



Maryland



Voice of the Chesapeake

Volume 17

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May/June 2006

Farewell from Robert “Bob” Pelletier, Past President of the Maryland Chapter



Hi Everyone...

WOW, what a ride! Thank you all for your continued and gracious support as your President over the past two years. It has been a truly wonderful and rewarding experience being the President of the Maryland Chapter, International Association of Workforce Professionals, our DLLR professional organization. We have held four very successful Institutes including our memorable District IV Conference at Rocky Gap in November, 2004, published 12 “Voice of the Chesapeake” newsletters and published our very first Cookbook, “Munchies, Morsels and Main Courses” which has been selling very well. Thank you all for your participation in our Institutes and supporting our fundraising efforts and especially for renewing your membership each year.

And finally, a very special thank you to our Executive Board which really worked long and hard and so successfully in making our Chapter one of

the best in the United States. Thank you to Sharon Mike, District IV Director and Immediate Past President; Suzette Snyder, President-Elect and Membership Chair; Nancy Fink, First Vice President and Education Chair; Faye Stauch and Denise Carey, Second

Vice Presidents and Communication Chairs; Faye

Gossert, Treasurer; Susan Gallagher, Awards Chair, Jack Stano, Veterans Chair; and Dawn Le, International Chair, for the many contributions they have made to the success of our Chapter. A very special thank you to Jack Stano who is leaving the Board, for his professional efforts in keeping the membership informed of Veterans’ issues especially as they affect Workforce Development. Also, congratulations to Sharon Mike for being appointed Education Chair for the International Association of Workforce Professionals for the upcoming year.

As I always mention, membership and participation in our great organization is extremely important to its continued success. Make sure your colleagues are aware of the benefits membership can bring and if possible, become involved in the day-to-day activities of our organization.

Again, it has been a great pleasure serving as your President. I wish Suzette Snyder and the new Executive Board (I’ll still be there as Immediate Pat

President) all the best in the next two years as they continue to further the goals of IAWP and our great Chapter.

Have a wonderful summer!

Bob Pelletier,
Immediate Past President

INSIDE THIS ISSUE

- ❖ Spring Institute Highlights
- ❖ Upcoming District 4 Institute

What is IAWP?

IAWP is a worldwide nonprofit professional association representing individuals interested in the programs and services related to the workforce needs of citizens and businesses. IAWP has the following objectives:

- To enhance the professional growth and development of its members

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What is IAWP (continued from page 1)

- To serve professionals in unemployment, employment, training, labor market, one-stops and other workforce related programs
- To support agency administrators and their vision/mission
- To foster working relationships with partner organizations.

What can IAWP do for me?

IAWP provides the following benefits:

- Multiple educational/career development opportunities are available each year through the International Educational Conference/Convention, District Educational Institutes, State Chapter Educational Institutes, Individual Education Grants and the Professional Development Program.
- Legislative liaison in Washington, D.C. maintains communications between members and Congressional policymakers regarding funding and program needs.
- Communication from the *Workforce Professional* newspaper, the official IAWP publication; Legislative "Action Memos"; *Voice of the Chesapeake*, the Maryland Chapter newsletter and the IAWP website at www.iawponline.org
- Recognition awards through International and State chapters
- Leadership opportunities
- Discounts on auto insurance, life/health insurance, car rentals, travel

How do I join?

The membership cost is only \$50.00 per year (or \$30.00 for those Grade 12 and under working in the Divisions of Unemployment Insurance or Workforce Development in DLLR). That's just a few pennies a day! For a membership application and brochure contact Suzette Snyder, Membership Chair, at ssnyder@dllr.state.md.us.

Don't miss the opportunity to be part of a professional association just for you!

Maryland Welcomes IAWP International Secretary-Treasurer Catherine Leapheart

Catherine Leapheart became DLLR's Division of Workforce Development's (DWD) Director of the Office of Field Operations on May 31. Ms. Leapheart brings to her position more than 25 years of workforce development experience, most recently as the Executive Director of Labor and Industrial Relations for the State of Missouri. Prior to that, she worked in Arkansas as the Director of Community Development for the Arkansas Industrial Development Agency and as the Area Operations Chief for the Arkansas Department of Employment Security. An Arkansas native, she is currently the Secretary-Treasurer of the International Association of Workforce Professionals (IAWP) and is a past President of the National Association of State Workforce Agencies. She has traveled extensively, representing IAWP in China, Japan, Lithuania and Poland.

We look forward to working with Catherine, both in DWD and IAWP.

Maryland's Workforce Performance Shines

Congratulations to the DLLR Division of Workforce Development! On May 3, 2006 the USDOL Employment and Training Administration published state-by-state results for 17 Workforce Investment Act (WIA) performance measures for Program Year 2004 (7-1-04 to 6-30-05). The rankings are based on actual performance. Maryland did extremely well as we were listed in the top-ten states for 11 of 17 measures, in the top-five for 8 of 17 measures and were # 1 in two measures. Maryland is now eligible to submit an application for an incentive grant of \$711,961. There were only 23 states that qualified. *Everyone who works in the One-Stop Centers contributed to this performance success in some way and are to be congratulated.* Here are the actual results for Maryland:

| <u>WIA Performance Measure</u> | <u>Rank</u> | <u>Outcome</u> |
|--------------------------------------|-------------|----------------|
| Adult Entered Employment | #13 | 83.6% |
| Adult Employment Retention | #10 | 89.5% |
| Adult Earnings Change | #27 | \$3,888 |
| Adult Credentials | #1 | 83.2% |
| Dislocated Worker Entered Employment | #18 | 88.0% |
| DW Employment Retention | #18 | 92.9% |
| DW Earnings Replacement | #3 | 83.6% |
| DW Credentials | #3 | 83.6% |
| Older Youth Entered Employment | #5 | 87.8% |

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| <u>WIA Performance Measure</u> | <u>Rank</u> | <u>Outcome</u> |
|-----------------------------------|-------------|----------------|
| Older Youth Employment Retention | #1 | 93.2% |
| Older Youth Earnings Change | #9 | \$4,332 |
| Older Youth Credential | #5 | 67.4% |
| Younger Youth Skill Attainment | #7 | 91.7% |
| Younger Youth Retention | #21 | 68.7% |
| Younger Youth Diploma Attainment | #25 | 69.2% |
| Employer Customer Satisfaction | #1 | 89.3% |
| Participant Customer Satisfaction | #2 | 90.0% |

Submitted by Sharon Mike, International Educational Development Committee Chair

Educational Institute-Excellent Indeed

On June 8, the Maryland IAWP held the Spring Education Institute with an information packed agenda. There was a great turnout. Great information was shared and a powerhouse agenda was presented. If you were unable to attend the Institute, see the "Institute Highlights" to catch up on what you missed.

The Silent Auction was a success. A special thanks goes to Catherine Leapheart and Grace Fendlay, who opened their wallets to purchase many items. Hope you were on their Christmas lists!

After each synopsis, a summary of the evaluation comments has been provided.

The general consensus for evaluations received was *"very informative session", "really enjoyed the broad diversity of speakers", "the speakers were diverse and well spoken"*

Institute Highlights

Accessing Emergency Services in a One-Stop Center

Lisa Cuozzo of Montgomery Works discussed how all partners in the One-Stop Centers need to develop a strategy to connect and coordinate community services in order to better serve our customers. Her bottom line, "Who do you know...who do you NEED to know?"

Lisa focused on Community Resource Mapping which includes: Resource Mapping, where we consider the needs of our customers; "Ask One Stop staff partners" – many already have information on on-going partnerships and relationships, resources, etc.; consider all partners, faith-based and community service organizations in seeking assistance; visit them and/or invite them to the One-Stop to get to know them and how they can support you; and create a menu of resources and emergency resources for use by all partners.

Lisa then had the Institute attendees develop in groups a chart of the various resources throughout the state which are used in a One-Stop and encouraged the participants to share this information with the membership and partners within their One-Stops.

Lisa's presentation was absolutely superior as it focused our attention on resources we can use (but may not be familiar with) in supporting our customers, especially those seeking emergency services.

Submitted by Robert Pelletier IAWP Membership Chair

Evaluation Summary: Lisa Cuozzo

"very enlightening - truly deserves her award", "professional and inspirational", excellent motivational speaker", "thought provoking", "innovative, energetic, participatory", "dynamic presenter"

Institute Highlights

What is a Profession – is Workforce Development a Profession?

Paul Mendez, President of the National Association of Workforce Development Professionals (NAWDP) addressed this subject at the Spring Education Institute. Mr. Mendez began his session by sharing his definition of a profession, which consists of seven key points. It must have:

- A commitment to advancement of knowledge
- An organized and systematic body of knowledge
- Standards of excellence
- A "higher purpose" or public interest
- Responsibility of the practitioner to the profession and client
- A common bond based on abilities and commitment
- Public recognition

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Mr. Mendez then spoke about the area of workforce development to see if it truly is a profession (yes!!!). He then delineated the Workforce Development

Professional Certification Structure consists of ten areas of competency:

- History and structure of the workforce development system
- Career development process
- Labor market information
- Diversity
- Customer service
- Program management
- Communication
- Technology
- Collaboration and problem solving
- Business and employer knowledge

He handed out the certification guidelines along with the application and then entertained a number of questions from our very interested audience. As a member of the DC chapter of IAWP, Paul Mendez is keenly aware of the outstanding partnerships that can be forged between our two organizations.

Submitted by: Nancy Fink, 1st Vice President-Education Chair

Evaluation Summary: Paul Mendez

"good info on professional certification", "answered some questions on professional groups and certifications," "funny guy", "encouraging info"

Institute Highlights

UI in Maryland/District IV

Tom Wendel, Assistant Secretary for Unemployment Insurance, discussed what is happening in other states as well as what is happening in Maryland. Unemployment Insurance in the State of Virginia is in the process of moving from 20+ local offices to 2 claim centers. Currently they have one up and running. UI in the District of the system and Bank of America did not honor the Columbia has been modernizing their automated system over the past 7 years. They have implemented a direct deposit option for their claimants' benefit payouts. Last year, July 2005, Maryland started the planning process for direct deposit/debit cards for its UI claimants. Recently, Maryland had over 650 of its UI benefit checks "bounced" by Bank of America. This was brought to our attention by an intermittent who was

on a lay-off and his check bounced! We do have an overdraft protection; however there was a glitch in

checks. BOA sent out letters of apology to the affected individuals and reimbursed them (and numerous check cashing agencies) for incurred overdraft expenses.

On the Tax/Funding side of the house, we are trying to be the first state to collect our own FUTA Tax. This is proposed legislation and it needs to pass both the Feds and our own State Legislature. Hopefully, this will ensure a more adequate and stable funding stream for both UI and Job Service. At some point in the future, we will be able to reduce the employers' overall tax rate.

Evaluation Summary: Tom Wendel

"very informative and knowledgeable", "always interesting", "good sense of humor", "wonderful presentation style", "great - good facts and general info especially for UI"

Institute Highlights

DLLR--- Gets It Done!

Division of Financial Regulation

- Responsible for supervising the activities of many state-chartered financial institutions and state-licensed financial entities to ensure compliance with the financial institution laws and regulations of Maryland.
- Recovered \$1.7M for Maryland citizens in crackdown on fraudulent and illegal financial practices.
- Preparing to license loan originators who work for licensed mortgage brokers, estimated at over 10,000 persons.

Division of Labor and Industry

- Conducts on average 17,153 safety inspections provides 15,981 hours of safety training for businesses per year.

Division of Occupational and Professional Licensing

- Responsible for licensing and regulating the activities of over 180,000 individuals, corporations and partnerships covering 21 occupations and professions. The licensing and regulation of a new group of licensees, home inspectors, will begin this fall.

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- Over \$3.7M recovered for Maryland citizens by the Maryland Home Improvement Commission for actual monetary losses due to poor workmanship or failure to perform a home improvement contract by licensed contractors.

Division of Unemployment Insurance

- Provides benefits to persons who are unemployed through no fault of their own and who are ready, willing and able to work, and actively seeking work.
- Over \$3.5 Billion in benefits were paid over the last 10 years. The division was ranked as the top performer (as rated by U.S. Department of Labor standards) in the U.S. for 7 of the last 10 years.

Division of Workforce Development

- Internet based employer/job seeker matching and case management through the Maryland Workforce Exchange (www.mwejobs.com).
- Secured \$2.4M in training funds to upgrade the skills of 9,200 employees.
- Developed and implemented an automated Prevailing Wage Determinations Process for Foreign Labor Certification.
- Changed Maryland law to move from a 3:1 to 1:1 ratio for Journeymen to Apprentices.

Maryland Racing Commission

- Oversees and regulates both the harness and thoroughbred horse racing industries in Maryland, issuing over 9,000 thoroughbred and harness licenses.
- Instrumental in negotiation of a 15-year agreement between industry representatives, and in passage of legislation permitting the Racing Commission to become a member of a national licensing compact.

Submitted by Dr. James Fielder, Secretary, DLLR

Evaluation Summary: Dr. James Fielder

"good look into the future", "very open and informative - glad he was here", "information appreciated", "always good to hear from the top – good info to know", "he should be a permanent speaker", "very informative and appeared to be genuine in answering questions from the audience"

Institute Highlights

The Underground Railroad

At the Spring Educational Institute, I was assigned the job of writing a newsletter article on Anthony

Cohen's presentation. About halfway through his talk, I realized I hadn't even picked up my pen! I was mesmerized. His story held everyone's attention and moved many of us to tears.

Mr. Cohen is an historian and serves as the executive director of the Menare Foundation, Inc., a non-profit organization working to restore the Underground Railroad safe houses nationwide. The Underground Railroad was a network of people who helped fugitive slaves escape to the North and to Canada. In 1996, Mr. Cohen traveled 1,200 miles from Sandy Spring, Md., to Amherstburg, Ontario, retracing the journey to freedom made by slaves, traveling by foot, boat and train, sleeping outdoors or in churches and Quaker sanctuaries. In preparation for her role in the 1998 film "Beloved," Oprah Winfrey asked Mr. Cohen to help her experience the journey made by slaves on the Underground Railroad. Mr. Cohen's presentation described Ms. Winfrey's "immersion" into the Underground Railroad. His intention was to provide Ms. Winfrey with a weeklong experience (his own travel along the Underground Railroad lasted seven weeks) that would include traveling in the woods at night, sleeping in caves, and being chased by bloodhounds, to truly experience the emotions felt by slaves as they sought freedom. However, the experience for Ms. Winfrey was so intense and her reaction so emotional that Mr. Cohen called off the project after less than a day. In that brief amount of time, Ms. Winfrey was deeply moved by the struggles and challenges the slaves faced.

Mr. Cohen's foundation has purchased a plantation in Maryland and is in the process of restoring it to the state it would have been in during the period of slavery. It will become an educational center where people can participate in a five-day Underground Railroad immersion program, which will include two days of education/preparation, two days of immersion in an Underground Railroad experience, and a final day of discussion.

In forty-five minutes, Mr. Cohen gave his audience a moving glimpse into the lives of slaves, and into the terror they must have felt as they attempted to escape to the freedom that we all take for granted.

Submitted by Sue Gallagher, IAWP Awards Chair

Evaluation Summary: Tony Cohen

"captivating", "very enjoyable", "very informative and enlightening", "inspirational", "highlight of the day", "wonderful", "riveting", "blew the roof off"

Institute Highlights

Asian American Contributions to the Defense of our Country

Mr. Edward Chow, National Vice President, Vietnam Veterans of America enlightened us about the contributions of Asian Americans in the Armed Forces of the United States.

Mr. Chow's talk centered on World War II, Korea and Vietnam. Asian Americans in service to the U.S. Military goes as far back as the Civil War. It was impressive to hear how many Asian Americans received the Congressional Medal of Honor and many other high Military Awards, not just individual awards but many unit citations as well.

Considering how the Asian American was treated, this was pretty impressive, especially when the war with Japan broke out.

Although, I was impressed, I wasn't surprised. Americans of every race, religion and ethnic background have always answered the call, and I don't see that changing.

Thanks Ed
Submitted by Jack Stano, IAWP Veterans Chair

Evaluation Summary: Edward Chow
"interesting", "wonderful", "need more info like this"

Institute Highlights

The Institute Awards for 2005

Group Outstanding Service to Veterans:
TransCen, Inc. (Lisa Cuozzo and Francis Hightower)

Award of Merit:
Denise Carey, Anne Arundel One-Stop Career Center

Selling Like Hotcakes!!

Have you purchased your **Munchies, Morsels and Main Courses** yet? Sales have been swift, but there still are plenty available. Proceeds from the sale of the IAWP cookbook will benefit the scholarship fund. The cookbook costs \$15.00 and is filled with 400 easy and delicious recipes from your co-workers and friends. Contact any IAWP Board member to buy one today.

IAWP ON THE PATH TO CAREER SUCCESS District 4 INSTITUTE

Dear IAWP Family:

I am looking forward to the District 4 Institute. It will be a one-day session on Friday, September 29, 2006 in the Richmond area at the Comfort Suites Innsbrook, Glen Allen, Virginia.

The program combined with a low registration fee will feature a dynamic training, Smokie Sizemore presenting a workshop titled, "Can You Hear Me Now". We have planned an educational fun-filled day that will inspire you rather than tire you.

The hotel room rates may seem high but it is in an upscale area, 12 miles from Downtown Richmond. It is a mile to the Short Pump Mall, Richmond's finest shopping area that features a Nordstrom, Hecht's, Dillard's Cheese Cake Factory and many more. The hotel has a high approval rating and is convenient to a lot of things to see and do. I hope that you will make a weekend of it. Register early and bring your colleagues and friends.

Hope to see you soon,
Brenda Walker, District IV Director

**IAWP ON THE PATH TO CAREER SUCCESS
District 4 INSTITUTE**

Date: FRIDAY, SEPTEMBER 29, 2006
8AM-4PM
Place: COMFORT SUITES, INNSBROOK
Richmond Area, 1 mile from Nordstrom's
at Short Pump Mall
4051 Innslake Dr., Glen Allen, VA 23060
800-4-CHOICE or 804-217-9200
Hotel rate- \$96.00 king size bed with pullout. It
includes a complimentary hot buffet breakfast, and
manager's reception on Thursday night. Make
reservation directly with hotel by September 10,
2006 -- **Mention IAWP**
Price: \$20.00 includes business meeting, program,
lunch and breaks

REGISTRATION

Name _____
Email/Telephone
Number _____
Organization/Role _____

Yes, I will attend ___\$20.00 registration

Mail registration and payment to Brenda Walker,
VEC, P. O. Box 40008, Roanoke, Virginia 24022.
Make check payable to Virginia Chapter IAPES.
Deadline to mail September 22, 2006

Box lunch choice, includes drink, pasta salad,
potato salad, chips, dill pickle, and sweet treat,
salad with a choice of dressing: ranch, thousand
island, sesame ginger, raspberry vinaigrette; bread
choice: honey wheat or 13 grain bread

- Choose one:
___ turkey breast club, bread choice _____
___ vegetarian, bread choice _____
___ roast beef deluxe, bread choice _____
___ BLT, choice of bread _____
___ Cobb Salad, choice of dressing _____
___ Mandarin Chicken Salad, choice of
dressing _____
___ Taco Salad



**Kudos and
Announcement
Corner**

Effective, July 1, 2006, the helm changes.
A huge thanks to **Robert "Bob" Pelletier**,
former President and **Jack Stano**, former
Veterans Chair for the many years of
outstanding service provided MD IAWP.
Although Bob will still be serving on the
Board, Jack you will be sorely missed.

Suzette Snyder is the new President of the
MD Chapter of IAWP

Sharon Mike is the new International
Educational Development Committee Chair

Alexis Allenback is the new President-
Elect/Membership Chair

Zella Brown is the new Veterans Chair

Welcome, Catherine Leapheart to DLLR as
the new Director of the Office of Field
Operations. Ms. Leapheart holds the post of
IAWP International Secretary-Treasurer

Congratulation to Laura Coburn, past
President for Virginia and District 4 Director
has been elected as the new International
IAWP Vice President

Your Vote Counted

**MD Chapter of IAWP members received
the Governor's Award for Volunteer
Services:**

Connie Todd, Faye Gossert and
Denise Carey

Great Job! The Women's Veteran Forum
held a Health and Career Fair at the Veterans
Administration Hospital on June 17, 2006,
which was attended by many.

Ideas and Volunteers--We are always
looking for ideas for speakers and topics for
the Educational Institutes and volunteers to
participate in MD IAWP activities, and Board
Member participation. Contact a Board
Member.

MEMBERSHIP FORM

Name _____

Street Address _____

City _____

State _____ Zip _____

Sex _____

Employer _____

Address _____

Job Title _____

E-Mail Address _____

Daytime phone number _____

Referred by: _____

Regular Membership \$50
Retiree Membership \$21
Special Membership \$30
(Grade 12 and below within DLLR)

Member last year? Yes ___ No ___

Make your check or money order payable to
MARYLAND IAWP and mail to:

Faye Gossert
DLLR
14 N. Potomac St., Suite 100
Hagerstown. MD 21740

**Have you Joined IAWP?
What are you waiting for?
Membership is Open**

Maryland IAWP Executive Board

Suzette Snyder, President
(ssnyder@dllr.state.md.us)

Alexis Allenback, President Elect/Membership Chair
(aallenback@dllr.state.md.us)

Nancy Fink, 1st Vice President - Education Chair
(nfink@dllr.state.md.us)

Denise Carey, 2nd Vice President -Communications
Chair
(dcarey@dllr.state.md.us)

Faye Gossert, Treasurer
(fgossert@dllr.state.md.us)

Robert Pelletier, Immediate Past President
(rpelletier@dllr.state.md.us)

Susan Gallagher, Awards Chair
(sgallagher@dllr.state.md.us)

Zella Brown, Veterans Chair
(zbrown@dllr.state.md.us)

Dawn Le, International Chair
(dawn.le@in2-solutions.com)

Sharon Mike, International Educational Development
Committee Chair
(smike@dllr.state.md.us)

Voice of the Chesapeake is the newsletter of the Maryland Chapter of International Association of Workforce Professionals (IAWP). 2006-07 Chapter President is Suzette Snyder. Denise Carey edits *Voice of the Chesapeake*. Articles should be submitted by the 15th of the month to Denise Carey, *Voice of the Chesapeake* Editor, DLLR, Anne Arundel One-Stop Career Center, 7480 Baltimore-Annapolis Boulevard, Suite 100, Glen Burnie, MD 21061 or dcarey@dllr.state.md.us.

Maryland IAWP website - www.iawpmaryland.org



- ❖ ***The International Conference in Louisville, KY***
- ❖ ***Articles about Workshops***
- ❖ ***Out and about in Louisville, KY***