



Maryland



Voice of the Chesapeake

Volume 19

Issue 5

September – October 2008

President's Message

Hello and greetings to all our members and friends.

The Maryland Chapter of IAWP has been working hard to get the agenda ready for the Fall

Educational Institute that is scheduled for December 12th at the State Highway Administration in Hanover. The schedule of speakers look outstanding and I know you will enjoy hearing their presentations. We hope you start planning your availability and attendance. Please remember to get your supervisor's approval.

During the last couple of months, many members have attended out-of-state Institutes. Sharon Mike attended the Pennsylvania Chapter Institute, and Bob Pelletier attended the Virginia Chapter Institute. Sue Gallagher, Bob Pelletier, Sharon Mike, Faye Gossert, Denise Carey, Zella Brown, Jan McNamee, Connie Mehrling, Eric Pardue, Patrick Baker, Al LeBeau, and Orrington Caldwell attended the District IV Conference in Charles Town, West Virginia, on October 10th. George Faithful of Ohio, President of the International, also attended along with Daniel Hayes of DC, the International President-Elect. We are so fortunate that both of these individuals were able to participate. West Virginia hosted the conference and attendees really enjoyed the day's presentations. Read all about these activities on the following pages of this newsletter.

We are still interested in your input for plans to improve, extend, or participate in our chapter



activities. I have really enjoyed my time with IAWP and have reaped many benefits from my membership. I have had the opportunity to meet and work with so many of my peers, leaders of various organizations, including my own, and to learn so much to enlighten my views of life in workforce development and the unemployment insurance world. We have covered many interesting topics that have added so much knowledge to my personal life and I know the December Institute will continue along that same path.

An idea just entered my head. After writing the above 'stuff', I am wondering if any of you have feelings on your membership and participation in IAWP activities. Think about it! Why not send us some information about how much IAWP membership or an activity has meant to you? Contact Denise Carey with your ideas and remarks. We would love to have an article about how members and friends enjoy and benefit from their affiliation with IAWP, Maryland Chapter. *Your valued comments will promote, solicit, and excite new interest and members to our chapter.*

And remember, our cookbook, Munchies, Morsels, and Main Courses will make a perfect gift for the cooks on your list.

Enjoy the fall colors!
Suzette Snyder, President

The MD-IAWP Fall Institute

SAVE THE DATE!

Come join your colleagues at the Maryland IAWP Fall Education Institute!

This year's event will be held at the State Highway complex in Hanover Maryland from 8:15 a.m. – 3:30 p.m. on **Friday, December 12th**.

MD IAWP has always prided itself on bringing in top notch speakers – and this is no exception!

So far, we have lined up the following:
Lee Foley, IAWP Legislative Liaison
“How the Election May Change Workforce Development”

Keith Merkey, Maryland Human Relations Commission
“Diversity and Cultural Awareness in the Workplace”

Marcia Hall, Founder, Reputation COUNTS,
“The Most Important Skills in the Workplace”

Plus updates on both Workforce Development (Andy Moser) and Unemployment Insurance (Tom Wendel) initiatives.

Information will be posted and e-mailed to you in the next few weeks – plan on spending the day with us on December 12th!

Submitted by Nancy Fink, Education Chair

District Institute Report

The topics were presented on October 10, 2008 in Charles Town, WV

Identity Theft

Pat Moore, an expert on Identity Theft, shared facts and measures to combat this growing problem.

Identity theft is a faceless, traceless crime that happens continually. There are five areas of Identity Theft:

1. Financial and credit cards
2. Drivers' licenses

3. Social Security numbers
4. Character and criminal identity theft
5. Medical identity theft

There are ways for individuals to protect themselves:

- Get a free credit report through www.annualcreditreport.com. Check to ensure it makes sense. Run one for all family members. If you spot a problem, you need to have your identity restored in all areas, not just financial.
- Don't put trash on the street – it becomes public property.
- Don't put mail in mailbox – go to post office.
- Put “check ID” on the back of credit cards.
- Shred personal information.
- At work, when you leave your desk, be sure computer is password protected.
- When you receive creditor privacy statements, opt out on every single one.

Under the Red Flag Law, employers are responsible for the identity of their employees. However, the worse offender is the government - 25M veteran social security numbers were compromised when a laptop computer was stolen.

According to Ms. Moore, government is not in a hurry to resolve this problem. When illegal immigrants uses other persons' Social Security numbers they are putting money into the Social Security System.

How difficult is it to prove identity if someone steal yours? It takes 172 hours and \$1200 to straighten out each identity theft incident.

Both Virginia and West Virginia provide identity theft protection as an employee benefit through payroll deduction.

Lee Foley's Washington Report

In January, we will have a new president completely unwedded to the previous administration. What will the new President and new Congress need to look forward to?

Our customers, the workers in America, have been in a recessionary cycle for a long time. Entire families, not just those unemployed, are experiencing this. 20% of people unemployed have been looking for more than 8 months. People are losing their homes. This has a ripple effect into the community. This past month, \$2 trillion in retirement savings disappeared. As a result, people thinking about retirement are rethinking it. People who study labor data have been projecting forward, anticipating 2015 as the target date when Baby Boomers would be retiring and we would have to be beefing up the skills of people to replace those Boomers. With the current situation, that date has been pushed back. Instead, we will have to skill-up our incumbent workers rather than new workers. It will be necessary to define the public sector's role in this.

Lee looks at the post-war (WWII) period in two "halves"- the first 32 years and the second 28 years. In 1950, no European nation had more than 30% of college-age youth enrolled in post secondary education. The US had 70% enrolled at that time. This difference has changed - the US has flattened and our competitors have caught up. In the first half, the US median income went up 200%; in the second period, the median income has increased only 25%. These are public policy issues – the new president must change this dynamic. What did our policy makers do to contribute to that 200% growth in the first period? They passed and funded the GI bill, Civil Rights Act, Voting Rights Act, CETA, and MDTA.

The Higher Education Act became the jewel of economic development. The US is now losing ground on higher education in state legislatures. In 1984, educational attainment began to level off, and we began to disinvest in these

programs. Prior to that, investment did not keep up with population growth. By comparison, Ireland has gone from a poor to a thriving economy by investing in its workforce.

The US has fallen from first to 15th in the world in broadband speed, and from first to 20th in the dollar value of the broadband speed. The world system was designed on the theory that people would need to download. However, Workforce needs the ability to upload (job listings, résumés) quickly.

The skills gap in the US is the biggest problem. We have to get people skilled up quickly, and at a higher level than those leaving the workforce. There are three major factors: education, training, and health. A healthy workforce is a competitive workforce. Canada has had the highest growth in auto industry. Why – Canada enjoys close proximity to America, the wealthiest consumer market in the world, has the second best educated and trained workforce, and has decided that health is a workforce issue.

The only solution for our new President may be that we have to do everything differently. Without new money, we have to do everything as efficiently and innovatively as we can. We must inform the candidates about our programs and how we could do things better.

We must continue to participate in IAWP, view ourselves as leaders in workforce development, and spread the word.

The Multi-generational Workplace

Walmart management has given much thought to addressing generational diversity among its employees and customers. Pat Mercer, HR Manager with Walmart, provided an in-depth analysis of factors that shaped the work values, communication styles and customer satisfaction of the four distinct generations that comprise today's workforce.

(continued on page 4)

Multi-Generational Workplace (continued from page 3)

Matures/Veterans/Traditionalists (born between 1920-1945) were raised with an emphasis on family activities and values. As workers, they value authority, seniority, conformity, reliability, and loyalty. On the job, they bring good work habits, customer focus, planning and organizing skills, retention, and a positive effect on team morale.

Workers from this era are motivated by being appreciated. Change to them is an indication that something was broken. They respect hierarchy, and are turned off by profanity, slang, poor grammar and disrespect. They define good customer service as concern, conversation, and interaction.

Baby Boomers (born between 1946-1964) were loved, nurtured, pampered and cherished by stay-at-home moms. As workers, they are workaholics, challenge authority, are champions of democracy, are defined by their jobs, value personal development and visible success, and are optimistic, competitive, team players. They react to change cautiously.

Managers should get Boomers involved and allow them to make a difference. They prefer personal communication and are turned off by brusqueness. They too define good customer service by concern, conversation, and interaction, but want a relationship in the service situation rather than hierarchy.

Generation X (born between 1965-1979) experienced parenting by proxy, soaring divorce rates, autonomy and independence. As workers, they demand immediate feedback, are independent, have no company loyalty, value portable skills, want a work-life balance, and are adaptable, techno-savvy, and innovative. The career is only part of the individual. They see change as an opportunity. GenXers prefer straightforward communication, are results oriented, and are turned off by poor use of time and “corporate speak.”

To Xers, good customer service is based on time: quick and reliable. They don't mind distance between customer and service point

(telephone menu and recording is fine with them). They like to e-mail comments.

Generation Y/Millennials (born between 1980-1999) grew up with strong parental influence, and are reluctant to leave the nest. In the workplace, Millennials are collaborators, team players (at least with their own generation); they test authority. They believe that work supports a life that has meaning, that a career is an opportunity to add value and contribute. Change signifies improvements – change is good.

Both Xs and Ys like the idea of an advocate rather than mentor (support rather than boss), as a connector to people, knowledge, resources.

A Y's communication style is positive, motivational, and goal-oriented. They don't like cynicism and arrogance. To them, good customer service is a function of speed and reliability, but they feel a personal touch lends credibility (e.g. the “Geek Squad”).

So - What is Good Customer Service?

Managers and front line workers must understand that different generations have different preferences and deliver accordingly. Staff should be trained to understand generational differences so they can meet customers' needs and expectations. They should observe the *New Golden Rule*: “Do unto others according to their wants.”

To facilitate multi-generational communication, train staff to communicate in multiple ways and engage in collaborative decision making. Train managers to deal with different generations.

In the multi-generational workplace, avoid stereotypical expectations and comments and ineffective delegation. Enjoy the chance to view work as others see it. Create a better opportunity to serve internal and external customers.

What's New in Maryland

Maryland DLLR's Director of the Office of Field Operations shared the following news:

DLLR's Office of Fair Practices is taking a more leading role in worker protection and workers rights, especially where DLLR operates in partners' environment.

Maryland has a huge and growing immigrant population, so there now is a greater emphasis on Limited English Proficiency (LEP) programs. Training on "Command Spanish" will be provided for specific individuals in the One-Stops, and also for offices at large, especially for those with a growing Hispanic customer base.

Adult Education has moved from the Maryland State Department of Education to DLLR's Division of Workforce Development (DWD). With the increased emphasis on re-entry programs to reduce recidivism, correctional education programs also will go under the DWD umbrella. These changes will become effective as of 7/1/09, and currently coordinating councils and focus groups are mapping out the transition.

In Maryland a lot of attention is focused on BRAC. Maryland is the first state to open and administer a One-Stop in another state. With the prospect of a large number of individuals relocating, while at the same time helping employers meet their talent needs, it was important to have a Maryland presence at Ft. Monmouth, NJ. This One-Stop is operated in partnership with Maryland's Susquehanna Workforce Investment Area. Ft. Monmouth will move to Harford County by 2011, and the Ft. Monmouth One-Stop will provide those who will move with assistance now. One offshoot of this project involves identifying talent now in Maryland who would be willing to move to Ft. Monmouth temporarily before coming back to Maryland when Fort Monmouth moves. Maryland's other big BRAC gain is DISA, which currently is in Northern Virginia in several locations. DISA will be brought together to one location within Ft. Meade, which is in Anne Arundel County. DISA will be more a commuter situation than a relocation effort – many current employees will be able to work at Ft. Meade

without moving. Maryland is looking at helping these people either move or make the commute more manageable. Some DISA employees are doing some telecommuting in the interim. The first of a series of special events for the DISA move, a "Career and Information Expo," will be held on Saturday, November 1, 2008 at the BWI Sheraton.

Maryland has five BRAC coordinators working on the Maryland BRAC project on a regional level. Maryland has received two blocks of federal money, a planning grant early on, and a second lump sum which is being used to coordinate activities on a regional level.

Regional Investment Grants (RIG) are being used to provide opportunities for Maryland's eastern shore and western shore watermen. The season is being mandatorily reduced, so there is a need to help them bridge to year-round employment opportunities. The RIG project would provide off-season employment such as bay replenishment and other "green" jobs.

Re-entry programs are in the forefront. These activities are statewide, but most are in Baltimore City, Baltimore County and Prince George's County, the jurisdictions with the most re-entry activity. Baltimore County is in the process of acquiring a mobile center to provide services throughout the county. Two other jurisdictions already have mobile units. The Upper Shore has had one for several years, providing youth services around the five-county area. They are in the process of getting a new state of the art unit which will have the capacity to be a mobile One-Stop. The Lower Shore also has a mobile One-Stop to provide services throughout that three-county area beyond their one brick-and-mortar location.

Two items of interest regarding Unemployment Insurance: A new system will provide UI payments via debit cards rather than checks, and the online claim system has been revamped. The url md.unemployment.com, which is very similar to Maryland Unemployment's url mdunemployment.com,
(continued on page 6)

What's New in Maryland (continued from page 5)

has been purchased by an unknown entity and is offering claims-taking for a fee. The attorney general has gotten involved, and this site now directs people to Maryland UI's site.

What's New in West Virginia

Ron Radcliffe, Director of Workforce West Virginia (WWV), described four guiding principles expected of everyone who works for WWV:

1. confidentiality
2. credibility
3. documentation
4. professionalism

Mr. Radcliffe has a background in business, and is focused on bringing elements of the business world to government. Business must draw closer to the public sector so that government will know businesses' needs. Business is boss - business does the hiring. In West Virginia, as in Maryland, the common cry of businesses is *"Send me someone who can read, do math, and show up to work."*

WWV has entered into an agreement with the higher education community to import their information into the workforce database. This will enable both groups to view the relationship between supply side and demand side, tracking training, business needs, and workforce needs.

WWV is piloting several virtual activities including virtual job fairs and virtual interviewing.

The "Promise Scholar" program aims to keep the best and brightest in WV. When Promise Scholarships are given out, in the first year the recipient has the opportunity to sign a waiver and participate in a program which matches the recipients with companies that may hire them for summer jobs and internships, hopefully keeping them in the state after graduation.

WWV is working on linking WIA and TANF. They also are in the process of getting MOUs from all mandated partners to participate in the

One-Stop system. While pooled resources are important, so is the opportunity to meet and communicate to properly determine the best services for customers.

What's New in the District of Columbia

Keith Mitchell, Director of the DC Workforce Investment Council, provided the following report:

Workforce Development in Washington, DC is concentrating on two initiatives:

1. Strategic plan. Washington is a unique environment. Most DC jobs are not held by DC residents. Jobs in DC require a very high level of knowledge and education, and yet DC has one of the highest illiteracy rates – 37% of its residents are considered functionally illiterate. This disparity affects the tax base. DC is the only jurisdiction that cannot tax individuals where income is earned. Since most DC workers do not live in DC, most local taxes go to neighboring states. Efforts have to be made to move the lowest level DC residents into the middle class, improving their individual financial situations while increasing the DC tax base. Strategic goals to accomplish this revolve around youth, adults, employers and labor, and integration of workforce development programs and services. The next step involves pulling together a team of agencies, funders, local individuals and businesses to develop an implementation plan.
2. Industry sector initiative: focus groups with employers and training providers share workforce challenges and human capital needs, identifying skills gaps in the DC workforce. Key sectors identified so far include hospitality, construction, healthcare, banking, administrative and technical jobs that cut across all industries, and most recently, green careers. A pool of employers in each industry will look at particular issues in their sector.

This is the End of the District Institute Report

Submitted by Sue Gallagher, Awards Chair

What's Your Story?

What's in it for me? As an IAWP member, how many times have you heard this question? I have heard it more times than I can count. My response? "Why don't you join and find out?" When speaking with potential new members about IAWP, one of the first things I stress is the importance of being active from the beginning. Only when you actively participate in this association do you begin to see the real benefits of membership.

One of the things I mentioned in the last article for Countdown was a one-on-one personal invitation to join. Many people don't join because they've not been asked to do so. When thinking about how to start the conversation, why not begin with your own "IAWP Story"? Think back to when you decided to become an IAWP member and share the details in a brief three-minute story. More times than not, the person you're speaking with will be able to relate to many of the same "concerns" you had when considering membership. Personally, I avoided numerous invitations to join IAWP the first ten years I was employed with the SCESS. And when I finally did so, it was to satisfy one individual's unwillingness to accept "no" for an answer.

Within a few weeks of joining, this same person encouraged me to attend my first state conference, and I was hooked!! I could not believe what I had been missing during those first ten years. The educational sessions, as well as the opportunity to network with administrators and colleagues from around the state, provided me a better understanding of why my job truly was important and left me pondering new goals for myself and my career with the agency. The following year I attended my first International Conference in Providence, Rhode Island and I've never looked back. I left there with a desire to learn more about what we do, but with a whole new network from which to share and learn.

Since joining, I've been active in most aspects of the association, and I'm amazed at how much I've grown, both personally and professionally, through those experiences. However, one

important aspect of promoting membership is that it is the personal responsibility of each individual in the workforce development arena. Each one of us has to make that choice for ourselves – if we will join and how active we will be. Your personal story may be just what someone needs to move them to action.

I've shared my "IAWP Story" many times only to find that many people have had the same revelation I had - if only I had become involved sooner. Don't underestimate your own personal IAWP journey and be willing to share your story with others. It could be just what someone needs to hear to take that first step. And when they do take that first step and join, don't let it stop there. Continue to follow up with the individuals you recruit by keeping them informed of upcoming events and recommending opportunities that match their skills and abilities. I think you'll find that once they become actively involved, the rest will take care of itself.

Sharing your story is important, but maybe it will take more than that. One of the most important things IAWP has to offer is the educational benefits. Professional development should be a concern for each of us throughout our career. As workforce professionals, we should always strive to grow and learn as much as we can in order to provide the best possible customer service. IAWP's comprehensive training programs are more than adequate to meet the needs of all workforce development personnel. From local, state, district and international training events and conferences to scholarships and grants offered for training at accredited schools and universities of your choice, IAWP is committed to helping members achieve their educational goals. And if you want to take it up a notch, participation in the Workforce Professional Development Program (WPDP) and designation as a Certified Workforce Specialist (CWS) sets you apart as a member of an elite group of workforce professionals with extensive knowledge and experience in workforce issues and expresses initiative in developing, maintaining and improving your skills in workforce development.

(continued on page 8)

What's Your Story (continued from page 7)

Another important aspect of membership is the opportunity for networking. Networking with colleagues is one of the best ways to learn and grow in your profession. Meeting new people with diverse backgrounds and experiences and having the opportunity to share ideas with each other allows us to think outside of our normal routine and consider a different option or solution to a problem. Sharing best practices from around the world provides a new perspective on workforce development. Participation also offers members the opportunity for leadership growth and development as they fill leadership roles within their local and state chapters, many times progressing to the international level. This progression of leadership responsibility may also transfer over to career leadership opportunities.

These are just a few of the many reasons why every workforce professional should belong to IAWP. I hope these suggestions will help you in your recruitment efforts this year and I encourage you to share other ideas you may have.

Submitted by: Robin McManus, International Membership Chair

Disability Employment Resources and Information

- **Do you need assistance, resources, information, tools or consultation when assisting job seekers with disabilities?** How about assistance when working with businesses interested in hiring individuals with disabilities? If you need assistance in any way, please feel free to contact **Lead Disability Program Navigator:** Maggie Leedy
mleedy@montgomeryworks.com
240-283-1564 (Voice) 301-962-4083 (TTY)
- **Maryland Workforce Promise-** Visit <http://www.mdworkforcepromise.org/workmaters.html#sept08> to access the September 2008 newsletter- this month's issue includes information about the "No Spare Marylander" workshop series, National Disability Employment Awareness Month, Disability

and Ageism, Focus On Anne Arundel and "Ask the Navigator" question and answer.

- **Access resources and fact sheets about Recruiting and Hiring People with Disabilities from VCU's Rehabilitation Research and Training Center on Workplace Supports and Job Retention:**
<http://www.worksupport.com/resources/listContent.cfm/18/0>. Resources and fact sheets can be shared with job seekers, employers, and One-Stop staff and/or community partners. Below is a sampling list of fact sheets:
 - * Factors that Influence Employer Decisions in Hiring and Retaining an Employee with a Disability
 - * Helping Employers Hire: Value-Added Employment Services
 - * Recruiting Qualified People with Disabilities
 - * Recruiting Workers with Disabilities
 - * The monetary benefits of and costs of hiring supported employees: A primer
 - * Think Ability & Employment Through Telecommuting
 - * Workplace Accommodations: Inexpensive & Effective
 - * Employing People with Disabilities
 - * Employer's attitudes toward persons with disabilities in the workforce: myths or realities?
 - * Increase Recruiting Efforts for People with Disabilities
 - * Hire the person, not the preconception
 - * Is Your Company Looking for Qualified People with Disabilities?
 - * Fast Facts on Recruiting from Nontraditional Sources of Labor Fact Sheet
 - * Fast Facts: Business Tax Credits and Deductions for Employment of People with Disabilities Fact Sheet

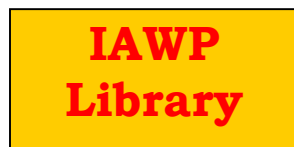
Training and Conferences:
November 13-14, 2008, MRA/DORS Training Conference, Princess Royale Hotel, Ocean City, MD- Attend this event for learning breakout sessions, exhibitors, and much more! For more information, agenda, and how to register, visit <http://www.dors.state.md.us/DORS/RehabResources/MRA/>.

(continued on page 9)

Disability (continued from page 8)

November 14, 2008, 8:00 am - 5:00 pm,
IDEAS 2008 - The Interagency Disability
Educational Awareness Showcase (IDEAS),
FDIC Seidman Training Center, 3501 N.
Fairfax Drive, Arlington, VA- General Services Administration's premier event focused on partnering industry and education with government to meet the requirements under Sections 504 and 508 of the Rehabilitation Act. Attendees will learn updates on Section 508 policy and standards, valuable insight from government experts, the latest assistive technology solutions and products from leading exhibitors in the field, how to boost compliance within your agency or organization, expert advice, lessons learned and more by attending free education sessions. Network with government peers and leaders from the public sector as well as have the opportunity to examine best practices as experts in Section 508 implementation and compliance share their experience. For more information and to register for free, visit www.IDEAS508.com.

Submitted by Sara Muempfer, Disability Navigator, Southern Maryland



Did you remember that our Maryland Chapter has a library with a wealth of information? You can borrow at any time.

New for 2008! In *Jumpstart Your Job: 12 Simple Ways to Shift Your Career into High Gear,*

Marcia Hall 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, the former President of the West Anne Arundel County Chamber of Commerce and founder of *Reputation Counts*, a business providing seminars and assistance to individuals to improve their networking and business skills, 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 which 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 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.

For those of you working with high school students and recent college grads this would be a great book to read. So borrow it now from our library or to order your own copy, go to www.reputationcounts.com.

Other Library Resources:

Tapes:

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

Books:

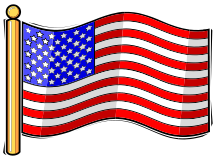
13 Fatal Errors Managers Make and How You Can Avoid Them
All I Really Need to Know, I Learned in Kindergarten
An Economic Theory of Democracy
As a Man Thinketh
Beyond the Wall of Resistance
Billion Dollar Business in Just a Decade
Business and Personal Success
Cases in Public Policy Making
Fiscal Administration
Fish

(continued on page 10)

IAWP Library (continued from page 9)

Handbook of Systems Analysis
How to Fireproof Your Career
How to Run a Damn Good Meeting
How to Win Friends and Influence People
IAPES – The First 75 Years
Implementation
Management Challenges for the 21st Century
Nuts: Southwest Airlines Crazy Recipe for
Perspectives on Budgeting
Public Policy Making
Skill with People
Staples for Success: From Business Plan to
Taming the Paper Tiger – Organizing the Paper
in Your Life
The Art of Dealing with People
The Logic of Collective Action
The Twelve Essential Laws for Becoming
Indispensable

We are always looking for donations to enhance our library collection. Contact Cindy Quail at cquail@dllr.state.md.us to borrow or contribute.



Fifteen Months in Review

Working together during the first 15 months of the O'Malley-Brown Administration, the State of Maryland the Department of Veterans Affairs has:

- Implemented the \$125,000 state death benefit for the families of those killed in Iraq and Afghanistan.
- Funded the Iraq and Afghanistan Scholarship Program at a time when the current federal G.I. Bill is lacking.
- Enhanced the status of veterans in the state workforce by providing added protection during reductions in the workforce.

- Established the Gold Star license plate so families of the fallen can honor their service by displaying this special tag.
- Established new full-time veterans service offices in Hagerstown, Bel Air and Charlotte Hall to better assist veterans in filing VA claims.
- Established the Veterans Behavioral Health Advisory Board and funded \$2.8 million in local behavioral health treatment for veterans who are unable to get needed care through the US Department of Veterans Affairs.
- Established a procurement preference program for small businesses owned by veterans and service disabled veterans pursuing contracts with University System of Maryland, the Department of General Services, and the Department of Transportation.
- Provided the ability for spouses of military personnel to collect unemployment insurance when they have to leave their jobs due to the transfer of their service member out of Maryland.
- Allowed credit for taxes already paid on motor vehicles purchased outside of Maryland when those service members return to Maryland and have to re-register their vehicles.
- Funded an \$800,000 re-integration program for National Guard members to assist them in returning to their families, jobs and communities after difficult deployments.



Veteran Day

Veterans Day is November 11th

Veterans Day, a holiday observed annually in the United States in honor of all those, living and dead, who served with the U.S. armed forces. Unlike [Memorial Day](#), which honors those who have died in wartime, Veterans Day honors all those who have served, in times of peace as well as in war.

Veterans Day is observed on November 11. The holiday was originally called Armistice Day, and it commemorated the end of [World War I](#) on November 11, 1918. Fighting stopped at 11 AM, the 11th hour of the 11th day of the 11th month.

In 1919, on the first anniversary of the World War I *armistice* (truce), President [Woodrow Wilson](#) issued a proclamation expressing pride in the heroism of those who had died during the war. Many states made Armistice Day a state holiday in the 1920s and 1930s, and in 1938 the Congress of the United States declared it a federal holiday.

Reprinted from DLLR's Fair Practices Newsletter

No Spare Marylander Workshop

The Washington County One-Stop Job Center in Hagerstown hosted the first "No Spare Marylander" workshop on Monday, October 20th, part of a workshop series planned for different locales around the state designed to assist job seekers with disabilities. The Maryland Department of Disabilities (MDOD), and the Department of Labor, Licensing, and Regulation (DLLR) have partnered to present the day-long workshops, which feature an array of guest speakers and practical exercises relevant to job search, résumé writing, interviewing, and related topics.

The Eastside Career Center will host the next "No Spare Maryland" workshop on December

10th, and two additional workshops are to be scheduled in Spring 2009.
Submitted by Cindy Quail, Legislative Chair



Press Release

DLLR Lends a Helping Hand to Texas Residents in the Wake of Hurricane Ike

Division of Unemployment Insurance helps file claims

After Hurricane Ike hit Texas in September, Department of Labor, Licensing and Regulation Secretary Thomas E. Perez announced that DLLR is helping Texas residents by assisting with the influx of Unemployment Insurance benefit claims resulting from Hurricane Ike. "When we heard that Texas is taking more than 10,000 claims a day, and as many as 300,000 calls a day are not getting through, we knew our involvement was critical," said Secretary Tom Perez. "The Division of Unemployment Insurance is actively working with the Texas Workforce Commission to guarantee residents who qualify for benefits will be processed as quickly and efficiently as possible."

The Division of Unemployment Insurance has access to the Texas electronic wage files and can assist with regular UI claims or disaster [DUA] claims as appropriate.

"We are able to devote as many as 50 people to help Texas during the aftermath of Hurricane Ike," said Division of Unemployment Insurance Assistant Secretary Tom Wendel. "Members of our field staff have volunteered to work overtime for the next month, to help during the evening hours when the Texas offices will remain open."
(continued on page 11)

No Spare Marylander Workshop (continued from page 10)
"The Division of Unemployment Insurance will also dedicate a special line to accept transferred calls from Texas during regular hours.

Texas hired 150 temporary workers to assist them in handling the massive workload.

Republished from e-mail to DLLR staff from Rhonda Wardlaw - DLLR Communications Director

\$1.2 Million Collected for Maryland Workers Cheated Out of Wages by Employers

<http://www.dllr.state.md.us/whatsnews/dliwages.shtml>

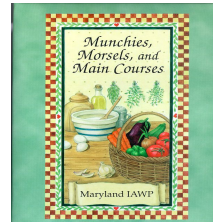
A record \$700,000 Dollar Increase in Collected Wages from FY 07 to FY08

Baltimore (10-16-08) Department of Labor, Licensing and Regulation Secretary Thomas E. Perez announced today that through the enforcement of wage and hour laws and the prevailing wage, the Division of Labor and Industry recovered a record \$1.24 million in wages owed to Maryland workers in Fiscal Year 2008. *For the full story click on hyperlink.*
FYI and Submitted by Cindy Quail, Legislative Chair

DISA and DLLR Reach Out to Future Employees for Federal Careers

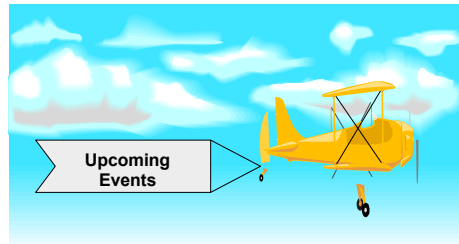
<http://www.dllr.state.md.us/brac>

ARLINGTON, Va., Sept. 23, 2008 - The [first in a series of special events](#) to highlight federal job opportunities with the Defense Information Systems Agency is scheduled for Saturday, Nov. 1 from 10 a.m. to 2 p.m. at the [Sheraton Baltimore Washington Airport Hotel](#) in Linthicum, Md. U.S. citizens can learn about future employment and career opportunities with DISA as it prepares to move to Ft. Meade, MD. by 2011 under the Base Realignment and Closure Act. *For the full story click on hyperlink.*
FYI and Submitted by Cindy Quail, Legislative Chair



Christmas Shopping Option


IAWP can solve some of your holiday shopping needs. We still have copies of our cookbook, "Munchies, Morsels and Main Courses," the perfect gift for the cooks on your list. Call or email any member of the Executive Board (see the list on page 12) to purchase a copy or two.
Submitted by MD-IAWP Board of Directors



Maryland Fall Institute
Hanover, MD
December 12, 2008

Special Offer!

Act now! Save 5% off the cost of membership if you join or renew for 2009 on or before the fall institute [Date]. This offer applies to [all

\$5.00	\$5.00
Maryland	
	
<small>International Association of Workforce Professionals</small>	
2009 Early Bird	
Membership Drive	
Coupon	
Name _____	
Office Location _____	
<i>Expires: December 5, 2008</i>	
Coupon may be applied to \$50 and \$30 membership rates only.	
\$5.00	\$5.00

members, all members except retirees, all full price members, whatever....] Clip the coupon below and attach it to your membership form.

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 IAW P 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)
Nancy Fink, 1st Vice President - Education Chair
(nfink@dllr.state.md.us)
Denise Carey, 2nd Vice President -Communications Chair
(dcarey@dllr.state.md.us)
Faye Gossert, Treasurer
(fgossert@dllr.state.md.us)
Robert Pelletier, Immediate Past President and
District IV Director
(rpelletier@dllr.state.md.us)
Susan Gallagher, Awards Chair
(sgallagher@dllr.state.md.us)
Zella Brown, Veterans Chair
(zbrown@dllr.state.md.us)
Sharon Mike, International Chair
(smike@dllr.state.md.us)
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