Kansas that recognizing military veterans is the "right" thing to do regardless if they lost their lives while serving the country during a war or during peace time during their time of service. I realized when I was taking part of this celebration I was actually celebrating the desire and action in helping others obtain or maintain their freedom by serving this country via military service. I fully appreciate what President John F. Kennedy said that one should ask "not what your country can do for you - ask what you can do for your country." I salute America in honoring and remembering their military veterans.

My First IAWP Conference

BY GINA PULIDO, EMPLOYMENT
PROGRAM REPRESENTATIVE,
RIVERSIDE PCC

I am a strong believer of continuing one's education and I had an opportunity to attend the IAWP District XV Educational Conference. The conference provided an educational foundation of personal and profession growth, which I believe will have an impact on my career with EDD. The Conference included a summary of UI Branch Automation, EDD Legacy, SpendSmart Financial Wellness System and the EDD University.

UI Branch Automation presentation provided a workforce plan review; I was brought up to speed on the UI Business Plan of 2007-2012. One new and exiting upgrade coming to the UI Branch, through the American

Recovery Act, is the electronic delivery of the appeals process. The CUIAB will be able to transmit the Appeals decisions electronically and timely. This process will save the department postage cost, streamline delivery of appeal notifications and provide claimants with timely payments.

EDD Legacy addressed our individual attitudes as Public Service Representatives. The belief we are the solution and individually providing the catalyst of change. Dennis Petrie, Deputy Director of Workforce Services, challenged each one of us to be innovative, to transform our behaviors, be influential, be proactive, be responsible and know our roll. To cast aside passive, reactive behaviors knock

down barriers and overcome obstacles to change. Mr. Petrie asked "What will be your legacy?" Finally, leaving the group with this quote by Jack Welch Retired CEO of GE Mr. Petrie stated "If the pace of change inside the organization is slower than the pace of change outside the organization... the end is near."

The SpendSmart Financial Wellness System segment focused on understanding credit scoring and money management. The presenters provided insight on keeping mindful of deceptive and predatory practices, identifying emotional and impulsive buys and paying cash versus using credit cards. The presenters challenged the group to an exercise in ways to save

See **Conference** on page 8



Kathy Rader, Laureen Diaz, Nan, and daughter Renee walk as Kathy's Pink EDD Brigade at the Making Strides Against Breast Cancer 5K.

How to Save \$300-a Month-Without Budgeting

BY PHIL DWYER, STATE TREASURER AND PUERTO DEL SOL MEMBER

During the afternoon session of the District XV educational conference, the attendees were treated to a session of how to save money and survive fur-loughs.

Jeff Morris, CEO of the Legacy Institute for Financial Enrichment, involved the audience in discovering their "MoneTude" and the effects it has on your financial well being, discover need versus want, and the way to use a Spend Smart budget.

The audience divided into four groups to think of simple ways to save money that would easily save each person over \$300 each month. The ideas included the following:

- Bring your lunch to work
- Limit one trip to Starbucks per week
- Wash your car at home instead of a car wash
- Borrow movies from the local library
- Start recycling your cans and bottles
- Eliminate landline phone

The groups each came up with many ideas that can be put into practice and help each of us deal with these uncertain economic times.

Next Jeff introduced the concept of MoneTude which is a collection of money experiences that shape your beliefs, feelings, and values. Those experiences cause you to act in certain ways in how you earn, spend, save and give money.

There are four MoneTude personality types:

The spenders live for the moment, are fun to be around, and see shopping as a form of entertainment. Spenders can get

into trouble by spending money they do not have and have the hardest time saving money. The animal that symbolizes the group is the hyena, the opportunistic hunter.

The second personality type is the **builders who used money as a tool to turn their plans and dreams into reality**. They are creative and entrepreneurial. Problems can occur when they miscalculate risk or start projects and not finish them. The animal that reflects their values is the beaver, which is focused on the goal.

Givers are the volunteers of the world, are great friends, and feel good taking care of other people. They deny themselves and the only proper thing to do with money is to give it away. The danger zone is that givers ignore their own needs and can create dependent children. The animal that represents them is the loyal and dependable golden retriever.

The fourth personality type is the **savers who amass a lot in savings** and are very good at spotting money-wasting activities. They are not impulsive and often very organized. Negative aspects of the savers are that they may be too conservative with their investments or postpone enjoying their money until it is too late. The animal that symbolizes this group is the squirrel, which saves food for the coming winter.

After discussing the attributes of each group, the audience picked the type that they most identified with and spoke about what they thought of the good and bad parts of each MoneTude.

Jeff Morris then led the group

into an exercise to identify what the participants think is a need versus want. For everyone water is a need. A credit card, a computer, a car or cell phone could be either depending on what you use it for or where you live. All except one in the audience thought a Gucci handbag is a want and not a need. The exercise taught us that our views can differ widely in what we consider a need and to understand other people's perspectives.

Next the speaker shared some financial tools to budget your money. Instead of creating a traditional budget, you create two accounts for your money:

- SpendSmart Account
- SpendSmartNow Account

The first account is the operational account that is used to pay for fixed household expenses such as utilities, insurance, groceries, car payments, and mortgage payments/rent. The second account is my own money, which is designed to give you freedom to spend money without feeling bad about spending.

The seminar ended with a Spend Smart card that attempts to take the emotional basis out of spending money by asking four questions before spending the money:

Stop: Am I buying on impulse or emotion?

Total Cost: Credit? Would I still buy this if I paid cash?

Obstacles: What problems come with this purchase?

Purchase: Cool off for 48 hours!

This training session involved the audience into thinking about their relationship with money and the effects it can have on their present and future.

Conference

Continued from page 7

money. The groups came up with several resourceful methods to save an average of \$500 a month. Some ideas were: brown bag lunches - savings \$140; brewing your own coffee savings - \$60; bundling TV, phone and internet savings - \$100; carpooling savings - \$120; and finding low cost or free entertainment savings - \$150. The main message was creating financial wellness.

EDD University (EDDU) is an online resource found on Sharepoint. EDDU provides a resource to individuals wanting a clear path to career growth in the organization. One of these tools is the Leadership Competency Process (LCP). These tools are designed to provide a strategic plan for leadership using development activities to create organizational transformation through a method of Coaching. Your first task is to acquire a COACH.

This was my first IAWP event and it certainly will not be my last. The knowledge gained was valuable and advantageous. I without question will put to use the learned skills in my personal and professional growth. I would surely encourage you and others to take part in future events. What an opportunity it was!

"Stars" of District III

Continued from page 1

tor (DI), participated as awards presenters. Our special awards presenter was none other than James Thomas, IAWP State Chapter President.

The recipients of a beautiful engraved star, along with certificates for all nominees were:

Disability

Insurance

- Administrative Support, Mayra Liz Cortez; Administrative Support-DI Specialist, Michelle Stevenson
- Determinations/Customer Service: 1st, Thomas Silas, North Los Angeles DI; 2nd, Margaret Wilson, Santa Barbara DI; 3rd, Kwame Bowman, North Los Angeles DI.
- Appeals: 1st, Janise Hernandez, Long Beach DI; 2nd, Sarah Lo, Los Angeles DI
- Trainer (Individual): 1st, Silvia Liere, Long Beach DI; 2nd, Alison Hwang, Santa Ana DI;
- Group: Los Angeles Trainers, Jackee Cole, Jose Hernandez, Joyce McMurry, Shondale Banks

Unemployment

Insurance

- PAC-Determinations/Individuals: 1st, Ruben Macias, LAPAC; 2nd, Henry Gomez
- LAPAC Manager: Loranda Cutrer, Southwest PAC
- PCC-Customer Service: 1st, Mary Silva, OCCC; 2nd, Jose Medina, PA PCC; 3rd, Sharon Guy, LA PCC; Manager, Thao Nguyen, Orange County all Center Workforce Services
- Individuals: Administrative Support/ Customer Service – Beth Ayele, Compton; Special Programs – YEOP – Jesse Lopez, San Gabriel Valley; Services to Veterans: Jordan Ton-Tat, Glendale; Workshop Leaders: 1st, Bernice Sanders, LA South Bay, 2nd, LaVerne Daniels, Crenshaw/WLA, 3rd, Gregory Nord, Glendale; Nancy Lightcap; Customer Services: 1st, Nancy Lightcap, San Gabriel Valley, Angelica Lizarranga, San Gabriel Valley and John Sanchez Crenshaw/WLA; 2nd, Guadalupe Aguilar, Long Beach, Danielle Dutsch, East LA; 3rd, Andres Lugo, Long Beach and Irina Sargsyan, Glendale; Employer Services: Darryl Fisher, Crenshaw/WLA; TAA – Aminta Coto, Crenshaw/WLA. Management & Supervision – Prince James Reed Williams, Long Beach.
- Groups: Services to Veterans – Crenshaw/West Los Angeles – Jerry Woods, William Givens, Ted Tenorio, Charles Prentice, Charles Wright, Timothy Gomer, Karen Washington, Ardis Hendrix ad D’Juan Phillips; Glendale Cluster Managers – Grace Schoch, Gail Bargerstock, Ellen Fishburn, Cesar Villadares, America Solis-Bowman, Toi Burnett, Karina Sarkissian and Anahit (Nona) Yegiazaryan; Workforce Services – San Gabriel – El Monte-Rosemead – Agustin Gomez, Manuel Aleida, Jennifer Chang, Teresa Castilla Carmen Saad, Teresa Escoto, Thuy Le, Echo Lau, Thanh Bui, Ben Vuong, Al

IAWP District III

Awards Dinner

BY JAMES THOMAS, STATE CHAPTER PRESIDENT

I had the pleasure of attending the District III Awards Dinner in Los Angeles. As always, it was a well attended event with over 100 people there to receive an award, be recognized for nominating someone, or be there to show support of a co-worker. Jean Berry and the master of ceremonies, UI Division Chief Michael Dolphin, had the awards dinner filled with laughter and cheers. There were stories regarding career advancements, self-improvement, and upward mobility.

The evening proved that the sky is the limit and IAWP is the stairway to your success. The dinner was to acknowledge individuals and groups for all their hard work. Thank you District III for a great and memorable evening and congratulations to all of the "Stars of District III."

Lusk, Rocio Terrones, Jesus Gonzalez and Esther Kyrillos; Crenshaw Employee Services Workshop Lead Team – Harriett Lewis, Sade Washington, Susan Campos, Dorina Ganji, Roshod Hall, Jeyde Cardenas, Sharon Plowden, Silvia Chan, Darryl Fisher and Thomas Lane; LA-Ventura Trade Readjustment Act Team: Lillian Hernandez, Eliana Alfaro and Elaine Elsayed; Lancaster Workforce Academy of Training Team – Luciano Santini, Margie Manriques, Tim Fields, Maria Serrano, Audrey Boyer and Yvette Leffall; LA/Ventura Division Trainers: Susan Campos, Paula Drummer, Danielle Dutsch, Tess Escoto, Darryl Fisher, Nancy Galoussia, Dorina Ganji, Roshod Hall, Sandra Shreve, Andy Lugo, Greg Nord, Ruben Peredia, Emilia Platas, Patty Repka, Bernice Sanders, Rosemary Valencia and Alejandra Warren; One Stop Award – Norwalk One Stop.

Special Recognition Award

- YEOP 20th Anniversary Committee – LA/Ventura WSD – Brenda Cohen, Carolyn Anderson, Catherine Caldera, Ellen Fishburn, Gina Galvan, Celia Guzman, Diana Hernandez and Cesar Valladares.
- Operation Welcome Home Program Coordinator – Lillian Hernandez
- Community Based Organization – Jewish Vocational Services, Marina Del Rey Worksource Center – Angie Cooper, Director

All nominators were also recognized and received a Certificate of Appreciation from District III.

The Package

BY RAYMOND CABRERA, INTERNATIONAL DISTRICT XV DIRECTOR

There it was a package just like any other package but I never noticed it at first.

The box was wrapped with dazzling colored paper, sharp edges with a bright shine to it.

The bow was yellow with flowing ribbons on all sides, trimmed in gold.

It wasn't too small and nor too large, just right.

There was something different about this parcel that made it stand out from all the rest.

Just looking at it brought me a warm feeling of good things inside yet to come.

It was great to look at and be in awe of any day of the week.

It wasn't too delicate and nor too profound, just right.

I dared not handle it too much in fear that I would damage it in some way.

The desire to keep this bundle just the way it was was overwhelming.

Nevertheless I protected it, kept it close and guarded it at all times.

It was too precious and I was too caring and that was just right.

The years have passed and the outside of the package has lost some of its dazzle.

The wrapping is now a little frayed, not as shiny and the edges aren't sharp anymore.

The ribbon has turned a dark brown trimmed with a little gray.

Yet the package is still just right.

The last 35 years hasn't changed the contents of the package not one bit.

You see the inside of the box was the love I found when I first met you.

The warm feelings and love have only grown as time has passed.

The adoration, love and desire are still just right.

The condition of the outside of the box is what we have gone through all these years.

This entire time it was never the parcel in itself, but the contents that mattered.

I look forward to seeing how this story ends between us, my love.

Somehow I believe it will be just right.

Happy 35th Wedding Anniversary, Donna my love!