

Maryland



Voice of the Chesapeake

Volume 17

Issue 5

September/October 2006

President's Message

Hello Everyone. What a wonderful fall we have had. The leaves throughout the state could not be more beautiful.



We have been very busy within the organization, Maryland Chapter of IAWP. Nancy Fink and Sharon Mike have just returned from attending the Fall Institute in Morgantown, West Virginia. Nancy and Sharon, along with Denise Carey, Catherine Leapheart and Zella Brown went to the District IV meeting in Richmond, Virginia. (Maryland, Virginia, West Virginia, and the District of Columbia make up District IV).

The *Voice of the Chesapeake* is coming out 6 times per year and is filled with interesting information for your professional and personal knowledge. Jean McDermott is now our Retiree Chairperson and has a column in this newsletter. We are all looking forward to

hearing more about our missed friends.

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divisions and all of our partner agencies.

Our educational Institutes and newsletters will continue to provide information on topics of interest to DWD, UI, WIA, and other DLLR

If you have any information for the newsletter or would like to write an article, please contact Denise Carey, dcarey@dllr.state.md.us.

My request to all of you is be a part of the organization. Offer to help or assist. If you see a part of IAWP in which you would like to participant, contact one the board members listed on the back page. Our organization is going to grow and it will grow only with your help. If you have an idea of something you would like for us to cover, either in the newsletter or at one of the Institutes, let us know. We are working for you.

Now is the time to look around for old and new members. Try to bring back that old member or introduce someone new to the Maryland Chapter of IAWP.

Best wishes to all of you until we see each other again. Keep up the good work all of you do.
Suzette Snyder, President

Be Part Of The Evolution!

2007 IAWP Membership Drive Now in Progress

Yes, you have experienced so much change in the past few years regarding the delivery of services, and yes, you have adjusted, adapted, and then blossomed with creative input in meeting the changes. But haven't you grown? Hasn't it been wonderful to be part of a vast, progressive, dynamic new system of workforce professionals, whether you work in a UI call-center or a local one stop center?

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Be Part Of The Evolution! (continued from page 1)

If you can answer yes, then you have played a big part in the evolution of change in the workforce arena, and will continue to do so. To assist you in this upward vision, please consider membership in this dynamic organization which will provide you with the tools to continue to improve. You will benefit from the education and training semi-annual Conferences and Institutes. You will be able to network with workforce professionals in other states and regions, including private and public delivery systems. You will have opportunities to access grants and scholarships for your professional development. And you will receive timely and continuous communication and updates via the "Workforce Professional", a bi-monthly newspaper published by the IAWP International Office, and the "Voice of the Chesapeake", the bi-monthly newsletter, published by the Maryland Chapter of the IAWP, which you are currently reading.

Become a Member of the Maryland Chapter of IAWP! We are currently recruiting for the 2007 calendar year, so if you sign up now, you can enjoy the extra months of membership free. Membership fees for DLLR employees are \$50.00 for Grades 13 and above, \$30.00 for Grades 12 and below, \$21.00 for retirees, and \$50.00 for all DLLR partners.

BONUS NOTICE! If you sign up as a 2007 member from now until December 1, 2006, a \$5.00 discount will be applied to your membership fee. So don't delay – sign up today!

Submitted by Alexis Allenback, President Elect/Membership Chair

You've Come a Long Way UI in Maryland

Monday, December 17, 2001:

Internet Claim Taking is now up

26 Claimants have already filed using the on-line application as of 12/17/01.

Year of 2001 – 1675 Internet Claims

Year of 2005 – 33658 Internet Claims

Year 2006 to Sept 30, 06 – 26971 Internet Claims

On average 16% of the claims filed in the state of Maryland during 2006 were Internet Claims.

The WebCert was put into production on 03/26/03.

Webcert Activity for September, 2006:
17070 certifications filed were WebCerts.
49680 certifications filed were Telecerts.
66750 Total certifications filed.

During the month of September 2006, over 1/3 of the certifications filed were Web-based certifications.

Phase I of the Web 207 (employer request for separation information returned over the Internet) was implemented on 09/27/01 as a pilot program in the Cumberland Claim Center. Paper 207's were entered through the Web 207 via the Internet. Phase II of the Web 207 was made available on the Internet for all employers on 01/18/02.

207 Activity for September, 2006:
18,058 Paper 207's mailed
4,643 Electronic Data (EDT)
207 Requests to Uc Express and ADP
22,701 Total 207 requests sent to employers
9,979 Web 207's received from employers over the Web 207
4,263 207's received via EDT
14,242 Total 207's received from employers via Web 207 or EDT 63%
55% of paper 207's sent were returned via the Web 207
20% of 207 requests were sent via EDT

Submitted by Faye Gossertt, MD IAWP Treasurer

Network of Care: A Virtual Community of Resources and Information

The Network of Care, initially funded by a grant from the State of California to the California Department of Aging, is a highly interactive, single site where consumers, community-based organizations and municipal government

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Network of Care: A Virtual Community of Resources and Information (continued from page 2)

workers can go to easily access a wide variety of important information. The resources in this "virtual community" include a fast, comprehensive Service Directory; links to pertinent Web sites from across the nation; a comprehensive, easy-to-use Library; a political advocacy tool; community message boards; and many others.

Currently, two Anne Arundel County, MD agencies purchased the Network of Care. The Anne Arundel County Mental Health Agency, Inc, funded by a grant from The Maryland Mental Hygiene Administration, created a Network of Care website for Behavioral Health. The Anne Arundel County Local Management Board created a Network of Care website for Children and Family Services.

The Network of Care Behavioral Health website provides simple and fast access to information for persons with mental illness, caregivers, and service providers. This website is a resource for individuals, families and agencies concerned with behavioral health. It provides information about behavioral health services, laws, and related news, as well as communication tools and other features. Click on this link for this resource:

<http://annearundel.md.networkofcare.org/mh/home/index.cfm>

The Network of Care Children and Family Services website is a "No Wrong Door," highly interactive information site where consumers, community-based organizations and local children-serving agencies can go to access a wide selection of resources and services throughout Anne Arundel County. The resources in this online community include an up-to-date, user-friendly Service Directory; links to related Web sites; an all-inclusive, easy-to-use Library; links to state and federal legislative topics; health insurance information; and many other resources. Click on this link for this resource:

<http://annearundel.md.networkofcare.org/family/home/index.cfm>

If you are interested in obtaining a Network of Care Web site for your community, visit <http://networkofcare.org>, select "About Network of Care" and choose the "Get a Network of Care Web Site" option.

Submitted by Sara Muempfer, Disability Program Navigator and Youth Program Manager, Anne Arundel Workforce Development Corporation

IAWP Library

Did you know the IAWP has a Library, with a wealth of information? Right now the library is located in Hagerstown and this has made it difficult for members to check out the resources. We are researching the possibility of moving the materials to the Baltimore area. In the meantime, if there is a title that interests you, feel free to get in contact with our library director Shanon Wolf, swolf@dlr.state.md.us.

Tapes:

How to Negotiate Anything
Go Ahead and Humor Me
When Things Get Heavy, Lighten Up

Books:

13 Fatal Errors Managers Make and How You Can Avoid Them
All I Really Need to Know, I Learned in Kindergarten
An Economic Theory of Democracy
As a Man Thinketh
Beyond the Wall of Resistance
Cases in Public Policy Making
Fiscal Administration
Fish
From Making a Living to Having a Life
Handbook of Systems Analysis
How to Fireproof Your Career
How to Run a Damn Good Meeting
How to Win Friends and Influence People
IAPES – The First 75 Years
Implementation
Management Challenges for the 21st Century
Nuts: Southwest Airlines Crazy Recipe for Business and Personal Success
Perspectives on Budgeting
Public Policy Making
Skill with People

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IAWP Library (continued from page 3)

Staples for Success: From Business Plan to Billion Dollar Business in Just a Decade
Taming the Paper Tiger – Organizing the Paper in Your Life
The Art of Dealing with People
The Logic of Collective Action
The Twelve Essential Laws for Becoming Indispensable.

If there is a book or tape you would like to donate to our library feel free to get in touch with Shanon Wolf.

Submitted by Shanon Wolf, MD IAWP Member

From DLLR to USDOL

Those of us in the employment and training community are always concerned with portable skills and how what is learned on one job can be transferred to another job. Our work life revolves around how to help others find jobs. Employment and training professionals are very skilled in the art of reinvention. Just how this phenomenon of reinvention applies to oneself, however, can be mystifying. Several of our colleagues however, have unraveled this mystery and made the transition from the world of State employment to Federal employment. Here is an update on our ever-growing cadre of colleagues now employed at the United States Department of Labor.

In this group are: Andrew Auerbach, Matthew Boyle, Thomas Crowley, Barbara Derwart, Keith Goddard, John McGucken, Ericka Parker, Brian Pasternak, Mary Vransy and Dale Ziegler. Of this group, five are employed with the Office of Workforce Security, Employment & Training Administration, that's UI to the Maryland folks. The others are spread throughout the Department of Labor from other offices in the Employment & Training Administration to the Employment Standards Administration to the Occupational Safety and Health Administration to the Office of the Solicitor. So here's an update on the group and what they are doing now at DOL.

Andrew Auerbach

Andrew was part of the Attorney General's Office in DLLR, as an Assistant Attorney General, providing legal advice and representation to the Board of Appeals, Home Improvement Commission, Real Estate Commission, as well as enforcing Maryland's Wage and Hour laws.

Andrew remembers his days at DLLR with nostalgia. *“Working at a smaller agency with too few people to do too much work provided a lot of opportunities for a junior attorney. There was so much work that I could get great cases with a lot of responsibility just by asking. And the managers that I had there, including Jon Krasnoff, bailed me out when I got in over my head. It was exciting work and a great learning experience.”*

In 1998, Andrew was hired by the U.S. Department of Labor as an attorney in the Division of Employee Benefits in the Office of the Solicitor. Andrew has advanced through many management positions to his present appointment as the Deputy Director of the Office of Labor-Management Standards (OLMS), a senior executive position. Andrew was appointed to this position this past March by Elaine Chao, Secretary of Labor. As Deputy Director, Andrew is the highest ranking career official within OLMS. OLMS has over 350 employees across the nation and a \$48 million budget, and consists mostly of investigators and auditors charged with administering and enforcing the civil and criminal provisions of the Labor-Management Reporting and Disclosure Act of 1959, as amended (LMRDA). The LMRDA is a labor law enacted by Congress primarily to ensure basic standards of democracy and fiscal responsibility in labor organizations.

Matthew Boyle

Matt also worked in the Office of the Attorney General with DLLR as a client. Specifically, he handled cases in which administrative decisions

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From DLLR to USDOL (continued from page 4)
involving unemployment compensation were appealed to the courts. He also served as co-counsel to the Maryland Real Estate Commission, which licenses and regulates real estate brokers and salespersons.

At DOL, Matt is employed as an attorney in the Office of the Solicitor of Labor, handling appellate matters that arise under the Longshore and Harbor Workers' Compensation Act. Matt meets many of his fellow colleagues in the early morning hours on his daily commute to DC on the MARC trains.

Thomas Crowley

This past Spring, Tom Crowley retired from his position as the Deputy Director, UI Tax in the Contributions Division to take a position as the UI Tax Chief for USDOL. Tom is assigned to the Office of Workforce Security, Employment and Training Administration. Tom wanted to let you know how he is doing. In his words: *"I retired after 30 years with the State of Maryland. In my "retirement", I gave up 30 vacation days per year and added one hour and 15 minutes each way of my commute to DC. I am a Raven's refugee in a sea of Redskins. I get up so early my dog Tucker does not even get out of bed. But, there are fresh challenges, new people and unvisited places to see. It has been an interesting 6 months. Seeing Unemployment Insurance from a national perspective reinforces the belief that Maryland UI has a nationally respected operation staffed with great people. Say hello to everyone for me."*

Barbara Derwart

Barbara sits in the middle of the Office of Workforce Security and recognized many of her Maryland colleagues right away. Barbara is a contractor for DOL and here in her words is her connection to DLLR: *"I worked at DLLR before it was DLLR. Worked for the MD Department of Employment Security from December 1970 until July 1973 as an Unemployment Insurance Claims Examiner on the first floor. From there I moved to the MD Department of Education, Division of Vocational Rehabilitation, Disability*

Determinations Services working as a Claims Examiner for Disability Claims until January 1983 when our family relocated to New Jersey. While living in NJ, I worked for the NJ Department of Labor in various capacities including a year in the UI Interstate Claims Office. We returned to Maryland in April 1993 and I started working for the US Department of Labor as an Occupational Information Specialist working on the team that developed the Web-based suite of services known as CareerOneStop (www.CareerOneStop.org) I left Federal employment in June 2004 to take a position as a Senior Analyst for a consulting firm providing technical assistance to several Federal agencies." Barbara wanted to say hello to anyone who may remember her from her time at the agency.

Keith Goddard

Keith Goddard was the Labor Commissioner for the State of Maryland. Keith left DLLR in May, 2004 and headed for a position in the Frances B. Perkins building. Keith holds a PhD. in evaluation and has returned to this field in his position at DOL. Keith is the Director of the Directorate of Evaluation and Analysis, in the Occupational Safety and Health Administration. OSHA sets and enforces national standards for a safe and healthy work environment, encourages employers and employees to reduce workplace hazards through voluntary programs, offers training to improve the competence of occupational safety and health personnel, and provides for the development and approval of state occupational safety and health programs.

John McGucken

John retired from DLLR after a career that included positions as a UI Appeals Hearing Examiner, Special Examiner and Legal Counsel to the Office of Unemployment Insurance. At DOL, John is employed in the Division of Legislation, Office of Workforce Security and works on issues related to compliance in State Unemployment Insurance law.

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From DLLR to USDOL (continued from page 5)

John is still playing Santa Claus and baking cookies for the DOL folks, just like he did at DLLR.

Ericka Parker

Ericka's last duty station with DLLR was at the College Park (UI) Claim Center where she served as a team leader for the Unemployment Insurance adjudicators. Ericka started her Federal career in the Office of Workforce Security providing guidance and technical assistance in the area of non-monetary determinations. Currently Ericka is employed in the Division of Performance Management and has the responsibility for the Benefits, Timeliness and Quality (BTQ) Review program, coordinating the BTQ reviews as well as developing and providing training for State staff on the BTQ process. Ericka also provides overall assistance with the State Quality Performance System.

Brian Pasternak

At DLLR, Brian was an Executive Assistant to the Assistant Secretary for Employment and Training. This was preceded by a stint with the Maryland Governor's Workforce Investment Board (GWIB). Brian left DLLR and headed to DC and was employed by the Employment & Training Administration in the Performance and Results Office (PRO). Brian worked on the performance management system for the Workforce Investment Act programs. Brian recently left PRO for a position in Foreign Labor Certification.

Mary Vransy

In 2003, Mary retired from a career in State government that included several positions ranging from Employment Counselor to the Director, Lower Appeals Division. Not quite ready to stay at home, Mary decided to give Federal employment a try. She began her current tenure of Federal employment with a position in the Office of Workforce Investment, Adult Services, working on veterans' issues and

collaboration efforts with the Department of Health and Human Services, Office of Child Support Enforcement. Mary is now employed with the Office of Workforce Security and is working on special projects along with UI Appeals issues and adjudication training.

Mary appreciates the foundation her Maryland experience gave her to participate in the policy discussions at the Federal level and to work on issues and policies that will lead to an improved and more responsive employment and training system nationwide.

Dale Zeigler

Dale came to USDOL by way of Washington State and Maryland. While in Maryland, Dale served as the Deputy Assistant Secretary for Employment and Training, and was responsible for the red wall that still remains in many of the One-Stop Career Centers. In Washington State, Dale oversaw the UI operations. Returning to the East Coast, Dale was appointed to the position as Chief, Foreign Labor Certification in the Employment & Training Administration. Currently, Dale serves as the Deputy Administrator, Office of Workforce Security, overseeing the day-to-day operations of the four major divisions that comprise the Office of Workforce Security.

Submitted by Mary Vransy, IAWP Member, DOL

District IV Conference

Maryland was well represented at the District IV conference held on September 29th in Glen Allen, Virginia. Sharon Mike, Nancy Fink, Denise Carey, Zella Brown and Catherine Leapheart were fortunate enough to participate in this exciting one day session. The day before the Institute proved to be more than eventful. A number of us took a scenic tour of the business park (not planned) as the hotel was only marked from one direction. The park, however, was gorgeous – replete with hiker/biker trails, ponds and fountains. We lost power on Thursday evening, which made Catherine Leapheart's journey to the hotel and then to her room even more interesting. But she was ready to present

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District IV Conference (continued from page 6)

on Friday morning, along with Dee Esser, the Commissioner of the Virginia Employment Commission. The two shared strategies and experiences from their respective states – proving once again, that even with diminishing dollars, we can succeed! The other presentations included:

- “Membership is Power” - Laura Coburn, IAWP International Vice President - a discussion on strategies for increasing and retaining members
- “Can you Hear Me Now?” – Smokie Sizemore, professional trainer - a hands-on session on communication skills
- Legislatively Speaking” – Daniel Hays, IAWP Legislative Chair – an overview of current and pending legislation that affects our internal and external customers

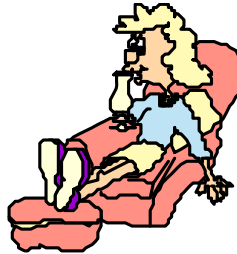
It is always an energizing experience to be able to interact with our peers in other states.

Submitted by Nancy Fink, 1st Vice President – Education Chair

Darrell F. Young Soldier Processing Room

On September 21, 2006, in ceremonies held at the U.S. Army Aberdeen Proving Ground in Maryland, the Darrell F. Young Soldier Processing Room was dedicated in Darrell's memory. Over 50 friends and colleagues and Darrell's wife Cathy and his son Darrell, Jr. attended the event to honor the distinguished accomplishments of this very dedicated and professional Local Veterans Employment Representative who developed a top-notch Transition Assistance Program workshop which helps members of all services and their spouses transition into civilian life. He provided workshop attendees with the opportunity to explore careers while developing strategies allowing them to effectively prepare resumes, establish interview techniques, and giving them an overall impression of the civilian job market. He was able to address many of the barriers to success and helped alleviate many employment related difficulties. Additionally, Darrell developed a strong partnership with the Veterans'

Administration Regional Office in Baltimore, which provides further assistance regarding benefits, disability compensation and/or war-related trauma regardless of the area of the country the Veteran would be returning.
Submitted by Robert Pelletier, Immediate Past President



Retiree's Corner – A Note from our Retiree Chair

Thank you for the complimentary words in the newsletter concerning my career at DLLR and your good wishes for my retirement. The first week of my retirement found me in a somewhat confused state – just who am I now, what do I do with my time, where and what is my schedule, where is my connection with others, what is my purpose ???

I did enjoy several lunches with many well-wishers that first week which kept me feeling "connected".

The second week was full of adventure - finding all the activities in the community for retirees and volunteers, as well as listing all the things I've felt I did not have time to do while working, such as visiting the library, reading, contacting old friends, taking on a new hobby, learning something new, doing something for others. The list grew longer and longer.

The third week I spent with my grandsons in the St. Michaels area, swimming, biking, riding the ferry to Oxford and just trying to keep pace with a twelve and eight year old.

By the fourth week I was beginning to make decisions on how to spend my time. First was buying a day calendar so my husband would know my whereabouts. There were many things

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Retiree's Corner (continued from page 7)

that peak my interest however I decided to start out slowly so I now have a schedule which includes: walking most everyday; Wednesdays at my church helping prepare and serve meals for those in the community less fortunate than I; Tuesday afternoons with a group of women who give me a hand at learning to go beyond the basics; becoming a Friend of the Harford County Library assisting with a book sale fund raiser; traveling with a local A.A.R.P. group on a "Mystery" trip for a day; a weekly lunch with friends; house projects that have waited for years to be completed; spending more time with my husband and yes, wondering how I have become so busy!

Submitted by Jean McDermott, Retiree

The Veteran's Workforce Investment Program (VWIP)

The VWIP program is a competitive grant program offered by the Veterans' Employment and Training Service (VETS) of the U.S. Department of Labor. Maryland has received \$749,000 in VWIP funding to support veterans.

VWIP-funded programs are intended to meet the workforce investment needs of veterans and to perform outreach and public information activities to develop and promote employment and training opportunities. The primary objectives of VWIP are:

To provide services to assist in re-integrating eligible veterans into meaningful employment within the labor force; and to stimulate the development of effective service delivery systems that will address the complex problems facing eligible veterans.

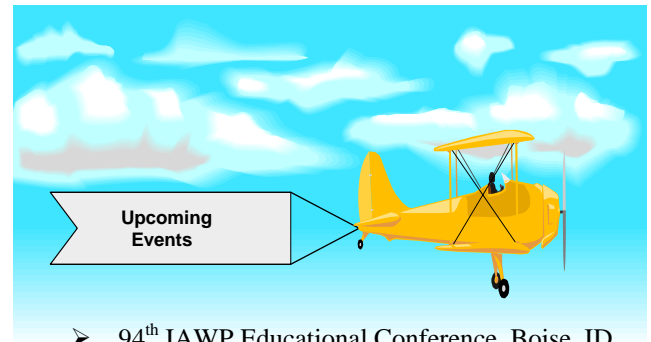
VWIP grantees provide a large range of services directly or through linkages and partnerships with other providers focused on the end goal of enhancing the employability of eligible veterans.

To be eligible for receipt of VWIP services, an individual must be a veteran: who has a service

connected disability; with significant barriers to employment; who served on active duty in the armed forces during a war or in a campaign or expedition for which a campaign badge has been authorized; or who is recently separated (within 48 months of discharge).

If you need more information, feel free to contact Francis Hightower in the Wheaton office on 301-946-1806 or Phyllis Jones in the Baltimore City office at 443-573-8663.

Submitted by Zella Brown, Veterans Chair



- 94th IAWP Educational Conference, Boise, ID
- June 3-7, 2007
- 95th IAWP Educational Conference, Richmond, VA, June 8-12, 2008



FYI

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.

MD IAWP's Fall Institute was held on November 2, 2006 at the Other Barn in Columbia, MD. Great Venue and exciting speakers. Read all about it in the next issue of "Voice of the Chesapeake."

Robert "Bob" Pelletier, Immediate Past President, Maryland Chapter, IAWP, **has been nominated to serve as District IV Director for IAWP for a one-year term beginning July, 2007.** District IV consists of Maryland, Virginia, West Virginia and the District of Columbia. Bob will bring the concerns of the members of District IV to the IAWP Board and in turn keep all District IV members apprised of current issues affecting not only IAWP but also the Workforce profession. Bob is currently LVER for Montgomery County.

Welcome New Veteran Staff and Join the IAWP:

- Rickman Parker, Annapolis
- Kurt Hider, Westminster
- Michael Brinkac, Upper Shore
- Vernom Quilici, Frederick
- Terry Singer, Southern Maryland
- Tyrone Finney, Baltimore City
- Orion Jones, Columbia

Membership is Always Open Tell a Co-Worker Or Friend!

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:

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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). 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.

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