

Cal-Liope

The MUSE with the NEWS

Chapter/International Association of Workforce Professionals

November/December 2005

Volume 50, Number 6

State President's MESSAGE

What a privilege to send Holiday Greetings. As you read this issue and get a glimpse of what is happening in Local Chapters throughout the state you will realize that most local chapters have been extremely busy with training opportunities that assist in applying for manager openings. There have also been activities to raise money for hurricane relief victims, to assist children and victims of dread diseases and to honor our veterans. Take note of the holiday celebrations and enjoy this special time of the year.



Ron Cross
State Chapter President

New Second Vice President

Second Vice President Pablo Flores-Romo submitted his resignation due to other commitments. Your new Second Vice President is James Thomas, Fremont, CA. James was serving, and will continue to serve as Silicone Valley Chapter President while serving as Second Vice President of the state chapter. As Second Vice President James is the Chairperson of the Awards Committee. Please note the change of address for your award nominations on this page of the *Cal-Liope*. In approving the appointment of James the Board has pledged their support to assist with the awards process. I also thank Mary Archer, District II Director, B.J. Sims and Tom Sims for pledging their support of James. Each of them continues to be a tireless supporter of International Association of Workforce Professionals (IAWP).

Trip Raffle

You have the opportunity to win a trip to Mexico. The trip includes a condo and money for air fare. Proceeds will be used to off set costs for international delegates.

Please see the flyer in this issue.

State Conference

Audrey Baker, State Conference chairperson and her committee are working to bring us speakers that will encourage and assist you toward your life goals. Plan now to attend May 19th all day and May 20th, 2006, until noon, at the Hilton Hotel in Ontario, CA.

District Caucus

All California IAWP State Chapter Districts will be holding a caucus during the first two weeks of January 2006 to choose delegates to go to International Conference in Louisville, Kentucky June 18 through 22, 2006. You can find the specifics for your district caucus in this *Cal-Liope*.

Holiday Trivia

Last year in this column I gave you an opportunity to test your knowledge of Holiday Trivia. With no overwhelming response I still cannot resist the opportunity to have some fun with more Holiday Trivia! So here goes!

1. Which these religions have celebrations during December?

- a) Judaism
- b) Islam
- c) Christianity

See President on page 8



Employment Development Administrator Jean Umoh, Employment Development Administrator Jose Gutierrez, Southern Area Job Service Division Chief Geneva Robinson, and Disability Insurance Field Operations Division Chief Anjetta Venters-Bowles at the District XV Conference.

District XV Educational Conference: a Success

BY VERLETTA MOELLER
DISTRICT XV DIRECTOR

Eighty-one attendees were welcomed to the District XV Educational Conference held on November 4, 2005 at the Ontario Hilton. The theme was "Striving for Excellence Today – Preparing for Tomorrow."

An Employment Development Department (EDD) panel gave the attendees an update about their programs. Geneva Robinson, Southern Area Job Service Division Chief welcomed the attendees to the Inland Empire area indicating that it's the largest growth area in the state. She spoke about the consolidation of the Job Service (JS) Branch and the Workforce Development Branch into a new Workforce Services Branch. She also addressed issues such as the funding in the federal budget for Job Service, Workforce Investment and Unemployment Insurance (UI), attrition in her division, which she also indicated was Department-wide, new PCs for JS hopefully by February/March 2006, partnering with business, avoiding duplication of services and adding value to jobs in the field. The first phase of the consolidation activity will begin during the Fall of 2005 with the merger of the Job Service Branch Operations Support Division (OSD) and Job Service Central Office Division (JSD). Geneva referenced the recent Administrative Mail notice from the Director

dated November 1, 2005 which includes additional information.

Disability Insurance (DI) Field Operations Division Chief, Anjetta Venters-Bowles, talked about the first year of operations for the Paid Family Leave Program (PFL) in Fresno. They faced some challenges with this program as this was the first opportunity for an updated, automated program within DI. They don't have the ability to transfer workload within the state as can be done in the UI program because of their paper driven environment. The PFL program paid out \$287 million in the first year of operation, which was about 70% of the expected workload. So far this fiscal year, \$115 million has been paid out. There is 92 staff in the combined call center and claim management office. At present there is a Request for Proposal (RFP) to find a vendor to develop a fully automated process for DI. They hope to have their new automated program by the Fall of 2009. DI also still represents at appeal hearings in person. November 1 they put in place a process to electronically transfer appeals throughout the state. In the succession planning arena, the exams for Disability Insurance Program Manager I, II, and III will be coming up soon.

Employment Development Administrator (EDA) Jose

See District XV on page 8

Calendar of Events

December 25, 2005	Christmas
January, 2006	District Cacus
January 12, 2006	Award Nominations Due
January 15, 2006	Articles Due for Jan/Feb <i>Cal-Liope</i>
February, 2006	Board of Directors meeting
March 15, 2006	Articles Due for Mar/Apr <i>Cal-Liope</i>
May 15, 2006	Articles Due for May/June <i>Cal-Liope</i>
May 18-20, 2006	State Conference, Hilton Hotel, Ontario, CA
June 18-23, 2006	International Conference, Louisville, KY

IMPORTANT AWARDS CHANGE!

Before you mail your nomination, please note:

JAMES THOMAS IS THE NEW AWARDS CHAIRPERSON

New Awards mailing address:
39739 Plumas Way
Fremont, CA 94538



California Chapter
International Association of
Workforce Professionals

President

Ron Cross
12722 Appian Ave
Victorville, CA 92395
Home: (706) 241-3692
Office: (562) 529-6658
E-mail: voyager777@aol.com

First Vice President

Ray Cabrera
8545 Brunswick Ave.
Riverside, CA 92504-2339
Home: (951) 785-7682
Office: (951) 248-2688
E-Mail: onthegoray@aol.com

Second Vice President

James Thomas
39739 Plumas Way
Fremont, CA 94538
Home: (510) 651-7040
Office: (408) 436-5720
E-Mail: Zelodis@netscape.com

Treasurer

Stacey Baron-Blank
P.O. Box 2844
Spring Valley, CA 91979
Home: (619) 440-2383
Office: (619) 336-3822
E-mail: sbaronblank@cox.net

Recording Secretary

Ramona M. Arzaga
1062 South 8th St.
El Centro, CA 92243
Home: (706) 339-2721
Office: (760) 339-2721
E-Mail: rarzaga@edd.ca.gov

Past President

Val Moeller
15648 Harvest Ave.
Norwalk, CA 90650
Home: (562) 863-8549
Office: (213) 744-2321
E-mail: retire2K07@aol.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
Representative

Jean Berry
16411 S. Thorson Ave.
East Rancho Dominguez, CA
90221
Home: (310) 632-2981

Membership Coordinator

Jan Cedano
10523 Morepark St.
Spring Valley, CA 91978
Home: (619) 741-5862
Office: (619) 266-4255
E-mail: jcedano@cox.net

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Editor:

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

Friends Remembered

Jim Grass passed away peacefully on October 27, 2005. Jim was 74-years old and was retired from the Employment Development Department (EDD) where he managed several offices including Auburn, Placerville, and the Interstate office. He was a graduate of California State University in Sacramento and a veteran of four years service in the Navy during the Korean War. He was a career long member and supporter of the International Association of Workforce Professionals and served many terms on the California Board of Directors as well as the International Board but will be remembered most as the State Veterans Chairperson who ensured that Veterans and Veterans Service Representatives in California were recognized for the great work they do both in California and

at the International level. In addition, both Jim and his wife, Marlene, were tireless workers for all of the California projects, especially at the many International conferences which they attended together.

Jim loved his family, friends, fishing, sports and bridge. He and Marlene have three sons, Douglas, Steven and David and five grandchildren and five great-grandchildren. Jim and Marlene had just celebrated their 50th wedding anniversary. Jim and Marlene loved to have a good time and with his winning smile and quick humor he ensured that all of the friends around him enjoyed his good times. People will tell you "Jim was a great guy!" because he was and we will miss that great guy.

USDOL "Key to Career Success"

PROVIDED BY JOE CARLOTTI
STATE VETERANS CHAIRPERSON

The United States Department of Labor (USDOL), in collaboration with the Department of Defense, launched a nationwide campaign entitled "Key to Career Success" on Veterans Day 2005. This campaign will heighten veterans' awareness of the many services available in the One-Stop Career Centers and help ensure priority of service to veterans in One-Stop Career Centers. This campaign is an aggressive outreach and education effort to ensure that veterans and transitioning mili-

tary personnel have access to career tools.

A fact sheet on the Key to Career Success campaign for use by One-Stop Career Center staff, including veterans' representatives is available at the website www.doleta.gov by entering the words "key to success" in the search box and following the pdf pages listed below that will become available to you. We can all provide assistance in our unique roles in the Employment Development Department to make this important campaign a success.

Who is Packing Your Parachute?

AUTHOR UNKNOWN
PRESENTED BY JOSEPH CARLOTTI,
STATE VETERAN CHAIRPERSON

Charles Plumb was a US Navy jet pilot in Vietnam. After 75 combat missions, his plane was destroyed by a surface-to-air missile. Plumb ejected and parachuted into enemy hands. He was captured and spent six years in a communist Vietnamese prison. He survived the ordeal and now lectures on lessons learned from that experience.

One day when Plumb and his wife were sitting in a restaurant a man at another table came up and said, "You're Plumb! You flew jet fighters in Vietnam from the carrier Kitty Hawk. You were shot down!"

"How in the world did you know that?" asked Plumb.

"I packed your parachute," the man replied. Plumb gasped in surprise and gratitude.

The man pumped his hand and said, "I guess it worked!" Plumb assured him, "It sure did. If your chute hadn't worked, I wouldn't be here today."

Plumb couldn't sleep that night, thinking about that man. Plumb says, "I kept wondering what he might have

looked like in a Navy uniform: a white hat, a bib in the back, and bell-bottom trousers. I wonder how many times I might have seen him and not even said 'Good morning, how are you?' or anything because, you see, I was a fighter pilot and he was just a sailor." Plumb thought of the many hours the sailor had spent on a long wooden table in the bowels of the ship, carefully weaving the shrouds and folding the silks of each chute, holding in his hands each time the fate of someone he didn't know.

Now, Plumb asks his audience, "Who's packing your parachute?" Everyone has someone who provides what they need to make it through the day. Plumb also points out that he needed many kinds of parachutes when his plane was shot down over enemy territory – he needed his physical parachute, his mental parachute, his emotional parachute, and his spiritual parachute. He called on all these supports before reaching safety.

Sometimes in the daily challenges that life gives us,
See Parachute on page 3



WIN \$\$ NOW

Recruit New Members

1st Prize \$30 • 2nd Prize \$20 • 3rd Prize \$10

Who is Eligible to win:

Members in good standing of IAWP State Chapter

Prizes will be awarded to the IAWP California State Chapter Member who recruits the most members in the following periods:

September 1, 2005 through October 31, 2005
November 1, 2005 through December 31, 2005
January 1, 2006 through February 28, 2006
March 1, 2006 through April 30, 2006.

Contest ends at midnight April 30, 2006. A member may win in each contest period.

Each new member recruited counts toward the Annual prizes to be awarded at the State Conference at the Ontario Hilton Hotel on May 19, 2005. Annual Prizes to be awarded are:

First Prize - \$150
Second Prize \$ 75
Third Prize \$35

Members recruited 07/01/05 through 04/30/06 count for Annual Prizes.

Design the New Chapter Pin!

BY AUDREY BAKER,
STATE CONFERENCE CHAIRPERSON

From time to time the California State Chapter Board of Directors commissions the design of a new Chapter pin.

In 2004 our current pin was designed by Rob Claudio, State Legislative Chairperson.

An ad hoc committee has been formed to solicit design entries for a new State Chapter pin.

Designs should be easily recognized and representative of the California Chapter of

the International Association of Workforce Professionals (IAWP).

The newly designed pin will be formally unveiled at the May 2006 Annual State Educational Conference in Ontario along with special recognition to the winning designer.

All entries must be post-marked or e-mailed by December 1, 2005 to: Audrey Baker, 13421 Hubbard St. #116, Sylmar, CA 91342 or e-mailed to rosebud70@verizon.net.

Hurry Hurry Hurry! Time To Get Your IAWP Raffle Tickets

Win Six Nights at the beautiful Mayan Palace Resort

Acapulco, Cancun, Mazatlan, Puerto Penasco or
Puerto Vallarta, includes \$600 for airfare

Drawing May 20, 2006
State Conference Ontario, CA
Donation \$2

2nd Prize: Digital Camera
3rd Prize DVD Player

Winner Need Not Be Present

Proceeds go to IAWP Delegate Fund to assist in defraying expenses of those delegates attending the 93rd International Conference in Louisville, Kentucky, June 19-25, 2006

Raffle tickets can be purchased through your local IAWP chapter president and IAWP members.

Educational Corner

BY JEAN A. BERRY
EDUCATION CHAIRPERSON

The International Association of Workforce Professionals (IAWP) offers a myriad of services and benefits for its membership. In California we emphasize education and training to enhance membership and to provide our members an opportunity to increase their knowledge and to assist them with preparations for upward mobility.

The Education Committee is comprised of the following members:

District I

Faye King, District Director

Sacramento Chapter members:

- Nella Wormington, Sacramento Chapter Education Chairperson
- Dollie Hamilton, Sacramento Chapter Assistant Education Chairperson

Trainers: Todd Thompson, Lillian LeBlanc, Eva Rios, Martha Escobedo, Pattie Espinosa and Nancy Schou, Employment Development Department (EDD) partner.

District II

Mary Archer, District Director

Silicon Valley Chapter members

Trainers: B. J. Sims and Tom Sims.

District III

Marie Washington, District Director

Sheila Mitchell, Los Angeles Chapter Education Chairperson

Trainers: Bettye Hicks, Audrey Baker, Brad Kemp, Kent Cook, Mary Navarro-Aldana, Val Moeller, Jean Berry.

Trainers in District III are from the Cabrillo Del Rio, Los Angeles, Los Compadres, Los Tres Condados, San Gabriel Valley and Valle de Oro Chapters.

District IV

Idalee Bencomo, District Director

Trainers: Diana Reid, Janice Cedano, Sherrell, Longworth, Stacey Baron-Blank.

Trainers in District IV are from Indand Empire and Puerto Del Sol Chapters.

The names above represent a partial list of our local chapter education chairpersons and trainers, additional names will be printed in future issues of the *Cal-Liope*. We now have trainers for the entire state of California. They need input from you as to your training needs.

Training Opportunities

Leadership Training was provided in all four districts for those aspiring to promote

to Employment Program Manager I, II and III and Disability Insurance Manager I. The training consisted of a review of the Promotional Readiness Report, the Application Process, Program Updates and Mock Interviews, both individual and group. Trainers for these sessions were: Pattie Espinosa, Curtis Walker, Dale Chatam, Velma Bagby, Simmie McDaniel, Jean Umoh, Agnes Williams, Debbie Schulner, Mary Archer, Richard Brown, Russell Best, Willa Robinson, Michael Dolphin, Gloria Smith, Katherine Petersen, Carlos Beltran, Donald Owens, Stacey Baron-Blank and Tom Neuberger. We thank these managers and administrators for their support and participation in our IAWP effort to provide promotional training.

Educational Grants

International: Logan S. Chambers

Visit www.iapes.org for the criteria and grant application.

California – Karl Bybee

Visit www.iapes-ca.org for criteria and grant application.

These grants are available for your educational endeavor. Make sure that you read the criteria and apply today!

IAWP Library

You may contact your District Director for the latest books and CDs issued at the Board of Directors meeting held in August 2005. Our Executive Office, located in Gold River, maintains our main library. Please contact the Executive Office Manager, Pat Thornton, for the complete list of books, CDs, videos and lending policies.

Workforce Professional Development Program [WPDP]

WPDP is a series of study guides and examinations designed to measure and recognize an individual's knowledge of workforce development programs. The WPDP gives workforce professionals an opportunity to enhance their knowledge through the use of resource guides and exams. Study guides currently available are: The History of Workforce Development, Business and Job Seeker Specialist, Unemployment Insurance Specialist, and Labor Market Information Specialist.

For those individual who

wish to become fully informed about EDD's programs this training would be extremely beneficial. We plan to hold Training for Trainers with representatives from the four districts. Upon completion of this training these trainers will provide WPDP preparation training in their local areas. Testing for the WPDP will be available within California if we have the required number of participants; otherwise, testing will be available at the next International Educational Conference that will be held in Louisville, Kentucky in June 2006.

Educational Conferences

For excellent workshops, dynamic speakers and exceptional training we have offered the following educational conferences on an annual basis in California:

- Jan/Mar District educational conference and/or training
- Apr/May State Educational Conference
- Oct/Nov District XV Educational Conference

The International Educational Conference is usually held in June or July.

Surveys

Traditionally we have either mailed or printed surveys asking your input in order to prepare for training sessions and educational conferences. The usual response is between five and ten individuals who to date have suggested the following topics:

- Dress for Success for Upward Mobility
- Customer Service
- Telephone Techniques
- Labor Market Information
- Associate Government Program Analyst Training
- Listening and Communication
- Presentation Skills
- Interviewing Skills
- Surfing the Web for Job Development Contacts
- Computer Training – Outlook, Excel, Word, Power Point

Please let the local Education Chairperson or District Director in your area know which training you are interested in attending. Also, you may wish to add to the list.

We plan to have the Education Corner printed in each issue of the *Cal-Liope* for your information. As always, you may visit the California website for training and/or educational events scheduled.

MOVING?

Be sure to let the California Chapter Office know when you move. If we do not have your correct address, the CAL-LIOPE is returned to the Chapter Office. EACH RETURNED CAL-LIOPE COSTS 70¢. THIS IS NOT THE MOST EFFECTIVE USE OF YOUR DUES MONEYS. Send your change of address information to: Membership Coordinator, Jan Cedano, 10523 Moorpark St., Spring Valley, CA 91978



Annual Educational Conference

**“Striving for Excellence Today
Preparing for Tomorrow”
Save the Date**



May 19 and 20, 2006

ONTARIO HILTON

700 North Haven Avenue, Ontario, CA 91764

Patrick Henning, Director, EDD

Geneva Robinson, Division Chief, Southern JS Division

More information to follow



District I Conference

Presents

“Training for Excellence”

Speaker: Rob Claudio

Acting Anaheim Regional Manager

IAWP State Legislative Chair

Date: Saturday, January 21, 2006

Time: 9 a.m. to 1 p.m.

Schedule	
9-9:30	Election for District 1 International Delegates
9:30-1:00	Training for Excellence

Employment Development Department
Mark Sanders Career Center
2901 50th Street, Sacramento, CA 95817

Lunch included for \$5

RSVP: Pattie Espinosa at (916) 227-0318 or
Dollie Hamilton at (916) 227-2152
by **January 18, 2006**

Parachute

Continued from page 2

we miss what is really important. We fail to say hello, please, or thank you, congratulate someone on something wonderful that has happened to them, give a compliment, or just do something nice for no reason.

As you go through this week, this month, this year recognize people who pack your parachute.

We all should remember when we are serving Veterans,

that during their tenure in the military they were probably responsible for packing someone's parachute. As Mr. Plumb related, the chutes they packed may have been physical, mental, emotional or spiritual. I guess the main point is that we all have had someone in our lives, at one time or another, help us pack our parachute. No matter who we are serving in our daily contact with the public, it is our chance to help someone pack their parachute.

2005 California Chapter Awards Program Seeks Nominations

Each year at the International Association of Workforce Professionals (IAWP) Annual Statewide Conference the association recognizes the outstanding contributions of our members. The state winners are submitted to the International association and winners for the International Awards are selected from the state nominations. The nominations that begin the process require the participation of many members who recognize the excellent work of their co-workers and nominate them for their efforts. One of the most exciting and rewarding events for anyone is have their peers, co-workers, associates and friends take the time and make the effort to honor them

with a nomination for an award. **ANYONE can make a nomination.**

Every person knows someone who is making a difference in the work place or in the community and should be recognized for making that difference. It is relatively easy to nominate that special individual for an IAWP California Chapter Award. Write what they have done during the calendar year 2005 that makes them special. If you need assistance ask your local Chapter President, your District Director or call or e-mail James Thomas, Awards Chairperson, at (510) 651-7040 or Zelodis@netscape.com. Refer to the California website at www.iapes-ca.org and the

International website at www.iaponline.org for specific guidelines and scoring information.

Please take this opportunity to recognize the excellent work that is done every day. Awards at the May 2006 Statewide Conference will be based on accomplishments achieved in the calendar year 2005. The nomination form, the awards categories and criteria and the nomination format requirements are in this issue of *Cal-Liope*. Cut out, copy and use the form below to submit your nominations, which must be postmarked by January, 12, 2006 and sent to: James Thomas, Awards Chairperson, 38739 Plumas Way, Fremont, CA 94538.

AWARDS CRITERIA AND CATEGORIES Merit Award

Eligibility: Member – individual and group

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

Citation Award

Eligibility: Non-member – individual or group

Recognizes outstanding con-

tributions to IAWP or to workforce development programs. The recipient(s) must be from the private sector or a non-governmental, non-profit organization that promoted legislation to improve workforce programs, performed outstanding services in vocational training, served the disabled, youth, and/or unemployment insurance or other workforce programs, improved working conditions, improved professional competency of staff in workforce programs through education or encouraged employers or customer groups to use workforce programs.

Specialized Customer Services Award

Eligibility: Member or
See Awards Criteria on page 5

IAWP AWARDS PROGRAM ADVANCING WORKFORCE DEVELOPMENT STANDARD NOMINATION FORM

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

- Merit Award
 Individual Merit Award
 Group Merit Award
- Citation Award
 Individual Citation Award
 Group Citation Award
- Specialized Customer Services (Services to People with Disabilities)
 Individual
 Group
- Administrator of the Year
- One Stop Award
- Services to Veterans
 Individual Services to Veterans
 Group Services to Veterans
- Retiree of the Year
- Employee Performance

Division/Category _____

2. This nomination is submitted by the _____ Chapter

3. Name of Nominee _____

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

Professional Title _____

Employer/Organization Address _____

City _____ Zip _____

Telephone _____ Fax _____

4. Name of Nominator _____

Professional Title _____

Employer/Organization Address _____

City _____ Zip _____

Telephone _____ Fax _____

5. Local Chapter President's Signature _____

6. Date Submitted _____

ALL ENTRIES MUST BE POSTMARKED BY JANUARY 12, 2006

Nomination Presentation

The nomination must be typed, double-spaced, in no less than an 11 size font, on 8-1/2 x-11-inch paper, and enclosed in a light-weight binder with tabbed dividers designating each section of the nomination

Standard Nomination Form

This form must be the first page of every written nomination and must be completed and signed by all required individuals.

Statement of Accomplishment

This statement must begin and end on the second page. It must briefly describe the nominated individual's or group's accomplishment, the dates the accomplishment occurred within the judging period, the manner in which the accomplishment was achieved, and the results or benefits derived from the accomplishment. If the nominee is selected for an award, this statement will be used for various dissemination and shared-learning purposes.

Narrative

This concise, precise and descriptive narrative may begin on the same page as the Statement of Accomplishment. It shall be not more than 10 pages of print. It must focus on the details of the actual accomplishment and include any necessary background information that explains why the accomplishment was exceptional to the association or agency.

Documentation

The narrative must be supported *only* by documentation that relates directly to the accomplishment activities on which the nomination is based. The documentation may be articles, newspaper or other periodical clippings, endorsements, recommendations, testimonials, or original and/or digital photographs with a brief description of what each photograph is intended to show. The articles and newspaper and other periodical clippings must be identified by date and source. Any photographs and news items less than 8-1/2 x 11 inches in size must be mounted on 8-1/2 x 11-inch paper. List, by type and date, any published articles, books, research, as well as work products, audio-visual or other materials representative of the contribution.

Photograph

The nominee should be prepared to submit a publishable photo upon request. Quality digital or scanned photos that can be used for publication are acceptable.

Disqualification

A nomination may be disqualified if it does not contain a statement of accomplishment, narrative and documentation in the manner required.

NOTE: Please include a copy of your nomination on a disk.

Awards Criteria

Continued from page 4

Non-member – individual or group

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

Administrator of the Year Award

Eligibility: Member or Non-member – individual

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

One Stop Award

Eligibility: Member or Non-member – group

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

Services to Veterans Award

Eligibility: Member or Non-member – individual and group

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

members by providing additional judging points.

Retiree Award

Eligibility: Member – individual

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

International Development Award

Eligibility: Member – individual or and group

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

Employee Performance

Eligibility: Member – individual

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

Award Categories

Job Service: Customer Service, Case Managers, Workshop Leaders (includes staff training), Employer Services, Labor Market Information.

Unemployment Insurance: PCC, PAC, Insurance Accounting Division.

Disability Insurance: Determinations, Customer Service, Specialty.

Employment Tax: Field Audit and Compliance (includes Customer Service Program), Collection Division, Tax Support Division, Tax Processing and Accounting Division.

Administrative Support (All Branches): Secretaries, Clerical.

PC Support (All Branches combined):

Janitorial Support (All Branches combined):

Management (All Branches combined):

Partner Employee

Be an International Delegate

District Caucus Information

In January each year the members of each district meet to elect their delegates who will attend the International Conference June 18-23 2006 in Louisville, Kentucky. If you are interested in attending the conference and representing the California Chapter, please complete the International Delegate Qualification Form that appears in this issue of the Cal-Liope and ensure that your District Director receives the form by January 5, 2006. Each delegate receives partial

compensation from the state chapter for their expenses to attend the conference but must usually use their own leave time. Attending an International Conference is an experience you will cherish. You will meet people from other states and countries who do the same work you do and have an opportunity to share your challenges and success in addition to attending outstanding presentations and workshops. Elections will be held in each District as follows:

District I – Training Conference and Caucus will be

January 21, 2006 from 9 a.m. to 1 p.m. at the Mark Sanders Career Center, 2901 50th St., Sacramento, CA 95817

District II – Caucus at 11:00 a.m., January 21, 2006 at the Cloverleaf Bowl in Fremont prior to the District Bowl-a-Thon.

District III – Board and Caucus meeting will be January 21, 2006 from 9 to 11 a.m. at Nat's Airport Restaurant, 12101 S. Crenshaw Blvd., Hawthorne.

District IV – Please contact Idalee Bencomo, District Director for the date, time and place.

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. Within the past two calendar years, January 2004-December 2005:

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

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

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

4. I was a significant contributor for Awards nominations submitted in the following categories (5 points each, maximum of 6 categories).

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

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

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

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

During any time period:

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

10. I served one or more terms as State Chapter President or District XV Representative. (10 points each).

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 _____

Name Printed _____

Address _____

Phone (____) _____

Chapter _____ District _____

The **qualification form** must be postmarked by January 5, 2006 and mailed to your district Director as follows:

District I: Faye King 7926 Roesboro Cir. Sacramento, CA 95828	District II: Mary Archer 3933 La Cresta Ave. Oakland, CA 94602	District III: Marie Washington P O Box 4464 Culver City, CA 90231	District IV: Idalee Bencomo 8094 Streamside Ct. Fontana, CA 92326
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Goings On Around the State

Los Angeles Chapter Organizes Penny Drive Fundraiser

BY SHEILA MITCHELL
CHAPTER PRESIDENT

The penny drive for the Los Angeles Childrens Hospital came to an end on November 15, 2005. This hospital treats the most seriously ill and injured children and is one of the nation's premier teaching hospitals. Many of the offices and chapters in the Los Angeles area came together to make this worthy drive a huge success. Elizabeth Lewis, an EPM I in the Inglewood office and a Los Angeles Chapter officer, motivated her office to contribute two large pretzel jars full of pennies. During our penny wrapping party we found paper clips, earrings and foreign coins included in the jars. I could just imagine employees cleaning out their purses and desk drawers to gather pennies to go into the jars which must have weighted over 100 lbs. each.

Norma Gallegos, Marketing Specialist in the Worksource California Northeast San Fernando Valley Center and a Los Compadres member, motivated her office to fill up a cute piggy bank to the brim with pennies, silver coins and dollars. If that little piggy had been weighted, I'm sure it would have weighted over 30 lbs.

Case Manager of the Los Angeles South Job Service (JS) office and Los Angeles Chapter member, Dinah White, not only encouraged her office to participate in the penny drive but got children from the Hosahna Christian Fellowship of Bellflower Church to participate in the drive. Special thanks to Dinah for encouraging and teaching the children of the church to give to children who are less fortunate than they are. Hats off to you, Dinah.

District III Director, Marie Washington, was instrumental in getting the South Central JS, Urban League Worksource Central and Compton JS office on the bandwagon. Several jars, bags and a shoebox full of pennies were donated by those offices. Also, Michael Dolphin, JS Administrator, and Willa Robinson, Regional JS Manager were instrumental in having the Los Angeles Area JS District office participate by filling a large jar with pennies. Thank you all for your support.

Last but not least my office, the Los Angeles PAC, took special pride in being the sponsoring office of the drive and filled our jars with pennies, dimes, nickels, quarters and dollars. EDA Jean Umoh was proud of the staff for responding to the cause and for their willingness to

donate, count and wrap pennies. Special thanks to the following staff members for the generosity, time and talents they put into making this penny drive a success: Sunni Alonzo, Tommy Davis, Fred Fields, Tim McCauley, Val Moeller, Naira Margaryan, Olga Quezada, and Leslie Santos.

Because of the overwhelming success and the number of penny jars received we were unable to wrap and count all of the pennies. The hospital agreed to accept the pennies and hopefully will give us an accurate count of all of the pennies that were donated.

District III Mock Trials a Success

BY SHEILA MITCHELL
LOS ANGELES CHAPTER PRESIDENT

District III of the California International Association of Workforce Professionals (IAWP) held training for the Employment Program Manager (EPM) II and III candidates on October 11, 2005. The twenty seven (27) candidates who attended were greeted by the Crenshaw Office Manager Gloria Smith and given interviewing tips by Job Service Division Chief Michael Dolphin.

The training session was put together very assertively and quickly by International District XV Representative Val Moeller and Sheila Mitchell, Los Angeles Chapter President, as soon as the EPM II candidates received their Promotional Readiness Reports (PRR). The candidates had less than two weeks to complete their PRR's. Manager Jan Fixico graciously agreed to facilitate the training session for a second time assisted by Lillian Kirimlidis.

Richard Brown, Division Chief for the PCC surprised and delighted the candidates with his presence, humor and excellent advice on what to do and what not to do during the interview. Panel members Jan Fixico and Lillian Kirimlidis offered suggestions on how to write the PRR and shared privileged information about their interviewing experiences.

Ample time was allowed for questions and discussion. The candidates were coached on developing a goal oriented plan to prepare for higher leadership roles and greater responsibilities. The trainees were very appreciative of the training and showed genuine respect for the panel members who took time out of their busy schedules to train on a work night.

Forty-six people attended Part 2 of the EPM I training conducted on Saturday, October 22, 2005 at the downtown

Please know that your efforts are appreciated and your generosity will help make a difference for the children and families of the patients in the hospital.

With the ending of the penny drive the IAWP Los Angeles Chapter has begun a Christmas toy drive that will run through December 16, 2005. Please help us make the Christmas toy drive a success by collecting toys in your office so that we can help make Christmas a special day for the children who are unable to spend Christmas at home with their family and friends.

Los Angeles PAC. Los Angeles Chapter President Sheila Mitchell facilitated the training, assembled the training materials, coordinated the mock interview sessions and video taped some of the participant's interviews for them to take home to review.

Panel Members EDA Agnes Williams and Katherine Petersen covered Interview Preparation. EDA Jean Umoh and Canoga Park Job Service Manager Deborah Schulner covered Making the Interview Work for You and South Bay Job Service Manager Simmie McDaniel covered The Interview Process.

A group mock interview was performed by District III Director Marie Washington during the lunch session and was critiqued by the panel members. The trainees were spell-bound by the interview and listened carefully to the questions and the responses while the panel critiqued the interview answers. Twelve candidates opted to stay after the group mock interview for private sessions and six had their interviews taped. Each private session was scored and rated based on the performance given by the candidate. The candidates were given the ratings to take home as well as a copy of the questions that were asked of them during their private session.

Staff appreciated the training and those who had attended part one of the training session at the Crenshaw office received a Certificate of Completion for the EPM I Training for the PRR Course.

Los Tres Condados Chapter Activities

SUBMITTED BY REBECCA
NAVARRO, CHAPTER PRESIDENT

Los Tres Condados Chapter was busy this month with the Victim Disaster Dinner Fundraiser that finally became a reality on November 14 at Cabo Seafood Grill & Cantina Restaurant in Oxnard and was a great success, thanks to the members who assisted in selling tickets for the event. We had a target of raising a \$1000 and I think we came pretty close. The money will be given to the different agencies that are currently assisting victims affected by the different disasters. I especially thank the chapter members that were at the Board meeting in Ontario who purchased tickets to support the cause. This was one of the best fundraisers we've held and I hope it continues yearly.

We are currently working

on our yearly Thanksgiving Baskets. This year we plan to give six or seven baskets. The Oxnard Parole Office will be contributing one of the baskets. In addition, we are planning a Burrito Fundraiser for December 7.

Our annual Christmas Winter Gala and Award Dinner will be Friday, December 16, 2005 at the Poinsettia Pavilion in Ventura. Bonny Bernal is working on the event and finalizing everything for the flyers.

Candia Lucy was promoted to Employment Program Manager 1 for the Job Service Unit on October 17, 2005, and looks like an expert now. Keep up the good work Candida.

For information on any of the coming activities, contact Becky Navarro at (805)382-8621 or (805)382-8151x223.

San Gabriel Valley Aids Katrina Victims

BY ROCIO LOPEZ
CHAPTER PRESIDENT

The Orange County Call Center (OCCC) has contributed to the Katrina victims by donating to the Red Cross, Joyce Stokes from SGV collected money and the OCCC collected over \$1000 to give to one of our members Mary Malone, who left our department to take care of her mother in Mississippi and she is very grateful for all the help people are still giving her and her family. She is very lucky because she still has a roof over her head. Although her house but needs a lot of fixing Mary is volunteering to help take care of the flood victims; she is a very inspiring person.

Rocio Lopez, SGV chapter, is one of the volunteers for the Red Cross at the Food Bank in Los Angeles where thousands of food boxes are assembled and sent to Katrina victims. There is a lot that you can do to help. Contact your local Red Cross at: www.redcross.org.

Membership Lunch

BY ROCIO LOPEZ
CHAPTER PRESIDENT

On October 25, 2005 at the Orange County Call Center in Buena Park IAWP chapters Orange Empire, San Gabriel Valley and Cabrillo Del Rio held an IAWP Membership Information Luncheon for members and non-members, which was attended by 47 people.

Speakers Nanette Bowman, Secretary, and Jorge Perez, President, from Orange Empire, gave a great presentation and attendees learned more about benefits, education, grants, conferences,

awards, and history of IAWP along with answering individual questions.

Handouts of IAWP were distributed, the bulletin board with all the information on how to get into the IAWP website, a map of the California Chapter areas, and other materials were on the table for the participants to see. A very special item was the Video of the International Conference in New Mexico 2005, which gave the participants an idea what goes on at the International conferences.

From this membership drive we welcome the following new members: James Benson, Suman Saigal, Min Fanchiang, Maria Morales, and Jiraphone Jirasirinuphan (Jo Jo).

A special thank you goes out to Elaine Carraway, Vice President of Cabrillo del Rio, Howard Lavotto of Orange Empire and Rocio Lopez, President of San Gabriel Valley.

What is a Customer?

BY ROCIO LOPEZ, SAN GABRIEL
VALLEY CHAPTER PRESIDENT
ADAPTED FROM MICHIGAN
UNEMPLOYMENT INSURANCE
AGENCY

Customers are the most important people in our business.

Customers are not dependent on us – we are dependent on them.

Customers do us a favor when they ask for our assistance. That's what we're here for. We aren't doing them a favor by waiting on them.

Customers are not just names and computer files.

See *San Gabriel* on page 8

Happy
Holidays

from your Cal-Liope
Administrative Office

Goings On Around the State

Silicon Valley Has Volunteer Spirit

Diabetes Walk

BY FRED RUIBAL, SILICON VALLEY CHAPTER TREASURER

Five members of the International Association of Workforce Professionals (IAWP) Silicon Valley Chapter came out for the Diabetes Walk held on October 15, 2005, in San Jose, California.

We started the morning at the home of Janice Baxter who provided us a light breakfast of homemade raisin bread, toast, applesauce, coffee, and juice. We left her house and proceeded to the Arena Green at the beautiful Guadalupe River Park and Gardens for the registration.

The walkers were Janice Baxter, Gloria Napuli, Fred Ruibal, Vinay Champaneria, and James Thomas. The weather was great; it was sunny with a hint of overcast. We registered, received our tee shirts, grabbed some water and headed to the balloon arch to start the walk. Janice was the only one brave enough to take on the 10k, the rest of us decided on the 5k walk.

The walk around San Jose was pleasant with beautiful scenery to help keep our minds off the walk. Our conversation provided a quick pace and lots of laughter. There were people giving directions, cheering for you, water/snack station stops and everyone you met had a smile. We all crossed the finish line and the announcer commenting on our arrival added the finishing touch.

They provided goodie bags, food and drinks as a small token of appreciation. We sat in the park and had lunch. You could hear the band play-



Members of Silicon Valley Chapter Walk for the Diabetes Association. Vinay Champaneria, First Vice President, James Thomas, President and Fred Ruiba, Treasurer.

ing and lots of laughter. It was a great day. We collected \$292 and counting from members of IAWP and EDD employees. We appreciate the generous donations given by everyone and are eagerly awaiting next year's Diabetes Walk.

Veterans' Day Parade

BY TERRELE SCHUMAKE, SILICON VALLEY CHAPTER

Members of the Silicon Valley Chapter proudly saluted the nation's veterans in the annual San Jose Veterans' Day Parade recently. Chapter parade participants were B.J. Sims, Tom Sims, Terrele Schumake and James Thomas, Chapter President. The group designed a patriotic float complete with banners and flags. Some of the other parade participants asked questions about the International Association of Workforce Professionals and what it was. This marked the second time the Silicon Valley Chapter participated in the parade.

Positioned among the serious members of the Andrew Hill High School Band, the ROTC participants and the buffoonish Mountain Charley float, an outhouse on wheels, with clowns and outlandishly dressed "mountain folks," the Silicon Valley float members

greeted the observers along the parade route with vigorous waves of the American flag. It was a great time and a great opportunity to support our nation's veterans.

Veterans' Drive

BY DIANE REEVE, SILICON VALLEY CHAPTER

The Silicon Valley Chapter held the Veterans' Toiletry Drive from November 1-10, 2005.

This Annual event is held in order to help those who have given so much for their country and who are currently down on their luck. Items contributed included small soap, shampoo, deodorant and other personal items. This year the items were delivered to 278 N. 2nd Street, by Chapter President James Thomas. Thanks you to all of the chapter members and non-members who contributed to our efforts.

Remembering Veterans' Day

BY JAMES THOMAS, PRESIDENT SILICON VALLEY CHAPTER

It is not just a holiday. It is not just a day to party and enjoy a long weekend. It is a celebration of Veterans who put their lives in danger to protect our great country. Veterans Day was originally

See *Silicon* on page 8

Cabrillo Del Rio Helps with Buddy Walk Fundrasier

BY VERLETTA MOELLER, CABRILLO DEL RIO TREASURER AND KELLIE PEREZ, OPERATIONS MANAGER MARRIOTT HOTELS

On Sunday, November 13, 2005, the annual Buddy Walk commenced at Anaheim Stadium. It was a beautiful sunny and warm day full of fun and goodness. The stadium was filled with families who have children with Down Syndrome, their families and friends and also corporate sponsors who support this event.

Verletta Moeller, Past California Chapter President and Treasurer for the Cabrillo Del Rio chapter attended for the third year along with Team Marriott, headed by Kellie Perez, Operations Manager, Marriott Global Reservation Sales and Customer Care Center in Santa Ana, who have worked together for the past three years to gather donations and walkers for this

event. This year Team Marriott along with the Cabrillo Del Rio chapter raised approximately \$2,200 and had 65 walkers for the event.

The local Buddy Walk is coordinated annually by the Down Syndrome Association of Orange County and the National Down Syndrome Society in New York. Together these organizations strive to enhance the quality of life for people with Down Syndrome and their families through educational, social and support programs and to promote the acceptance of people with Down Syndrome in all aspects in life. For more information visit DSAOC's website at www.dsaoc.org

The Cabrillo Del Rio chapter in conjunction with participants from the San Gabriel Valley, Los Angeles, and Orange Empire chapters in conjunction with Cerritos Col-

lege again donated gifts to the children of the Indian Reservations in Arizona for Project Love. Project Love is unselfishly dedicated to bringing joy and hope to the children of the Navajo and Hopi Nations through the loving hearts and hands of every person who helps with this program. This program, sponsored by Boeing, provides basic necessities as well as that special doll or football for the children in 38 different schools located in the state of Arizona. Boeing works in conjunction with community based organizations and other corporate sponsors. This is my 15th year of participation and it is so rewarding to participate and realize that it will bring such joy to some young person. I also look forward to the thank you letters and cards that are received.

Thanks to everyone who participated!

Orange Empire Chapter Hosts Informational Luncheons

BY NANETTE BOWMAN, SECRETARY ORANGE EMPIRE

On Saturday, October 15, 2005, thirty candidates attended the Employment Program Manager (EPM) I Mock Interview session held at the Anaheim Job Service Office. Four panels made up of Bob Fisher, Jose Gutierrez, Rob Claudio, Jill Kimble, Ellen Desiano, Joe Clarke, Sanders Martin, and Jorge Perez used sample questions to interview each candidate and give them feedback. Special thanks to each manager for dedicating your personal time to staff development. Congratulations to each candidate for investing in your careers. Good luck to each one in the examination process.

On October 25, 2005 at the Orange County Call Center in Buena Park IAWP chapters Orange Empire, San Gabriel Valley and Cabrillo Del Rio held an IAWP Membership Information Luncheon for members and non-members, which was attended by 47 people. We had two speakers: Nanette Bowman, Secretary and Jorge Perez, President both from Orange Empire who presented the benefits, education, grants, confer-

ences, awards, and history of IAWP along with answering individual questions.

We had handouts, a bulletin board and materials on the table for the participants to see.

Sandwiches, chips and soda were served along with raffles of prizes and presented a video of the New Mexico 2005 International Conference. A special thank you goes out to the following: Howard Lavoot, Orange Empire, Rocio Lopez, San Gabriel Valley and Elaine Carraway, Cabrillo Del Rio. Other Orange Empire members that helped were: Kanta Dhirl, Grace Hannon and Dianne Torres.

On December 18, 2005, the annual Newport Harbor Boat Parade and General Meeting dinner takes place at Le Bistro Restaurant in Newport Beach. Members pay \$25 and non-members pay \$36. Nanette Bowman must receive payment by December 12 to guarantee space.

Orange Empire is accepting award nominations for 2005. The chapter celebration dinner will be on Friday, March 10, 2006. The location will be announced when determined.

Sacramento Offers Mock Orals

BY PATTIE ESPINOSA, SACRAMENTO CHAPTER PRESIDENT

The last sessions of the Employment Program Manager (EPM) I training were held on October 18th, October 19th, October 25 and October 26, 2005. A total of 45 candidates participated in the mock orals. Managers from the Sacramento Unemployment Insurance Call Center, Roseville Job Service Office, Sacramento Adjudication Center, Sacramento Disability Insurance and Sacramento Job Service Office all assisted in critiquing the candidates through this process. Each candidate was asked three questions that were developed using the book written by Del Still, *High Impact Hiring, How to Interview and Select Outstanding Employees*. Interviews were taped along with the feedback the managers offered to the interviewees. The training was well received by the candidates and the managers learned a lot from the process.

All candidates who participated in the EPM I training sessions received materials that covered the Employment Development Department Manager's Role, a copy of the Executive Notice 98-10B which covers expectations of the First and Second Level Managers and handouts on

leadership behaviors.

I received several favorable comments from the candidates and the managers thanking IAWP for supporting them in preparing for this exam. They were very thankful that the managers volunteered their time to help them be successful.

IAWP would like to thank Curtis Walker, Manager of the Sacramento Call Center for preparing the Power Point Presentation used in the second training session. And a special thank you to all the managers who participated. We couldn't have done it without you!

Back to School Drive

PATTIE ESPINOSA, CHAPTER PRESIDENT

I want to salute all of the offices in the Sacramento Chapter/District I areas who participated in our "Back to School Drive." Flyers went to the various divisions in our area and we collected enough school supplies to help 5 schools. We couldn't believe all of the paper, crayons, pencils, pens, binders, highlighters and calculators that were purchased. Your generosity and support will help these students and teachers in this school year.

Sacramento Chapter step-

See *Sacramento* on page 8



Attendees at the District XV Conference listen intently.

District XV

Continued from page 1

Gutierrez, Orange County Call Center Manager represented the UI Claims Processing Division. The call centers answered 3,339,415 calls from January through September 30, 2005. The Sacramento Call Center has assisted and will continue to assist with the claims related to Hurricane Katrina. The center converted to a paper driven system within 72 hours to provide claim assistance to Louisiana. There were seven states that assisted Louisiana. We will probably be the only state to continue to help by the end of this October, 2005. The attrition in the division for the last year has been almost 20%. Not only is the UI division losing employees but lots of program knowledge as well. There have been changes to the PSP program. Instead of calls going to all call centers, the calls are now routed to the Oakland Call Center for the Northern JS offices and Los Angeles City JS offices and to the Orange County Call Center for the Southern JS offices, Orange County JS offices, and LA County JS offices. In the area of automation, activities center on UI modernization, web based claim filing, multi-functional centers, and certification by phone. Eventually due to the DMRC project Norcal will process only those Continued Claim forms (4581s) that need to be processed by hand and the scanning of 4581s will be done by the Employment Tax Branch. Social will continue to handle employer responses and all rulings. The UI Division is in the process of hiring Employment Program Representatives (EPR).

EDA Jean Umoh, Los Angeles Primary Adjudication Center Manager, represented the UI Division Adjudication Centers. Jean highlighted the partnership of the UI and JS programs for the Reemployment and Eligibility Assessment (REA) program. There are 12 sites in the state with eight of them being in Los Angeles County. The program has been very successful and has been extended to resume in 2006 pending final approval and instructions. The adjudication division has also experienced a large attrition rate and is in the process of hiring EPRs. UI received a \$500,000 federal grant to improve quality which will be a major project for the next few months. All 733 staff in the division will receive special quality training.

Dan Strakel is the owner and president of an Albuquerque, New Mexico based Success Positioning Systems LLC. Divisions within his company provide assistance to small and large organizations to link with people, processes and performance, provides people with career transition and job seeking strategies, and records, edits, produces, and packages audio CD programs for corporations, small business owners and schools.

Dan Strakel's presentation covered the following agenda topics:

- Recognize how behavior impacts communication
- Score and review of the Keirseley Temperaments Profile
- Apply new teamwork skills and tools that can be used immediately
- Describe what team building means
- Identify new team communication skills
- Clarify myths and misconceptions about conflict
- Create a working definition of conflict
- Describe what conflict means in the workplace
- Learn how to recognize others' conflict styles
- Understand why organizations change
- Recognize the nine steps in the transition process
- Become familiar with the three psychological shockwaves associated with change
- Achieve quality results by spending quality time on the things that matter most
- Clarify key objectives, priorities, and responsibilities
- Identify common time-wasters
- Develop time for valuable planning, thinking, developing, and building better working relationships
- Reduce stress and improve well-being by being in control of your life
- Gain insight from others by sharing problems and developing practical solutions

All attendees received a copy of the 55-page material provided by Mr. Strakel which covered the above material, provided pages to take notes, and exercises to practice and develop some of topics in the training material. Attendees agreed that Dan Strakel provided an entertaining and educational experience, well worth the investment of attending the conference. Information about the training can be accessed from the IAWP website at www.iawp-ca.org.

Participants received a certificate of attendance at the end of the day. If you attended and have not received your certificate, please contact me at Val Moeller at (213) 744-2321 or VMoeller@edd.ca.gov. The District XV Educational Conference will be held in the Sacramento area in the Fall of 2006.

San Gabriel

Continued from page 6

They are human beings with feelings and needs.

Customers are people who come to us with their needs and hopes.

It is our job to fill them. They are not outsiders.

Customers deserve the most courteous attention we can give them. They are the reason for this Department. Without them, we would have to close our office.

We should never forget that each customer is important to our success.

Silicon

Continued from page 7

referred to as Armistice Day. It was marked as a day to honor war and military veterans. The Germans signing of an armistice at the end of World War I was the original commemorated phase, Armistice Day. Over 116,000 soldiers were killed in our short involvement in World War I. President Wilson in October, 1918, appealed to Kaiser Wilhelm II to end the war. President Wilson wanted Wilhelms to give up his throne for a democratic government. Allies agreed with President Wilson and joined forces that resulted in a truce. A new government was formed with the signing of the Armistice on November 11, 1918.

Showing recognition of our fallen troops, tombs were erected by France, Britain, and the United States. Veterans were being recognized for providing unselfish service and undefined bravery. Armistice Day changed and became the holiday Veterans' Day after World War II. Dwight Eisenhower signed this holiday into law on June 1, 1954.

A little history can make the Holiday celebration meaningful and more exciting.

Oral Exams

BY DIANE REEVE, SILICON VALLEY CHAPTER

October 24, 2005, the Silicon Valley Chapter sponsored the second of four

Sacramento

Continued from page 7

ped up to plate without any hesitation as I know many chapters did for the Hurricane Katrina Relief. The hurricane disaster in Louisiana was painful for all of us who were listening to the news when it occurred. A fundraiser was started with \$500.00 being donated from the Sacramento Chapter. As of

Professional Development seminars at the San Jose PAC. This second seminar was "Preparing for the Panel Interview." The first was "Writing the Professional Readiness Report. The next two will be: "Preparing for the Hiring Interview" and "Career Development."

Following the introduction by chapter President James Thomas, twenty candidates for Employment Program Manager I, II and III positions eagerly listened to Employment Development Administrator (EDA) Jean Cole, EDA Maria Rutherford and EDA Chuck Steligo give a history of the Employment Development Department, the legal basis and how the department evolved into Job Services and Unemployment Insurance.

Each of the presenters emphasized the important points that might come up in an interview and gave out helpful handouts. Jean gave tips on how the panel evaluates the candidate's answer and the best way to get the most from your answers. Maria, with the help of Jackie Falkowski, Employment Program Manager I, gave mock interviews which demonstrated in an amusing way how not to interview. Chuck and Jean addressed common pitfalls of panel interviews and how to study to prepare for the interview. The feedback from the participants was very positive and all are looking forward to parts three and four.

September 22, 2005 we had collected \$912. Our goal is \$1,000! We are still getting donations to help us make our goal. Sacramento has received families who were affected by Katrina and the chapter has donated towards two of the families who needed some assistance. Thank you all for your support to the families in need!

President

Continued from page 1

- d) A and C
2. Match the celebration to the religion.
 - a) Islam
 - b) Christianity
 - c) Judaism
 1. Christmas
 2. Hanukah
 3. Ramadan
3. Another day celebrated during December in the USA is:
 - a) Boxing day
 - b) Kwanza
 - c) Restoration Day
 - d) A and B
 - e) All of the above
4. During the Holidays you are likely to find which of the following:
 - a) Greeting cards
 - b) Candies
 - c) Grenches here and there
 - d) All of the above
5. An Advent Calendar is used by which religion.
 - a) Judaism
 - b) Christianity
 - c) Islam
 - d) Buddhism
6. Santa Claus is based on which of the following real persons?
 - a) Saint Augustine
 - b) Samuel Adams

- c) Saint Nicholas
- d) Jesus of Nazareth
7. In the Biblical account of Jesus birth how many wisemen came to visit?
 - a) Three
 - b) Four
 - c) Six
 - d) Unknown number
8. Hanukah is a celebration of which of the following?
 - a) Deliverance from Egypt
 - b) Miracle of provision
 - c) A military victory
 - d) Receiving of the ten commandments
9. The Frank Cappra movie that has become a Christmas favorite is:
 - a) The Bells of Saint Mary's
 - b) Winter Wonderland
 - c) It's a Wonderful Life
 - d) Holiday Inn
10. Jesus was born on which of the following days?
 - a) September 15th
 - b) December 25th
 - c) January 12th
 - d) None of the above

ANSWER KEY: 1-D; 2: a-3, b-1, c-2,; 3-B; 4-D; 5-B; 6-C; 7-D; 8-B; 9-C; 10-D.