

Cal-Liope

The MUSE with the NEWS

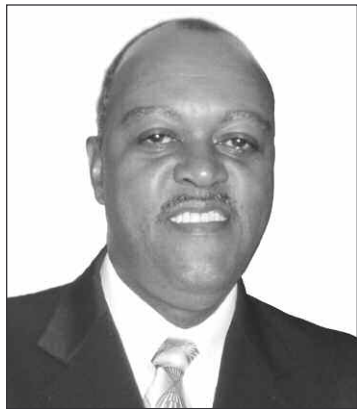
Chapter/International Association of Workforce Professionals

May / June 2009

Volume 54, Number 3

State President's MESSAGE

I would like to thank the 2008-2009 Executive Board members, the Retirees, the Administration, and the members for making this year one of the best. IAWP has grown over the last few years becoming the best Education and Training organization in California. Our hard work has resulted in other departments wanting to use our training materials to enhance their training platform. I am proud of what IAWP has accomplished and pleased to be elected President for the next term. We are constantly fine tuning our creative insights to grow our programs.



Our Educational Chairperson, Jean Berry, is constantly creating new and inventive ways to enhance the State Chapter's training programs. We are working closely with the Administration Staff to ensure that the program is universal throughout the State and offered to all EDD employees.

IAWP has developed an outstanding Education and Training program. Our Educational Chairperson, Jean Berry, is constantly creating new and inventive ways to enhance the State Chapter's training programs. We are working closely with the Administration Staff to ensure that the program is universal throughout the State and offered to all EDD employees, both members and non-members. Our Educational conferences are instrumental to our educational growth and development. We have excellent programs that included outstanding speakers, deputies, administrators, and members. A special thanks to the planning and program committee for the excellent State Conference and Convention just concluded May 1 at the Radisson Inn in Sacramento. It was a power packed day and I regret that more employees were not able to attend.

both the members and administration staff. The Board makes recommendations, reviews operational procedures, reviews International policies, and prepares and monitors our IAWP annual budget, reviews by-laws, and keeps members and the EDD administration apprised of any changes. The Executive Board has done an excellent job this administrative year, and has been challenged to exceed expectations the coming administrative year.

The Executive Board has been meeting to be sure that the organization is in compliance with the By-Laws for the State and International standards. The meetings are for informational sharing between sub-chapters and the members. We provide support and guidance to

IAWP is moving forward and making improvements to better serve our members and the community. Join us on this fast track to success.

2009 State Educational Conference and Convention



Attendees at the 2009 State Educational Conference and Convention.

BY RAYMOND CABRERA, DISTRICT IV DIRECTOR

The topic of this years State Convention was "Together We Will Make a Difference." The event which usually is presented over a two-day period was whittled down to one fully packed day of presentations, awards, lunch, awards, elections and a Deputy Directors panel. The event was held at the Radisson Inn in Sacramento. The events started off on Thursday morning with a Board meeting ending by early evening then on to an

See Convention on page 6

Deputy Secretary Ward Speaks at the State Conference

BY JOSEPH CARLOTTI, STATE VETERANS CHAIRPERSON

Deputy Secretary of Women & Minority Veterans Affairs Barbara Ward spoke to the attendees of the IAWP 2009 State Conference. She spoke on a wide range of veteran benefits and issues facing women and minority veterans.



Deputy Secretary of Women and Minority Veterans Affairs Barbara Ward addresses the state conference.

Ms. Barbara Ward was appointed as the Deputy Secretary of Women and Minority Veterans Affairs on May 24, 2007. She was previously appointed as Bureau Chief for Private Postsecondary and Vocational Education in 2005. Deputy Secretary Ward is responsible for ensuring that issues important to women and minority veterans remain a priority in the planning and implementation of public policies. Ward's primary goal is to increase the utilization of available services at the federal, state and local levels by women

and minority veterans.

Ms. Ward is a native of Florida and received her Bachelor of Science Degree in Nursing from Florida Agricultural and Mechanical University, School of Nursing and her Master's Degree of Public Administration in Health Services Management from Golden Gate University, Sacramento. Ward is a registered nurse with a diverse background in health care administration, health insurance and workers' compensation. She has held executive level management positions such as: Regional Director of Field Case Management with Broadspire, Vice President of Medical Services with Combined Benefits Insurance Company and Assistant Director of Administrative and Professional Services at the University of California Davis Medical Center. Additionally, she worked as the Quality Assurance Coordinator at Mather Air Force Base Hospital. Deputy Secretary Ward served as an officer in the United States Air Force in the nursing corps from 1972-1974 at Military Airlift Command in Illinois. She is a member of the Women in Military Service Memorial, AMVETS, The American Legion, and the Military Officers Association of America. During her appointment as Bureau Chief, she was responsible for the Title 38 program, which provides

See Barbara Ward on page 8

A View From Inside the Fish Bowl: Workforce Transformation and Federal Stimulus

BY JEAN A. BERRY, DISTRICT III DIRECTOR

The attendees at our annual state educational conference witnessed an electrifying and enlightening presentation by Dennis Petrie, Workforce Services Branch Deputy Director.

Mr. Petrie covered in detail the American Recovery and Reinvestment Act of 2009 explaining the general intent of the act is to preserve and create jobs, promote the nation's economic recovery and assist those most impacted by the recession. The policy guidelines for implementing the recovery act are:

- Transparency and accountability
- Timely spending
- Increasing workforce system capacity and service levels
- Using data and workforce information to guide strategic planning
- Priority in targeted industries, e.g. health care, transportation, green, and energy

Nationally \$787 billion in economic investment has been authorized. California will receive \$535.6 million for Workforce Investment Act (WIA) and Wagner-Peyser services. It is estimated that 396,000 jobs will be saved or created in California over the next two years. The money will be allocated in California as follows to expand services:

- \$80.1 million for WIA Adult Activities

See Fish Bowl on page 8

Calendar of Events

June 14-17, 2009	International Conference Rapid City, South Dakota
July 10, 2009	Cal-Liope Deadline
August 22, 2009	Local Chapter Presidents Training Sacramento, CA
August 22, 2009	Local Chapter Treasurers Training Sacramento, CA
August 23, 2009	Board of Directors Meeting Sacramento, CA



California Chapter
International Association of
Workforce Professionals

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

First Vice President
Pattie Espinosa
8981 La Serena Drive
Fair Oaks, CA 95628
Home: (916) 217-0678
Work: (916) 227-0318
E-mail:
PEspinos@edd.ca.gov

Second Vice President
Mary Navarro-Aldana
1093 B Street
Fillmore, CA 93015
Home: 805-727-4675
Work: 805-382-8600
E-mail: mnavarr1@roadrunner.com

Treasurer
Phil Dwyer
12550 Calle Tamega #125
San Diego, CA 92128
Home: (858) 613-8702
Work: (858) 689-6723
E-mail: wwwphil@aol.com

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

Recording Secretary
Mary A. Upp
25938 Kay Ave. #233
Hayward 94545
Home: (510) 264-0704
Work: (510) 622-1310
E-mail:
whatsupp94@yahoo.com

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

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

Membership Coordinator
Jan Cedano
10523 Morepark St.
Spring Valley, CA 91978
Home: (619) 741-5862
Office: (619) 266-4216
E-mail: jcedano@cox.net

Cal-Liope
(ISSN 1060-4820)
Cal-Liope is published bi-monthly in February, April, June, August, October and December by the California Chapter of the International Association of Workforce Professionals, a non-profit organization with offices at 11410 Gold Hill Court, Gold River, CA 95670. Subscription rate: \$1 per year for members. Periodical postage is paid at Rancho Cordova, CA, and additional offices.

POSTMASTER:
Send address changes to:
Cal-Liope
11410 Gold Hill Court
Gold River, CA 95670

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

California website:
www.iapes-ca.org
International website:
www.iawponline.org

Inventing Your Life: "The Power of Words"

BY ROB CLAUDIO

I was watching a daytime show last week and the topic was bullying in schools. It was an eye opening show for me as this topic is very different from when I was growing up. I bet we can all share a story or two of how we all had to deal with a class bully; however, the consequences of what transpires now has changed dramatically. I saw two mother's on this show speaking about their children, both boys, who were 12 and 13 respectively. They were from different parts of the country and of different ethnic backgrounds. Yet, both suffered tremendous losses as they were on this show after their son's had taken their own lives after they could no longer cope with this behavior from their peers. It was sad and tragic to see that such young kids could not find any other answer to this type of incessant harassment. The number of children that have experienced this and have

sought these types of alternatives to their situations was quite alarming to me. Now kids also have to deal with "cyber bullying" in addition to the real thing. The whole topic made me reflect on a lesson that I had covered in one of my workshops years ago.

The truth is that words do hurt. Unlike the saying of sticks and stones that many of us had heard for years, words can actually cut just like a knife. I recalled during my years of exploring the topic of the power of words, that I was always out and about on the weekends at any given retail store and I would routinely be in an aisle where a mother or father were trying to tame an episode with their child by talking down to them. I cringed at the words that came out of some of these parents mouths as they went anywhere from; "you are so stupid" to "you act just like your father or brother or sister..." and the quite common, "why

can't you act like that other little boy or girl." Whether it was these words or others, the fact remains that these words had a powerful meaning. A child that is young looks up to their parents and what they hear from them lasts a lifetime. Also, a child that hears negative things at school on a daily basis and is put down in front of their peers suffers arduous humiliation that takes a lifetime to change. In our own world at work and at home, the downward spiral of a conversation can be so easy to go along with for the ride. However, we must remember the expense at whom this type of activity was directed towards. We should be more cognizant of this type of behavior amongst ourselves, in order for us to be the example to the kids at home or within our families. Words are extremely powerful and that is why there was a lesson that I learned a long time ago that went with this teaching. You are to ask yourself three questions

before you speak (or email).

- Is it the truth?
- Is it kind?
- Is it necessary?

If the answer to any of these three questions is a no, then do not say or write what you intended to. Give yourself a little more time and reflect on these three questions and in almost all of those situations, you will find the right words to convey your message.

Remember that kids learn what is taught in the home and when they go out into the world, it would be great to see them greeted with the same dignity and respect that they were brought up with. Also, for those children or people that lack a voice due to their own disabilities be the voice for those and stand up for them. Doing and saying the right thing will only bring you a bounty of the same in your life.

"Kind words will unlock an iron door"

— Turkish Proverb

PIN ALERT – ORDER NOW

2007 Limited Edition Chapter Pin

Our 2007 Chapter Pin was designed by Rob Claudio, 2007 Lucille Toll Trust Award recipient.

This is the second in the series of pins.

The pin may be purchased for \$3.



Collector's Pin Presented by the Past Presidents Association

This pin was presented at the District XV Conference and is available at the Chapter Executive Office for only \$2.

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

INTERNATIONAL WEBSITE

Beginning January 2008 the International website at www.iawponline.org requires your member number to log into the Members Only section.

Your member number appears on your membership card. Call the Administrative Office toll-free at 1-888-898-9960 or e-mail your request for your number to iapes@iapes.org.

IAWP APPLICATION

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

IN ORDER TO RECEIVE REIMBURSEMENT, ALL INFORMATION MUST BE COMPLETED

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

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

Signature _____ Date _____

Send to: Membership Coordinator, Jan Cedano
10523 Moorpark St., Spring Valley, CA 91978

Friends Remembered

BY FRED RUIBAL,
SILICON VALLEY CHAPTER

Eugene Holloman

The Silicon Valley Chapter of IAWP was saddened to learn of the loss of one its own. Eugene Holloman, a dedicated employee of the Employment Development Department for 26 years, passed away unexpectedly on February 18, 2009. Eugene was employed as a Disabled Veteran's Outreach Program Representative for the department, based in the Sunnyvale Job Service office. He started his career with department on April 14, 1977, as a Project Specialist. Prior to his service with the department, Eugene faithfully served his country as a First Lieutenant for the United States Marine Corps from 1972 to 1975.

Eugene's dedication to service to veterans is evident in the awards he received from the International Association of Professionals in Employment Services (IAPES) in 1992 and 1994 for Exceptional Services to Disabled Veterans. In this same period, he also received awards from EDD for exceeding all of the Veteran Performance Standards. He also created the Bill Estes Memorial Scholarship for the Veterans Employment Committee of Santa Clara County in 1997. But this was just the tip of the iceberg. Eugene's commitment to reaching out to veterans and employers through the EDD and the Santa Clara EAC manifested itself in a number of volunteer efforts and activities.

In addition to the creation of the Bill Estes Memorial Scholarship, Eugene was involved in the planning and implementation of the last three "May Veterans Appreci-

ation Month" celebrations. He planned numerous job fairs where most recently he was the Employer Team Coordinator for the Honor a Hero, Hire a Vet Job and Resource Fair. As a member of the EAC, he set up and attended monthly seminars with employers to enhance their knowledge of EDD services, making it a point to introduce himself to employers, making them feel comfortable to ask any questions they may have of EDD services. In this way he was able to build strong relationships with employers through the years, which was recognized when he was nominated each year for the annual CEAC recognition of Vet employers.

Eugene will be sadly missed by all who knew him. He was a person who was willing to lend a hand and answer any questions regarding EDD and Veterans services. I had the good fortune to work with Eugene when I worked for Job Services in Campbell. At the time, I was the Rapid Response Coordinator for Santa Clara County and Eugene, as part of the Rapid Response Team, would often be present at meetings, answering questions from employees and employers alike regarding EDD services. I learned a lot from Eugene regarding Unemployment because at the time my knowledge of the Unemployment Insurance Program was very limited and Eugene was very good at filling in the gaps because of his prior background in this program.

I feel very honored to have worked with Eugene during this time. It is coworkers like Eugene who really make you understand the meaning and the value of the word teamwork.

Legislative Report 2008-09

BY VERONICA CHAMPAYNE
STATE LEGISLATIVE CHAIRPERSON

This year was a slow year for legislative issues. The focus for the past years legislature was on the Presidential elections and the issues that the recession brought. The California chapter participated in a writing campaign to support the Workforce Services budget. I received eight letters from area Chapters. While at this year's conference I heard about many chapters legislative activities. Please make sure I get a copy of these reports so I can include them in the California Legislative award package. If the information doesn't get to me it won't be recognized at the national level. A copy can be sent via email or mail.

In the coming year I expect a lot of the focus will remain on budget issues as we continue to face a lagging economy.

Are You Legislatively Active?

If you are legislatively active, I'm looking for information on what you are doing in your community.

If you send out a letter to a legislator, send me a copy. If you go to a community political event write up a paragraph for the *Cal-Liope* and send me a copy. Are you writing articles for your local IAWP newsletter? If so send me a copy. Your local newspapers, as well as your community newspapers, are always looking for information.

How about writing something for them?

American Recovery and Reinvestment Act of 2009

What is this Act and how does it affect me? Well if you are in Workforce services this act will greatly affect the level of services you will be able to provide to your customer. The act is meant to Preserve Jobs, Promote Economic Recovery; Assist those most impacted by the recession. From the National allocation of \$787 billion California will receive \$536.6 million for the Workforce Investment Act and Wagner-Peyser. It is anticipated that 396,000 jobs in California will either be created or saved by these funds.

The McCauley Public Employee Pension Reform Act Initiative to be Submitted to Voters in California

In January 2009 "*The McCauley Public Employee Pension Reform Act*" was registered with the Secretary of State in California and if passed will change the California Constitution Article 1, Sec. 9 to allow state and local governments and taxing districts to renegotiate public-employee pension contracts, including reducing vested benefits for existing and prospective retirees to enable governments to meet public services needs or to meet long term public investment needs.

This proposed initiative re-

quires the collection of 694,354 signatures by June 22, 2009 to get this initiative on the statewide ballot. The proposer of this initiative believes that past promises made to public employees for future pension entitlements were excessive at the time those promises were made and have resulted in excessive financial burdens on taxpayers to pay the promised pensions and to meet funding requirements of existing pension contracts causing an unacceptable level of job loss and unemployment.

What does this mean in simple terms? Retirees and future retirees, i.e. all public employees, may have their retirement plan renegotiated and current and future benefits reduced!

What can you do? Do not sign the petition required to get this on the ballot and encourage your friends and neighbors not to sign the petition. If this initiative should get on the ballot, work to get it defeated. The Secretary of State's tracking number on this initiative is 1350.

Karl E. Bybee Board Report to the Membership

BY SHEILA MITCHELL, BYBEE
BOARD CHAIRPERSON 2008-2009

The Karl E. Bybee Education Foundation Board for 2008-2009: Sheila Mitchell, Betty Hicks and B.J. Sims.

The Karl E. Bybee Education Foundation Board, in keeping with the provisions of the Bylaws of California Chapter of the International Association of Workforce Professionals (IAWP), makes the following report to the membership of the stewardship of the Bybee Board functions and funds for the year July 2008 to May 2009:

Board members continued to answer questions of the membership on how to apply for grants. The purpose of the Bybee grants is to provide financial assistance to IAWP members who want to enhance their skills, knowledge and abilities in the field of employment security and workforce services. We will reimburse members up to \$400 per year for taking a single course or class that will enhance their skills, knowledge or abilities and will prepare them for advancement or enrich their skills to provide quality service for the people of the State of California.

At least one board member attended the required California Chapter Executive Board Meetings throughout the year and kept the California Chapter informed on the status of the requests, approval and denials of the Bybee grants.

As of May 1, 2009 an accounting for this fiscal year showed that there was \$25,000 in a Bybee Certification of Deposit. This money is seed

For all of you who are taking classes or courses, now is the time to take advantage of the Bybee Education Foundation funds to help offset your educational goals.

money that is never used for payments, but used to generate the interest, which partially pays for the Bybee grants. Last year \$549.73 was paid in interest on the account and transferred to the Bybee saving account. As of July 1, 2008 there was \$1,251 in the Bybee savings account with two percent interest calculated each year for deposit to the savings account for funding grants for the fiscal year. There is \$3,063.07 available as of May 1, 2009 to pay for grants this fiscal year. For all of you who are taking classes or courses, now is the time to take advantage of the Bybee Education Foundation funds to help offset your educational goals.

For fiscal year June 2007 to June 2008 the Board received 14 Bybee applications. Out of those 14 applications a total of \$4,040.47 was requested, \$2,159.66 was approved and \$1,880.81 was disallowed. Those disallowed were not related to the advancement in the field of employment security. For fiscal year June 2008 to June 2009 so far, six applications have been received for a total of \$1,591.49.

Out of those six applications, \$391.49 was approved and \$1,200 was disallowed. Disallowances were due to pursuing a degree, wanting to purchase a PC and nonmembership in IAWP.

We appreciate and acknowledge any member that is pursuing a degree but we are unable to authorize approval of monies to members that may request a grant to assist in the payment of a degree however the members may want to apply for a grant from the Logan S. Chambers Individual Scholarship fund of up to \$500 or the Freddy L. Jacobs Student Individual Scholarship fund of up to \$250. Contact Educational Chairperson, Jean Berry, for eligibility information for those grants. Also, the Bybee Board cannot reimburse members who attend educational seminars or workshops sponsored by any state or international IAWP chapters. Reimbursements for IAWP seminars or workshops present a mismanagement of the purpose of the Bybee Educational Foundation.

In conclusion, the Bybee Board markets the available funds to its members by word of mouth through the Chapter Presidents, the *Cal-Liope*, and Chapter Newsletters and on the California IAWP website. We will continue to offer this service to our members and anticipate more requests in the near future from our members since the Employment Development Department is hiring lots of new staff and the potential for upward mobility is sky rocketing.

Past Presidents Association Annual Meeting



State Chapter Past Presidents Ben Takes'ta, Sue Woodburn, Faye King, Nan Bowman, Ray Cabrera, Val Moeller, and Pat Thornton pose for a picture at their annual meeting.

BY NAN BOWMAN
PAST PRESIDENTS
ASSOCIATION CHAIRPERSON

The Past Presidents Association held their annual meeting on April 30. Members attending were Nanette Bowman, Ray Cabrera, Faye King, Val Moeller, Ben Takes'ta, Pat Thornton, and Sue Woodburn. *Please note that five of these members are retired and still providing valuable support to IAWP.* As

you can see by the picture, it keeps us young. I was honored to be re-elected the PPA Chair for 2009-2010. Val was re-elected Secretary-Treasurer. We didn't have a nomination for Toll Trust for 2008 so the interest earned by the CD will be added to the principal. Pat will research options when it matures and the financial market improves.

Membership Report

BY JANICE CEDANO
MEMBERSHIP COORDINATOR

James Thomas led the way for individual recruitments this year and was recognized for his efforts by winning the President's Diamond Award. James received the beautiful Diamond Award Trophy and a check for \$150 for recruiting 47 new members. This is by far the greatest individual recruitment we have had in many years. James set the bar high for this year's competition. Olga Briggs, from the Puerto Del Sol Chapter, won the First Place award for recruiting 16 new members. She received a plaque for her achievement and a check or \$75. Congratulations to James and Olga!

Three chapters were recognized for recruiting the most members for their chapter. First Prize went to Silicon Valley (48 members), Second Place went to Inland Empire (37 members), and Third Place went to Puerto Del Sol (26 members). Congratulations to these chapters for their outstanding efforts.

California Chapter of IAWP has seen a decline in membership over the past seven years mostly due to retirements and

the limited hiring of new employees in EDD. In 2002, IAWP had a statewide membership of 3,233. On 4/30/09, at the close of this program we had 2,329 total members. This represents a 39% decline in membership.

For the first time in recent years Workforce Services and Unemployment Insurance Branches have the opportunity to hire many new employees. Now is the time to recruit new members. Talk to the new employees about the benefits of joining IAWP. Two factors contribute to a robust membership. They are quality programs and benefits, and the support of all levels of management for the local and state chapter activities. Please contribute your ideas to the planning of IAWP educational programs and events, and market the benefits of IAWP to your new EDD colleagues and One-stop partners.

The membership drive period for this year began 5/1/09 and will run until 12/31/09. You have plenty of time to recruit new members and be an award winning chapter or individual recruiter. Good luck!

Los Angeles Chapter

Continued from page 8

Director's Office One-Day Staff internship Program. She received a replica of a star that represents her "star" qualities and a certification of appreciation signed by the Director and Chief Deputy Director honoring her excellent customer skills.

She has dedicated her time and energy to support the activities of the Los Angeles Chapter since 2004. She helps plan and promote the educational seminars, community service and the fundraisers. She helped spear head the "Health is the First Wealth Club" and helped

with the planning and organization of the weight loss contest and mini health training seminars conducted during the lunch hour for the staff at the Los Angeles PAC. She facilitated the health seminar where a nurse from Kaiser and nutritionist, Deborah Carabet, came to the Los Angeles PAC and gave lectures to attendees on "Healthier, More Productive Employees through Healthy Lifestyles" on April 4 2008. She is a vital part of the organization and is always willing to offer her services to ensure that each endeavor the chapter takes is a success.

Deputy Directors Panel

Administration Branch

BY NANETTE BOWMAN
PAST PRESIDENTS ASSOCIATION
CHAIRPERSON

Sheri Huber, Chief, Business Operations Planning and Support Division spoke for Administration Branch. She stated that California is receiving federal funds to implement Unemployment Insurance projects. California Governor's Proclamation allows going directly to the sources that will provide the contract services which expedites contracts. The stimulus money must be managed closely and reported online for "government transparency."

Ms. Huber stated that the Employment Development Department (EDD) has been trying to reduce rent expenses by consolidating space, but there is currently a need for more space to accommodate the Unemployment Insurance staff hires. The Department of General Services (DGS) wants to reduce rents statewide by getting better lease rates given the current real estate market.

The Personnel Programs Division is currently providing on-line testing for the Employment Program Representative examination. Also, that division is conducting Employment Program Manager and Disability Insurance Program Manager testing.

The Administration Branch is currently conducting a telework pilot since October. If successful telework will save rental space and reduce commute time for employees.

The branch believes that Laptops, instead of desktop Personal Computers, will be the future model. Staff would have a docking station at their desk for the laptop, and could take their laptops home for teleworking, or to the field to conduct audits or for processing Disaster Unemployment Insurance claims on the worksite, etc. Roll out of the Laptop project will begin with the San Diego LATA.

Disability Insurance Branch

BY PHIL DWYER
STATE TREASURER &
PUERTO DEL SOL MEMBER

During the annual Deputy Director panel held during the State Conference, Melinda Acosta, Assistant Deputy Director of the Disability Insurance Branch, gave an overview of the latest developments of the program. Many DI employees are assisting the Unemployment Insurance Branch by answering the phones during Saturday overtime.

One aspect of the Strategic Business Plan for the branch is to expand and improve access to customers. The Customer Service Centers had an assessment completed and are reviewing the findings to then implement changes. The Program Review Branch conducted a customer satisfaction survey, which found that 87% of customers were satisfied with the service they received from SDI.

The Branch is undergoing a huge change in the ways claims will be processed in the future with the Disability Insurance



Melinda Acosta, Assistant Deputy Director Disability Insurance; Talbott Smith, Division Chief Unemployment Insurance; Dale Jablonsky, Deputy Director Information Technology; Sheri Huber, Division Chief Administration; Dennis Petrie, Deputy Director Workforce Services; and moderator Geneva Robinson, Division Chief Workforce Services present program updates to the attendees.

Automation (DIA) process. This project is in cooperation with the Unemployment Insurance and Information Technology Branches. Documents will be scanned and the Department will become paperless. Many clear claims will be paid automatically. Transformational leadership will be needed to guide employees and external customers on this culture shift and new way of conducting business.

The DI Branch recently had a statewide managers meeting and reviewed the characteristics of the multigenerational workforce and how to deal with each set of employees. Many of the baby boomer generation are nearing retirement age and need to share their knowledge with the incoming Generation X & Y generation.

Succession planning is part of this transfer of knowledge and on how to develop future leaders in the Department. The DI Leadership Academy (DILA) consists of four one week sessions attended by first line supervisors who learn about leadership, vision, and how the program is part of the larger state government. Since the feedback was extremely positive from the attendees, a third session of DILA will be starting later this year.

Information Technology Branch

BY NANETTE BOWMAN
PAST PRESIDENTS ASSOCIATION
CHAIRPERSON

Dale Jablonsky, Information Technology Branch (ITB) Deputy Director shared that the Employment Development Department (EDD) just completed budget hearings regarding the investigation about the Unemployment Insurance (UI) phone systems which made front page news based on the charges paid to Verizon. EDD has negotiated a sliding scale with Verizon which includes no charge for busy signals to callers.

Because of the workload ITB and UI carefully watch the Continued Claims (CC) performance to ensure all payable claims are processed by Friday each week.

Dale stated that the extended claims have caused Fed Ex to spike sharply and it is a challenge for our staff and our systems to process the workload.

Because the Single Client Data Base is operating with 1970's technology the data based needed expansion. The first effort to expand the capabilities of the database didn't work but over the Presidents' Day weekend the branch got the job done and we now have new fields for it to work.

The Call Center Project finish has been delayed but will happen.

EDD was recognized with DIA & ACES awards by the Department of General Services.

Dale stated the current big projects will change everything in EDD. There will be radical changes in the Tax Branch to adapt to this transformation.

He stated that EDD is using emergency projects in order to make purchases directly from vendors and service providers and this is speeding up the acquisition process.

Dale described the UI Electronic Payments Project and the effects it will have on the UI payment system.

Unemployment Insurance Branch

BY RAYMOND CABRERA
DISTRICT IV DIRECTOR

Unemployment Insurance is all about workload and hiring

Workload: Talbott Smith, Chief Unemployment Insurance Adjudication Services Division spoke on a number of topics pertaining to Unemployment Insurance (UI). He mentioned that our workload is at unprecedented levels stating "Even the most negative of forecasts did not see the current recession coming as quickly or being as deep as it currently is." Smith added "The Department is taking extraordinary efforts to deal with the workload, including massive hiring efforts, using Seasonal Clerks to answer telephones where we have vacant seats in our call centers, using other EDD staff to assist in call centers on Saturdays, and continuing to offer overtime up to 11-hours-per-day, six-days-per-week for trained UI staff."

He shared some interesting workload figures:

- Total Initial Claims filed the entire year of 2008: 3.6 million

- Total Benefits paid in 2008: \$8.1 billion

- Total Claims filed in the first quarter of 2009: 1.5 million

- Total Benefits paid in the first quarter of 2009: \$3.9 billion

Note: April/2009 payments = approximately \$1.7 billion.

Biggest payment day in history of the UI program in California was on April 8, 2009. Total benefits authorized that day = \$129,408,747. Over 200,000 checks were mailed that day.

The room was silent, everyone taking notes as fast as they could. We in UI knew that we were working our little hearts out, but the numbers put an actual face to the events taking place at each of the UI offices throughout the State.

Talbott added: "Our dedicated UI staff continues to voluntarily put in many hours of overtime to ensure that payments go out each week, and we get the pays without eligibility issues completed by the end of each week".

Mr. Smith went on to explain the impact legislation has had on the UI programs and UI workloads in California. He went over Assembly Bill 23 which gives extended benefits and ABX3-29 which includes provisions for an Alternate Base Period. He also reviewed the American Recovery and Reinvestment Act-HR 1 which provides an additional \$25 per week for individuals receiving any regular unemployment compensation, extended benefits, or any benefits under programs administered by the states in agreement with the Department of Labor (DOL).

He covered the Extension of Emergency Unemployment Compensation (EUC) Program which allows claimants to file a first extension EUC or second extension EUX before December 31, 2009 with a sunset (last payment) date of May 31, 2010.

Since the EUC program started, we have filed 570,593 claims and paid \$2.2 billion in benefits. Since the EUX program started, we have filed 181,732 claims and paid \$500 million in benefits under that program.

Good news was the suspension of Taxes on a portion of Unemployment Compensation. This will affect the first \$2,400 of UI benefits for the 2009 tax year.

Hiring: We are hiring in every UI center in the state. The goal is to hire approximately 500 additional staff in the UI program by the end of June.

Training: The UI Branch has updated many of the training modules, and is now pursuing the analysis of each module to determine what can be converted from classroom to self-paced, computer based training to expedite our training process. Talbott stated "With the large number of new hires, we are working on how to get as many people as productive as possible as soon as possible" and "UIB is excited about moving forward in this area and deploying modern training methods to assist us to develop our staff".

Upcoming Automation:

- Mr. Smith gave us a taste of what is UI Modernization (UI MOD). Vendor is Verizon Business and we are working with them now on plans to roll out new telephone systems to all our UI Primary sites, and to implement a new IVR system, including continued claims by phone. The goal is to begin the roll out of these new systems by the end of this year.

- UISS – A replacement of the current UI Scheduling System is in system testing. Some testing staff had to be redirected to work on EUC and Fed Ed implementations. Hopefully we can replace the system later this year or early next year.

- 4581 Internet and SCDB Conversion to new database structure were presented by Dale Jablonsky, Deputy Director of IT.

- WSB UI Navigator – UI has been working with WSB on implementing the UI Navigator process in selected One Stop offices. Dennis Petrie, Deputy Director of Workforce Services spoke more on this subject in his presentation.

Talbott ended his presentation summarizing that "UIB appreciates the assistance it is receiving from all the other branches in staffing, automation, premises, hiring, etc. The state is faced with an economic crisis and we are working hard to ensure that those who need the assistance of the UI Program receive it."



New Officers for 2009-2010

Newly elected and installed officers of the California Chapter (front row) Jean Berry, District III Director; Mary Navarro-Aldana, 2nd Vice President; Pattie Espinosa, 1st Vice President; Irma Kong, Karl Bybee Board; (back row) Ray Cabrera, District IV Director and International District XV Director-Elect; James Thomas, President; Mary Archer, District II Director; Phil Dwyer, Treasurer; and Faye King, District I Director.

Youth Employment Opportunity Program

BY BEN TAKEISH'TA
EAST BAY CHAPTER

At 4:15 p.m. of May 1, 2009, at the 2009 Educational Conference at the Radisson Inn in Sacramento, California, Mr. Michael Dolphin, the Los Angeles Division Chief began his presentation "Special Presentation - YEOP." He started by saying that the Youth Employment Opportunity Program was less "employment" but more "opportunity." This was the 20th anniversary of the YEOP. Twenty-two years ago, Mr. Al Dave, the Los Angeles Area Regional Administrator at that time, went to a meeting back east and came back and created the YEOP in the Los Angeles area. Mr. Dolphin stated that Mr. Richard Brown and Angeta Ventos Bowles also deserve a lot of credit for developing and making the YEOP the success it has become to this day.

The YEOP was not developed to help the A or B students, or the "I-Pod" group of kids, but to help those who had to find ways to bring food home to their families, or who were in need of funds to buy books for his/her education. The program was designed to give opportunities to these youths so that they can learn to appreciate the value of education. The mentors who were assigned to each of the YEOP youths also played a very important part in the youth's development and success. Two years after the program was started in the Los Angeles area, it was made a Statewide EDD program. Mr. Dolphin stated that there are many former YEOP youths who are currently working in EDD. Seventeen of 31 in the Division Staff were in the YEOP. The current State Assembly Woman Isadore Hall from the 52nd District participated in the YEOP program.

This is a program that is a very good investment for our community. Instead of spending millions of dollars in crime prevention, this program helps the youth from going wrong. The



Current YEOP participants attended the conference to hear the success stories of previous participants.

program looked for youths who wanted to make something of their future and take on the opportunity given to them.

With this introduction of the YEOP, Mr. Dolphin introduced four current YEOP youths that were assigned to the Sacramento Workforce Services Branch (WSB). They were: Kendra Ward, Naysen Edwards, Jonathan Gumasing and Jeanna Morris. They were invited to this conference to listen to some of the success stories that were to follow as a result of the involvement of the speaker in the YEOP.

The first person introduced was Wendy Moran, currently an EPR at the WSB - Work Opportunity Tax Credit Unit. Wendy explained that she started out in the YEOP April 1999 when she was 18-years-old. She had just enrolled in college and went to an EDD office to try to get a job to pay for her books and tuition. As a Hispanic with some language difficulties she had met the criteria to get into the YEOP. But she wanted a job that paid more, than minimum wages, if possible. However, she had a very good mentor, who is currently retired and living in Florida, but who convinced Wendy to enter the YEOP program where she stayed for 4 years. She studied Computer Administration and Business Administration in school. She took the EPR exam and got to work in the Call Center as an intermittent. She later applied for the Disability Insurance program and was hired as a full

time employee where she worked for over three years. Currently she is working in the Sacramento area in the YEOP program and is telling others that "if she can do it, anyone can." She has currently applied for the EPM I position. Mr. Dolphin added that there is an EPM III in the LA area who was in the YEOP from 1989 to 1990.

Next, Mr. Dolphin introduced Janie Ramos. Janie is currently an EPR in the Sacramento DI office. She had first enrolled in the EDD Summer Youth program and offered work in YEOP. She had two young children and so didn't want to go to school. But Patti Espinosa was her role model and mentor and convinced Janie to enroll in the local community college. Janie got her college degree but could not get into EDD, so she worked for the Dept. of Motor Vehicles for awhile. Later she applied to DI, where Wendy was one of the persons on the oral review panel. Janie has worked over 3-1/2 years in DI and has also done some work in UI. Janie stated that because of YEOP her life was definitely changed for the better.

Mr. Dolphin next introduced Santino Barsdale, who is currently working in the private sector for an insurance company. Faye King, IAWP District I Director and former Manager and currently retired, had introduced Santino to Mr. Dolphin in 1990 when Santino was 19-years-old. At that time, Santino had baggy shorts and long hair

See YEOP on page 6

Long Beach Workforce Services Wins One-Stop Award!

BY MARY NAVARRO-ALDANA,
2ND VICE PRESIDENT & INTERNET
COORDINATOR

After Dennis Petrie, Deputy Director, Workforce Services Branch, inspired those present at the 2009 IAWP Conference and Convention in Sacramento with an explanation of the new and ever changing integrated services project, he had the honor of presenting the IAWP One Stop Award.

During 2008, the Long Beach Workforce Services Office and the Pacific Gateway Workforce Investment Network have gone through a tremendous metamorphous in the delivery of services to customers in the Long Beach, Carson, Torrance, and Signal Hill administrative areas. On November 7, 2007, the Career Transition Center (Long Beach Workforce Services and Pacific Gateway Workforce Investment Network) accepted the task of being one of the first twelve learning labs in a One Stop Center in the State of California. This model created a new local workforce system that is



Michael Dolphin congratulates the One Stop Award winner the Long Beach Workforce Services Office. Val Moeller accepted the award on behalf of EDD Manager Mary Rivera. Deputy Director Dennis Petrie presented the award.

skill-based and moves the One Stop Center into services designed to increase a customer's employability and retention of that job with either newly developed skills or improved skills.

Since the center opened on July 1, 2008, an average of 200 customers per day have been served using this new process. The staff from all of the partners within the center has worked together to deliver high quality

services by identifying skills and/or improving skills of their customers. Innovative partnerships were forged with education, labor, and the community. Promotion of literacy, money management workshops, job fairs, job search workshops, training programs, apprenticeship programs, paid internships, and resume writing workshops, are only a few of the support resources offered at the center. Each new customer participates in the entire customer flow process to receive services. This transformed integrated service delivery system provides a seamless system of service. The transformation was difficult, but this is one of the most outstanding centers in California.

EDD Manager Mary Rivera was not present to accept the award. Val Moeller, Cabrillo Del Rio Chapter, accepted the award on her behalf.

Congratulations to all for their successful implementation of this innovative service delivery model.

Congratulations to All Awardees!

BY MARY NAVARRO-ALDANA
SECOND VICE PRESIDENT & INTERNET COORDINATOR

Many, many members and new friends attended the Annual IAWP Awards Luncheon at the State Conference and Convention in Sacramento on May 1, 2009. This year, some of the awards were presented during the day, as well as at the luncheon. During this uncharacteristic recession and state budget crisis, everyone is needed now more than ever to serve the people of California and get the work done! So, for those of you who were recognized for your outstanding service, activities, and dedication to the vision and mission of IAWP and EDD, but were unable to attend, we now congratulate you.

The following award winners were recognized for their dedication, their great works, and for making a difference in the lives of our customers:

- **Career Transitions-Long Beach Workforce Services**, One Stop Award
- **John Delage**, Services to Veterans - Individual
- **Honor a Hero, Hire a Vet Job & Resource Fair Planning Team-San Fernando/Antelope Valley-Ventura County Region 914A**, Services to Veterans - Group
- **Steven Strum**, Citation Award - Individual
- **Sears Holding Company**, Citation Award - Group
- **Audrey Baker**, Retiree Award
- **Sonya Hardimon**, Award of Merit - Individual
- **Riverside Primary Call Center Training Team**, Award of Merit - Group
- **Danuta Lopuszynska**, Unemployment Insurance - Individual
- **Orange County Call Center Alternative Workload Team**, Unemployment Insurance - Group
- **Fernando Roldan**, Services to Special Clients - Individual
- **Feria Campesina 2008 Planning Team, Oxnard**, Services to Special Clients - Group
- **Dennis Petrie** - Administrator of the Year
- **Mark Biek** - Disability Insurance Customer Service Employee Performance Award
- **Mary Pereschica** - Disability Insurance Special Services Employee Performance Award
- **Graciela Vargas** - Disability Insurance Manager Employee Performance Award
- **Bryce Chy** - Unemployment Insurance Primary Call Center Employee Performance Award
- **Tristin Nguyen** - Unemployment Insurance Primary Adjudication Center Employee Performance Award
- **Debbie Myers** - Administrative Support Employee Performance Award
- **Thao Nguyen** - Unemployment Insurance Primary Call Center Manager Employee Performance Award
- **Thao Vu** - Unemployment Insurance Primary Adjudication Center Manager Employee Performance Award
- **Pedro Palomares** - Workforce Services Customer Service Employee Performance Award
- **Desiree Arreola-Aguilar** - Workforce Services Employer Services Employee Performance Award
- **James Antee** - Business Operations Planning Support Divi-

See Awards on page 6



Ray Cabrera and Michael Dolphin flank Dennis Pietrie the winner of the Administrator of the Year Award.



Kathy Nichols, Sears Sacramento Sunrise Store General Manager accepts the Citation Award on behalf of the Sears Holding Corporation presented by Val Moeller.



Winner of the Diamond for membership recruitment President James Thomas with Janice Cedano Membership Coordinator. James recruited 47 new members!



Division Chief Michael Dolphin presents the Group Services to Veterans Award to Mary Navarro-Aldana a member of the Hire a Hero-Hire a Vet Job & Resource Fair Planning Team-San Fernando/Antelope Valley-Ventura County Region 914A that won for their outstanding Veterans Job Fair.

Flyer and Newsletter Awards for 2008

BY PAT THORNTON
EXECUTIVE OFFICE MANAGER

This year there was a wonderful variety of flyers published by the local chapters to invite members and non-members to attend dinners with great speakers or meetings of the local chapter boards to plan activities for the chapter. There were flyers to announce community service activities and a wide variety of training sessions conducted by the chapters. Some were simple and some were elaborate but all were announcements of opportunities created to entice people to participate in the activities of a local chapter. It is true that the flyers published by the local chapters helped to contribute to the success of their events. The following chapters were recognized for their outstanding flyers in the 2008 Flyer of the Month Award category:

January: **Orange Empire**

Chapter President - Catherine Caldera

February: **Sacramento**

Chapter President - Paula Snipes

March: **East Bay**

Chapter President - Arlene Bautista

April: **Orange Empire**

Chapter President - Catherine Caldera

May: **East Bay**

Chapter President - Arlene Bautista

June: **Silicon Valley**

Chapter President - Dianna Ridge

July: **Fresno**

Chapter President - Sheila Armstrong

August: **Inland Empire**



Flyer of the Month Award winners with Fred Ruibal from the Silicon Valley Chapter winner of the Flyer of the Year in the center.



Newsletter of the Year Award winner Sacramento Chapter President Paula Snipes and Editor Anita Lowe.

Chapter President - Matthew Pierson

September: **Orange Empire**

Chapter President - Catherine Caldera

October: **Sacramento**

Chapter President - Paula Snipes

November: **Orange Empire**

Chapter President - Catherine Caldera

December: **Los Tres Condados**

Chapter President - Ann Pruitt

It was indeed difficult to pick one outstanding flyer for the year 2008 but that honor went to the **Silicon Valley Chapter** for their June flyers. Copies of these outstanding flyers will be given to the chapter presidents at their training session in August.

In the year 2008 four chapters, Orange Empire, Los Com-

padres, Inland Empire and Sacramento, issued newsletters and each was interesting and full of news. The following chapters were recognized for outstanding newsletters in the year 2008:

The Second Place Award went to the **Orange Empire Chapter** for "The Orange Peel"; Chapter President - Catherine Caldera and Editor - Nanette Bowman

The Newsletter of the Year Award went to the **Sacramento Chapter** for the "Capitol News"; Chapter President - Paula Snipes and Editor - Anita Lowe.

In addition, two special awards which were "Essential Piece" lapel pins were given to two members who always submitted interesting and informative articles for the *Cal-Liope*. The winners were Val Moeller, our distinguished International District Director, for always ensuring that IAWP events were thoroughly covered and James Thomas, our chapter president, who not only contributed his President's Message every issue but provided a variety of items on local and international events; both are "Essential Pieces" of our IAWP family.

Congratulations to all!

Education Conference & Convention

Continued from page 1

early bird reception with good food, good libations and outstandingly good networking. The night ended early for those, who like me, got tired and needed their beauty sleep.

The Convention started with opening ceremonies and a welcome from Diane Ferrari, N. WSB Division Chief. The presentation of colors came next and as a veteran it never fails to choke me up.

After the chairperson reports, Michael Dolphin introduced the guest speaker Dennis Petrie, Deputy Director of the Workforce Services Branch. I have heard Mr. Petrie speak before but never with so much fervor and zeal over a subject matter that is so near and dear to his heart. The power point presentation was very informative, but not half as good as it was with the interpretation, emphasis and zest that Mr. Petrie put into its presentation. After it was over we wished we had taped it. Mr. Petrie's presentation would have made an excellent IAWP workshop to present throughout all the State's Local Chapters. Who knows, maybe the next one he does.

Next up was Barbara Ward, Deputy Secretary Women & Minority Veterans Affairs who gave an overview of California Veterans benefits & update on "Women Veterans Issues."

The Awards Luncheon was next, a popular event because that is when most of the big awards are given out. I wasn't keeping score, but I believe that the Orange Empire walked the red carpet most of the time. Congratulations to all the winners and all those who participated in the process. I always marvel at the great work that our members in our Local Chapters do for the people of our Great State. They not only work hard as state workers but also as members of the communities in which they live. In my eyes you are all winners.

After a break, convention resumed with the Deputy Directors' Panel. This usually took place on the second day allowing for the entire morning of presentations then questions and answers. This is the second most attended portion of the convention due to the wealth of information presented by each of the Deputy Directors. This also allows members in attendance to ask any question and there usually is an array of questions. Geneva Robinson, Workforce Services Southern Division Chief, served as Moderator.

The Deputy Directors panel met all expectations with informative presentations by each. It gave us a little insight of the happenings in-and-around each Branch and what to expect going forward. Mr. Talbott Smith, Division Chief UI Adjudi-

cations, was inundated with questions and when the panel broke up he was surrounded by members asking more questions. He was very gracious and answered all the questions, took his time and did not appear to be in any hurry to go anywhere.

Michael Dolphin introduced several great young adults from the YEOP program and moderated a very special presentation. Several of the students told stories of their success; where they were when they first started the program and where they were now. There were some very moving and inspirational stories. The program is something that Mr. Dolphin truly believes in and supports without any reservations.

Elections culminated in the election of our new state officers, most of which are repeat office holders. One sad note was the election of a new District XV Director Elect. Val Moeller decided not to run again so I ran and was elected. It was a bitter sweet win as Val is a great friend and I will always respect her judgment and leadership. I have "big shoes" to fill.

If you were not in attendance, we missed you. If you were not present you missed a great experience. I urge you to start planning for next years State Educational Conference being held in Southern California. Look for more information in future issues of the *Cal-Liope*.

2009 IAWP Fundraiser Wrap-Up

BY GLORIA ENRIQUEZ, FUNDRAISING CHAIRPERSON

Our many thanks go out to all IAWP chapter members who worked so hard and once again made our fundraising efforts a huge success this year.

The drawing was on May 1, 2009 at the State Conference held at the Radisson in Sacramento.

The winners were:

1st Prize **Ray Fernandez/San Diego Call Center** \$500
2nd Prize **Orange Empire IAWP** \$250
3rd Prize **Esther Lizarraga** Digital Camera
San Diego Adjudication

Fundraiser proceeds will assist IAWP delegates attending the 96th Annual International Conference in Rapid City, South Dakota, June 14-17, 2009.

John Delage Wins the 2008 Services to Veterans Award

BY JOSEPH CARLOTTI,
STATE VETERANS CHAIRPERSON

Veteran Employment Services Specialist John Delage of the Orange Empire Chapter from the Anaheim office of the Workforce Services Branch was the recipient of the 2008 Individual Services to Veterans Award.

During the 2008 year, John made a valuable difference in the lives of each veteran in his caseload. His outstanding relationship with clients, co-workers, partners, and community-based organizations demonstrate the value of his accom-

plishments. He is consistent in his outstanding service to veterans in the community and has been acknowledged by the community and his peers for his collaboration with partners and other organizations to market workforce services to veterans. His outreach to local veteran groups in the community has greatly assisted John in the marketing of veteran services and providing assistance for veterans he works with on a daily basis. Congratulations John on a SUPER job and receiving this award which you so richly deserve.

Awards

Continued from page 5

sion Manager Employee Performance Award

• **Sanders Martin** - Workforce Services Manager Employee Performance Award

• **Los Tres Condados** - First Place, Small Chapter, Chapter Activities

• **Fresno** - Second Place, Small Chapter, Chapter Activities

• **San Francisco** - Third Place, Small Chapter, Chapter Activities

• **Silicon Valley** - First Place, Medium Chapter, Chapter Activities

• **East Bay** - Second Place, Medium Chapter, Chapter Activities

• **San Gabriel Valley** - Third Place, Medium Chapter, Chapter Activities

• **Orange Empire** - First Place, Large Chapter, Chapter Activities

• **Los Compadres** - Second Place, Large Chapter, Chapter Activities

• **Sacramento** - Third Place, Large Chapter, Chapter Activities

• **Silicon Valley** - First Place, Membership Recruitment (48 new members)

• **Inland Empire** - Second Place, Membership Recruitment (37 new members)

• **Puerto Del Sol** - Third Place Honorable Mention, Membership Recruitment (26 new members)

• **James Thomas** - President's Diamond Award for Membership Recruitment by an Individual (47 new members)

• **Olga Briggs** - First Place Recognition Membership Recruitment by an Individual (16 new members)

YEOP

Continued from page 5

and had come from a gang environment. Out of four boys, Santino was the only one that did not go to jail. Santino was interested only in money. But Faye King had talked Santino to go to school and to get into the YEOP.

Santino worked out of state for several years but is currently working for an insurance company in the Sacramento area. Because Mr. Dolphin got to know Santino in 1990, and Faye King had worked with Santino, they are both proud of Santino's success.

In conclusion, Mr. Dolphin addressed his remarks to the four current YEOP youths he had introduced earlier. He told them that the YEOP can give them the opportunity to become successful in their lives. He stated that many tell him that they want to be like Mr. Dolphin. Mr. Dolphin replied, "Don't be like me, be better than me!"

After this YEOP presentation, State Vice President, Patti Espinosa, presented Mr. Michael Dolphin with a plaque of appreciation for his devoted and enthusiastic work with the YEOP program.

Goings On Around the State

Orange Empire Chapter Receives California Awards

**BY NAN BOWMAN
PAST PRESIDENTS CHAIRPERSON
AND ORANGE EMPLIRE SECRETARY**

Congratulations to Orange Empire Chapter and members for taking 17 awards home from the California Chapter Awards luncheon on May 1. President Catherine Caldera and Secretary Nanette Bowman represented Orange Empire at the Board of Directors meeting held on April 30 and Annual Convention on May 1.

Awards received for Employee Performance:

- Chino Hills DI Manager Graciela Vargas
- Orange County UI Adjudication Center: Clerical Debbie Myers, EPR Tristin Nguyen, and Manager Thao Vu
- Orange County UI Call Center: EPR Bryce Chy and Manager Thao Nguyen
- Workforce Services Anaheim: Manager Sanders Martin and Veteran John Delage
- Workforce Services Santa Ana/Westminster: EPR Desiree Arreola-Aguilar
- BOPSD Manager James Antee
- Unemployment Insurance Group: Orange County Call Center Alternative Workload Team: Maritza Cardenas, Elaine Carraway, Bryce Chy, Tanya Diep, Gloria Galarza-Martinez, Earle Levine, Pauline Martinez, Bich-Thuy Nguyen, Patricia Loeza, Rocio Lopez, Sandra Lua, Elsa Picado, Mary Silva, Myrna Soltero, and Xuan Tang.

• Chapter Activities - First Place Large Chapter

• Orange Peel Newsletter - Second Place

• Flyer of the Month for January, April, September, and November

Congratulations to all of the winners.

The first in a series of Leadership Skills building workshops is on May 20 at the Anaheim Workforce Service office. Presenters are Rob Claudio and

Rosa Olague. The three hour session focuses on understanding the skills, abilities, and expectations of an EDD leader.

Quarterly General Membership Meeting and Installation dinner will be June 2 at the HomeTown Buffet in Santa Ana. EDD Labor Market Information Consultant Ann Marshall is the guest speaker fulfilling another valuable component of EDD leadership requirements. Contact Nan Bowman at nanette-bowman@cox.net if you wish to attend.

Orange Empire is proud to welcome one of our newest members, Melissa Mejia. Melissa offered her services to edit the Orange Peel News. The membership is delighted with the fresh new look of the very first issue published in April and look forward to many more. Thank you so much, Melissa.

Ongoing community service projects include cell phone recycling, donations to the CDC/EDD program, pop tab collections for Ronald McDonald Charities, and support of St. Jude's Ranch projects by saving box tops for education and Campbell product labels. The annual school supply drive will culminate in July.

A Message from the Orange Empire Recipient of the Logan S. Chambers Education Grant

BY RAMONA MCLAUGHLIN

I have a few education catalogs at home formulating a stack in my family room and collecting dust. You probably do too. This time of year I get several from local adult education programs, Jr. Colleges, and extension programs marketing their summer programs. I would review them I thought to myself and maybe I will enroll in a class someday. I finally made my someday my today. I put

aside my thoughts that time attending class would take away from my family. I declined to accept that the money I would spend could be used for something else more important. I enrolled in a class at CSULA that I thought would support my personal interest and promote my goals to be a member of the Directors Disability Advisory Committee (DAC). I enjoyed going back to school. I felt like I was taking steps to move forward. I enjoyed being around others who also had a professional goal. Attending class gave me opportunity to network and I noticed so many more avenues for promotion I had not considered before. After I enrolled I remembered that IAWP offers a scholarship program to members. I looked the information up on-line and followed the directions to apply. It was very easy to complete the form and mail it in. I was contacted by e-mail in a short period of time with an affirmative notice that I was being considered as a recipient. I just had to complete the course and send in my certificate. Taking this step gave me a moment to really think about my own personal goals, where I wanted to go, and what I needed to get me there. I strongly urge you to consider what areas in your own professional life have been stagnating. Maybe you feel a little insecure like I did and you need something to get you going. IAWP believes that to grow as people and to grow in our career we need to be lifelong learners. Now is your time. This summer make it your goal to enrich your personal and professional life. Target an area related to your current job or a promotional possibility that you could benefit from increased knowledge, skills and abilities. Take the step to enroll and apply for a scholarship. You won't regret your commitment.

Los Angeles Chapter Announces Wins in 2008 Awards Program

BY SHEILA MITCHELL, LOS ANGELES CHAPTER PRESIDENT

The Los Angeles Chapter of IAWP is pleased to announce that Danuta Lopuszynska, Vice President of the Los Angeles IAWP Chapter won the California Chapter Individual Unemployment Insurance Award at the State 2008 Awards Program in Sacramento on May 1, 2009.

Currently Ms. Lopuszynska is assigned as a primary determinations scheduler in the Los Angeles PAC. Since starting this position July 30, 2007, she has demonstrated that she is a very fast learner and quickly became skilled at all aspects of her assignment. Based on her level of expertise she was effectively able to train the Employment Program Manager I (EPM I) who recently rotated to supervisor of the scheduling process while simultaneously performing her day to day duties. Linda Jones, EPM I scheduling manager, states, "During my first few weeks of learning and adjusting to this new role, Danuta's professionalism, courtesy, patience, and exemplary



Los Angeles Chapter members Sunni Alonzo, Elvia Villa, Los Angeles Chapter President Sheila Mitchell with Danuta Lopuszynska who won the Individual Unemployment Insurance Award.

work ethic were critical elements that allowed me a smooth transition into my new role."

Due to Ms. Lopuszynska's excellent rapport with staff and management she is able to work closely with management and staff. When the office was able to bring back a couple of retired annuitants, one of them wrote Danuta a letter of commendation thanking her for her professionalism and technical expertise.

In addition to her regular assignment, Danuta routinely works determination schedules or processes DE1101CZs. Adjustments Unit Manager

Susan Wilson, commented, "Although Danuta has been working as a scheduler, as time allows she helps with the 1101CZs including processing some in between her overtime determination appointments. She has consistently been the highest producer even though this is not her normal function. She has been able to produce as high as 232 DE1101CZs in a day. Staff who work this function daily, can process anywhere from 70-130 a day and yet Danuta will do approximately 200. She is an outstanding employee, gladly willing to help out, and will carry out any

See Los Angeles on page 8



Members of San Gabriel Valley and Cabrillo del Rio chapters at Mile 4 on the March of Dimes Walk in Newport Beach.

San Gabriel Valley Chapter Walks for "Babies"

BY ROCIO LOPEZ, INTERNATIONAL RELATIONS CHAIRPERSON

March for Babies takes place in more than 900 communities across the US

On April 26, 2009, EDD employees Patricia Loeza, Elaine Carraway, their families and Rocio Lopez represented the IAWP subchapters of Cabrillo del Rio and San Gabriel Valley at the March of Dimes in Newport Beach, CA. We joined 1 million people in this annual event where families get together to celebrate or honor a child in their lives. During the 5.5 mile long walk, we found many posted signs of babies who didn't survive and groups of different teams that walk in their

memory. This is reminder of the importance of this walk to help all babies be born healthy.

Why do we walk? When you walk, you give hope to the families of babies born too soon or too sick, but we are also celebrating babies who are born healthy by raising funds for those who need help to survive. The money raised supports programs in your community that help moms have healthy, full-term pregnancies.

Thank you so much for you for your donations and hard work. Remember that fundraising does NOT have to stop the day of our walk, because you can keep fundraising afterwards to reach your goal!

Cabrillo Del Rio Wins "One-Stop Award"

BY VAL MOELLER, INTERNATIONAL DISTRICT XV DIRECTOR & CABRILLO DEL RIO MEMBER

The Cabrillo Del Rio Chapter nominated the Long Beach Workforce Services Office and Pacific Gateway Workforce Investment Network for the One-Stop Award. The center is also known as the Career Transition Center. It's located in Long Beach. The center was the State Chapter winner.

In late 2007, the center was designated as one of twelve Learning Labs in a One Stop Center in California. The learning lab had to be implemented by July 1, 2008. This model created a new local workforce system that is skill based and moved the One Stop Center into services designed to increase a customer's employability and retention of that job with either newly developed skills or improved skills.

Since the center opened on July 1, 2008, an average of 200 customers including youth, veterans, adults, disadvantaged, and disabled, per day have been served utilizing this new process called Universal Access. The Career Transition Center staff has worked in partnership with the Pacific Gateway Workforce Investment Network Inc. to deliver high quality services by identifying skills and/or improving skills of their customers. Innovative partnerships were forged with education, labor, and the community. Promotion of literacy, money management workshops, job fairs, job search workshops, training programs, apprenticeship programs, paid internships, and resume writing are only a few of the support resources offered at the center

(Customer Choice). Each new customer participates in the entire customer flow process to receive services. This integrated service delivery systems provides a seamless system of service (Service Integration).

Congratulations to the Long Beach Career Transition Center!

We had three individual winners in the Employee Performance categories: Bryce Chy-Unemployment Insurance Primary Call Center; Thao Nguyen-Unemployment Insurance Primary Call Center Manager; and James Antee-Business Operations Planning Support Division Manager. Congratulations to our individual chapter members!

Another of our nominees was the Retiree Award winner-Audrey Baker. Although Audrey is a member of the Los Compadres Chapter, she is an outstanding example of exceptional commitment to advancing IAWP objectives, education, communication, membership, fundraising, legislative activities, mentoring, and community service. She has been active member since 1963. She has held the following positions in the California Chapter: Annual State Convention/Conference Chair (3 times), District II Director (2 times), and Retiree Chair (6 times). She has also served as President, Secretary, and Treasurer of her local chapter several times. She served as the International Retiree Chair in 2005-2006. She is indeed a treasure of the California Chapter and a worthy award winner.

Award nominations were submitted for the Citation

See Cabrillo on page 8

A View from Inside a Fish Bowl

Continued from page 1

- Provide services to substantially increased numbers of adults to support their entry or reentry into the job market in areas of anticipated economic and job growth
- Recovery Act funds can be used on all activities specified under the WIA Adult program
- \$221.9 million for WIA Dislocated Worker Activities
 - Provide services to dislocated workers to adapt their skills and career goals to the rapidly changing economy
- \$186.6 million for WIA Youth Activities
 - Creation of summer employment opportunities with emphasis on the summer of 2009
 - Increases age eligibility to a maximum of 24 year old
 - Summer period is May 1 – Sept 30
 - Summer employment may include any set of allowable WIA Youth Services that occur during the summer months as long as it includes a work experience component
- \$47 million for Wagner-Peyser Services
 - Employment Service provides employment related labor exchange services including Job Search Assistance, Job Referral, Placement Assistance, Reemployment Services to Unemployment, Recruitment Services to Employers
 - Veterans receive priority referral to jobs and training as well as special employment services and assistance
 - Specialized service to individuals with disabilities, migrant and seasonal farm workers, ex-offenders, youth, minorities, and older workers



Workforce Services Deputy Director Dennis Petrie shares his vision of the EDD transformation

Mr. Petrie stated that the role of the Workforce Investment system will be to assist workers to retool their skills and re-establish them in viable career paths. The intent is to position the Workforce Investment system for the 21st century global economy. In keeping with the intent transformation is not a choice, it's a must. Introducing the

transformation Deputy Director quoted Jack Welch, retired General Electric CEO, who said "If the pace of change inside the organization is slower than the pace of change outside the organization... the end is near." Dennis enthusiastically stated "The significant investment of stimulus funds represents an extraordinary and unique opportunity for the workforce system to accelerate its transformational efforts and demonstrate its ability to innovate and implement effective One-Stop service delivery strategies."

Mr. Petrie explained that the WIA implementation under the Recovery Act included an initial allocation of \$388 million in WIA funding which was distributed by EDD to 49 local Workforce Investment Boards throughout the state and another \$27 million in WIA funds will be made available through Local Workforce Investment Areas additional assistance requests.

California's transformation must be to a skill-based, demand driven, talent development system. Dennis explained that transformation will include the participation of 15 Local Workforce Investment Boards, EDD and local partners. The transformation will include service integration and skill-based learning labs. The goals of the integration are to develop a talent pool that will meet the demands of regional employers and to implement a skill-based service delivery system so that every job seeking customer will have the opportunity to know their skills, enhance their skills and get the best job possible with their skills.

Dennis explained that the transformation to a skill-based, demand driven, talent development system will differ from today's service delivery system by including:

- Integrated customer flow
- Common customer pool
- Reduction in paperwork
- Focus on skill development – skills needed in the regional economy
- Shared planning
- Common outcome measures

Dennis concluded by stating that in the future EDD becomes the broker for coordinating workforce development programs with other state departments, integrating resources which results in improved effectiveness of the public workforce system and providing a highly skilled workforce equipped with 21st century skills.

Cabrillo Del Rio Chapter News

Continued from page 7

Award Individual and Group in conjunction with the Inland Empire chapter. Steven Strum was the winner for the Individual Citation Award. Steven Strum is the publisher of the "Inland Empire Job Guide" who provided free advertising to EDD for Veterans' Services, Experience Unlimited, and other EDD services to promote an integrated service delivery system. The advertisements have ranged in size from a quarter page to half page ads. The savings to EDD between August and December of 2008 was substantial. The Job Guide's circulation is 68,000 job seekers.

The Group Citation Award winner was Sears Holding Corporation (SHC). During 2008, SHC continued its unrelenting support for America's military families. SHC assists veterans and their families through several programs.

The Heroes at Home (Heroes) program provided support to service members, veterans and their families through joint efforts with various nonprofit organizations. In celebration of Memorial Day, SHC kicked off a nationwide fundraising effort for Heroes, through a charitable partnership with Rebuilding Together. It improves the lives of military families in need across America by making repairs and improvements to their homes.

Los Angeles Chapter News

Continued from page 7

assignment you ask without complaining. She has a happy disposition and my only regret is that she does not work in the Adjustment Unit processing DE1101CZs permanently."

Danuta has clearly demonstrated a high degree of commitment and dedication to her office by voluntarily cancelling her vacation during an extremely high workload and volunteering to work overtime as she saw the operational office need to fill in behind staff vacancies due to unplanned absences. These uncommon acts by line staff such as her are above and beyond the call of duty and provide an example of how Ms. Lopuszynska exemplifies outstanding customer service.

As a determination interviewer, Ms. Lopuszynska has consistently been one of the office top performers. The quality of her work was also rated higher than the LAPAC average and exceeded the Department of Labor. Her daily average backlogs were below the unit averages for the same report period, which exhibit her outstanding job performance.

Danuta is the lead scheduler and has not only trained a

As in previous years, SHC spearheaded Heroes. Customers participated by using their Sears Card, purchased Heroes gift cards, or made donations. In addition, Hershey's made donations for any Hershey's product purchased at Kmart. The total amount of fundraising from SHC for 2008 totaled \$1.4 million. During the 2008 holiday season Sears created the Heroes Wish Registry (HHWR). SHC distributed \$100 each to each of the 30,500 registrants.

SHC is an employer who takes additional steps to support their workers that are involved in serving their country. They guarantee the continuance of civilian pay (up to 60 months) and continued participation in life insurance, medical and dental programs, and continue merit pay increases as well as incentive pay.

There are other programs sponsored by SHC that support military personnel and their families. Some of these programs are: Army Spouse Employment Partnership, Partnership for Youth Success, Department of Defense Fellowship Program, Transition Assistance Program, and Operation Purple. Kathy Nichols, General Store Manager from the Sacramento Sunrise Store was present at the awards luncheon to accept the award on behalf of Sears Holding Corporation.

manager on the scheduling procedures, but trained and mentored a fellow employee. She trained and mentored Adjustment staff on the 1101cz process and served as a mentor to the newly hired employees in the office.

The management team observes how Ms. Lopuszynska utilizes her excellent customer service skills when assisting both our external and internal customers. She is a consummate professional who is fair and courteous to all that come in contact with her. She possesses the ability and willingness to multi-task in order to assist our office in meeting the ever-increasing workload challenges that face us each day. Flexible and cooperative are words that describe her. She is considered a valuable office resource and an asset to our organization. She embodies the EDD values of service, caring and respect, teamwork, and accountability through the way she interacts with others and her work ethic is unsurpassed.

Danuta was the winner for the UI Branch EDD ROCS' award as part of Customer Service Week October 6-10, 2008. She received special acknowledgement from the EDD Director Patrick Henning and participated in the

See Los Angeles on page 3

Barbara Ward

Continued from page 1

assistance to active duty military personnel and veterans in utilizing their MGIB to pursue their education at schools and institutions approved by the Veterans Administration.

California is home to 2.1 million veterans, 164,122 of these veterans are women veterans. This State has the highest number veterans and female veterans of any state within the United States. Fifteen percent of today's active military are women. Some other interesting statistics for women veterans include; 20% of new recruits are women, 17% of the reserve and National Guard are women, 13% of OIF/OEF troops are women, 87% of women veterans do not use VA health care, and by 2010, it is anticipated that 10% of veterans will be women.

Military Sexual Trauma (MST) has always been a major concern of women veterans. Fourteen and a half percent of OEF/OIF women veterans have reported experiencing MST, 71.6 % reporting MST have a mental health diagnosis. Many women veterans with a MST issue do not report the incident. These incidents go unreported because they feel uncomfortable making a report, think they will be labeled as a trouble maker, they do not want anyone to know about the incident, they do not believe anything will be done, they fear retaliation, it is not important enough to report, they think no one would believe them, reporting would take too much time and effort, and some do not report MST because they just do not know how.

The VA Center for Women Veterans ensure women veterans have access to VA benefits and services on par with male veterans, and VA programs are responsive to the gender specific needs of women veterans, perform outreach to improve veterans' awareness of VA services, benefits and eligibility criteria and that women veterans are treated with respect and dignity. The Center's roles include the monitoring of the department's programs and policies to ensure that they are responsive to the needs of women veterans, recommending policy and legislative proposals to the secretary, coordinating the development, distribution, and processing of the Advisory Committee on Women Veterans reports and coordinating annual committee site visits.

The Women Veterans Health Improvement Act of 2009 will require the VA to implement a program to train, educate, and certify VA mental health professionals to care for women with sexual trauma. The Act will require the VA Secretary to conduct a comprehensive assessment of the barriers women are facing in accessing care at the VA and it will also require the VA to begin a pilot program that provides child care to women veterans that receive mental health services at the VA. Another part of the Act will authorize a report to Congress on the effects that the wars in Iraq and Afghanistan have had on the physical, mental, and reproductive health of women who have served in the those two theaters. Lastly, the Act will require the VA to begin a pilot program that provides readjustment counseling to women veterans in group retreat settings. The Women Veterans Health Improvement Act of 2009 can be tracked as HR 1211.

Deputy Secretary Ward went over many veteran benefits that are available for all veterans to include federal and State benefits. Some benefits include farm and home loans, college tuition fee waivers, the Disabled Veterans Business Enterprise, motor vehicle registration fees being waived, veteran preference in California Civil Service exams, property tax exemptions, and many more. Additional information on veteran benefits can be found at www.cdva.ca.gov and the California Directory of Veterans Benefits located in your local Workforce Services Offices.

Two important VA health care benefits changes were covered during the Deputy Secretary's speech. First, as of January 2008, recently discharged veterans with service connected non-compensable dental conditions or disability who served on active duty 90 days or more and who may apply for VA dental care within 180 days of separation may qualify for one time treatment for dental conditions present at the time of discharge. Also, as of January 2008, eligibility for veterans who served in a theater of combat operations after November 11, 1998 had VA health care benefits extended from three years to five years post discharge.

Deputy Secretary Ward will be conducting a Cal-Vet Women Veterans Conference 2009 on September 11-12, 2009 at the Los Angeles Airport Hilton. Additional information will be forthcoming and information can be found at www.calvet.ca.gov.