

Maryland



Voice of the Chesapeake

Volume 6

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President's Message

Hi Everyone...

I hope all of you have enjoyed a wonderful summer! Now that the Fall season is upon us, the Executive Board has worked diligently to schedule our upcoming Fall Institute at the State Highway Administration Complex in Hanover on Friday, November 4th. We have a great lineup of speakers including Bernie Antkowiak, Assistant Secretary for Workforce Development; Lee Foley, our Legislative Liaison on Capitol Hill; Veterans Panel – Ré Cuebas, PROVET Coordinator, Jay McLeod, Disabled Veterans Hiring Initiative Coordinator, Lynette Horton, REALlifelines Coordinator at NNMC Bethesda; Tom Wendel, Assistant Secretary for Unemployment Insurance and Linda Meads-Crandall, U/I-Benefit Payment Control Unit; Fitness presentation by Pam Blum; Governor's Workforce Investment Board; and a Diversity presentation by Shanon Wolf. It will be an exciting day, and we hope you can attend. We will send you the final agenda soon.



The IAWP District IV Conference is scheduled for November 16 and 17th at Cacapon State Park in

Berkley Springs, West Virginia (about eight miles south of Hancock, MD). The Conference is being hosted by the West Virginia Chapter and as soon as we get more information, we will pass it on to you.

Mark your calendars for this event. West Virginia really puts on

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a great program. *(continue on page 3)*

IAWP Presents Kelly Services Inc. CEO and COO, Carl Camden with the Individual Citation Award

IAWP bestows a high honor to an honorable executive

The International Association of Workforce Professionals (IAWP), the World Leader of Professionals in Workforce Systems, hosted their 92nd International Educational Conference and Awards banquet in Albuquerque, NM in June. Please join us in congratulating Carl T. Camden in receiving the IAWP Individual Citation Award.

Chief Executive Officer (CEO), Chief Operating Officer (COO), and President of Kelly Services, Incorporated Carl T. Camden is the recipient of the Individual Citation Award, the highest IAWP honor presented to an individual Workforce Professional. Camden was the first corporate official to blow the whistle on SUTA (acronym for State Unemployment Tax Act) Dumping practices long engaged in by employers to evade the payment of unemployment insurance taxes, costing state treasuries more than \$1 billion over the past decade.

Kelly is the second largest staffing services company in the United States and has almost 700,000 employees working in fifty (50) states and twenty-seven (27) countries. When layoffs began to rise during 2001, Kelly was affected along with other companies. Camden was presented with a proposal that could slash Kelly's unemployment insurance taxes by \$30 million dollars. Camden rejected the proposal because he considered SUTA Dumping practices to be unethical and undermine *(continued on page 3)*

“Using Humor For a Change”

I had the opportunity to attend a workshop at the International Conference given by Scott Friedman entitled “*Using Humor for a Change*”. He began the workshop with a self-diagnostic survey about how much we laugh and have humor in our life. According to Scott those who scored less than 50 points need a humor transplant. No transplant needed for me – I was way above 50! He spoke about being positive and allowing laughter to be with us each day and how humor can make your life more productive. Humor in the workplace helps to combat stress. Have you tickled your funny bone lately? Did you know it takes 21 days for a behavior to become a habit? Make humor a habit by incorporating it in your life each day. Scott says we need to ask ourselves 4 questions each day:

- 1) What do I have to be grateful for?
- 2) How can I make a difference in someone’s life today?
- 3) How can I challenge myself to get better?
- 4) What great thing is going to happen to me today?

We should strive to be someone who makes the best out of things that happen. He indicated that the #1 killer of good decision making is EGO. Humor is the shortest distance between two people. His personal definition of GPS is “Gotta Play Some”. He recommends thoughtfully preparing humorous comebacks for common situations such as when someone says “Thank God I finally got a human being” say “No, I’m just a recording”, when you get the question “Are you a live person?” say “No, you’ll have to press 2 for that”, start a meeting with your personal theme music, put a silly item on your meeting agenda such as “pierced ears on elephants” to see if people notice, designate an area at work called the “Whine Zone” for those who need it. A few of Scott’s quotes to live by: “The best way to predict the future is to create it!”, “Laughter is contagious - infect the entire community”, “Play today! If you’re too busy to play, you’re just too darn busy!” “I look at problems as opportunities to improve my sense of humor”. Scott Friedman has written several books on laughter and has a website at www.FunnyScott.com. Start laughing and using humor today – life will be so much more pleasant if you do!

Submitted by Sharon Mike, District IV Director

What is a Customer?

- ◆ Customers are the one and only reason we are in business.
- ◆ Customers are not dependent on us. We are dependent on them.
- ◆ Customers are not an interruption of our work. They are the purpose of it.
- ◆ Customers are not outsiders to our business. They are part of it.
- ◆ Customers are not someone with whom to argue or match wits. Nobody ever won an argument with a customer.
- ◆ Customers are people who could do business elsewhere. It is our job to make sure that they keep doing business with us.
- ◆ Customers do us a favor when they call or come in. We are not doing them a favor by waiting on them; it is our job.
- ◆ Customers are human beings with feelings and deserve to be treated with respect.
- ◆ Customers deserve the most courteous attention we can give them. They are the lifeblood of every business. They pay our salary. Without them we would have to close our doors.

Reprinted courtesy:

Debra J. Schmidt, a.k.a. "The Loyalty Leader®", helps companies boost their profits by leading them to greater customer, employee and brand loyalty. You can subscribe to Debra's free email newsletter packed with loyalty building tips at: www.TheLoyaltyLeader.com

ICE

Following the attacks in London, East Anglian Ambulance Service has launched a national “In Case of Emergency” (ICE) campaign. The idea is that you store the word “ICE” in your mobile phone address book and against it enter the number of the person you would want to be contacted “In Case of Emergency”. In an emergency situation, ambulance and hospital staff will then be able to quickly find out who your next of kin are and be able to contact them. It’s so simple that everyone can do it. If this catches on, it really could help the emergency services in doing their job. For more than one contact name use: ICE1, ICE2, ICE3, etc. For more details, check out www.icecontact.com

Submitted by Craig Lowery, Acting Deputy Commissioner for Labor and Industry

(President's message continued from page 1)

I would like to welcome and thank Denise Jenkins of the Anne Arundel One-Stop Center who has graciously volunteered to become our "Voice of the Chesapeake" newsletter editor. If you have any news items you would like to have included in any of our upcoming issues, please contact Denise at djenkins@dllr.state.md.us or 410- 412-7013.

Also, I would like to welcome Ms. Dawn Le who has volunteered to be our International Chair for the upcoming year. Dawn is a Consultant/Navigator for Solutions Linx, Inc. of Olney, MD.

Our cookbook, "Munchies, Morsels, and Main Courses" is in the final phases of production and we hope to have it available at our Fall Institute on November 4th. There are many delicious recipes in the book and the cost is \$15.00 or two for \$25.00. What a great Holiday gift this book will make!

Our 2006 Membership Campaign is currently underway. If you join or renew your membership by December 1, 2005, you will get a reduction of \$5.00 off your dues and \$5.00 off your membership for every new member you recruit. Before December 1st Regular Membership is \$45.00; Retiree Membership is \$16.00; and Grade 12/below Membership is \$25.00. Renew early and take advantage of these rates. Applications can be found in this edition of the "Voice of the Chesapeake".

Looking forward to seeing you at our Fall Institute.
Bob Pelletier, President

Useful Tip

To get fewer pre-approved credit card offers, call 1-888-5-opt-out and follow the prompts.

IAWP Library

Using Humor For a Change, "101 Clever Ideas to 'Lighten Up' the Workload", written by Scott Friedman.

(Individual Citation Award continued from page 1)

the integrity of the state unemployment insurance (cotin system, harming both workers and employers who play by the rules.

Mr. Camden promoted legislation to improve and strengthen Workforce Development programs nationally. Camden remained committed to bringing about federal SUTA Dumping legislation that impacts the federal and every state unemployment insurance program and from which workers and employers will benefit. He is now focused on getting all states to act to eradicate the practices that undermine the integrity and health of the unemployment system.

IAWP has been *the* professional association for Workforce Professionals since 1913 and has provided education and training through local and international educational conferences, scholarships, grants, and Workforce Professional Development Program (WPDP) training. IAWP, with the help of a Washington D.C. liaison, also keeps members informed of legislation affecting the Workforce Profession. IAWP strives to uphold the ethical standards of Workforce Professionals worldwide. Carl T. Camden, in his ethical accomplishments is a deserving recipient of the prestigious IAWP Individual Citation Award.

Having a Bad Hare Day?

*Presented by Kim Monti, Achievlet
Reported by Ann Seifert*

Whether you are running a business or holding down a "good" government job, the same planning concepts apply. To be successful you need to have a vision of what you are trying to accomplish, the steps to complete the job and know why you are doing it. Of course, it helps if your job is something you are passionate about.

Your business or work plan should identify your competition, why they are your competition and what they are doing that makes them a threat to you. If your competition does, says, sells or produces something that you NEVER use, maybe this is NOT the job or business for you. At best, if your competition seems to be doing something that you wish you'd done, maybe your best shot at success is to partner with them.

(continue on page 4)

(Having a Bad Hare Day? continued from page 3)

As the old adage says, "If you can't beat them, join them!" Maybe the reason that this activity is not done now is because it is illegal and/or there is no money in the budget for this activity. This is especially true for those of us working in government agencies where change or innovation is often met with suspicion.

There is no such thing as an "average" performance if you are trying to grow or provide satisfactory customer service. A successful activity identifies the strengths to get the right "fit" for a successful operation. It both educates the managers and engages the employees to satisfy the customer. A satisfied customer can become an advocate for you, your program and your services.

Reprinted from The Flash June 8, 2005

Workforce Development in the Native American Community

As a follow-up to the Native American participation in Opening Ceremonies, the first panel regarding Native American history and employment to be held at an IAWP conference. Albuquerque is the ideal site for this event since the Rio Grande Valley was the first area of sustained interaction between Native American communities and Europeans, some 450 years ago, Gary F. Brownwell, an attorney specializing in Indian Gaming Interests, discussed tribal sovereignty, jurisdiction and immunity. Tribal sovereignty is based on the tribes' status as political societies that predate the United States and preempts state authority over Indian Country. Indian country included reservations, trust and restricted land over which the federal government has authority. Tribal Courts are the basis for tribal legal and judicial systems and have exclusive jurisdiction on claims arising in Indian Country. Tribal actions are not subject to the US Constitution's Bill of Rights but must adhere to a similar Indian Civil Rights Act.

Robert Aurbach, CEO of Uncommon, Inc., discussed how tribal sovereignty and jurisdiction related to worker's compensation law. Tribes are exempted from the state's worker compensation law but must offer similar coverage under tribal law.

Captain Greg Toya, NM State Police, discussed his life experiences as a Native American. Born and

raised in Jemez Pueblo, he speaks the Towan language. He maintains strong cultural ties and is involved with many Native American youth groups. He emphasized cultural differences Native Americans encounter as they work in outside business and society. Native American social and cultural practices differ from the outside society. What is commonly accepted in the outside society may be unacceptable for the Native American. A prime example of this is the custom of looking people in the eye. Considered a way of displaying honesty in the outside society, it is rude and disrespectful for Native American youth. An audience member asked Toya about the use of Indian mascots for sports teams. Toya explained that the costumes and dances were part of religious observances. He compared Native American reactions to their use in sports events to the reaction of a Roman Catholic to the use of a Papal or Cardinal's robes for the same purpose.

Patrick G. Baca, a tribal council member of the Pueblo of Sandia, described further cultural differences and the finances and demographics of the various tribes. He was active in developing gambling at Sandia Pueblo. Tribes that have developed gambling have prospered compared with those relying on farming and ranching; however, all pueblo inhabitants are at a lower economic level than those outside.

It was noted that our IAWP officers have Native American backgrounds: George has Iroquois, Bear Clan heritage; Catherine has a Cherokee great grandmother; Linda has a Native American great-great grandparent; and Richard has a Creek great grandmother.

*Submitted by Larry Ludwig
Reprinted from The Flash
June 8, 2005*



**Congratulations
to
Faye Stauch**

Faye has left DLLR to take a position with the Washington County Department of Social Services. She will be working in the DSS Job Center providing job-seeking skills to welfare-to-work customers.

Faye was a Maryland IAWP Officer for many years as a Second Vice President and Newsletter Editor.

We want to express our appreciation for her outstanding service not only in publishing the newsletter six times per year but also in spearheading our cookbook project, which will be completed next month.

We Will Miss You, Faye!!!!



**Congratulations
to
Mary Ellen Branham**

Mary Ellen Branham, the former Acting Labor Exchange Administrator for Baltimore County, has a new job in DLLR as a Regional Field Representative in the Division of Workforce Development. Mary Ellen will be the liaison for the WIA areas of Western Maryland, Anne Arundel County, Baltimore City and Frederick.

Maryland IAWP Executive Board

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Voice of the Chesapeake is the newsletter of the Maryland Chapter of International Association of Workforce Professionals (IAWP). 2005-06 Chapter President is Bob Pelletier. *Voice of the Chesapeake* is edited by Denise Jenkins. Articles should be submitted by the 15th of the month to Denise Jenkins, *Voice of the Chesapeake* Editor, DLLR, Anne Arundel One-Stop Career Center, 7500 Ritchie Highway, Suite 305, Glen Burnie, MD 21061 or djenkins@dllr.state.md.us or faxed to 410-412-7135

Maryland Chapter



International Association of Workforce Professionals

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Suzette Snyder
DLLR
14 N. Potomac St., Suite 100
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14 N. Potomac Street, Suite 100
Hagerstown, MD 21740

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