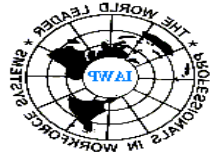


# Maryland



## *Voice of the Chesapeake*

Volume 19

Issue 1

January/February 2008

### **Bye – Bye Winter, Hello Sunshine!!!!**

As this issue goes to press, all I can think about is sun, flowers, brighter colors, and more smiles. Winter seems to put us in a darker place from which we just push to break free. We start making plans, look forward to trying new opportunities, and smile the whole time.



We are planning the Spring Institute, getting the Maryland Chapter IAWP nominations prepared for the International awards, and welcoming new and old members back for an interesting year.

We will hold our Spring Institute on Thursday, May 22<sup>nd</sup> in Crownsville at the Bay Area Community Church. This is the same location

we used last spring. The location is easily accessible and the meeting and dining areas are first-rate. We are in the process of identifying topics and speakers. If

#### **INSIDE THIS ISSUE**

- ❖ IAWP CWS Program
- ❖ Disability Issues
- ❖ MontgomeryWorks

anyone has any ideas, please share them with Nancy Fink, Education Chair ([nfink@dllr.state.md.us](mailto:nfink@dllr.state.md.us)).

Sue Gallagher, Awards Chair, has been working with the Awards committee on writing and coordinating our nominations for the International Awards program. This is an opportunity for the Maryland Chapter to recognize our members' accomplishments at the International level.

Our membership is growing. We have seven new members. They are: Patrick Baker, Stacey Lambert, Dawn Le, Crystal Martin, Eric Pardue, Mario Quilici, and René Swafford. Please welcome them.

Start making your plans for the Spring Institute and mark your calendars for May 22<sup>nd</sup>. See you there!

Suzette Snyder, MD Chapter IAWP President



### **THE IAWP CERTIFIED WORKFORCE SPECIALIST PROGRAM**

IAWP believes that to grow as people and to grow in our careers, we need to be lifelong learners. That's why IAWP is committed to helping its members achieve professional development goals and it is the reason the Certified Workforce Specialist (CWS) Program was developed.

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### WHAT'S IN IT FOR ME?

- The "CWS" credential after your name shows you are part of an outstanding group of workforce professionals who have extensive knowledge and experience in workforce issues.
- It shows you have passed a rigorous competency-based testing program from an international association, that you are respected by your peers, and that you see professional membership as an important part of your career.
- The CWS designation shows current and potential employers your initiative in developing, maintaining, and improving your career skills within the workforce field.

### CERTIFICATION REQUIREMENTS

**There are four (4) requirements:**

#### 1. Education plus Experience

- Master's Degree with two (2) years current experience OR
- Bachelor's Degree with three (3) years current experience OR
- Associate's Degree with four (4) years current experience OR
- High School Diploma or GED with five (5) years current experience

#### 2. Professional Membership

The applicant must have maintained membership in IAWP for the previous two (2) consecutive years or have similar membership in another workforce development professional association for the same time frame.

#### 3. IAWP Workforce Professional Development Program (WPDP)

Candidates must pass all four (4) WPDP competencies (History of Workforce Development, Business & Jobseeker Specialist, Unemployment Insurance Specialist, and Labor Market Information Specialist). The WPDP is currently available in a hardcopy version, but an electronic/online version is being developed.

#### 4. Professional References

The candidate must submit two (2) letters of reference: one from an immediate supervisor, and one from another person within the workforce profession who can attest to the individual's experience, knowledge and skills.

### CERTIFICATION PERIOD

Certification is valid for three years from time of approval. Individuals may apply for recertification every three (3) years as long as they can show proof that they are still employed in a workforce development profession and provide proof that they have completed at least 100 hours of professional development training since their last certification.

### APPLICATION PROCESS

The official application form must be completed legibly and sent to the IAWP Administrative Office with the required documentation and fees as noted. Applications will be reviewed by the IAWP Review Committee within two (2) months of receipt. Approved applicants will be notified within two (2) weeks of completion of review by way of a certificate and letter of congratulations.

### FEES

#### Certification

The application fee is \$50 and is not refundable. If the application is not accepted, you may reapply within six (6) months for no additional fee.

#### Re-certification (every three (3) years)

The reapplication fee is \$50.

Go to the web-site [www.iawponline.org](http://www.iawponline.org) in the Education & Training section to get the application form and brochure.

Submitted by Sharon Mike, Immediate Past International Education Chair, who along with Lorraine Faulds, IAWP South Carolina and current Education Chair, worked this past year to develop the program and get the approval and implementation by the International Board of Directors.

## **International Conference News**

Dear Board of Directors and Chapter Presidents:

You'll be pleased to know the preliminary information is now available on our website regarding the 95th International Educational Conference coming up in June. The Registration Form, the Preliminary Agenda, and the Call for Proposals can be "quick clicked" from the banner on the home page. For anyone wishing to serve as a workshop moderator, please contact Sharon Mike at [smike@dllr.state.md.us](mailto:smike@dllr.state.md.us).

Please pass this on to the members in your chapters. It is the Conference Planning Committee's hope this information will allow you to make your plans to attend, and invite your boss and colleagues to join with you!

### **See you in "Historic and Hip" Richmond!**

George Barthalow  
Administrative Chair, Conference Planning Committee

### **CHECK IT OUT!**

At [www.iawponline.org](http://www.iawponline.org) the news is out!  
*Just click on the scrolling banner and you will be directed to the International Conference information as it unfolds!*

### **International Diversity at MontgomeryWorks**

MontgomeryWorks, the One-Stop Workforce Centers at Wheaton and Gaithersburg, MD is staffed by many international employees representing twelve (12) countries who bring diversity and language expertise to serve their customers throughout Montgomery County, MD.

The Wheaton One-Stop Center has individuals who were born and raised in countries including Bolivia, Bulgaria, Canada, Dominican Republic,

El Salvador, Ethiopia, Ghana, Guatemala, Iraq, and Liberia, while the Lakeforest One-Stop Center in Gaithersburg has staff that was raised in India and Mexico. This diversity is extremely helpful and useful in providing Workforce information to the myriad of job seekers who visit the two centers on a daily basis, especially in serving the high number of Spanish speakers who use our services.

Languages spoken fluently by the staff include Spanish, Tagalog, French, Bulgarian, Russian, Arabic, Kurdish, Turkish, Chinese, Korean, Amharic, Hindu, Urdu, Via, Kru, and Twi.

At the Annual Holiday Luncheon sponsored by the Maryland Department of Labor, Licensing and Regulation staff in December, over 15 different types of international foods were provided by the entire staff. All commented that this was "the best-ever Holiday party they had attended in recent years."

The goal of the entire MontgomeryWorks staff is to ensure the best possible customer service to all individuals seeking our services. The ability to communicate with them in their native languages significantly helps in ensuring that they are given complete and up-to-date needs assessments to locate meaningful jobs and/or training opportunities in our County and surrounding jurisdictions.

Submitted by Robert Pelletier, District IV President

### **Maryland Workforce Development and Legislative Proposals**

Trying to keep up with new developments in workforce development and Maryland legislative proposals? Check out these links:

Governor O'Malley Highlights Efforts to Improve Maryland's Workforce  
<http://www.governor.maryland.gov/pressreleases/080206.html>

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Governor O'Malley Hosts Workforce Creation Summit  
<http://www.governor.maryland.gov/pressreleases/080208.html>

Governor O'Malley Introduces 2008 Legislative Agenda  
<http://www.governor.maryland.gov/pressreleases/080121.html>

Governor O'Malley Hosts P-20 Leadership Council  
<http://www.gov.state.md.us/pressreleases/080211.html>

Governor O'Malley, Health Officials Address Nursing Shortage  
<http://www.gov.state.md.us/pressreleases/080207.html>

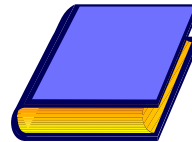
### Updates on the Updates:

Tom Wendel, Maryland's Assistant Secretary for the Division of Unemployment Insurance, mentioned during the November IAWP District IV conference in Hagerstown that several states are considering modifying their unemployment law to allow benefits be paid to individuals for quitting to move with the spouse.

HB749 was introduced last month in the Maryland House of Delegates at the request of the administration. The title of the bill is "Unemployment Insurance - Eligibility - Voluntary Quit to Follow a Spouse." As introduced, the legislation provides "that an individual who voluntarily quits employment to follow a spouse who is a member of the United States military or an employee of a contractor of the United States military under specified circumstances is eligible for unemployment insurance benefits; etc." The House Committee on Economic Matters has scheduled a hearing date of 1pm on February 27, 2008.

To keep track of a specific bill number, visit [www.maryland.gov](http://www.maryland.gov) and select Legislature, or go directly to the Maryland General Assembly web site at <http://mlis.state.md.us/>.

Submitted by Cindy Quail, Legislative Chair



## Book Review

### Jumpstart Your Job!

Many of us in workforce development in Anne Arundel County remember Marcia Hall as the President of the West Anne Arundel County Chamber of Commerce during a period of rapid growth in that region – the development of the Piney Orchard area of Odenton and the Arundel Mills Mall and surrounding expansion in Hanover. Since her retirement from the Chamber, Marcia has written several books on job search and is the founder of *Reputation Counts*, providing seminars and assistance to individuals entering the workplace and others to improve their networking and business skills.

In **Jumpstart Your Job: 12 Simple Ways to Shift Your Career into High Gear**, Marcia offers practical advice to young people on how to succeed in their job search and in their first job. After consulting with scores of business people, educators and workforce professionals, Marcia concluded that "The secret to what really counts...is your everyday behavior." While specific job skills are important, what makes individuals stand out is the way they project personal attributes that they can control. Marcia provides insight and tips on twelve key behaviors that employers value. They are: a positive attitude, dress, honesty, punctuality, effort, responsiveness, dealing with mistakes, saying "thank-you," teamwork, respect, adaptability, and listening. Each behavior is addressed through real-life examples, and is accompanied by tips on making these behaviors a habit. The book includes a bibliography of additional books that would be helpful to young job seekers and young professionals, as well as a list of online resources for job search.

For young people who may find their first venture into the world of job search daunting, Marcia's message is reassuring – so much of  
(continued on page 5)

Book Review (continued from page 4)

what they need to know and do in order to succeed is within their control. Marcia's simple, practical approach encourages readers to take it one step at a time – read a chapter on one of the “simple ways,” incorporate the behaviors into daily life, and once that “way” is mastered, move on to the next one.

To order a copy, go to [www.reputationcounts.com](http://www.reputationcounts.com).

## **Anne Arundel Community College Transportation, Logistics and Cargo Security Program**

Early last year, Anne Arundel Community College was awarded a Community-Based Job Training Grant from the U.S. Department of Labor to create a new program focused on the needs of the transportation, logistics and cargo industry. Primary industry partners include the Baltimore Washington International Thurgood Marshall Airport and the Helen Delich Bentley Port of Baltimore. The program will create a pipeline of new skilled workers and will also upgrade the skills of individuals already working in the industry through short-term, noncredit courses.

The 18-credit certificate program will include the following courses: Introduction to Transportation and Logistics, Introduction to Airport and Seaport Operations, Supply Chain Management, Transportation and Border Security, Domestic and International Freight Operations and an Internship. Noncredit courses to be offered include Imports and Exports, Customer Service, Principles of Supervision, Homeland Security Issues, and Warehouse Workplace Safety.

The college is currently working with three Workforce Investment Areas (Anne Arundel,

Baltimore City and Baltimore County) to identify students for the program. The Introductory credit course and several of the non-credit courses will be piloted this spring, with open enrollment commencing in fall 2008. If you would like more information about the program, you may contact Gloria Sandstrom at [gjsandstrom@aacc.edu](mailto:gjsandstrom@aacc.edu).



## **Spotlight on Disability Issues**

### **Introducing – The Governor’s Office of the Deaf and Hard of Hearing**

The Governor’s Office of the Deaf and Hard of Hearing (ODHH) serves as an information clearinghouse and referral service for the deaf and hard of hearing communities in Maryland, providing links to governmental departments and agencies and public and private entities that provide services in Maryland.

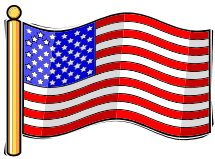
An important service of ODHH is the facilitation of the community’s access to information and services. This goal is achieved through ODHH’s Constituent Services Program. When an individual or agency contacts ODHH for any information related to the deaf and hard of hearing communities – e.g. interpreter referral agencies, locations for American Sign Language classes, and resources for purchasing hearing aids – ODHH strives to respond within 24 hours, if possible. ODHH receives, on average, more than 400 requests for information per year. To contact the Constituent Services Program, call 410-767-6290, TTY 410-767-7756, or email [odhh@gov.state.md.us](mailto:odhh@gov.state.md.us).

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In addition to responding to constituent inquiries, ODHH provides advocacy work and acts as a liaison between the deaf and hard of hearing community and the General Assembly, Governor, and governmental departments and agencies in Maryland.

In 2001 the ODHH Advisory Council, comprised of eight representatives of State agencies and eight members from the general public, was established to fulfill several functions: advising ODHH in carrying out its duties; reviewing statewide activities for deaf and hard of hearing individuals; fostering the coordination and support for programs for the deaf and hard of hearing; and studying ways to maximize the use of facilities and services available to deaf and hard of hearing individuals.

Alexis Allenback, Maryland IAWP's Membership Chair, is a member of the ODHH Advisory Council. For more information on ODHH or any issues related to the deaf and hard of hearing community, you may contact Alexis at [aallenback@dllr.state.md.us](mailto:aallenback@dllr.state.md.us).



## Anne Arundel Veterans News Bulletin

Anne Arundel County Executive John R. Leopold has asked all county, city, state, private organizations and agencies, as well as volunteers, to come together to participate in Anne Arundel County's first Homeless Resource Day on March 29, 2008 in Glen Burnie.

This Homeless Resource Day is designed to offer immediate short-term and onsite services to the homeless residents of Anne Arundel County. There will be free transportation to and

from pick-up and drop-off points around the county. Medical, housing, job assistance, Maryland State ID, barbers, and beauticians will be provided as basic needs for survival. The Anne Arundel County Veteran Workforce staff has coordinated with the VA to provide medical assessment with minor services onsite – pension and compensation representative, VETS Center representative, MCVET Center representative, DLLR-Employment and Training representatives, as well as the Eastern Shore mobile van to assist the Anne Arundel homeless veterans population with their needs. If anyone is interested in helping, register online at [www.volunteerannearundel.org/AACHRD.html](http://www.volunteerannearundel.org/AACHRD.html). If you have any questions please contact Keli Sobers at 410-269-4498 or [jkobers@dhr.state.md.us](mailto:jkobers@dhr.state.md.us).



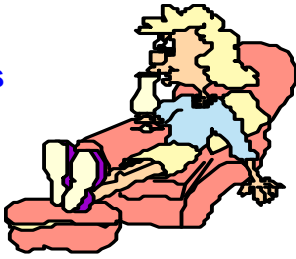
## Cook's Corner

### Cheesecake Brownies

From the kitchen of Lori McCravey  
1 pkg (20 ½) ounces brownie mix- (do not use syrup pouch)  
1 pkg (8 ounces) cream cheese, softened  
1/3 cup sugar  
1 egg  
½ teaspoon vanilla

Prepare brownie mix as directed on package; spread in greased 13x9 inch baking pan. Beat cream cheese with electric mixer on medium until smooth. Add sugar, egg and vanilla and mix **ONLY** until blended. Pour cream cheese mixture over brownie mixture. Cut through several times with knife for marble effect. Bake at 350 degrees for 35-40 minutes or until cream cheese mixture is lightly browned. Cool and cut into squares.

## Retiree's Corner



# Shanon Wolf's Retirement Gala

Maryland Workforce Professionals from across the state, past and present, gathered on February 15th to reminisce and say farewell to Shanon Wolf as she marks the end of one chapter of her life and the beginning of her next adventure.

Shanon began her career in State service thirty years ago as a Migrant Farmworker Outreach Specialist in the Frederick Job Service office. Her responsibilities progressed to Job Service Supervisor in the Frederick office, then to Office Manager of the Hagerstown Job Service and Unemployment Insurance operation, and finally to Job Service Director/Labor Exchange Administrator for the Western Maryland Workforce Investment area.

Shanon made her mark as an innovator, motivator, and outspoken advocate of IAWP. She developed and taught training courses on the use of the Internet for job search before it was a common practice. She embodied the definition of the word "Teamwork" not only in the office but beyond – she, along with her staff, regularly participated in many community service projects, including the United Way Day of Caring, the local Homeless Shelter, and the Community Free Clinic in Washington County. Her support of IAWP is apparent – she is a past President of the Maryland Chapter, and the author of several International award nominations. The percentage of her staff who are IAWP members is far higher than any other location in the State; in fact, so many of them attended the Chapter Educational Institutes that it seems that she must have been the only person holding down the fort back at the office on those days.

The tributes to Shanon at her Retirement celebration were many and fitting. Dave Kennedy, Cumberland Supervisor, read a poem composed by Paul Smith from the Cumberland Office. Bruce Massey, former Hagerstown UI Supervisor now Assistant Director for the Washington County Department of Social Services, practiced his Toastmaster skills with a speech about Shanon's impact on him. Gary Wiedel, former Frederick Office Manager and UI Administrator and now retired, served as Master of Ceremonies and engaged the audience with memories of legendary stories and events, as well as a "Top Five" list of "Why Do You Attend a Retirement Party?" Bill Saxman, Hagerstown Business Service Representative, spoke about how gracious Shanon had always been working with her staff. All the while, a slide show of Shanon's life - from childhood, her wedding, vacations, to office events to community service activities – played in the background.

The event was a veritable workforce reunion. Sheila Tolliver, former Assistant Secretary of DLLR, was there with her husband, Larry. Paul Gilden and Al Harvranek, who kept us in "ODDS" and "ENDS" pre-MWE, were there, along with Mary Frederic (without a "K"), former Deputy Director for Job Service. Dolle Williams, former Fiscal Administrator, brought her new spouse Bob all the way from Taneytown. Marty West and Faye Stauch, former Hagerstown Job Service staff now with DSS in Washington County, were there with their past and present co-worker Bruce Massey. Along with these former DLLR-ers were current workforce staff from all parts of the state, including Labor Exchange Administrators and central office staff.

Shanon's husband Dave is planning his retirement in a few months. In the meantime, Shanon will enjoy her new-found free time with her cats and her dog Sadie. When asked what she has planned for the immediate future, she said, "Well, I'm taking a Master Gardener course...." We have heard of many travel plans already.

Guess she can throw out that day-planner!  
Submitted by Sue Gallagher, Awards Chair

## **Ron Pitts, Frederick Business Services Representative, Retires**

After thirty (30) years of employment with the State of Maryland, Ronald L. Pitts has decided to hang up his boots...er, uh...shoes. Ron's retirement as Business Services Representative with DLLR, Frederick Workforce Area, became effective February 1, 2008.

As reported by Ed Waters, Jr., in the Frederick News Post, "most people find one career full of enough challenges. Ron Pitts has enjoyed two careers – one in helping businesses to find the right employees and the other with the Maryland National Guard." Although Ron is leaving employment with DLLR, he will continue to serve Maryland with the National Guard.

Ron reminisces that it's been a great job, being able to give away money through grants and programs that help people find jobs and employers find the right people. He especially enjoyed going to high schools and educating students on how to prepare for an interview, what to put on a résumé, and what to expect in the real world of work. "I now see some of those students as managers and owners of businesses themselves," he explained.

Ron began life after high school by serving three years of active duty in the U.S. Army, including a year in Vietnam, in intelligence. He then graduated from Frederick Community College with a degree in business and Mount St. Mary's University with a degree in business and finance. After graduation, he went to work for General Electric Credit as a field representative, and then Granger's Mutual Insurance in Middletown, Maryland.

In 1978, Ron joined the Maryland State Job Service office in Hagerstown, Maryland, in the Work Incentive (WIN) Program, helping welfare recipients find work. He then accepted a Job Service position in Frederick, Maryland to open an outreach office for the state, designed to help

businesses find employees. "And that is where I've worked ever since," he proudly exclaimed.

In 1981, three years after beginning employment with the Maryland Job Service, Ron joined the Maryland National Guard at the Frederick Armory, assigned to public affairs duty. Now a master sergeant, he is stationed at the Joint Force Headquarters in Baltimore as the non-commissioned officer in charge of public affairs. He has been honored for developing a public affairs binder – a set of guidelines that make it possible for an untrained soldier to produce professional news articles. During his years with the Guard, Ron earned a Five Seals Award from the Department of Defense for service during deployments and for taking extensive training. Some of the countries Ron has served in include Bosnia, Estonia, Germany, the Netherlands, Japan, and Panama, as well as much of the United States.

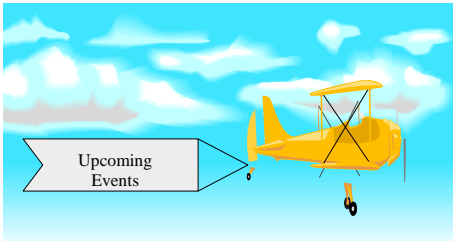
Ron's wife of thirty years, Elaine, works in legal administration for a law firm in Washington, D.C. They have two sons, Ron Jr., a University of Maryland graduate who works for Progressive Insurance and John, who is a veteran of the Iraq war and has chosen the Army for a career.

In addition to his continued service with the Maryland National Guard, Ron intends to increase his work as a deacon at Pleasant Valley Baptist Church near Rohrsersville, Maryland.

Submitted by Alexis Allenback, Labor Exchange Administrator, Frederick Workforce Area, MD IAWP Membership Chair

## **Do You Know Your Member Number?**

Beginning in January 2008, the IAWP website at [www.iawponline.org](http://www.iawponline.org) will require your IAWP member number to log into the *Members Only* section. If you do not know your member number, you can call the IAWP Administrative Office toll-free at 1-888-898-9960.



- **MD Chapter IAWP – Spring Conference**  
Thursday, May, 22, 2008  
Bay Area Community Church  
Crownsville, MD  
8:00 a.m. – 4:00 p.m.
- **“Historic and Hip in Richmond”**  
IAWP International Conference  
Richmond, VA  
June 8 – 12, 2008

Maryland IAWP Executive Board

Suzette Snyder, President  
([ssnyder@dllr.state.md.us](mailto:ssnyder@dllr.state.md.us))  
Alexis Allenback, Membership Chair  
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Vicky Geiger, International Chair  
([vgeiger@roiworks.org](mailto:vgeiger@roiworks.org))  
Cindy Quail, Legislative Chair  
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*Voice of the Chesapeake* is the newsletter of the Maryland Chapter of International Association of Workforce Professionals (IAWP). Denise Carey edits *Voice of the Chesapeake*. Articles should be submitted by the 15<sup>th</sup> 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](mailto:dcarey@dllr.state.md.us).

Maryland IAWP website - [www.iawpmaryland.org](http://www.iawpmaryland.org)