



International Association of Workforce Professionals

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Providing development, service, and support for
Ohio's Workforce Professionals

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Winter Holiday Issue 2007

Editor: Mary Kay Krisman



**Happy Holidays
from Carolyn
Bannister, Ohio
IAWP President**

Hi Everyone! Wow what a year!! Our chapter has held two awesome educational conferences!!!! With a lot of new faces in attendance!!

The committee working on the update of the Cardinal Guide has met twice this year and is making great progress!! The committee is scheduled to meet again January 12, 2008.

The committee handling the contract to hire a person to assist with membership and marketing has the Contract done and it should be posted on our website www.OhioIAWP.org on December 21, 2007. Sorry it has not been posted earlier. If you know of anyone you think would be a candidate for this job, please let a Board member know by January 18, 2008.

Our winter Board meeting is scheduled for January 26, 2008 at the Dutch Heritage in Bellville OH. We will be going over applications and selecting the person for the membership & marketing position.

I want to "Thank" everyone for all the help

and support I have been given this year!! We have come a long way!!! I can't wait to see what we do in 2008!! May you all have a wonderful and safe holiday season!!

HELP WANTED – Membership and Marketing Contract Position
Apply no later than January 18, 2008.

The Ohio Chapter IAWP is seeking an energetic, skilled and committed person to assist in the membership growth and marketing of our Chapter. Click onto www.ohioiawp.org to review the Personal Service Contract, requirements and quarterly deliverables. If interested in the position please submit a letter of interest and explain how you meet the requirements by e-mail to bannic@odjfs.state.oh.us, attn: Carolyn Bannister, President. Posting closes January 18, 2008. All letters of interest will be reviewed and a selection will be made at the Winter Board meeting on January 26, 2008.

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**NEWS AND MESSAGES
FROM YOUR 2007-2008
OFFICERS AND BOARD . . .**

| 2007-2008 Ohio Chapter IAWP Board |
|--|
| Officers |
| Carolyn Bannister, President Joan McNary, President Elect Tracy Hull , First VP Joann Firestone, Secretary Nancy Dais, Treasurer Gregory Kambitsch, Asst Treasurer Gus Guzman, Immediate Past President Larry Less, President of Past Presidents |
| Board Members |
| Deborah Kleckner, Area 1 Representative Vickie Cook, Area 2 Representative Agnes Kimbrough, Area 3 Representative Pam Carmin, Area 4 Representative Mary Ellen Miller, Area 5 Representative Stephanie O’Connell, Area 6 Representative Sharon Goosey, Area 7 Representative |

**Message from Jerry Raffenaud
Education Chair – Ohio IAWP**

Central Ohio IAWP chapter will host the Spring 08 Educational conference...the exact date has not been confirmed as we are still in negotiations with the hotels....it should be either one of the last two weeks (Thursday/Friday)in April 08, so please mark your calendars. If you have any questions or have any suggestions (hotels/etc), please do not hesitate to email us or contact us in Columbus: Cindy Gerhan at cgerhan@columbus.rr.com or Mary Ellen Miller or Retiree’s Chair, Denise Carque at dcarque@columbus.rr.com or Program Chairs Amie Reid or Chad Moore. The Central Ohio members would like all to have a safe and enjoyable Holiday season!

**Message from Corkey Swain,
Services to Disabilities Chair – Ohio
IAWP**

WHO PUMPS YOUR GAS?

People with disabilities may find it difficult or impossible to obtain gas for their vehicles. They may not be able to use the hose or nozzle of a self-serve gas pump. It made me think about “who pumps your gas”.

When I visited my brother in Oregon, I noticed that attendants were servicing vehicles. I found out that it was against the law to pump your own gas. At stations that offer self service, people with disabilities may be unable to purchase gas. And they may have no choice but to purchase the more expensive fuel from either the self service or from a full-service pump.

The Americans with Disabilities Act requires gas stations to provide equal access for their customers with disabilities. A service station or convenience store is not required to provide such service at any time that it is operating on a remote control basis with a single employee, but is encouraged to do so, if feasible.

Next time you pull into a gas station, think about who is “pumping their gas.” Maybe you could help. (Source: U.S Department of Justice)

Merry Christmas!



Happy Holidays from Beth Brannigan, Ohio IAWP Ways & Means Chair

In June 2007 The National Association of Letter Carriers announced that they collected over 70.7 million pounds of food donations in the nation’s largest one-day effort to combat hunger. The food was delivered to local food banks, pantries and shelters to help needy families. In Cincinnati Ohio, the Super Jobs Center and its participating partners assisted the food drive by collecting non-perishable goods. Even in these difficult times, when many family budgets are pressured by high gasoline prices, staff showed their generosity toward others less fortunate. From all of us, to all of you, thank you for your generosity and support. ODFJS Local Operations Staff located at the Super Jobs Center in Cincinnati, Ohio



Message from Gus Guzman Immediate Past President, Ohio IAWP

This year has come and gone, and it is one more year that I thank God for all the blessings he has given me and my family. Many of you know the personal trails I have been gong through, but the chapter has flourished and given more this year than in years past. We undertook the enormous task of hosting the IAWP State Conference in our area. It was through the help of our co-workers and management that we were able to host one of the most successful and educational conferences. We have been involved and contributed to the 1st NAMI Walk in Mahoning County, had our Annual Mark Haustovich Golf Outing, raised items for our soldiers in Afghanistan, Toys for Tots, involved with Flag Disposal Ceremony for the Veterans and hosting the Christmas Luncheon.

I attended the International Conference in Boise, Idaho, spring institute in Columbus, as well as, hosting of the Fall Conference locally. I would like to thank all that have join us in our fight to make mental illness a discussion and not an obstacle or a dirty word and to understand that it is a brain disorder.

Holiday Fun Word Search . . .

M S M Z V D J Z X X Z X L T H F C G M D
 U G T L A Z E K X C S Q D O T W O D F F
 V L A H X L X C A B Y P T N T N J G C U
 C L L K G U F Y E S Q C F V G K I X U B
 I K Z O U I J J A M O R U G N R W I Y J
 E L S Z Q M L M U C B P E M V Y Q D X E
 W U B J Q Z T F O W L E V I X P U I P L
 O S I U K S K A Z S P M R A A P Q G K L
 I U S V I Y S Z P C K Y G Y T S M B N E
 U A M R G E T D F U P K Q F K D N F O N
 N L H A L E X E L Y R F Y R F D O O W R
 Y C B Y A J N T N L E J I Y A U J G W F
 I A V B R S T G L I S G Q J Z J K T W T
 L T I H K B G N C M E C C P F T R E E T
 E N L Q W B C U G A N N E J G M S W T J
 C A N D Y C A N E F T D N F U O Q F F G
 W S X F K C A Q I I S Y G I U F Q R N C
 E A A J J O D R M J M T J S P C M B W Y
 H U J I T W D M G Y O L O J F C J D O B
 O G J K I A E Y B Z W J U R E N N I D Z

- | | | |
|------------|-----------|-------------|
| Candy Cane | Egg Nog | Presents |
| Christmas | Family | Santa Claus |
| December | Hot Cocoa | Snow |
| Dinner | Lights | Tree |

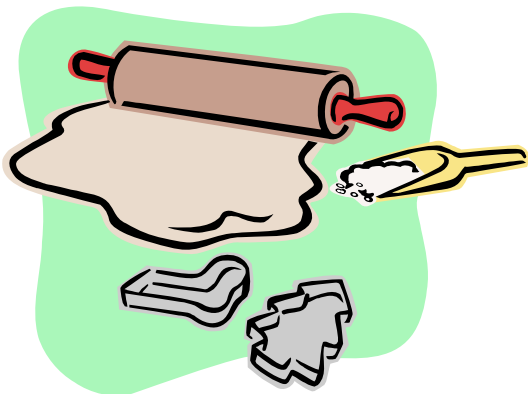
Happy Holiday Friends - from Debbie Kleckner, Area 1 Representative, Ohio IAWP

In '78, co-workers invited me to join I.A.W.P. I am always grateful for that invitation. I continue to benefit from membership - personal and professional growth through education. I've enjoyed many years as Toledo Subchapter President and Area I Rep. The International conference in Boise was the 30th I've attended! So many friendships! Before we know it, our spring conference will happen! Here's a favorite recipe of mine ...

Double Chocolate Fudge

1 can (14 ounces) sweetened condensed milk
2 cups (12 ounces) milk chocolate chips
1 ounce unsweetened chocolate
1 teaspoon vanilla
¾ - 1 ½ cups chopped pecans

Butter an 8" X 8" baking dish or cake pan. In 2 quart casserole, stir together milk and chocolate chips; add chocolate. Microwave uncovered on HIGH (100% power) for 1 minute; stir. Microwave on HIGH for 2 more minutes or until chocolate is melted and mixture can be stirred smooth. Stir in vanilla and nuts. Spread mixture evenly in pan. Refrigerate until firm. ENJOY!



Happy Holidays from George Faithful, President Elect International – IAWP

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”
Maya Angelou

These are the words to one of my favorite writers. This message is not just for the holiday season. If you think about it there are so many truths in this statement. On a daily basis the people we make contact with may be left with a lasting impression of us, even if we can not satisfy the service they are looking for. The way we approach even a situation we know will not turn out in favor of our customer can still have a positive effect on them. A positive caring approach to all at both the professional and personal level will result in a joyful attitude for both you and your customer.

I have seen many irate customers calmed by someone approaching them in a peaceful calming manner. They have even left the facility with a smile and a completely different mind set. We all have the power to change things. The first thing we need to change sometimes is ourselves not others. If that's the case, let's replace any 'Bad' attitude with 'Glad' attitude and see what happens.

Merry Christmas to all my friends and colleagues from Larry Less, ER Herring Chair – Ohio IAWP

It's been a pleasure working with you and being a member of IAWP during my nearly 23 years with the agency. I will be retiring at the end of the year, but look forward to maintaining our friendships by attending future IAWP conferences as a retiree.

Message from Denise Carque, Retiree Chair Ohio IAWP

RETIREMENT – BIG ISSUE FOR MEMBERSHIP

Every month, more and more employees are retiring from ODJFS. Many of our long-standing members have retired or are in a position to retire. It is making this committee more and more important. In recent years, conference committees have done an excellent a job of putting together retire agendas. But what about the time between conferences?

I feel it is critical that we find a way for our retired members to keep in contact with each other during these periods. As a first step, I am trying to establish local IAWP retire lunches in areas with an established subchapter. I would like to hear from retirees on how they feel we can enlarge our group and continue to be active in the chapter. Please call me at 614-478-3084 or email me at dcarque@columbus.rr.com.

The 2008 Spring Institute Committee Chairs have been chosen. I will be in charge of the retiree agenda. All suggestions for the program are encouraged. There is a lot of work to do in the coming year so everyone - Merry Christmas and Happy New Year!



Greetings from Agnes Kimbrough, Area III Representative, Ohio IAWP

During the holiday season we tend to reflect on the events of the past year, cherish special events and make resolutions for the upcoming year.

I would like to take this time to express my appreciation to the Youngstown Processing Center, Benefit Payment Control - Investigations, Tax Division, Mahoning County One Stop, Trumbull County One Stop, Columbiana County One Stop, Portage Workforce Connection, Ashtabula County Job Source, Geauga County Workplace, staff and management for the tremendous support that you have given to IAWP projects during the year.

I would be remiss if I did not mention the largest project of the year the IAWP 2007 Fall Conference. Again your donations, time and attendance made this conference the best. IAWP projects would not have been successful without all of you.

It is my wish that all of you have a safe and joyous holiday season.



Holiday Message from Nancy Dais, Treasurer, Ohio IAWP

I want to wish everyone a happy Holiday Season full of family, friends and lots of fun. Eat your fill for when January comes most of us will make a New Year's resolution for a new diet. We all do that even if it only last a few days. Merry Christmas and Happy New Years to all of you!

Happy Holidays from Joan McNary, President-Elect, Ohio IAWP

There's a powerful exchange between Scrooge and Jacob Marley in Dickens' *A Christmas Carol*. As Jacob bemoans how he "wears the chains he forged in life",

Scrooge attempts to soothe him (and himself, no doubt). "But, it was only that you were an honest man of business", Scrooge replies. Marley wails, "Business? **Mankind** was my business! Their common welfare was my business!"

Most of us deal with "mankind" on a daily basis, and it is often a daunting task. However, I challenge us all to check ourselves as we serve those customers in need who walk through the doors of our One Stops, or who phone our Processing or Call Centers. Are we agitated, annoyed, impatient as they search for pens, ask us to review their resumes, or assist them as they hunt and peck on the keyboards of the Resource Room computers?

Do we provide the minimum, or do we take a few extra moments to provide outstanding service. Do we practice the Golden Rule or do we dismiss certain people who haven't bathed lately, nor brushed their teeth? Do we pass "the undesirables" on to someone else as quickly as possible, or do we take them by the hand, look them in the eyes, and sincerely say "I am here to help you, and I will do everything I can. I only ask that you trust me and that you do your part, too."

Do we support them? Do we use our own realities and experiences as a critical yardstick, or do we accept and embrace them with compassion and without judgment? Do we really **know** what it's like to be them? Do we understand all the cause

and effect that has coursed through their lives?

Do we know when to uplift and support? Do we know when to let go with kindness if they fail to follow our expert recommendations? Is our language and our explanations harsh and laden with rules, or do we take time to help calm them in an empathetic manner?

I often catch myself guilty of being "Scrooge", trying to explain away my behavior as an "honest (woman) of business". As I take stock of those questions, I remember the times I could have been kinder, gentler, more patient, and understanding. But I also remember the times when I truly took my role of service to the highest degree. And, I strive for those moments.

IAWP is a caring organization. We donate time, treasure, and talent. Always remember that, and let it be your guidepost.

It comes down simply to this: it is always a decision; it is always a choice. We can decide customers are a nuisance, or we can accept that they are the most important visitor on our premises. As you take your inventory during this holiday season, will you "wear the chains you forged in life", or will "(humankind) be your business"?

Peace, and joyous holidays!



News from around the state . . .

Area III News by Gus Guzman, Ohio IAWP
Immediate Past President

NAMI MV Walk Day Wrap Up!!

Between Ohio IAWP, VVA and American Legion Post #472, we were able to raised \$1,151.00. Gladys, Agnes, Lovise, Lori and myself represented IAWP and the office at the walk. There were over 300 people there and numerous agencies represented social and mental agencies along with their directors. Mary Jo and Jim Henkel, did a presentation on NAMI, at the Ohio IAWP Fall Conference. NAMI, stands for National Alliance on Mental Illness. They gave us their story on how their son suffers from mental illness and tried to kill them one night in their house. They described to us the horror of the night but yet the need to help and assist their son who is currently in jail for his actions that night.

Mental illness is a Brian disorder that could happen to anyone at any time. It does not know boundaries, religion, race, color or creed, rich or poor, healthy or sick, this disease doesn't chose you - it happens. One out of every 5 people will suffer from mental illness; you probably know a family member or friend that suffers from this disease. Mary Jo and Jim explained to us to importance of educating those we come in contact with about mental illness and NAMI. There are such programs such as Family to Family Educational Program, to assist and educate the caregiver with information, resources, skills and support for walking with their loved one through mental illness.

For additional information please call 330-545-9148 or 330-584-9213. The 1st Annual NAMI Walk took place at Canfield Fair Grounds on October 20th at 10am.



Terrific WALK Day!

300 Walkers and Volunteer Helpers with \$14,800 Walker raised donations, added to our sponsor support and our online donations we have round number gross receipts of \$26,000! *Thank you! Thank you! Thank you!* More than that, we had a terrific day of fellowship and a fantastic show of support for one another, for our loved ones who battle brain disorders and for all of the mental health services consumers in the Valley. Volunteers, you made the day go very well. When you saw a need, you met it. When there was a job to be done you, you did it! Agencies and service providers, your tables were festive, fun, and informative! Thanks for being there with us today! Everybody, give yourselves a big NAMI cheer! Hoo-Rah!

Jim Henkel, NAMI MV Walks Co-Mgr

If you have any News or Activities you would like to share in an up coming CARDINAL, send your article and/or pictures to Mary Kay Krisman or Gregory Kambitsch by February 15, 2008. My "Thanks" go out to Greg for setting up the CARDINAL on the website and to Carolyn for her continued support and to all who contributed to this CARDINAL. *Merry Christmas and Happy New Year! Mary Kay Krisman, Editor*



Mark the Date . . .



Winter Board Meeting for Ohio IAWP Officers and Board Members on Saturday January 26 2008 at Dutch Heritage Restaurant 720 St RT 97 West, Belleville OH 44813. Meeting times: 10am to 3pm.

Spring Institute – Columbus, Ohio Dates – TBA – Watch for details in upcoming CARDINALs or go to www.ohioiawp.org for more information

IAWP International Conference in Richmond Virginia, June 8-12, 2008 or go to www.iawponline.org for more information

Upcoming Features in the Next CARDINAL Newsletter . . .

“Meet the Candidates” running for International IAWP offices

Seasons Greetings and Happy New Year!



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