

Cal-Liope

The MUSE with the NEWS

Chapter/International Association of Workforce Professionals

July / August 2005

Volume 50, Number 4

State President's MESSAGE

The 92nd Annual International Association of Workforce Professionals (IAWP) International Educational Conference in New Mexico is over. It was a great conference, with unequaled opportunities to network with workforce professionals from around the world. The speakers and delegates who attended provided a source of information that would take months to gather.

California International Delegates have been submitting articles to Pat Thornton, Editor of the *Cal-Liope* to be published. The articles submitted will give some insight into this year's International Educational Conference.

At the 2005 International Educational Conference we laughed, learned, we even cried. It was time well spent for all who attended. I encourage you to start planning now to attend the 2006 International Education Conference which will be held in Louisville Kentucky. Louisville is the home of the Kentucky Derby, the Louisville Slugger museum, and the Mohammed Ali museum.

I hope you are enjoying the first days of summer 2005. Watch for announcements by your local chapter as they offer opportunities for training and other activities such as installing your chapter officers for 2005-06.

District I has a change since elections at State Convention 2005 in Sunnyvale. Pattie Espinosa was elected by District I Caucus at State Convention. She resigned her



Ron Cross
State Chapter President

position in early June 2005 resigning both her remaining term, 2004-05 and the 2005-06 terms, which she would have begun on 07/01/05.

Her support of IAWP will continue as she works with the Sacramento Sub-Chapter. Thank you, Pattie, for serving many years as District I Director. Your efforts and your time invested provide a solid base for District I to build upon.

During a brief Board of Director's meeting in Albuquerque Faye King was elected as District I Director. We welcome Faye King as the District I Director for 2005-06. She brings invaluable experience as a past State Chapter President and International Board member to the position.

The May/June *Cal-Liope* listed the results of the election of 2005-06 officers. Pending the approval of State Board of Directors here is a list of those who will serve on the board Board in appointed positions:

- Executive Office Manager – **Pat Thornton**

- Recording Secretary – **Ramona M. Arzaga**

- Accountant – **Robert Woodford**

- Parliamentarian – **Val Moeller**

Standing Committees:

- Education – *Vacant*; Possibly **Erlinda Ochoa**

- Bylaws Operating Procedures – **Sue Woodburn**

- Fund Raising Chair – *Vacant*; Possibly **Gwen Kimble**

- Internet/Homepage Coordinator – **Mary Navarro-Aldana**

- International Relations – **Maria "Cuqui" Gonzalez**

- Legislative – **Rob Claudio**

- Membership – **Armando Beruman**

- Retiree Chair – **Jean Berry**

- State Convention Chair – **Audrey Baker**

- Specialized Customer Services Workforce Development – **Fernando Roldan**

- Teen IAWP and Community Services Chair – *Vacant*

- Veteran's Chair – *Vacant*

- Elected Delegate – **Ben Takesh'ta**

- Historian – *Vacant*; Possibly **Helen Davalos**

Employment Development Director Patrick Henning has asked Ronda English to serve as EDD's Liason. Thank you, Ronda, for being your willingness to support IAWP. I look forward to working with you to assist Mr. Henning in his efforts to deliver EDD's programs and it was great to see you at the conference in Albuquerque.

Wishing you a wonderful summer 2005 and looking forward to seeing you at an IAWP meeting to fulfill our state chapter theme "Striving for Excellence Today – Preparing for Tomorrow."



Ray Cabrera, Jean Berry, Val Moeller and Ron Cross from California enjoy the International Banquet and Ball.

New Mexico: Land of Enchantment

BY RAYMOND CABRERA,
CALIFORNIA CHAPTER
FIRST VICE PRESIDENT

Thank you to the New Mexico chapter of the International Association of Workforce Professionals (IAWP) for hosting an excellent International Conference. The weather in Albuquerque was great, southwestern informality prevailed and the warmth of the people was honest. The traditional New Mexico cuisine and drinks were among the best for the price anywhere. The hotel had all the necessary amenities and shopping in quaint Old Town was spe-

cial. I know because I dropped some bucks in a few of the local stores buying things for my girls.

My friend and fellow California IAWP member, State President Ron Cross, and I drove to New Mexico. We decided that we would save some money and take in some of the sites along the way. We stopped at several of the local Indian road stands, took in the clean air of Arizona and ate good food at one of the truck stops. We gambled a few quarters at one of the Indian Casinos just to say

See New Mexico on page 2

Thank You California Chapter

BY CUQUI GONZALEZ, CALIFORNIA
INTERNATIONAL RELATIONS
CHAIRPERSON

Thank you to all of those who make the DVD/CD/MP3 Player raffle a success. I created a fundraiser to help our Sister Mexico Chapter pay their expenses to attend our 92nd International Educational Conference in Albuquerque, New Mexico on June 5-9, 2005. We sold \$527 in tickets minus the cost of the DVD/CD/MP3 player which was \$168 so we had a profit of \$358. The raffle took place at the Conference before 400 members on June 8 and the happy and lucky winner was Mr. Al Smyler of Idaho. Congrats!

I would like to thank Phil Dywer, President of Puerta Sol Chapter, who helped me sell the tickets. Thank you for your support and cooperation.

In addition, I would like to

thank the Sacramento Chapter for donating \$200 to help the Baja California Chapter, aka the Calafia Chapter. The Mexican delegation was very thankful and really appreciated all our monetary help. Furthermore, I would like to thank and recognize Sue Woodburn for her \$20 donation, as well as the Los Angeles Chapter which also donated \$15 toward this fund. We encourage Mexico to join the organization and they have been working very hard doing what IAWP is all about offering their members Education and Professional growth. Due to our assistance they were able to send two delegates to the International conference who represented Mexico very well. Thank you all for your support. The total amount donated to the Mexico delegates was \$593.

Calendar of Events

June 1, 2005	New Administrative
August 20-21 2005	Executive Board Meeting Ontario, CA
September 15, 2005	<i>Cal-Liope</i> Articles Due
May 19-20, 2006	State Conference Hilton Hotel, Ontario, CA
June 18-23, 2006	International Conference Hyatt Regency, Louisville, KY



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New Fiscal Year Has Potential Federally and Statewide

BY ROB CLAUDIO
STATE LEGISLATIVE CHAIRPERSON

As I begin my last year serving as the California Chapter Legislative Chairperson I am reminded of the many times we begin anew in July of every year.

A new state fiscal year brings new potential and as the federal fiscal year winds its way down through the end of September, committees of all sorts are meeting at our State Capitol as well as on the "hill" in Washington D.C. I was very surprised to see our own State budget got passed so quickly. Most people expected a long delay, considering the showdown expected

later this year with the State Legislature and Governor Schwarzenegger.

There are many issues that will affect Californians throughout the State, as the Governor will take on the re-districting issue along with what he considers the special interest groups. Both sides are gearing up for the special elections, with lots of money being raised to do battle. We will be in the throws of it all, as Washington prepares to deliver its federal budget come October 1. In D.C., the current deliberations over WIA and other federally funded programs have a better

ring to them, for all of us in workforce development. The Senate versions of bills associated with monies for workforce programs have higher amounts of money pledged than the House versions do. If the President does not veto, and if everything holds according to form, this will mean that funding for workforce programs will see their funding with fewer variables. The indications currently are that the Senate will not get to voting until after the summer recess which begins August 1.

I will be forwarding any new updates through the Executive Board to ensure

that everyone is aware of the latest developments in legislation. The potential for good things to happen is here, whether they will develop or not is yet to be seen.

I expect that we will be involved in other issues that can potentially impact our organization and I look forward to working with all of the membership. Through all of our efforts we will continue to reach out to those decision makers and use our influence to help shape legislation that affects our membership in a positive way. Cheers to the New Year ahead!

Veterans Update

The Fourth of July

BY DANIEL MCHENRY
STATE VETERANS CHAIRPERSON

As we approached our country's birthday on the Fourth of July it was most fitting and appropriate to reflect on the sacrifices and hardships endured by our veterans during peacetime service and during armed conflict. From those first "citizen soldiers" of General Washington's Continental Army to the valiant men and women in military service fighting the war on

terrorism, our veterans have upheld the finest traditions of this country and exemplified the immortal words of a true American patriot, our 35th president, John F. Kennedy; "Ask not what your country can do for you, ask what you can do for your country."

The International Association of Workforce Professionals Veterans Services hopes you had a glorious and safe Fourth of July holiday as our country celebrated another birthday!

California Chapter Website: Your Information Source

To state that the California Chapter Website has been updated effective July 1, 2005 is a massive understatement!

You have to go to www.iapes-ca.org.

You will find out about our California Chapter, history, coming activities, how to apply for educational grants and so much more. The website is updated weekly. Visit

our new and wonderful website and tell your friends.

If you have information to post on upcoming activities, send that information to: Mary Navarro-Aldana, at mnavarr1@sbcglobal.net.

Mary is the new web master and did a fabulous job of putting this new website together.

New Mexico

Continued from page 1

we had. We got to the Grand Canyon just as the sun was setting. It was spectacular and I recommend that you make the trip just for that view.

When we arrived in Albuquerque I was impressed by how clean the roads and city were. The color of the overpasses and the walls along the roads were beautiful. Everywhere you looked there was a brightness of pure earth tones, majestic and serene in its simplicity. You can fall in love with the "Land of Enchantment" very easily.

There were many things to do at the hotel that first day with conference and hotel registrations, settling in our room, reading and planning our itinerary for all the events of the week and all the people to meet and greet. We ended

the night attending the Early Bird Fiesta.

The next morning brought the opening ceremonies that officially began the conference. It was full of pomp and circumstance regal enough for any major organization. The afternoon General Session started with a keynote speaker, Scott Ginsberg that really roused the audience. Scott, "Hello! My name is Scott," spoke about increasing approachability and encouraging encounters, making connections, having conversations and always saying "Hello." His presentation was humorous and contagious. He spoke about new ways to answer the question, "How are you?" Most people just answer "Fine", but he encouraged us to come up with a new and truer way of describ-

See New Mexico on page 12

Legislative Plan set for 2005-06

BY ROB CLAUDIO, CALIFORNIA
LEGISLATIVE CHAIRPERSON

The following are goals and objectives for the Legislative Committee for the current administrative year.

As the Legislative Chair for the 2005-2006 administrative year, my overall objective is to ensure that the California Chapter of the International Association of Workforce Professionals (IAWP) is among the most informed and active in the international structure regarding legislative issues. The issues that our State Chapter will address will be focused on workforce development and the mission of our organization as a whole.

I would like to be particularly responsive to the workforce development issues that have an impact on Veterans, disabled persons and legislation that affects the State Employment Security Agency system. The recent implications from the federal and state government on reducing budgets that directly affects our agency is of great concern. I will seek to make sure all of our membership is aware, on a timely basis, of the political and budgetary ramifications these issues can have on our membership.

The vital key to the success of our legislative program is our local chapter participation. The communication must flow from the local grass roots efforts of our organization. It is through efforts of our local chapters that our communication can have a significant impact in the legislative process. During this past year 2004-2005, our membership achieved significant success when it was noted by the California Legislature that IAWP supported certain legislation that would have an impact on the delivery of services within the One Stop system. In addition, I will seek the participation of our retired members of our organization. With their wealth of knowledge, dedication to our organization and their com-

mitment to our success we can continue to have a significant impact on issues as we evolve within the realm of workforce development.

To achieve the objectives discussed above, the Legislative Committee will take the actions bulleted below, which constitute the Legislative Plan for the 2005-2006 administrative year.

- Analyze legislation that may have an impact on workforce development systems.
 - Keep the chapters and retirees informed about legislation which impact our workforce development members.
 - When appropriate, make recommendations to the local, State and International level chapters regarding legislation.
 - When appropriate, advise other organizations and entities regarding the California Chapter IAWP position on such legislation or its implementation.
 - Communicate with legislators at the local, state and national levels regarding legislation and encourage their support of the IAWP position.
 - Respond appropriately to various Action Memos, Targeted Action Memos and Information Memos as directed by the International Office.
 - Write articles on topical issues relating to legislation and lead the membership in activities that fosters the IAWP perspective.
 - Communicate the position of the National Association of State Workforce Agencies (NASWA), by forwarding workforce bulletins via email.
 - Publish copies of the NASWA workforce bulletins through our state newsletter the *Cal-Liope*.
- Please work with the Legislative Committee, get involved and help achieve the goals set in this plan for legislative action.

92nd International Educational Conference; Albuquerque, New Mexico

The 7 Habits of Highly Horrible Network

BY MARY NAVARRO-ALDANA,
DISTRICT IV DIRECTOR

Scott Ginsberg author of *Hello, Name is Scott – Wearing Nametags for a Friendlier Society*, was our first Keynote Speaker and conducted a workshop on our second day at the conference. His topic was very enlightening, especially for those of us that use networking techniques on our job daily. I believe you will find the following information that he shared with us very useful.

The 7 Habits of Highly Horrible Networkers™

Networking is a term that didn't exist academically until almost 40 years ago. It's a word uttered in and around the business world every day, yet is unclear to most as to how it actually works. Still, it's a fundamental tool to the success of any business.

By definition, the term networking is *the development and maintenance of mutually valuable relationships*. It's not schmoozing; it's not just handing out business cards, selling, marketing or small talk. Those activities are part of networking, but unfortunately, many people's misunderstanding of the term causes them to network ineffectively.

The following are The 7 Habits of Highly Horrible Networkers™, and they can stand in your way of developing mutually valuable relationships. So, next time you attend your Chamber or Association meeting, keep these ideas in mind so you can offer the most value to your fellow networkers.

Habit #1: Attitude

Much like the development of any skill, networking begins with attitude. Unfortunately, Highly Horrible Networkers have the wrong attitude. If you've ever attended a networking function before, perhaps you've encountered business people who act in the following ways:

- The hard sell – they believe networking is about one thing and one thing only: selling products and services to everyone in the room.

- Business only – they're not there to make friends or to have fun and they're certainly not interested in developing mutually valuable relationships.

- It's all about me – they don't take the time to help and share with others, but rather focus on their own needs. In other words, they can't spell "N-E-T-W-O-R-K-I-N-G" without "I."

Attitude is fundamental to effective networking. In fact, it's the most important habit to understand.

Habit #2: Dig Your Well WHEN You're Thirsty

One of Scott's favorite networking books is called *Dig Your Well Before You're Thirsty*, by Harvey McKay. The key to McKay's work is making your friends, establishing contacts and developing relationships before you need them. Getting what you want by helping others get what they want first.

Enter the Highly Horrible Networkers, who only network because:

- a) They need new customers
- b) They have a new product or service to sell
- c) Their boss forced them to do so

Scott related this story about his friend Lawrence, who is quite successful in the insurance business; however he recently approached Scott about using networking to obtain some hot leads.

"Networking takes time," Scott explained, "and you can't expect to come into loads of business or dozens of potential clients without developing the relationships first."

As you already learned, networking is the development and maintenance of mutually valuable relationships over time. If you try to dig your well WHEN you're thirsty, you may never find a drink.

Habit #3: Dealin' the Deck

Habit #3 is a dangerous one, and it happens all the time. Have you ever seen people distribute 173 of their business cards during the first five minutes of the event? They move as quickly as possible from one person to the next. They don't make eye contact, they don't ask to exchange cards – they just deal them out. This is guaranteed to make people feel puny and insignificant. Notice these Highly Horrible Networkers don't spend time actually meeting and establishing rapport with new people; but rather concentrate on giving out as many cards as possible. It's quantity over quality, right?

Wrong. Dealin' the Deck is one of the most common networking pet peeves. Whenever Scott gives his program The Habits of Highly Horrible Networkers™, he walks out into the audience for a quick demonstration of this habit. He grabs a stack of business cards and quickly jumps from table to table tossing out dozens of them without as much looking at the audience members he's handing them to.

Last year, he told us he was demonstrating Highly Horrible Habit #3 when speaking at a local business meeting.

While hopping from table to table as dozens of cards flew through the air and into people's laps and salads, someone yelled out, "Oh my God!"

He looked back at the head table and noticed that one of his cards landed in the centerpiece – which was a candle! THE BUSINESS CARD WAS ON FIRE!

He threw down the microphone, lunged at the table and snatched the burning business card from the candle! As He toppled over the chair in front he yelled something to the effect of "Oh my God!" shook the flames off his half burned card and regained his balance to roaring applause and laughter from the audience.

"And this just goes to show you ladies and gentleman," Scott fumbled, "When you deal the deck of business cards without eye contact or consideration people may as well set them on fire – because they're not going to read them anyway!" Nice save.

Habit #4: Unprofessional Information

It's remarkable how often some business cards will contain unprofessional information. Have you ever received someone's card with one of those ambiguous, offensive and questionable email addresses with AOL, Hotmail or Yahoo? Not only are those email servers frustrating and ineffective for business communication, but just imagine how it looks when someone has to send business emails to:

- HotLips98@aol.com
- KaylasMommyRules@yahoo.com
- Isellcars2U@hotmail.com

Nothing against AOL, Hotmail or Yahoo but if possible, always send and receive emails using the address of your organization's website, i.e., scott@hellomynameisscott.com. If you must use free servers like MSN, SBC choose a simple username that doesn't question your professionalism, i.e., jackgateman@yahoo.com.

Habit #5: Sit with the Wrong Company

Highly Horrible networkers not only attend meetings with their friends and/or coworkers, but they talk and sit with them the entire time! These are people with whom they've worked five days a week, eight hours a day for the past three years! This is not a good technique to maximize your company's visibility.

This habit creates an elitist, unfriendly attitude. And think how uncomfortable this makes the one or two people sitting at the table who don't work for that company! It's

Please see 7 Habits on page 12

Motivational Tools and Techniques Recommended

BY SHEILA MITCHELL
LOS ANGELES CHAPTER

This is my second annual attendance to the International Association of Workforce Professionals (IAWP) International Educational Conference and this conference can definitely be called a winner. According to International president George Barthallow the attendance was up from the previous year and my goal for writing this article is to help promote next year's attendance so that it will supersede this year's attendance. With those words spoken, I would like to share one of my favorite workshops with the readers to help stimulate interest and encourage participation in the affairs of the Association.

I attended a workshop entitled "Motivational Tools & Techniques" presented by Dr. Eli Fersequez, PHD, New Mexico State Personnel Board. Dr. Fersequez emphasized that the first step in motivation is to motivate yourself. He stressed that you can only be responsible for you and how you react to the experiences that happen to you. He challenged the attendees on "how can you be responsible for others" and gave the following points to use when working with staff:

1. Give them your examples.
2. Give them appraisal.
3. Give them rewards.
4. Give them resources to work with.
5. Give them you as a tool.

He discussed how being judgmental about a person affects your ability to actually know why someone does something that you don't like. He also cautioned the group on how our perception of the world may or may not be a true vision of our world and gave the following suggestions on increasing motivation:

1. Find out what motivates each of your staff members.
2. Let your staff members know that they are beautiful.
3. Know that your staff members will do anything when you motivate them.
4. Know that all things have a price.
5. Know that you cannot change other people to fit your perception of how

things should be done.

Suggestions on how to develop your relationship with people are as follows:

1. Create a safe environment.
2. Improve/mentor other people.
3. Cooperate with other people.
4. Look for the common interest with other people.
5. Know that you are responsible for you regardless of what the other person wants and work with people so that everyone gets their needs met.

This year must be dedicated to marketing IAWP services and motivating staff to participate in the affairs of IAWP.

Dr. Fersequez stressed that in order to meet the above objectives you must be willing to invest your time, interest and patience in people to build up productive relationships. He also indicated that you as the motivator can predict the type of relationship that you will experience with a person and that conflict is not a problem when building special relationships. And finally, he stressed the need to develop the use of humor when building your relationships with your staff members.

An interesting point to mention is that prior to Dr. Fersequez's training session he observed the attendees at the conference communicate through body language and came to conclusion that our group was a well diverse group that liked each other and made complementary comments about each other. He indicated that the only negativity he saw with the group was that the young people of the organization were not in attendance at the conference. I think that Dr. Fersequez's observations were an accurate observation and touched on a tough issue for all of us. This year must be dedicated to marketing IAWP services and motivating staff to participate in the affairs of IAWP.

I Love New Mexico

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homes are owned by Acoma Pueblo females who pass them on to their youngest daughters. Most of Acoma's people don't live at "Sky City" full time, they return for special and various cultural occasions to celebrate at their ancestral homes.

Isleta is another Pueblo where they have an Indian Saint, Kateri Tekakwitha. Kateri Tekakwitha was born in Gandahouhague, in the territory of the Mohawks, which later became part of New York. Her father was a Mohawk warrior of the Turtle clan and her mother was an Algonquin captive. At the age of four, smallpox ravaged her village, leav-

ing her disfigured, impairing her eyesight and depriving her of her parents. She was then raised by an uncle. She met Jesuit missionaries and despite opposition to Christianity from her tribe, particularly her uncle, she met with the missionaries in secret. She was baptized at Easter, 1676. She then became subject to increased contempt and derision from the people of her village for her conversion, as well as her refusal to work on Sundays or to marry.

In 1677 Kateri fled to Quebec, to the mission of St. Francis Xavier du Sault, called Caughnawaga by the native people. At Caughnawaga she contributed to the community's economy while engaging

in personal austerities. In 1679 she was allowed to begin a small convent at the mission.

After experiencing New Mexico and all it has to offer, along with the IAWP International Conference, I took away many things. First, was a feeling of pride and uniqueness that I do not necessarily see in my day to day life in California. Next, was an understanding of a well run state with a diverse set of people to attend. The history of the land, the current state of the land and the future of New Mexico seem bright. Lastly, I saw that while I have been involved with IAWP for some time now, there is still much to be learned and much to share with my fellow members.

International Panel: Migration

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fessional workforce and youth have left the country.

His government has lowered employer taxes from 25% to 15% and is discussing lowering individual taxes and increasing wages in an effort to slow the out-migration.

Ms. Ewa Jurkowska of Poland advised that Poland has the highest unemployment rate in Europe – 18.9%! Poland's population is currently 38 million. Poland was a closed country until 1989. From 1989 to 2004, since joining the European Union market, there have virtually been no borders. One million Poles leave the country annually for work elsewhere. These have typically been the well educated. The negative impact has been a decrease in development and some of their regions have lost almost all of their population. The immigration has been steady. Approximately 10,000 European citizens have migrated to Poland (200,000 legally, 300,000 seasonal workers and 500,000 illegal), however they are competing with the residents for the same jobs.

Mr. Ihor Tsvilnyu of the Ukraine talked about the negative impact of independence. He said that when the Ukraine was a part of the U.S.S.R. their primary industry was the military. After independence, 7 million citizens left. They also had a "brain drain." In addition to the highly educated leaving, many youth have left. This has not only disrupted the family structure, but has placed a strain on the government to provide social services for the older population. The government is working to bring qualified professionals back to the Ukraine.

Mr. Chung-Cheng Lee of the Republic of China advised that Taiwan, which is one-third the size of the State of Ohio with a population of 22

million, had 314,034 foreign workers approved by the Council of Labor Affairs to work in Taiwan in 2005. The largest number of foreign workers is from Thailand (105,281) with the Philippines (91,150), Vietnam (90,241) and Indonesia (27,281) following closely behind. The majority of foreigners work in the manufacturing, textile or electrical machinery and electronics industries. Taiwan also has an aging population, industries moving overseas, and residents not willing to do certain work. The government feels that the introduction of foreign workers is the way to solve the problem of a lack of Taiwanese workers; however, they are working on a policy to require domestic recruitment before allowing employers to hire foreign workers.

Ms. Gabriela Lopez Tello of Mexico talked about the reason people from Mexico and Central America migrate to the United States. She said they are looking for what we Americans take for granted – better jobs with equitable pay, housing, social services, education, political freedom and personal security. Ms. Lopez Tello said that many immigrants from Central America stop and stay in Mexico while waiting to enter the United States; these individuals compete for jobs with Mexicans and place a drain on their social services.

Migration Trends Reviewed

BY GENEVA ROBINSON
PUERTO DEL SOL CHAPTER

The International Panel comprised of representatives from Canada, Japan, Latvia, Mexico, Poland, the Republic of China, Ukraine and the United States, were an interesting and informative group.

While each country faced some unique challenges, there was an interesting common

theme. When the work is dirty, dangerous and difficult, most countries must rely upon the migration of foreign workers.

Excellent examples were provided by Japan and Taiwan, who now face foreign competition with respect to the cost and availability of labor. In Japan, for example, the workforce is aging and birth rates are very low. This poses a real threat to the quality of life for aging Japanese citizens who are facing an increased need for medical care, elder services and financial support.

Because Japan lacks a sufficient workforce to provide these vital services they have broadened their immigration policies to import workers from countries like India, Malaysia, and Mongolia, where unemployment is high and wages are low.

Industrialized countries around the world will continue to need workers who do those jobs that are less attractive to their citizens; and this factor, as well as wages, birth rates and labor force availability, will continue to be the elements of public policy discussion as it relates to immigration trends and foreign workers.

Unemployment

Continued from page 8

perform on the spot determinations and there is no profiling. Most information from the claimant is scanned into the system (IVR). The employer only has hard copy information; they have no information located within the system.

Currently all 23 adjustment staff are working overtime and some of the call center staff are doing adjustments. The adjustment staff covers the following:

- Monitor eligibility

Takesh'ta

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Latvia, Mexico, Poland, Republic of China, Ukraine, the United States and Japan.

Mr. Anai began his presentation by admitting that the image of Japan is that it is often considered a closed society because of the relatively small numbers of foreign immigrants. However, he stated that the number of foreign people entering Japan has been increasing dramatically for more than two decades. But the number and its effects have been so small that he uses the term "foreign people" and "foreign workers" instead of "immigrants." Currently, Japan is experiencing a decrease in their total population, but the ratio of the elderly population increases every year. This means an increase in the need for nursing services for the elderly, but a decrease or shortage of the labor force. Therefore, there has been a dramatic increase in foreign workers from 760,000 in 2002 to nearly two million registered foreign people or 1.5% of the total population of Japan.

Although, in terms of numbers this may be a smaller number of foreign workers compared to the United States, this increase was large enough to be considered a tremendous impact on Japan and its society. A positive aspect of this was that some Japanese employers had to rely on using foreign workers because they could not get sufficient numbers of Japanese workers at reasonable compensation. Also, Japanese businesses were forced to make faster decisions and develop cost cutting measures such as eliminating long-term contracts with sub-contractors. Some negative aspects of the increase in foreign workers include cultural differences in living styles. A typical Japanese family usually does not stay outside and get together at night in residential areas. Some foreign peo-

ple enjoy having conversations and listening to music or dancing outside at night. This could create a noisy neighborhood in some residential areas. Also, the Japanese have a 9-year compulsory educational system and it is prohibited to employ children who are 15 years or younger. However, many of the children of foreign workers do not understand Japanese and so do not go to school. They also cannot be employed either because of their lack of language and lack of education. This causes some of these youngsters to join gangs and commit crimes. Because of some of these experiences, Japan is trying to find ways to ease any restrictions on foreign children to learn Japanese so that they can become employable.

In recent years, the Japanese government has decided to accept more foreign workers with high or special skills. They have opened the door to Japanese foreigners, especially from South America and this has contributed to the increase in the number of foreign workers in Japan. Japan is further looking to broaden their immigration policies to consider accepting even low-level skilled workers into Japan. Mr. Anai stated that because the Japanese society is both declining and aging, the acceptance of foreign workers with any skills will become more and more urgent.

Although the situations and problems in the other countries represented on this International Panel were very different from those described for Japan, their presentations were very interesting and informative. It has always been my concern that more IAWP members do not attend these international sessions to learn more about the situations and problems of other countries and take advantage of getting this information through these international conferences.

- Workflow Monitoring System
 - Adjudication
 - Review employers' and claimants' statements
- Note: Determinations can only be issued from the old system so data has to be re-entered so the notices can be issued*

- ES/484 Claim determination issued to claimant and or employer
- Appeal rights
- Expanded benefits which pay a dependant allowance of \$15 per dependents up to 4 under the age of 18. This is paper driven and labor

intensive. Claimants may receive up to 50 % of their weekly benefit amount, currently \$300 weekly

- Alternate Base period – May use first four of last 5 quarters or last 4 quarters. Must have at least \$7600 in one quarter and \$1 in other quarters to be eligible for benefits

There is no Permanent Intermittent staff in New Mexico but due to increases in work load they are asking retirees to help out if the office has sufficient budget.

A lot of differences and yet a lot of commonality.

Goings On Around the State

Orange Empire Installs Officers, Raises Funds, Holds Exams

BY NANETTE BOWMAN
ORANGE EMPIRE CHAPTER

Orange Empire held the quarterly general membership meeting at the Jagerhaus Restaurant in Anaheim on Thursday, June 23. The meeting was called to order at 6:30 p.m. by President Jorge Perez. Jorge welcomed those attending and invited them to view the 15 California Chapter awards presented to Orange Empire at the statewide annual conference in May.

Jorge presented Karen Nguyen with her California Chapter trophy as the recipient of the Unemployment Insurance Employment Program Representative Employee Performance Award for 2004.

The guest speaker from Consumer Credit Counseling Service of Orange County spoke from 7-8 p.m. providing an overview of the program. The handout packet included information on Managing Your Debts, Money Sense Seminars on Get Checking, Credit When Credit is Due, Credit Report Review and Housing Programs, Get out of Debt and into Life, Using Credit to Your Advantage and a Workshop calendar. The website is www.cccsoc.org. Orange Empire presented a donation of \$50 to Consumer Credit Counseling.

Bob Ehlers brought Koto, his Canine Companion puppy-in-training. He spoke to the group about the benefits of the program sharing wonder-



Orange Empire Officers for 2005-2006.



Nan Bowman and Koto at the Orange Empire meeting.

ful stories about his experiences with the many dogs he has raised/trained. Additional information is online at www.caninecompanions.org. Bob is an EDD retiree and the past recipient of the IAWP Services to Persons with Disabilities Award at the International level.

Marge McKnight from Santa Ana Disability Insurance won the 50/50 raffle of \$40. Marge brought a bag of pop tabs from her office for the Ronald McDonald Charity

collection.

The Orange Empire Officers for 2005-2006 were sworn in by Nanette Bowman. The officers are: Jorge Perez, President; Priscilla Smith, First Vice President; Jean Stringer, Second Vice President; and Carol Gaves, Treasurer. Jorge expressed appreciation to Catherine Caldera for the two years she served as First Vice President. Catherine chose not to run for office so she could devote more time to her family. Officers will meet on July 20 to finalize their calendar for the year.

Orange Empire Chapter plans to hold EPM I Exam Prep Training on August 27 at the Anaheim Job Service office. Watch the California Website for an announcement or call Jorge Perez at (714) 588-2815.

In July, the annual school supply collection is scheduled to benefit the Orange County Child Abuse Prevention Center. Results will be reported next time.

Puerto Del Sol Makes Quilts for Homeless Veterans

BY PAT POLAK
PUERTO DEL SOL CHAPTER

Thread together a dozen wonderful ladies from the San Diego Call Center willing to give their time and energy to help out homeless veterans in San Diego. These gals decided to make as many quilts as they could in a few weeks to donate to the National Coalition for Homeless Veterans "Stand Down" event held on July 15, in San Diego's historic Balboa Park.

Piece together little chunks of time. Some work went home to get done in the evening or on weekends. Tuesdays was "ladies night" when the quilters would gather after work to cut, stitch, and chat. By word of mouth, the quilting project that only started with a couple of volunteers grew to more than 10! As the old expression goes "Many hands make light work." Out of bags of scraps brought from different directions, quilts started happening.

Stitch in some support. A sample quilt was taken to an IAWP meeting. The Puerto Del Sol Chapter Officers saw

the value of what was being done and gave a generous donation to help "cover" and "defray" the cost of the batting that gives the quilt its warmth.

Square up with the "Quilt Police." There was the "bad cop" and the "good cop." The "bad cop" was the expert in all that needed to be exact, but sometimes time-consuming, details of making a perfect quilt. The "good cop" had short cuts up her sleeve and creative ways to make the quilts quicker.

Binding us all is that we are EDD employees. Special thanks to Rebecca, Pat, Margie, Norrene, Dora, Bernice, Gracie, Angelica, Monica, Lynn, Irene, and Kathy who contributed their time and talent for such a good cause. Gratitude is extended to the IAWP Puerto Del Sol Chapter for providing a monetary contribution which allowed the ladies to make more quilts than was originally intended. 13 beautiful and warm quilts were sent to this year's "Stand Down." Plans are already on the works for

sewing more quilts for next year's "Stand Down" or for other charitable programs.

Puerto del Sol Officers Installed During a Day at the Beach

BY PHIL DWYER, PRESIDENT OF
PUERTO DEL SOL

Over 100 people spent June 25, 2005 at Mission Bay in San Diego to enjoy a picnic at the beach while meeting and greeting the new officers of the Puerto del Sol chapter.

Mary Navarro-Aldana, District IV Director, came to swear in the new chapter officers: Phil Dwyer, President, Jan Cedano, First Vice President, Monica Gutierrez, Second Vice President, Edna Derringer, Treasurer, and Norma Vazquez, Secretary. Mary spoke about the importance of getting involved in the local chapter either as an officer or volunteering to help with an activity. As the incoming president of the Bybee Board, she also spoke about the benefits of IAWP membership including the Bybee scholarship grant. There was an information tent which offered mem-

See Puerto del Sol on page 12

Los Compadres Plans for Light the Night September 25

BY NORMA GALLEGOS, LOS COMPADRES CHAPTER

The Los Compadres Chapter would like to encourage all the retirees, especially those in the San Fernando Valley to come out and walk or sponsor us for the Light the Night Walk, benefitting the Leukemia/Lymphoma Society on Sunday, September 25, 2005, at Warner Park in Woodland Hills. Every 5 minutes someone new is diagnosed with blood cancer. Every 10 minutes someone dies. Leukemia is the leading cause of cancer death among children and young adults under the age of 20. Please consider making a donation today! For more information please contact Norma Gallegos (818) 890-9421.

Silicon Valley Elects New Officers

BY B.J. SIMS
SILICON VALLEY CHAPTER

Silicon Valley Chapter will install its new officers July 28, 2005 at the Bold Knight Restaurant on Monterey Rd. in San Jose. The Membership meeting will also include a presentation by Maria Rutherford and Alisa Patnaude on the Reemployment and Eligibility Assessment project, a new pilot program to assist unemployment insurance claimants

return to work faster.

The theme selected by the new board is "Rebuilding Professionalism."

New 2005-2006 Silicon Valley Chapter Officers are:

President, James Thomas
First Vice President, Vinay Champaneria

Second Vice President, Mattie Woodie

Treasurer, Fred Ruibal
Secretary, Marci Cunanan

Sacramento Offers EPM I Training

BY PATTIE ESPINOSA
PRESIDENT, SACRAMENTO CHAPTER

The Sacramento Chapter of the International Association of Workforce Professionals (IAWP) had a successful response for the Employment Program Manager I training session on July 11, 2005. More than 75 candidates were in attendance to receive training and additional information in the first of several sessions to be held in preparing for this exam process.

The training covered an overview of the job announcement and the STD 678. Candidates were encouraged to review the knowledge and ability section of the job announcement as this area will be covered in the Promotional Readiness Report, Structured Exercise and in the Oral Interviews. We stressed the need to review their STD 678 and emphasized the importance of a complete application prior to mailing or hand delivering.

Several questions came up directly related to the completion of the work history, what documents they should attach, if any, and reasonable

accommodations.

The homework assignment for the next session is for each candidate to start listing the following involvements and accomplishments: Special work assignments, Mentoring activities, Team activities, Leadership activities, Personal Development and Data collection.

The suggestion was to take each category of involvements and accomplishments and write two or three sentences outlining their involvements, outcomes and accomplishments. By having sentences they would incorporate the information in the Promotional Readiness Rating (PRR) process and not be in a panic on what to write and would have a start in the PRR process.

Several candidates indicated how thankful they were for this session and stated that they are looking forward to the additional sessions. They were very thankful that IAWP and the Employment Development Department are interested in their success in this exam.

Imperial Valley Swears In Officers

BY CAATHY VIZACCA
IMPERIAL VALLEY CHAPTER

The Imperial Valley Chapter of the International Association of Workforce Professionals (IAWP) held the annual 2005-2006 Officers Installation Dinner on Thursday, June 16, 2005. The event was held at Carrows restaurant in Calexico, California. Among those who attended the event

were two representatives from the Calafia Chapter of Baja California, Gaby Lopez-Tello, Vice President and Jose Luis Navarro, Logistics Coordinator. It was the perfect opportunity for the new slate of officers to acquaint themselves with members from the Calafia Chapter and to rein-

See Imperial on page 12

Goings On Around the State: Puerto Del Sol

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bership applications, data about the organization and Bybee applications.

President Phil Dwyer then gave a speech outlining the accomplishments of the past year and plans for the future. The chapter sponsored a financial seminar and two PERS informational sessions. Two of the three individuals nominated by the chapter for statewide awards won, Sandra Cabral and Adriana Perez. The chapter also won for most improved large chapter. As part of community involvement, Puerto del Sol collected hundreds of towels and tee shirts for children rescued by lifeguards. The chapter sent volunteers to the Festival of Lights at the Wild Animal Park and sponsored walkers in the March of Dimes Walk America.

Plans for the coming year include an effort to nominate more members for awards, offer more educational seminars (including computers and leadership development), and increase the chapter's involvement internationally with the Calafia chapter in Mexico.

Phil also thanked the committee members who made the picnic a success: Rollie Arnold, Armida Tapia, Sherrill Longworth, Joyce Reese, Monica Gutierrez, Pablo Flores-Romo, Rocky Serrato, and our chapter's master picnic preparer and Chef Alex Araujo.

Five chapter members were given awards for their contributions in the past year: Rollie Arnold, outgoing First Vice President and legislative liaison, Alex Araujo, who planned and chaired the two successful picnics, Jan Cedano, who developed and planned the Leadership Development training series, Sherrill Longworth, outgoing Second Vice President, flyer developer, and official photographer, and Armida Tapia, outgoing treasurer, who kept the chapter's finances in order.

The chapter sponsored two contests with cash prizes. Linda Cornejo won the best tasting salsa contest as judged by Mary Navarro-Aldana and Gloria Enriquez. Armida Tapia took 2nd place and Flora Beltran took 3rd. For the guacamole contest, the same judges awarded the top prize to Frank Rojas, 2nd to Jeanie Araujo, and Cynthia Moller

Guzman 3rd. Cathy Vizcarra, visiting from the Imperial Valley Chapter, won the 50/50 raffle, and took \$59 back to the desert.

**Geneva Robinson
Kicks Off Leadership Series
BY JAN CEDANO
STATE MEMBERSHIP COORDINATOR**

Geneva Robinson, Southern Job Service Division Chief, presented Leadership Potential and Opportunities, the first of a five-part promotional readiness workshop series for the Puerto Del Sol and Imperial Valley Sub-chapters. Ms. Robinson shared her perspective on leadership, and the important qualities that good leaders should possess. She received rave reviews from the participants and inspired many to participate in the promotional examination process.

The following are some of the areas she addressed:

Good Leaders should:

- Identify the attributes that enrich their lives and can be brought to the workplace
- Ensure the work they do is adding value to the organization
- Know they have to be followers
- Take advantage of unique

talents and differences to build synergy and capitalize on the creativity of others

- Know they cannot fix everything
- Capture the minds and souls of those around them
- Take responsibility to inspire themselves
- Take responsibility for their career
- Find a role model/mentor and learn all they can from that person (s)
- Become an expert on (a) subject matter (s)
- Know how their daily work contributes to the mission and goals of the organization
- Know the "big picture" and where they fit in to it

- Look for ways to expand their responsibilities
- Pay attention to how they are perceived (would your co-workers select you to be their leader?)
- Know the characteristics they dislike in other leaders
- Know the characteristics they admire in other leaders and learn to develop those same characteristics.
- Be a team player
- Listen, Listen, Listen. Listen to understand
- Come with solutions
- Share credit not blame
- Celebrate accomplishments
- Plan
- Project a positive attitude
- Be ready to accept change

Imperial Valley

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force our commitment to strengthen our professional relationship on an international level.

Ron Cross, IAWP State Chapter President, presided over the swearing in ceremony. Ron praised the commitment and dedication of Imperial Valley IAWP for bringing this chapter up to a new level

of success during the 2004-2005 year. He commended the leadership of IAWP Chapter President Norma Kastner Jau-regui, EDD Manager, the entire IAWP Board and chapter members for receiving Most Improved Chapter Award for Small Chapter, and Second Place for Most Chapter Activities for Small Chapter at the 2005 California State Chapter Educational Conference.

7 Habits

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unfair to them because they're unable to meet a diverse group of people with whom to develop mutually valuable relationships! Remember: If you're sitting with YOUR Company – you're sitting with the WRONG Company.

Habit #6: Small Talk is for Suckers

Highly Horrible Networkers forget about the small talk. It's a waste of their time. They don't ask or answer questions about "New and exciting things happening at work" or "How Thanksgiving was," they simply jump right into (what

they believe to be) the most important part of the discussion: selling 17 of their products before the salad arrives.

Has this ever happened to you? For example, has someone ever introduced themselves, breezed right through the conversation and flat out asked you for a referral? "Refer you?" You are thinking – "I don't even know you!"

Reciprocating self-disclosure is the most effective way to build rapport and ultimately develop trust. The people you want to do business with are those with whom you have built that rapport and trust. So, small talk is not for suckers. Debra Fine, author of *The*

Fine Art of Small Talk put it best when she said: "Small talk is the biggest talk we do."

Habit #7: Limitations

Finally, Highly Horrible Networkers believe there is only one specific time and place for networking. It's called "A Room with A Sign Posted Outside That Says So." In other words, they only network when someone forces them to. They don't believe networking opportunities occur in places like elevators, busses, supermarkets or parks.

That's it? A measly half hour for networking? Doesn't give you much time, does it? The truth about networking is

that it can happen anytime, anywhere. There is a time and a place for networking – it's called ANY time, and ANY place.

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Scott Ginsberg is a professional speaker, "the world's foremost field expert on nametags" and the author of HELLO my name is Scott and The Power of Approachability. He works with people and organizations who want to become UNFORGETTABLE communicators – one conversation at a time. For more information contact Front Porch Productions at www.hellomynameisscott.com.

Thornton

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is still interesting to this retired lady to be reminded that each state has its own set of challenges and plans to meet those challenges. It was obvious listening to the administrators from New Mexico that their state is fortunate to have people working in the UI system who have such passion for finding the best way to meet the needs of the customers in New Mexico.

New Mexico: The Land of Enchantment

Continued from page 2

ing ourselves when that question is asked of us. Most of us came up with "Great!" Scott asked us to ask fun and opened ended questions that would move the conversation and relationship to "Who are you?" This would create your own, as Scott puts it, "front porch" which is an analogy to the front porches of homes, which allows neighbors and friends to gather and greet one another. I walked away thinking about all the possibilities of Scott's speech in my life and found myself saying "Hello" to everyone I came across during the rest of the

conference. I have started building my front porch and I am doing Greeeeaaaatttt!

The rest of the conference had a number of important workshops and events that were great. There was "New Mexico Night" that was held off site and was fantastic. There was good food and great entertainment that went on for hours while the margaritas flowed like frozen icees with a kick in a glass. The week ended with the traditional, formal Banquet and Ball and I had the privilege of escorting the District XV Representative, Jean Berry.

The following day we started on the road back to Califor-

nia. We stopped to visit the local historical Catholic Church, San Felipe de Neri established over 200 years ago (very picturesque) and to visit Ron's Aunt Peg who lives in the same house she first purchased 50 years ago. She was a petite woman with a lot of energy and a smile that just warmed your heart. She welcomed us as if we were both long lost relatives showing us around the house her husband helped build; it was warm and inviting and everywhere there were remembrances of years gone by. Aunt Peg sat us down in the kitchen table and brought out the old picture albums. She

and Ron were reminiscing and Aunt Peg kept saying that she thought I was bored which was the furthest thing from my mind. I kept remembering what Scott had said a few days ago, and I realized that Aunt Peg had a great "front porch", with her warm welcome and her story telling. I no longer have any living aunts or uncles, so this intrusion into Ron's private time with Aunt Peg was very special to me. I thought about ways I can change to improve my approachability. Then Aunt Peg did something unexpected. She asked me if I wanted a copy of some of her published poems. I was surprised, but

not as much as when she sat down, signed and dedicated each of the three booklets to me. We prayed together and said our good byes. I didn't want to leave, but something pulled me even stronger to get back to my wife and kids. We rode in silence for a time and decided to stop at the Grand Canyon again. We needed the serenity of the place. As we watched the sun go down I quietly reflected on the events of the past week and was thankful for my time with all the good people at the conference and my friends, both old and new, Aunt Peg being one of my new friends.