



# Maryland



## Voice of the Chesapeake

Volume 19

Issue 4

July - August 2008

### President's Message

I hope you all had an opportunity to relax this summer – dip a toe in the ocean, hike through a park or up a mountain, or see the sights of the city..... all of which are possible right here in the great state of Maryland.

Even as we enjoy the end of our summer, Maryland IAWP is looking forward to an active fall. Your Executive Board is beginning to plan our annual Fall Educational Institute. The date, location and time is forthcoming. We welcome ideas for topics and speakers. Contact anyone on the Executive Board (listed at the end of this newsletter) if you have a suggestion.



West Virginia will host the District IV Educational Institute on October 10 in Charles Town, WV. Take advantage of this opportunity to network with your peers from Virginia, West Virginia and DC while getting a regional perspective on workforce issues.

This issue of *Voice of the Chesapeake* features news from the IAWP International Conference that took place in June in Richmond, VA. Eleven Maryland IAWP members attended the conference this year, enjoying the chance to broaden

their workforce knowledge through workshops, plenary sessions and interacting with workforce professionals from around the world. The 2009 International Conference is planned for Rapid City, South Dakota, and looking ahead to 2010, the Conference will be closer to home in Greenville, South Carolina. Catherine Leapheart, former DLLR Director of Field Operations and IAWP International Secretary/Treasurer, attended the Richmond conference and extends greetings to all of her friends in Maryland.

Suzette Snyder, President

An Update from the last edition of the **“Voice of the Chesapeake”**. The question was: “Where are they? -- Who are They?” The answer is:



These are the MD IAWP Chapter members who attended the IAWP International Conference in Richmond, VA

June 8 – 12, 2008

From left to right: Robert “Bob” Pelletier, Denise Carey, Orrington Caldwell, Suzette Snyder, Nancy Fink, Sharon Mike, Faye Gossert, Zella Brown, Sue Gallagher and Steve Gallison

Not pictured: Patrick Baker  
The MD Chapter was well represented.

### INSIDE THIS ISSUE

- ❖ Highlights from IAWP International Conference
- ❖ Inside the Fence
- ❖ Upcoming Events

# Everything You Need to Know About Customers with Disabilities

Republished from the Flash publication of the 95<sup>th</sup> International Education Conference and written by Juanita Harbort (WI)

Presented by Marian Vessels from Maryland, this workshop provided an overview of the services and resources available through Disability and Business Technical Assistance Center (DBTAC); Mid-Atlantic Center.

DBTAC programs provide information on the Americans with Disabilities Act (ADA). Programs vary in each region, but Call Centers offer technical assistance, education and training, materials dissemination, information and referral, public awareness and local capacity building. For more information, you can contact the National Technical Assistance Center at (800) 949-4232 (V/TTY), [www.adata.org](http://www.adata.org) or [www.adaportal.org](http://www.adaportal.org).

The centers act as a “one-stop” comprehensive resource on ADA issues in employment, public services, public accommodation and communications. Each center works closely with local business, disability, governmental, rehabilitation and other professional networks.

Reasonable Accommodation is any change in the work environment or the way things are done that enables a person with a disability to enjoy equal employment opportunity. It must be provided to a qualified individual unless it poses an undue hardship.

Some easy accessible accommodations include:

- 711 connection to the national relay operator
- Large print – a minimum of size 18 font on posted notices regarding compliance with the law and contact information for assistance
- Signage in raised letters for sight disability with Braille under the words at appropriate levels for access to all
- Routine testing to make sure special equipment is operable.

DBTAC also helps locate resources for people not seeking employment.

## Benefits Timeliness Quality (BTQ)

Republished from the Flash publication of the 95<sup>th</sup> International Education Conference and written by Mary K. Krisman (OH)

Three excellent presentations were made by Rich Vincent (SD), David Koch (IL), Marcia Dulin (PA) and Kathryn Parks (PA) who shared their experiences with Benefits Timeliness Quality (BTQ) Scores and what they are doing now to sustain or improve them.

Rich Vincent spoke about the UI Operations in South Dakota (SD) that positively impacted BTQ standing. SD's BTQ timeliness in 2007 was above the national average in first payment and non-monetary determinations by 10%+. SD's BTQ quality in 2007 was above average for separations and non-separations by 20%+. Rich reviewed several facts that positively affected BTQ standards in SD:

- All UI operations are centrally located in Aberdeen
- All adjudication staff have attended BTQ training
- There are weekly and monthly staff meetings on procedure and policy changes
- Initial fact finding for all UI issues is taken at intake
- Benefit and BTQ staff have direct access to IT personnel that are housed in the same building
- Experienced staff in call and adjudication centers with little turnover and high longevity.

Kathryn Parks and Marcia Dulin from PA reviewed first quarter 2008 BTQ stats; determination quality was at 65% for separations and 59% for non-separations and timeliness was at 67% and 78% for non-separations. Several initiatives were reviewed to improve on these BTQ scores:

- Cold calls to employers
- One to one mentoring by supervisors
- separation issues

(continued on page 3)

### Team processing and separation and non-separations

- Workshops on separations and non-separation processing
- Development of UI performance desk aide
- Examiner checklists developed, including:
  - All questions answered
  - Rebuttal offered
  - Correction detection dates

David Koch from the Southern Region of Illinois described his 6 areas that serve 42 counties with a population of 1,374,657. They have 10 full service local offices and one regional office with approximately 50 staff performing adjudication. In FY 2007, 83% passed BTQ scored by the Southern Region review team. David listed several solutions to BTQ performance that they follow to attain these stats:

- Provide classroom training and retraining in law as needed
- Local office supervisors receive ETA 301 Handbook Training
- Monthly review of cases per adjudicator – both region and local office supervisors perform reviews
- Region provides immediate feedback to local office on problems uncovered during review
- Results include narrative report that provides reasoning for case failures
- Individual coaching based on case results
- Accountability.

The session ended with a lively and informative Q&A with several states sharing their experiences with the ever popular BTQ.

## **THE DANCE: Bringing More Fun and Enthusiasm to Your Life and Work!**

Republished from the Flash publication of the 95<sup>th</sup> International Education Conference and written by Chris Crawford (TX/NE)

Julie Gaver calls her presentation “The Dance” because dancing exemplifies turning loose, letting go, having fun, and enjoying life. Though people play many roles and are expected to behave in certain ways, they can choose to bring fun and enthusiasm to their lives.

The greatest deterrent to enjoying life is attitude: how people choose to view what is happening to and around them. Julie advises us to take control of our attitudes. Her 5-step recovery program for attitude adjustment is:

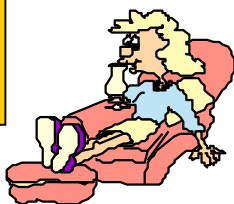
1. Change the way you wake up in the morning. Don’t moan and groan your way out of bed. Jump up and get going.
2. Change what you listen to in the morning. Don’t listen to the news; save that for later in the day. Start the day with music that makes you feel good and gets you going.
3. Change your face. Smile. It changes the way you look, feel and the way people respond to you.
4. Change the way you talk. Speak with enthusiasm and emphasis.
5. If you can’t do these things, fake it. Force a smile to your face. Dale Carnegie taught, “If you act with enthusiasm, you will be enthusiastic.”

Humor in the workplace is a major factor in “The Dance.” Laughter is, and will always be, good medicine. It reduces blood pressure and stress. A sense of humor is far deeper than laughter. It is the ability to see fun in everyday experiences and a sense of playfulness. To create more fun and humor in your workplace (and your life), Julie recommends:

1. Learn to laugh at yourself. She quotes, “Blessed is he who has learned to laugh at himself for he will never cease to be entertained.”
2. Take time outs to keep from having meltdowns.
3. Use your sense of humor to reduce your biggest stressor. Make fun of the things that cause you anguish. Look for humor in what is going on around you.
4. Create your own appropriate humor.
5. Create fun to help those around you who are stressed. Laughter is the best stress reducer.

Lastly, Julie says “Be Kind.” Treat others with respect and kindness.

## Retiree's Corner



## Retirement and You: Preparing for the Changing Nature of Retirement

Republished from the Flash publication of the 95<sup>th</sup> International Education Conference and written by Juaita Harbort (WI)

Workshop presented by Brittne Nelson, AARP National Office, Washington, DC.

Retirement as we traditionally know it is changing.

Will you be ready to retire when the time comes?

Changing trends in retirement are:

- People are living longer
- People are working longer and expect to work longer
- Pensions are declining
- Savings are low
- Debt continues to grow among older Americans
- Healthcare and long-term care costs are rising.

More people are working longer because they have not prepared ahead of time. Studies show that people need 20 times the amount of money saved as their last year's annual salary. Then when you retire you can only use 4% per year of that savings in order for the savings to outlast your life.

Retirement plans are changing from defined benefit or guaranteed % of pre-retirement wages based on years worked to defined contribution. Under such plans, workers make contributions, bear risks, and have no guaranteed return.

Health care is another major consideration in retirement planning. This is due to:

- Fewer employers offering coverage (decrease from 22% to 13% among private employers)
- Medicare covers only about half of retiree expenses
- Retirees could be required to pay as much as \$295K to cover premiums and out-of-pocket expenses over a 20-year retirement.

The bottom line is that American will need to take charge of their own financial security in retirement, based on:

- Lifestyles choices (where you retire and your leisure activities)
- Necessary income (70 – 80% of work income)
- Length of retirement (average 19+ years)
- Savings amount (use only 4% of assets yearly)
- Health care

Specific retirement plans include:

- Start now, set goals, stick to them
- Know your retirement needs
- Learn about your employer's pension or profit-sharing plan
- Contribute to a tax-sheltered savings plan
- Contribute to an IRA
- Don't touch your savings
- Find out about your Social Security (SS) benefits.

The exact age you need to reach before being eligible for full SS retirement benefits depends on when you were born (before 1938 – age 65; 1938-1959 between 65 and 67; after 1960 – age 67). SS permanent, reduced benefits can be taken as early as age 62. Your SS benefit will increase if you wait until age 70.

Some resources on retirement planning are AARP ([www.aarp.org](http://www.aarp.org)), SS Administration ([www.socialsecurity.gov](http://www.socialsecurity.gov) or 1-800-771-1213), Department of Labor Employee Benefits Security Administration (<http://www.dol.gov/ebsa> or 1-866-44-EBSA),  
(continued on page 5)

Retirement and you (continued from page 4)  
financial calculators (<http://fireseeker.com> or  
<http://finance.yahoo.com/calculator/index>) and lifestyle  
information ([www.bestplaces.net](http://www.bestplaces.net) or  
[www.retirementliving.com](http://www.retirementliving.com)).

Start planning your retirement the very first day  
of your employment. If you put it off for  
later...later is NOW!

## Together We Can Make a Difference

Republished from the Flash publication of the 95<sup>th</sup> International  
Education Conference and written by George Faithful, OH

Virginia has put on a great conference. They set  
a high bar for South Dakota to surpass!!! What I  
was impressed with was the way the local staff  
assisted us. They were always friendly and  
courteous, responding to our every question and  
request. They set a great example of customer  
service and professionalism. Commissioner  
Esser is justifiably proud of her workforce.

Through her comments at our conference we  
recognize her as a strong supporter of IAWP.  
My experience of Richmond can be summarized  
by a quote from Maya Angelou – “People will not  
remember what you did or said. They will  
remember how you made them feel.” Virginia  
Chapter and Commissioner Esser – we want to  
thank you and will remember how you made us  
feel.

Get Ready South Dakota - - - Here We Come!!!

## KUDOS to Baltimore County--Recipients of the NACo 2008 Achievement Award

The Baltimore County Re-Entry Transition  
Program is the recipient of the National  
Association of Counties 2008 Achievement  
Award. The award was given in recognition of an  
effective and innovative program which  
contributes to and enhances county government  
in the United States. “The Achievement Award  
program nationally recognizes the best county

government initiatives,” said County Executive  
Jim Smith. “I applaud the Office of Workforce  
Development’s contribution to build a better  
Baltimore County by assisting individuals with a  
criminal record overcome barriers to  
employment and reduce recidivism.”

The NACo awards recognize effective and  
innovative programs that contribute to, and  
enhance, county government in the United  
States. A list of winning programs will be  
available via NACo’s website at [www.naco.org](http://www.naco.org).  
A summary of “*The Re-Entry Transition  
Program*” will be included in the NACo Model  
Programs database, which can be accessed  
through their home page. In addition, over the  
next several months, winning programs will be  
highlighted in the *County News, Focus on  
Achievement* column.



The photo has Venita Bocage (OWDS - I), Re-Entry  
Transition Specialist; James Smith, Baltimore County  
Executive; Grace Fendley (OWDS - I), Manager of Special  
Programs; Thomas Kuller, Re-Entry Transition Specialist;  
and Lisa Scott, Manager of Operations (standing in for  
Barry Williams, Director of Baltimore County Office of  
Workforce Development).

Submitted by Grace Fendley, IAWP Member

## And the Judge’s Award Winner Is . . .

Earlier this summer the Maryland Economic  
Development Association (MEDA) announced  
recipients of its 2008 award winners. Among the  
organizations cited for business and economic  
development efforts was the Hagerstown-  
Washington County Economic Development  
Commission in recognition of its supportive role  
(continued on page 6)

Judge's Award (continued from page 5)  
in developing *The Hopewell Express*, a free program to meet the transportation needs of workers and promote workforce development in Hagerstown's Hopewell Valley Industrial Park.

The Hopewell Express project, a collaborative effort of 10 county, state and private partners, became a reality in 2007 after 2 years of planning and development. The pilot project seeks to address the transportation issues of residents without cars and meet the needs of over 20 large employers by providing free, round-trip transportation on weekdays from downtown Hagerstown to stops on Hopewell Road. Employers located in the business center on that route include FedEx Ground, Home Depot Direct, Lenox, Pavestone, PetSmart, Staples, and Tractor Supply.

Partner agencies of the Hopewell Express project include the Washington County Community Partnership for Children and Families, the County Commuter, Washington County Dept. of Social Services, Horizon Goodwill Industries, the Division of Rehabilitation Services (DORS), the Dept. of Labor, Licensing, and Regulation (DLLR), Head Start of Washington County, the Washington County Health Dept., Hagerstown Housing Authority, and CASA, Inc.

The June ceremony marked MEDA's 3<sup>rd</sup> annual awards presentation in recognition of members' efforts to promote the economic well being of Maryland and work to improve the state's business climate. MEDA has operated as a nonprofit organization of economic development professionals since 1961.

Submitted by C. Quail, Legislative Chair

## **FYI: IAWP District IV Fall Conference**

Charles Town, West Virginia  
October 10, 2008

**Hotel:** The Inn at Charles Town Races and Slots (a brand new facility)  
100 Hollywood Drive  
Charles Town, WV 25414

**Reservations:** Mention IAWP: 304-885-5811  
ask for Annette Gavin

**Check In:** 3pm

**Check Out:** 11am

**Room Rate:** \$114.00/night plus tax (\$127.68)

**Registration for Conference:** \$40.00

(members) -- \$45.00 (non-members)

Thursday, October 9<sup>th</sup> (evening) – Networking Event

Friday, October 10<sup>th</sup> – Great Agenda, Day of Training, Information sharing and data

*If you are a State employee, you need to complete and submit an Out-of-State Travel Form.*

Submitted by Denise Carey, Newsletter Editor

## **One-Stop Services Inside the Fence**

Montgomery County has enhanced its offender employment services as part of a larger "re-entry for all" initiative established by the county's Department of Correction and Rehabilitation (DCR). A partnership of the county's Workforce Investment Board and DCR, the re-entry program creates a direct link between the county's correctional facilities and the One-Stop workforce system.

A MontgomeryWorks One-Stop Satellite Center, linked to the existing community-based one-stop centers, has been established within the walls of the Montgomery County Correctional Facility (MCCF) in Boyds, Maryland. At this center inmates can learn effective job readiness and job search skills through workshops and the use of resources that replicate those at the one-stop centers on the outside. The intent is to encourage a work orientation and engage the inmates in job search even before they leave the facility. This jail-based one-stop center raises the visibility and knowledge of career planning and workforce services available to offenders, both during incarceration and when they return to their communities.

Like other one-stop career centers elsewhere in Montgomery County and across the country, the satellite center at MCCF includes an array of resources in a single location. These include

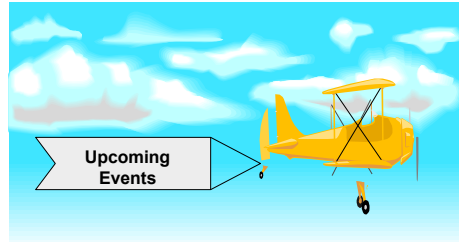
(continued on page 7)

Inside the Fence (continued from page 6)  
 reading rooms with books and newspapers, workspace, and a state-of-the-art computer lab where inmates can compose résumés, cover letters and applications. The lab also provides access to extensive career and labor market information including online career videos in both English and Spanish. There also is an area for viewing career development videos and a room for conducting mock interviews. In addition, the center has the capability to produce legally-recognized identification cards valid for sixty days post-release.

Partnerships are a key element of Montgomery County's re-entry initiative. Every relevant county social service provider and local community organization has been tapped to leverage and align resources to serve individuals in a more integrated and effective fashion. A committed and active faith-based coalition plays an integral role in extending one-stop services to offenders both within the jail and at the one-stop centers in the community.

Through integrating the services of the local public workforce system with the local correctional system, Montgomery County seeks to build a culture of stable employment as a cornerstone of successful re-entry into the community. Increasing offenders' post-release employment success benefits not only the inmates and their families, but the community at large as well through a reduction in crime and substance abuse and the taxes spent to fight them.

Originally, published by MontgomeryWorks, and submitted by Sue Gallagher




**Maryland Fall Educational Institute**  
 Date, time and location forthcoming

**District IV Fall Conference**  
 Charles Town, West Virginia  
 October 10, 2008

## Special Offer!

Act now! Save \$5 off the cost of membership if you join or renew for 2009 on or before December 5, 2008. **This offer applies to \$50 and \$30 membership rates only (the retiree rate is already deeply discounted).** Clip the coupon below and attach it to your membership form. (Coupon may be photocopied to share with non-members who wish to take advantage of this offer.)

\$5.00	\$5.00
<p><b>Maryland</b></p>  <p><small>International Association of Workforce Professionals</small></p>	
<p><b>2009 Early Bird          Membership Drive          Coupon</b></p>	
<hr style="border: 0; border-top: 1px solid black;"/> <p><b>Name</b></p>	
<hr style="border: 0; border-top: 1px solid black;"/> <p><b>Office Location</b></p>	
<p><i>Expires: December 5, 2008</i>  <i>Not Applicable to Retiree Memberships</i></p>	
\$5.00	\$5.00

MARYLAND CHAPTER



**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

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Cindy Quail, Legislative Chair  
([cquail@dllr.state.md.us](mailto: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 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)