



Maryland



Voice of the Chesapeake

Volume 20

Issue 1

January – February 2009

President's Message

Hello and greetings to all our members and friends.

The Maryland Chapter of IAWP has already started our plans for our Spring Educational Institute. It will be held at MDOT in Hanover on May 1st. Please mark your calendars and make your plans to attend. Lee Foley will attend and give us an update on what is happening on the

National scene in Workforce Development and Unemployment Insurance and what it all means.

We have begun to receive information from various National members who are running for International

office. We plan to share that information with you so that you will be able to feel more comfortable voting. Please plan on voting.

Sue Gallagher, Nancy Fink, and Cindy Quail have been busy writing award nominations for our chapter. Each year they, along with other members, prepare nominations for outstanding achievements or dedication by members and partners. It is a very difficult task and they do a top quality job. If you can think of someone or an organization that does a fantastic job in promoting or providing outstanding service to those we serve, please let Sue, Nancy, or Cindy

know. We would like some ideas for calendar year 2009 and now is the time to start thinking.

As I write this, I am so aware how hard everyone is working. Our business has certainly picked up. We all provide valuable services to those we serve. Keep up the good work and thanks for all you do.

The cookbook, Munchies, Morsels, and Main Courses is available for you to purchase. It will make a great Mother's Day gift for anyone on your list. We will have copies available at the Spring Institute. See you there.

Enjoy the increased daylight hours. It will be better each day.

Suzette Snyder, MD-IAWP President

WELCOME!!! Pennsylvania Chapter

Redistricting Proposal Approved - PA Chapter - IAWP

Hi All...

The proposal to merge the Pennsylvania Chapter of IAWP into District IV has been approved by a unanimous vote of the members who cast votes.

Thank you to Kathryn Parks of Pennsylvania (District III) and Peggy Carrig (District II) for all their work in the merger. Note: New Jersey will now join New York in District II.

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INSIDE THIS ISSUE

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- ❖ Certified Workforce Specialist
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- ❖ Upcoming Events

Welcome PA Chapter (continued from page 1)
Please ensure your members are aware of this merger.

Once again, thank you all for your wonderful support of District IV this year and have a very happy 2009.
Robert Pelletier, District IV Director

VA Assisting Veterans with Health Care Costs

WASHINGTON (Jan. 6, 2009) -- For veterans struggling financially due to a job loss or decreased income, the Department of Veterans Affairs (VA) offers an assortment of programs that can relieve the costs of health care or provide care at no cost.

"With the downturn in the economy, the VA recognizes that many veterans will feel the effects," said Secretary of Veterans Affairs Dr. James B. Peake. "Therefore, it is important that eligible veterans learn of the many ways the VA has to help them afford the health care they have earned."

Veterans whose previous income was ruled too high for VA health care may be able to enter the VA system based upon a hardship if their current year's income is projected to fall below federal income thresholds due to a job loss, separation from service or some other financial setback. Veterans determined eligible due to hardship can avoid co-pays applied to higher-income veterans. Qualifying veterans may be eligible for enrollment and receive health care at no cost.

Also eligible for no-cost VA care are most veterans who recently returned from a combat zone. They are entitled to five years of free VA care. The five-year "clock" begins with their discharge from the military, not their departure from the combat zone.

Each VA medical center across the country has an enrollment coordinator available to provide veterans information about these programs. Veterans may also contact the VA's Health Benefits Service Center at 1-877-222 VETS

(8387) or visit the VA health eligibility website at www.va.gov/healtheligibility.

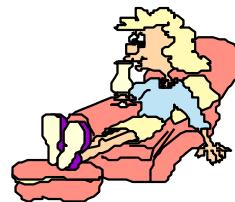
South Dakota Chapter Welcomes IAWP

In anticipation of an educational and entertaining 2009 International Educational Conference, the South Dakota Chapter of IAWP continues to fine tune networking and evening activities. Fund-raising and planning efforts have been ongoing for the last 18 months to make everyone's visit to the beautiful Black Hills of South Dakota a memory to treasure. Members are encouraged to register and lock in their plans as soon as the online conference registration and hotel registration become available.

In addition to the daytime programs and the always popular banquet and ball, a visit to Mt. Rushmore the evening of June 15th is scheduled with buses leaving after an old fashioned outdoor barbecue. The next night, attendees will be treated to a social hour, meal, and educational presentation at the world's largest sculpture, the Crazy Horse Memorial. Of course buses will be equipped to make these short trips enjoyable.

The South Dakota Local Arrangements Committee members look forward to seeing you and serving as your hosts.

Mark your calendars for June 14 – 18, 2009. Additional information is forthcoming.



Are you interested in providing bi-monthly interviews, articles of interest for our retirees, and/or information which needs to be shared? Please contact me- dcarey@dlr.state.md.us.

THIS IS YOUR PUBLICATION



Legislative Update

RECOMMENDED READING: If you haven't taken a look at some of the new features at the IAWP website, definitely check out the Legislative Education page (<http://iawponline.org/legislative.html>) and click on "Bills Related to the Workforce System in the 111th Congress." Great addition! The result is a synopsis of federal legislation in the current session of Congress, with a hyperlink to the Library of Congress for detailed information. With 535 members generating bills, this is a time-saver.

The Big Picture

Among legislation now or recently in the pipeline, in addition to the American Recovery and Investment Act of 2009 (<http://www.iawponline.org/ecostim.html>), are bills relating to appropriations or incentive programs for Veterans reintegration and re-employment programs, unemployment insurance, verification of employment eligibility, workforce training via the Internet, and dislocated workers training.

<http://www.iawponline.org/bills111th.html>

The IAWP website has also added a nifty link at Legislative Education page called "Legislative Resources" to directly access the Library of Congress legislative information search program known as THOMAS, <http://iawponline.org/legislative.html>.

Maryland Assembly

For those of you who want to keep track of what's happening in the 90-day Maryland Assembly Session, which convened January 14th, visit <http://mlis.state.md.us/>. Just scroll down to the *Bill Information and Status* section or the *Bill Indexes* section to view recent legislative activity. Some of the bills you might want to keep an eye on (introductions through February 15th) include:

- SB186 – ID Cards for Released Inmates; • SB270 / HB310 – Unemployment Insurance Eligibility for Part-time Workers; • SB405 /

HB644 – Procurement – Apprenticeship Training Programs; • HB54 – Human Relations – Civil Actions – Unlawful Employment Practices; • HB364 – Task Force to Study State Employment Assistance for Ex-Felons; • SB123 / HB242 – UI Benefits – Determination Based on Severance or Dismissal Payments; • HB268 – Welfare to Work – Job Skills Enhancement Program – Green Jobs.

- SB909 / HB819 - Workplace Fraud Act of 2009; • SB856 / HB814 – Maryland Energy Administration – Green Jobs Workforce Training Program; • SB762 – DLLR – Workforce Development and Adult Learning – Administration; • SB904 / HB636 – Police and Court Records – Nonviolent Crimes – Expungement; HB637 / SB908 – Task Force on Prisoner Reentry.

And, possibly of special interest to those who attended the Fall 2008 Institute: HB829, introduced by the Montgomery County delegation, requiring law enforcement officers who have been issued an electronic weapon to also be provided an AED and training in same.

For legislative analysis of the FY 2010 Maryland Executive Budget, and specifically about provisions affecting DLLR, see Budget Information on the first page and click on Analyses. Then scroll down to the section for DLLR.

FAQ: Unemployment Insurance Debit Card

1. What is the Maryland Unemployment Insurance (UI) Benefit Debit Card?

The UI Debit Card is a safer and more convenient alternative to a paper benefit check. Through Citibank, Maryland UI deposits benefit payments onto the card, making the funds available to claimants. A claimant can get cash and make purchases at any location that accepts Visa. In addition, funds can be transferred to the claimant's bank account by

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FAQ: UI (continued from page 3)

logging on to www.mduibenefits.com or calling the Citibank Customer Service number on the back of the Debit Card.

2. When does the Maryland UI Debit Card program begin?

It is effective for any unemployment insurance claimant who files a new claim for unemployment insurance benefits on or after December 1, 2008. The effective date of the claim is not important, only the day on which the new claim is filed.

3. Can a claimant choose to receive paper checks instead of using a UI Debit Card?

No. Any claimant who files a new claim for unemployment insurance benefits on or after December 1, 2008, will receive payments through a Debit Card. Debit cards are only available to this group of claimants, and the use of this card is mandatory for this group of claimants. A claimant who filed prior to December 1, 2008, will continue to receive unemployment insurance checks and does not have the option of changing over to a debit card.

4. Is the UI Debit Card a credit card?

No, there is no credit line associated with the Debit Card and there is no credit check or approval process to receive the card. Purchases and withdrawals are limited to the balance of unemployment insurance benefits on the claimant's card. The card is funded through the Maryland Unemployment Insurance Program.

5. If a claimant has received a card, does it guarantee that the claimant has met the benefit eligibility criteria?

No, receipt of the Debit Card **does not** guarantee a claimant's eligibility for unemployment insurance benefits. The Debit Card is simply the payment method that will be used if the claimant is eligible. Eligibility is determined on an individual basis using a claimant's unemployed circumstances and the Maryland Unemployment Insurance Law. As a result, a claimant's eligibility may change week to week and benefits may stop and restart throughout the benefit year. Further information regarding eligibility requirements can be found in

the claimant pamphlet entitled, "What You Should Know About Unemployment Insurance In Maryland," or by accessing the claimant pamphlet and other claimant Information on the Maryland Unemployment Insurance web site at www.mdunemployment.com.

6. What should a claimant do if his/her address has changed since filing for unemployment insurance benefits?

A claimant should report any address change immediately to both Citibank Customer Service by calling 1-800-582-4910 and The Maryland Division of Unemployment Insurance by calling the Claimant Information Service at one of the following numbers:

From Baltimore Area and Out of State – 410-949-0022

Toll Free Outside Baltimore/Within Maryland – 1-800-827-4839

TTY From Baltimore Area and Out of State – 410-767-2727 (Hearing Impaired)

TTY Toll Free Outside Baltimore/Within Maryland – 1-800-827-4400 (Hearing Impaired)

7. Where can a claimant get cash with the UI Debit Card?

A claimant can also withdraw unemployment insurance benefits from a teller at any bank nationwide that accepts Visa. A claimant should inform the teller he/she would like to make a cash withdrawal, indicate the exact amount, and provide the Debit Card and identification to the bank teller. In addition, a claimant can transfer funds to his/her bank account. A claimant can also withdraw his/her unemployment insurance benefits at any of the 400,000 Visa-branded ATMs in the U.S., of which over 50,000 are surcharge-free, including ATMs in:

Citibank branches
MoneyPass ATM network
Allpoint ATM network
7-Eleven® stores
Publix® stores

To locate surcharge-free ATMs, cardholders should visit www.mduibenefits.com. A claimant will be allowed four free withdrawals per month using any of the ATMs cited above. Subsequent
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FAQ: UI (continued from page 4)

ATM withdrawals will carry a \$1.50 fee per withdrawal. In addition, some ATMs assess surcharge fees.

8. Can a claimant access the entire cash amount on the day of payment?

Yes, the total amount of the claimant's unemployment insurance benefit payment is available for withdrawal on the day of payment. The entire amount can be withdrawn from a teller at any bank nationwide that accepts Visa. However, there may be a daily limit set on ATM cash withdrawals.

9. How can a claimant transfer benefit payments to his/her bank account?

A claimant should log onto www.mduibenefits.com or call the Citibank Customer Service number on the back of the Debit Card to set up a direct deposit funds transfer. Then the claimant would enter his/her bank account information and the amount or percentage of the UI payments he/she would like to transfer. A claimant can choose to perform a one-time transfer of existing funds, or automatic recurring transfers of future UI benefit payments. The direct deposit may take between two to three business days to post to the claimant's bank account.

NOTE: If a claimant sets up a direct deposit, he/she should hold onto the Debit Card to get payment detail information, receive balance alerts and update withdrawal information. A claimant may provide an email address online if he/she wants to receive balance alerts. These features can be accessed with the Debit Card at www.mduibenefits.com and through Citibank Customer Service, at 1-800-582-4910.

10. Can a claimant make a retail purchase with his/her UI Debit Card?

Yes. The Debit card can be used everywhere Visa cards are accepted.

11. Can a claimant get cash back at checkout?

Some stores offer cash back at checkout. The claimant should ask for cash back before swiping the Debit Card. There should be no fees for getting cash back with a purchase.

12. How does a claimant check the UI Debit Card balance?

A claimant can check his/her Debit Card balance through the Citibank toll-free Automated Phone System at 1-800-582-4910, online at www.mduibenefits.com, or at an ATM. A claimant can also sign up to receive balance alerts sent to his/her cell phone or email at www.mduibenefits.com.

13. How can a claimant track his/her spending?

A summary of the claimant's account information including balances, transactions, fees, and deposit amounts can be accessed online at www.mduibenefits.com or by calling Citibank Customer Service at 1-800-582-4910. Also, a monthly paper statement can be requested from Citibank.

14. What does a claimant do if the UI Debit Card is lost or stolen?

If a Debit Card is lost or stolen, the claimant must immediately call the Citibank toll-free Customer Service line at 1-800-582-4910 to report the incident. A replacement card will be sent. Please refer to the Debit Card Terms and Conditions for specific details.

15. What if a claimant finds unauthorized or fraudulent use of his/her UI Debit Card?

If a Debit Card is lost or stolen and is reported immediately, Citibank will investigate any questionable transactions. If the transactions are found to be unauthorized/fraudulent, the full, remaining balance will be replaced. Please refer to the Debit Card Terms and Conditions for specific details.

16. Where can a claimant find the benefit payment details that used to appear on the check stubs?

A claimant can view payment details online at www.mduibenefits.com, under transaction history, or via the Citibank toll-free Customer Service line at 1-800-582-4910. Also, a monthly paper statement can be requested from Citibank.

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FAQ: UI (continued from page 5)

17. Where should I direct cardholders if they have questions?

A claimant should contact Citibank Customer Service at 1-800-582-4910 for the following topics:

Card usage (spending issues, ATM locations, etc.)

Balance and transaction details

Lost or stolen cards

General payment details (number of weeks of payments received, etc.)

Address changes

Updates to direct deposit settings

A claimant should call the Maryland Division of Unemployment Insurance at one of the numbers listed below for questions about:

Benefit eligibility

Missed or erroneous payments

Address changes

From Baltimore Area and Out of State – 410-949-0022

Toll Free Outside Baltimore/Within Maryland – 1-800-827-4839

TTY From Baltimore Area and Out of State – 410-767-2727 (Hearing Impaired)

TTY Toll Free Outside Baltimore/Within Maryland – 1-800-827-4400 (Hearing Impaired)

18. If a claimant re-qualifies for benefits at a later point, can the same UI Debit Card be used?

Yes. A claimant should hold onto the Debit Card in the event that he/she will receive future UI payments. The Debit card is valid for a two-year period.

19. Will a claimant ever get an email from Citibank asking the claimant to login or provide card or account information?

No. Citibank will never send an email to a claimant asking the claimant to login or provide card or account information without advising the claimant to first contact Citibank's Customer Service.

Anti-Phishing Information

Phishing is when Internet thieves troll the sea of online consumers in hopes of netting

unsuspecting victims. One common method of phishing is sending "spoof" or fake emails which copy the appearance of web sites or companies in an attempt to commit identity theft or other crimes.



Extraordinary People

Congratulations:

Alfred LaBeau, GDCF CWDP CPRW
Local Veteran's Employment Representative
from Columbia

Al LaBeau received a Certificate of Appreciation from Ken Ulman, Howard County Executive "to acknowledge extraordinary dedication to serving the citizens of Howard County, Maryland, by serving on BRAC Task Force Workforce Development Committee."

Al was also appointed by Ken Ulman and confirmed by the County Council on January 2, 2009 to a five year term as a Commissioner on the Howard County Commission on Disability Issues. Al LaBeau will have a voice on Disabled Veterans Issues.



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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CWS (continued from page 6)

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 in the Education & Training section to get the application form and brochure..



IAWP Officer Elections are Coming Up!

IAWP Members: One Vote Matters and Every Vote Counts

Elections are an opportunity to express your opinion and a time to reflect on the importance
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IAWP Members: Vote (continued from page 7)
of just one vote. It is well documented that one vote has often guided the course of history. According to folklore, one vote gave America the English language instead of German. (1776)
One vote by the U.S. House of Representatives elected Thomas Jefferson President over Aaron Burr. (1800)
One vote confirmed the purchase of Alaska from Russia. (1867)
One vote admitted California, Oregon, Washington and Idaho into the Union. (1850, 1850, 1889, 1890)
Women won the right to vote by the passage of the 19th Amendment to the Constitution. Tennessee, the last state needed to pass the amendment, ratified the amendment by one vote. (1920)

One Vote Does Make A Difference. How will you use your one vote?

In order to participate in the IAWP elections, you will need to have your member number. If you don't know your member number, it is located on your membership card or you can call or e-mail the IAWP Administrative Office (888-898-9960 or iawp@iawponline.org) to get your number.

There are three ways to vote in the upcoming elections:

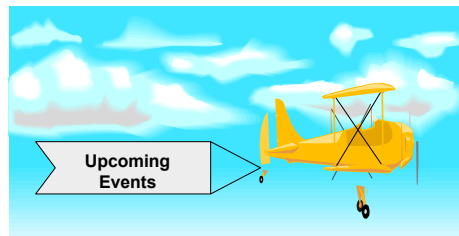
1. Online: With your member number, log in to the "Members Only" section of the IAWP website at www.iawponline.org. Look for the "Elections" link on the left hand side. Online voting will take place May 18-29.
2. Mail-in: The January/February/March issue of *Workforce Professional* will have the ballot form to mail in. This is the only time the ballot form will be distributed in *Workforce Professional*. You will need to complete the form and mail it to the address on the form. The deadline is also on the form.
3. Onsite: Voting will also take place during the International Conference in Rapid City,

South Dakota on Monday and Tuesday, June 15 and 16.

Your vote matters so do not waste it. By not voting at all, you let an opportunity to voice your opinion on the future leadership of our professional association go by. Don't let that happen!!

Written by Lorraine Faulds, International Educational Development Chair and South Carolina Communication Chair

**The MD IAWP Chapter does not endorse any individual candidate for election. Information on the candidates are provided at their request to enable MD IAWP Members to make an informed decision. The next edition of the "Voice of the Chesapeake" will include information on any 2009 candidates who wish to provide bios or statements.*



Maryland Spring Educational Institute
State Highway Administration
Hanover, MD
May 1, 2009

IAWP 96th International Educational Conference
Rapid City, SD
June 14 – 17, 2009

Raising the Bar
Turf Valley
Ellicott City, MD
November 5-6, 2009

District IV Fall Conference
Hilton Garden Inn
Arlington, VA
Friday, November 20, 2009

MARYLAND CHAPTER



International Association of Workforce Professionals

2009 MEMBERSHIP REGISTRATION January 1, 2009 – December 31, 2009

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

E-MAIL Address: _____

Job Title: _____

Office Location: _____

Home Phone: _____ Work Phone: _____

Division: ___ UI ___ JS ___ Admin ___ WIA Partner ___ Other

Dues: ___ \$30.00 (DLLR-Grade 12 & below) ___ \$50.00 (DLLR-Grade 13 & Up)

___ \$21.00 (Retirees) ___ \$50.00 Partners (outside DLLR)

I've been a member of IAWP since _____ (year).

Sponsor: _____

Mail to: DEPARTMENT OF LABOR, LICENSING AND REGULATION
Attn: Faye Gossert
14 North Potomac Street, Suite 100
Hagerstown, MD 21740

***Make check payable to: MARYLAND IAWP ***

Notice: *Due to IRS section 6033 requirements, IAWP
Estimates the nondeductible portion of your membership dues allocable to lobbying is ten percent*

Maryland IAWP Executive Board

Suzette Snyder, President
(ssnyder@dllr.state.md.us)
Alexis Allenback, President Elect/Membership Chair
(aallenback@dllr.state.md.us)
Robert Pelletier, Immediate Past President and
District IV Director
(rpelletier@dllr.state.md.us)
Nancy Fink, 1st Vice President - Education Chair
(nfink@dllr.state.md.us)
Denise Carey, 2nd Vice President - Communications Chair
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Faye Gossert, Treasurer
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Cindy Quail, Legislative Chair
(cquail@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