



The highlights from some of the workshops are provided by The International Educational Conference Newsletter, "***The FLASH***," with a few others provided by Board members in attendance.

## **A Note from NASWA**

Roosevelt "Ted" Halley, Executive Director of the South Carolina Employment Security Commission and President Elect of the National Association of State Workforce Agencies (NASWA), shared the message of challenges facing NASWA, especially how a national organization representing all states can take a singular position on reauthorization of the Workforce Investment Act (WIA), when states are structured so differently. Their final recommendations: states should have options on how to distribute WIA funding, including labor exchange (Wagner-Peyser) funding.

## **DOL Report**

Dr. Helen Parker, USDOL ETA Regional Administrator for the Atlanta Region, described three proposals from US DOL:

- *Career Advancement Accounts*, providing \$3,000 a year directly into the customer's hand for education expenses, which can be targeted to specific audiences like youth or unemployed adults
- *The High Growth Job Training Initiative*, offering community based grants to expand local capacity for high growth job training.
- *WIRED (Workforce Innovation Regional Economic Development) Grant*, which has funded 13 proposals of 97 submitted to build around the same three concepts of Infrastructure, Investment and Talent.

Dr. Parker recommended reading *The World is Flat* by Tom Friedman. It's a world without barriers or obstacles to commerce that allow a virtual connection to everyone in the world. Dr. Parker also recommended the report, "Rising Above The Gathering Storm," which talks about how much education is the key to innovation. A skilled workforce is the bedrock of our competitive edge.

Dr. Parker left with parting words of wisdom: be innovative, be bold, question everything and be at the center of the economy.

## **Legislative Update by Lee Foley**

Lee Foley said Congress is moving slowing regarding appropriations because this is an election year. This year's appropriations bill was not passed until February 2006 because it contained large cuts to popular human services and education programs in this election year.

The prognosis for the workforce budget is not good. The President's budget features big cuts to discretionary programs including workforce. The Specter-Harkins amendment restores the \$7 million cut in workforce spending, but this is not expected to pass the conference committee. Mr. Foley expects both houses to pass bills and send them a conference committee to be put on hold until after the November elections, when incumbents will not be dealing with re-election campaigns where cuts to popular human services programs can be used against them.

The U.S. economy looks good: we are about four years into the recovery from a recession. There have been huge corporate profits, high gross national product and a growing population. However, there is a very low wage growth and only one-third of the expected job recovery. Our average family income is down; we have a 20% increase in families in poverty and personal bankruptcy is up 50%.

Foley encourages us to help by educating people about our programs, not just legislators but people we meet in all areas of our lives. They cannot support programs they do not know anything about.

## **Medicare Modernization and the New Drug Prescription Program**

Barbara Gordon, Director of Social Services, KY Area Agency on Aging, and Don Shields, KY Office of Insurance, Division of Health Insurance Policy and Managed Care, presented this workshop.

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The workshop covered the need for Medicare updating and new Medicare Part D Drug Coverage. Medicare needs to keep up with today's health care issues, promote a healthy lifestyle, cover preventive services and offer prescription drug coverage.

The Medicare Modernization Act of 2003 provided several changes in Medigap programs, created freestanding drug plans, added two new plans and expanded service areas for Med. Advantage. New Medicare features in 2006 are prescription drug plans, two new Medigap policies, and Part B deductible with a premium. Medicare now covers physical exams, diabetics screening and cardiovascular screening.

Medicare prescription drug coverage is available to all people with Medicare. Extra help to pay for Medigap plans is available to those meeting the criteria. Coverage is NOT automatic. Decisions have to be made: Medigap, Medicare or your present private insurance company.

## **International Panel**

International Delegates from around the globe provided spot reports on the status of women in the workforce. The panel discussed the contributions women provide, challenges facing women in obtaining equality at work, barriers that have been overcome up to this point, and what still remains to be accomplished in order for women to have full participation in the workforce.

There are serious reasons why women do not have equality in the workforce, such as employment discrimination because they have children to take care of or other family responsibilities. Also, women may be discriminated against because of lack of education and skills, age limits, or market structure.

Women around the world are becoming more successful in obtaining employment. There still is a long way to go. But due to new Female Labor Laws, their employment opportunities have increased.

## **Supervising Ain't Easy**

Dawn Boyer, Supervisor II with the Employment Security Commission of North Carolina, led a well-received forum on the "joys" of supervising people. As we've all long-suspected, supervisory skill depends on who we are. It's like raising children: we never know what we are going to get or what will work. It is important to be flexible. Whether we are leaders or followers, we have ways to manage conflict: we compete, collaborate, compromise, avoid or accommodate.

Participants were asked to list what makes a good or bad supervisor. Needless to say, the list of BAD traits was the longest! The reasons that people choose to supervise are many: they deserve it, for the money, to effect change, for the status, and for the challenge.

The best supervisors give prompt feedback, both positive and negative. The best managers are aware of their staff and manage by walking around the office. They treat people as they expect to be treated. Twenty percent of a manager's time is devoted to those who create problems. Still, a good supervisor knows it and does not brag and the employees are productive and enjoy coming to work.

## **UI BENEFIT INTEGRITY**

Kathryn Moore, from Washington State Employment Security Office of Special Investigations, talked about cases involving identity theft, fictitious employers, pretexting/phishing and new ways to combat fraud.

Washington State and the US Postal Service Inspector's office was involved in a case where both claimant information and employer notices were going to PO Boxes in California under an identity theft scheme. They discovered that all the checks were being negotiated at the same convenience market and all banking at the same bank. Claimants were actually driving from San Diego to Fresno to cash their UI check – why would someone do that? The total investigation led to 12 people being arrested, and to search warrants which found \$1 million in a van on its way to a deposit and \$40,000 in cash in bags under the counter at the store. The case involved 366 UI claims, 5,305 weeks paid and \$938,583 paid out. Now Washington is using a  
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cross-match with the Social Security Administration (SSA) on all new claims filed. So far over 4,991 claims have been denied and over \$21 million prevented from being paid. They have invested in new technology where an inquiry can be done to see if multiple checks are going to the same address and can check on "in care of" addresses as well.

In a California fictitious employer fraud case a person registered a non-existent business and then filed quarterly returns listing wages paid to "made up" employees. The perpetrator had three social security numbers issued by the SSA. He was charged with \$900,000 fraud of which \$100,000 was UI. In this case there were 6,000 calls to the IVR over 9 months from the same phone numbers. UI now uses the same phone number for claimants to call for initial and continuing claims for better fraud detection. The person has to enter their social security number to get in. The system has the ability for real time capture of the phone number, provides a daily suspicious activity report and if suspicious has the real time ability to block the phone number from entering a claim. Agents can see the phone number that comes up and know if it is an out-of-state call. So far over \$50,000 has been saved on these denied claims including 18 claimants calling from the Bahamas.

In a pretexting scheme that is currently being investigated they have received almost 400 calls since Nov 2005 from the same business phone number in VA using 230 different social security numbers. Washington State is using the National Directory of New Hires database for prevention, detection, collection and reemployment. They expect to add SSA Death Index and prison records in the future. As a result, between October 2005 and March 2006 with the New Hire database they have the following successful collections: over 17,000 matches, almost 5,000 address changes, revenue of over \$470,000 from accounts with address changes and total revenue from matches of over \$2million.

The integrity provisions in the FY2007 legislative proposal would allow states to use small amounts of recovered overpayments and certain delinquent collected taxes for improper payments reduction, impose a penalty on benefits obtained from defrauding UI, Treasury to intercept Federal income tax returns to recover overpayments and unpaid employer

taxes and employers to specify "start work" date on new hire reports.

Submitted by Sharon Mike

## **Unemployment Insurance in Kentucky**

Kentucky has 90,000 employers. Unemployment Insurance (UI) audits 45 to 50 large employees per year. The pay scale for auditors begins around \$25,000 per year.

In 1998 Kentucky lost a lot of UI knowledge due to downsizing of some of the local offices, new technology and retirements. Consequently, the state could not maintain its level of customer service. UI went paperless and they now image everything. The current system has enabled them to meet their workload. Kentucky is still operating on a mainframe and it took 5 years to build the system that they use. They started working on it in 1998 and rolled it out in 2003.

There are 3 ways to file a claim in Kentucky: by Internet, Local Office or telephone. 52.5% of the people filing for UI in Kentucky have Internet access; 82% of them file by Internet. Before, they had 29 local offices fully staffed; now they also have 2 call centers with 15 claims-takers and 29 processors for Internet claims. Kentucky handles Combined Wage Claims, UCFE and UCX Claims all by Internet. Telephone claims are not toll-free and there is no call recording. Processors assist claimants at the Local Office Centers on Internet Claims.

Kentucky has 25 adjudicators statewide. Non-separation issues are handled on the local level. The claimant can go into Kentucky's system by phone or Internet and answer basic questions before the adjudication process begins.

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*UI in Kentucky (continued from page 4)*

Under UI Law in Kentucky regarding adjudicating separation issues, they look at the most recent separations within the last 10 weeks. They do not notify all base period employers because only the most recent employers in the last 10 weeks are chargeable. Adjudicators are scheduled for 12-15 interviews per day and are not given write-up days.

In the future, Kentucky is looking at the use of Debit Cards by claimants by the spring of 2007. Local Offices currently are staffed by 5 to 6 UI people but they will be downsized further to keep at least one UI staff person per office.

*Submitted by Faye Gossert*

## **Best Practices for Serving Veterans**

Presented by: John Savage, Manager, Veterans Services Unit, Ohio Department of Job and Family Services.

Ohio has developed four programs to assist returning Iraqi veterans:

- *Serving Warriors at Transition (SWAT)*  
The Veterans' Staffs brief all deploying AND returning National Guard and Reserve members. Last year, 70 briefings were presented to 6,000 veterans and their spouses.
- *Ohio Transition Assistance Program (OTAP)*  
Three day Workshop for veterans and their spouses.
- *Veterans' Short-term Training Program*  
Funding source is the Governor's WIA Discretionary set-aside, which provides short-term training and/or supportive services for WIA-eligible veterans to obtain or retain employment that leads to self-sufficiency. Last year, this program received \$400K in funding; this year that figure is \$600K.
- *Veterans' Rapid Response (VR2) Program.*  
There is no dollar limit and funds may be combined with other funding sources such as WIA. The funding source is Rapid Response funding set aside specifically for veterans. It provides longer-term training and/or supportive services for WIA-eligible veterans to obtain or retain employment that leads to self-sufficiency. There is a \$3K limit on Supportive Services (e.g. tools, pre-employment tests, licensing and certification,

specialized clothing, etc.). Bottom line for this program is INTEGRATION.

**CONCLUSION:** All of these programs give the Vet Staff something to offer; help define and reinforce the roles and responsibilities as outlined in DOL VPL 07-05; and leverage resources. Vet Staff can't do it alone, nor can any other partner - Integration, Integration, Integration.

*Submitted by Robert Pelletier*

## **Employment Strategies for Offender Workforce Development**

Every year, 600,000 people are released from state and federal prisons and 7 million go into and out of county lock-ups. Many of these people come to our agencies for help in finding employment. Montgomery County, MD has established a One-Stop in the county jail. Several states, including KS, MO, OH and MN, are working on the transition from prison to community.

Experience has shown that education and job retention are protections against recidivism. Community connections established between the "inside" and the "outside" world make the job hunt for ex-offenders much easier. By mandating GED attainment and other higher education where possible, ex-offenders become more employable for higher paying jobs. Pell grants are not available but some states and education institutions are offering degree programs within the prison system.

Common employment barriers for these "hard to serve" clients including substance abuse, lack of support systems, lack of reliable transportation to the jobsite, inadequate child care, mental health issues, and illiteracy. Ex-offenders also have to fulfill certain requirements such as office and site visits with parole officers, telephone access and drug testing, all of which can contribute to potentially awkward work situations.

Strategies to address common employment barriers include knowledge of the local labor market, strong relationships with employers, familiarity with client's criminal history (including the disposition of the case) and the ability to

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match the client's interests and skills to the available jobs. Preparation for job interviews at mock job fairs is helpful. Written letters of explanation attached to a job application and to be discussed during an interview are also helpful.

## **A New Demographic Ballgame**

Employers may be having trouble filling job openings may be because those workers were never born. Ronald Crouch, University of Louisville's Director of the Kentucky State Data Center at the Urban Studies Institute, enlightened the audience to the realities of the new look of our workforce and the challenges ahead.

Remember that the baby boom was followed by a baby bust, so even though all these boomers are now retiring, there just aren't enough young workers out there to fill those positions! It will get worse, as the birth replacement rate in the world is low. The U.S., Canada, and Australia are the only countries with actual growth in population, and that is due to immigration.

The young students and workers in the U.S. are very diverse and mostly immigrants. Having a diverse workforce will require an investment in those workers. Mr. Crouch said that young American men are being left behind in the education game. He provided startling statistics on the education rankings of some states and especially the stats for minority students. He went on to say that for the first time, what is morally the right thing to do is also the only way to save our skins! We must invest in our workforce, embracing diversity and valuing the contributions made by all of our citizens.

## **BOOMERS, Xers, Yers and OLD FOLKS**

There are reasons why employee attitudes toward work differ, and there are ways to make different generations work together successfully. What we are and what we become are influenced by who our heroes were. Some of us wore coonskin caps or cowboy hats or wished we were Barbie. As we grew older and socialized with our peers from ages 14-20, we selected music or a hairstyle which asserted our individuality and drove our parents crazy. The

development of a value set can happen at any time, but the earlier it is, the most significant the change will be. The most influential time to shape values is at age ten. Factors influencing value development are education (both formal and informal), religion, media, friends, income and geographic location. Each decade has unique experiences that influence the rest of our lives. Most values are still defined as those of middle aged white males, although this is changing...slowly.

Each decade seems to have a defining moment. In the 20s it was the Scopes trial and prohibition which was thought to be stupid by 80% of the population. In the 30s the Depression influenced values regarding financial security and government. People could not support their children which meant a 50% increase in orphans. The 1940s found women in the workplace, causing a breakdown of the traditional family. It also brought about the idea of sacrifice and hard work to bring rewards. There were more children born between 1948 and 1953 than in the previous 30 years. Buying power increased. In the 50's one-third of 19-year-old women were married. We became spenders rather than savers; we became permissive parents. Students in the 60s, who exerted their influence, demonstrated against the Vietnam War and staged strikes at 448 colleges. In the 70s more women worked, which created latch-key kids. Xers do not buy into long term job security but prize creativity and instant feedback. In the 80s trickle-down economics and the closing of mental hospitals created a 25% growth in the homeless population. People born in the 80s are a cautious bunch who live and let live, are used to technology and are easily bored! Despite an uncertain future, the Y's are coping well; they are the most educated ever and technically savvy. But, they could use some time management skills.

## **The Transplant Games – Who Knew?**

Imagine the surprise of the Maryland IAWP delegation when they arrived in Louisville and were surrounded by individuals wearing brightly colored T-shirts emblazoned with "The 2006 US Transplant Games." Well, being the curious (or nosy) types that we are, we asked questions to anyone who would chat with us. So, here's what we found out!

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- The US Transplant Games are sponsored by the National Kidney Foundation and are held every two years. They started in 1990.
- In order to compete in the games, participants must have a life-saving solid organ transplant (heart, liver, kidney, lung, pancreas and/or heterologous bone marrow) which has been functioning for at least six months.
- These games represent the largest sports event in the world for individuals who have benefited from organ transplantation.
- According to the National Kidney Foundation, the US Transplant Games serve to showcase the individual successes of the life-restoring therapy of organ transplantation. In addition, it serves as a celebration of life for the recipients, donors, family and friends.
- There were 1200 recipients who participated in these games and they ranged in age from 3 to 83.
- The athletes competed in a dozen sports including swimming, tennis, badminton, basketball, track and field, and cycling.

The folks we met were an inspiration to us all with their smiles and upbeat attitudes. Puts it all in perspective, doesn't it?

Submitted by Nancy Fink

## **Entomology 101**

### **The Belle of Louisville Riverboat**

At the IAWP International Conference each year, a highlight is an evening event that showcases the local area. Kentucky Night was held on the **Belle of Louisville** riverboat. However, in addition to an evening of good food, music, and sights along the river, attendees received a crash course in entomology. As people arrived at the dock, they were greeted by swarms of Mayflies. The side of the riverboat was covered with them. By the end of the evening, every footstep on the dock made a crunching sound because the ground was literally blanketed with them. Following is a brief description of this unusual insect

### **The Mayfly**

The adult Mayfly, *Hexagenia*, is fragile, soft-bodied, elongate and has two or three long, many-jointed, threadlike tails. Antennae are short inconspicuous bristles. The head is large with round prominent eyes. Forelegs are quite long and stout. Mouthparts are non-feeding. Front wings are large, triangular, membranous with numerous longitudinal veins and cross veins. Wings are held upright and together over the body when at rest. Different mayfly species range from about 1/4 to 1-inch long.

Mayflies accumulate around lights, making roads, streets, sidewalks, etc. slippery and dangerous. These annoying insects may fly into one's face, ears, hair, land on clothing, crawl behind eyeglasses, splatter car windshields, cause traffic hazards by their bodies getting crushed, resulting in dangerously slick roads and sidewalks.

As winged adults, they survive only a few hours or at most a few days. Nothing is eaten, nor do they crawl or walk. They only fly and mate within dancing swarms, usually in late afternoon or evening. Mating normally occurs the same day adulthood is achieved.

Dead mayflies pile up, decompose and give off an offensive dead fish-like odor (stench). This material serves as a breeding ground for flies and other scavenger insects. It is necessary for residents to shovel away mayflies near their homes, and street sweepers to clean the mess off the road.

Fortunately, the swarming season is temporarily annoying from the last week of June through the first two weeks of July each year. IAWP timed it just right!

## **Out and About in Louisville, KY**

The International Conference allowed attendees to experience some of the location attractions including:

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*Out and About (Continued from page 7)*

### **Muhammad Ali Center**

The Muhammad Ali Center is an international education and cultural center that is inspired by the ideals of its founder Muhammad Ali. The Ali Center's innovative exhibits, educational and public programming, and global initiatives carry on Muhammad's legacy and inspire exploration of the greatness within ourselves. Much more than a place that tells the story of one man's journey, the Ali Center reaches beyond its physical walls to fulfill its mission. Like Muhammad Ali himself, the Ali Center focuses on what brings individuals together, not what sets them apart. Visit the website:

[www.alicenter.org](http://www.alicenter.org)

### **Louisville Slugger Museum**

It takes a special place to craft the Official Bat of Major League Baseball. Since 1884, Louisville Slugger has put prime lumber in the hands of the greatest players of the game. A visit to the museum shows you how the sport has changed a bit between then and now, but the "crack of the bat" remains one of the sporting world's most thrilling moments. Visit the website:

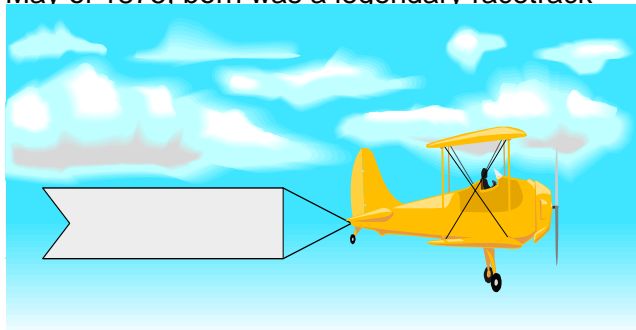
[www.sluggermuseum.org](http://www.sluggermuseum.org)

### **Churchill Downs**

#### **A Tradition of Achievement**

In pre-automobile 1875, the entire United States was "horse country." But the rolling hills and ample bluegrass of Kentucky certainly presented an ideal venue to raise and race horses, as evidenced by the nascent breeding industry in the Commonwealth's countryside and four racetracks operating in the city of Louisville before the turn of the century.

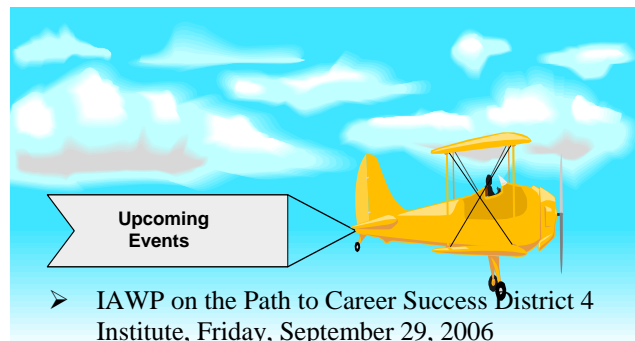
But with Aristides' victory over 14 3-year-olds in May of 1875, born was a legendary racetrack



### **Kentucky Derby Museum**

The permanent collection of the Kentucky Derby Museum consists of more than 20,000 items documenting the history and tradition of the Kentucky Derby and thoroughbred racing. The collection consists of varied items in all types of

media, including racing trophies; sculpture; prints and paintings; racing attire such as saddles, saddlecloths, halters and silks; and souvenir items such as Derby glasses, programs and tickets.



- IAWP on the Path to Career Success District 4 Institute, Friday, September 29, 2006
- MD Chapter IAWP Fall Institute, November 2, 2006, Columbia, MD
- 94<sup>th</sup> IAWP Educational Conference, Boise, ID June 3-7, 2007
- 95<sup>th</sup> IAWP Educational Conference, Richmond, VA, June 8-12, 2008
- IAWP Library



## NOTES

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

Long time IAWP member **Jean McDermott** retired as of July 31. She started work at the Bel Air Job Service office as an interviewer on April 28, 1980. Jean became the Employer Services Representative (now called Business Services Rep) in 1982 and continued in that role until her retirement. She developed an outstanding reputation in Harford County with economic development and the business community and will be greatly missed.

A former DLLR employee and IAWP member, **Mary Frederic** presented a Grant Writing Workshop at the 93<sup>rd</sup> International Educational Conference. Mary did a great job.

**Operation Soap Dish**—Throughout the years, the International IAWP conference attendees have donated the soaps, shampoos, lotions, etc. that hotels leave in the rooms to Operations Soap Dish. Following the conference, these items are donated to facilities for homeless veterans.

### Did You Know?

IAWP has a library with great resource information. Check out the next newsletter.

### 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 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).

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