



International Association of Workforce Professionals

Official Publication of the Ohio Chapter, IAWP

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

Volume XXIV, No. 2

Early Fall Issue

Editor: Mary Kay Krisman

Chapter President's Message . . .

Many things have taken place since the torch was passed on to me from George. I would like to say that without the assistance of George, Greg, Jerry, Joan, JoAnne, Nancy, Mary Kay, and Roxanne in fact the whole board and area reps I would be lost. I am grateful for the support and guidance that each and every one of you has given me. I am proud to be a part of this organization and hopefully I have contributed something to give to each and every member.

This year has been one of many personal problems as many of you have experience as well, the old saying that diversity makes us stronger, that's pushing it. Lori, Trisha and myself attended the International IAWP Conference in Louisville, Kentucky and it was fantastic. Ohio had a large contingency and also main presentation at the conference, we were everywhere, sharing in the training as well as assisting the training. I was very proud as how our group presented themselves at the conference at the highest professional level.

We gathered some very important information that has allowed us to come back and put into play within our own state/local chapters. We received 4 awards in recognition of our efforts in working as a team and recognized by the International Board. Our own Corky Swain, was elected to the International Board, with Jerry as our 7th District Rep, George was on the awards committee, as Greg assisted with the program, so again we had representation at the highest level.

I have been working with Joan, to gather ideas on how to increase our membership. We had a brainstorming focus group that met in Columbus, to discuss how to put this plan in action. From the focus group a lot of ideas were discussed and followed up. Through phone calls and GroupWise we were able to communicate and share ideas with each other. We have been able to recruit new members

and still trying to address how to reach those members that need their membership increased.

Joan has a lot of good ideas and enthusiasm and is the right person at the right time for us. Her committee is working on passing out power bars on behalf of IAWP at each of the All Staff meetings in the state.

With George's, help we have been able to get articles publish in the News Today. Greg and Mary Kay have formed an alliance together to get the Cardinal News Letter out in a timely manner to our membership. The Web Page is coming along nicely with new information being added to it as it is made available.

I am representing IAWP, at each meeting at local county, district and state level to share the ideals of IAWP and to encourage membership. At each opportunity that presents itself we try to share this information, this year as we do every year we will have a table at the Veterans Conference to see if can sign up new members and maybe encourage old members to come back. IAWP will assist in the hospitality room for the conference.

I have met with Neil Yutkin, who is in the process of getting information to host the Fall Conference in Youngstown, Ohio at the Holiday Inn Metro-Plex; more information will be forthcoming of this event.

In all as I stated at the beginning this has been a very trying and busy year, thank you for your support and encouragement.

Gus Guzman
President Ohio IAWP

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Highlights from the Fall Conference . . .

SEPT 28 & 29, 2006

AT THE COURTYARD BY MARRIOTT
IN SPRINGFIELD, OH

BUILDING PARTNERSHIPS THAT SHINE!!

CURRENT STATE OF AGENCY with Barbara Riley

Our luncheon speaker at the IAWP Fall Conference was Barbara Riley, Director of ODJFS. The director gave a brief on the current state of the agency and where we are headed. She discussed the anticipated changes our agency will be challenged with.

The director stressed the importance of learning from each other. She said partnerships are essential to our success. Our vision of helping Ohioans requires all of us working together. There have been a lot of successful partnerships throughout the state. Cooperative relationships help with limited resources, decreases funding, etc.

With a new governor coming into office, both candidates have an interest in workforce development. Director Riley believes we are right on track. We are moving forward and not waiting for a new governor. We are doing things that

need to be done. She believes there will a hiring freeze likely. She stated there

were challenges in front of us with policy direction. With the budget forthcoming, the new budget will probably be submitted in March, 2007. The General Assembly passed a bill on limitations on limiting government spending.

Reemployment services will be expanded to include service community planning grants and Labor Market Information (LMI) services expanded. There is an interest to move Medicaid into its own department. If this change takes place with Medicaid, we do not anticipate any services to our customer diminishing. Change is forthcoming in the next few months and we want to be prepared and continue to provide quality services to our customers.

MIS is changing, with new Medicaid & new benefit eligibility. The CHIS-E system will be going to a new benefit system called BEN. Also, OAKS, a new statewide system, is coming on January 1st 2007, which includes HR, Payment Benefits, etc. We are a leader in guiding our change. We are looking at our system for areas that may need improvement. During the transition period, the Director plans to stay with us

as long as she can. She thanked all of us and said we could look at ourselves with a great sense of pride. Her words of wisdom are always encouraging.

Corkey Swain, Mansfield PC



SENIORS IN THE WORKFORCE
with
Merle Grace Kearns, Director
Ohio Department of Aging

You serve employers and workers and I've been asked here today to share my thoughts on the impact the changing face of aging will have on the workplace.

"The Boomers are coming." The media has been chanting this warning for years. Well, guess what. The Boomers are here.

The oldest of them began turning 60 this year. Each month in Ohio, more than 12,000 people celebrate their birthdays. Nationally, someone turns 60 every 20 seconds. Tomorrow's seniors will be (and are) markedly different from our parents and grandparents. They are more active and independent, wealthier and healthier but with different care needs (fewer acute conditions, more chronic).

Most media attention on this coming "age wave" has focused on the impact a growing senior population will have on the health care industry, but they will have an impact on all industries in one way or another. By 2030, when the last of the Baby Boomers should be retiring, there will only be three people working age for each retiree (compared to 5:1 today and 7:1 in 1950). Baby Boomers will impact employers in three ways: as consumers, as workers and as caregivers. As Consumers Baby Boomers as a group will retire with more disposable income than any generation before them. Increased numbers and purchasing power Boomers are savvy consumers who will demand quality, selection and convenience. Brand loyalty is not a given, "buy American" "less important to Boomers Price and customer service are largest factors in buying decisions. Need to innovate new products, services and marketing strategies to reach them.

As Workers Boomers will want to work and employers will increasingly turn to them to fill positions and skills gaps.

Like workers in general, older workers are employed in professional, management service, office and administrative support, and sales occupations. Employers in every occupation face the likelihood that a greater percentage of their workforce will be nearing retirement. Boomers will want jobs that are rewarding and fulfilling. To retain them, businesses will have to cater to the needs of their employees (flex time, telecommuting, part-time vs. full-time, mechanical aids, education).

As Caregivers, Boomers are often called the sandwich generation because some of them not only care for their children, but also look after their own aging parents. An estimated 1.8 million adults in Ohio, 21% of the total adult population), provide unpaid care to a relative or friend 18 or older. The average age of a caregiver in Ohio is 45. Three in ten (30%) caregivers hold a college degree or higher and 26% has had some college. Sixty-two percent of Ohio's caregivers are currently employed. Working caregivers cost businesses billions each year Fifty-six percent go in late, leave early, or take time off to care for someone. Eighteen percent have taken a leave of absence and 10% percent have taken a less demanding job or gone from working full-time to part-time. More intensive help, like caregiver support groups, financial assistance and other programs could save employers money in the long run.

Employers are beginning to recognize the Aging Network as a community resource that can help them. Many area Agencies on Aging have impressive and successful business outreach programs in their regions.

Recruitment assistance, older worker training programs (SCSEP). Caregiver resources and assistance, State and regional conferences and workshops for employers to discuss ways to recruit, retain and support older workers.

Call 1-866-243-5678 to be connected to your Area Agency on Aging and find out what they can do for you and your business. We are revitalizing the Golden Buckeye Card and repositioning it as a source of saving for seniors.

The market is changing and will continue to change. Working together, industry and the aging network can position Ohio as a great place to live and work.

Agnes Kimbrough
Area 3 Representative

APPLICANT SERVICES with Terry Janke

This was Jason Hoaks's report that Terry Janke delivered at the meeting. It shows a great deal of improvement in the way we deliver services in the state of Ohio. 2005 Totals:

Applicants Registered by LE Staff = 160,890 compared to 154,764 in '04

Applicants Registered by One Stop (partners) = 19,657 compared to 5,709 in '04

Job Orders entered via SCOTI - 25,132 compared to 17,774 in '04

Job Orders Entered via LEXS - 2715 compared to 1,035 in '04

Job Orders sent to LECC - 777 compared to 156 in '04

Matches Run for Seekers - 987,807 compared to 593,808 in '04

Matches Run for Job Orders - 71,811 compared to 37,930 in '04

Notifications Made - 991,009 compared to 429,488 in '04

Referrals Made - 279,586 compared to 131,010 in '04

Placements - 31,022 compared to 15,590 in '04

In FFY 06, 26,569 claimants received a first payment for benefits. Of these recipients, 54,000 or 20% were placed in the profile pool, claimants eligible to receive Wagner Peyser Reemployment

services. Those that received WPRS had an average duration of 1.1 weeks less than those who received no services, resulting in a trust fund savings of \$6.1 million. For every \$1 million in savings, it pays 17 staff.

Trade wrote 1492 contracts, working with 3400 customers - about ½

Vets assisted 33,300 vets with core and 1224 intense with 62% entered employment rate

Wrote 730 contracts totaling \$1,060,000.00.

2 years ago Ohio was not in top 20 states of reemployment and now Ohio is #3 in 2006.

Dawn Stanley, Executive Secretary

LE CALL CENTERS (1-877-644-6562)



with Marge Fields and Anita Skinner

There are 6 Call Centers Statewide

(Akron, Lorain, Toledo, Cincinnati, Dayton, and Columbus) that interact as one virtual call center. They complete activities that may include intake U/I calls, labor exchange for One Stops, Appeals (Office of UI), Processing Center Calls, Reemployment Eligibility Assessment Follow Up, UI Tax calls, and Legislative inquiry calls.

Through out the past year, they have averaged about 8000 calls offered per

month and handled over an average of approximately 85% of those calls. A service level expectation is to answer 80% of all calls within 30 seconds. While completing this task they try to meet both the human and business needs of the customers. This will then in turn reduce the hold time and increase the number of customer calls that are handled with existing staffing levels and provide improved customer service.

The Call Command Center is located in the Columbus Call Center. There, they perform such functions as monitoring staff and service levels using Enterprise Administrator, troubleshoot statewide telephone issues, provide customer service, monitor schedule adherences using workforce management software, and provide reports and stats to executive staff.

One of the areas that are utilized through the Call Centers is that of the Labor Exchange Process. Call Center staffs are designated to process SCOTI job orders in real time on behalf of the One Stop Offices. CC staff takes inbound calls generated from call in notices, voice mails left by the call center agents, and the auto dialer. Through out the process the job order is handled by certain steps that include a cursory review, checking the referrals, making changes to get more applicants, returning the JO back to the One Stop, and tracking the work completed on the order to ensure that it is worked promptly and efficiently. With this age of technology they are planning on future system enhancements that will streamline the overall operations. Some of these are the auto dialer, workforce management, multi-channel

communications, and aspect ACD upgrades.

Jerry Raffenaud, District Coordinator

**CHANGE
with
Andrea Calloway, Chief PDQS**

Andrea Calloway, Chief PDQS talked about change at the IAWP Fall Conference. She said we are in high information overload, with change, coordination, regulations, businesses closing, etc. Through diverse 25 years experience in public service, she has personally experienced numerous changes. "We can embrace the change or resist the change," Ms. Calloway said. Since we are expected to be high performers, we need to make a commitment to ourselves. We should be willing to look at what we need and the skills needed for improving ourselves and to get through what the work looks like today. Think about training and opportunities available to you. Give yourself permission to recognize that something is happening within us. As you look at training, look at what will help you improve yourself. The challenge is people are looking differently than they used to. She wholeheartedly believes that we have the capacity and responsibility to decide how we will respond to life in spite of what the circumstances may be. Ms. Calloway's diverse experience in administration, training, quality improvements and developing collaborative partnerships, enable her to provide leadership direction that is intentional, strategic and flexible. She gave us the opportunity to be challenged and to take a closer look at

how we respond to what at times is a daily environment of change and uncertainty.

Corkey Swain, Mansfield PC

**Action Memo
with
Daniel L Hays, Chair
IAWP Legislative Steering Committee**

Subject: Action Memo 2006-02
Spector-Harkin FY 2007 Appropriations
Language

Action Steps:

- 1) Please mail, fax and/or email your United States Senators with a message urging them to support the Specter-Harkin efforts to secure workforce systems funding at the FY 2005 levels.
- 2) On the next page is a template letter you can use. To obtain the names and addresses of your United States Senators go to www.senate.gov
- 3) Please document your actions for the Legislative Award Judging. This includes submitting for each IAWP Legislative Action Memo a written explanation with supporting documentation detailing why a Chapter was prevented from taking the action requested by the memo (i.e. – political sensitivity, contrary to agency position, etc)

If you have any questions, contact IAWP International Legislative Chair Daniel Hays at vaiaawpguy@comcast.net or Ohio IAWP Legislative Chair, George Faithful.

[Insert Date]

The Honorable [Name]
[Address]

RE: *Funding for Workforce Programs*

Dear [Senator Name]:

I am writing to encourage you to join in the efforts of Senators Specter and Harkin in securing adequate funding for the workforce system. I understand Senators Specter and Harkin have co-signed a letter requesting Senate leadership to fund programs under the fiscal year 2007 Labor, Health and Human Services (HHS) and Education appropriations bill (S. 3708) at their fiscal year 2005 levels. Your support will help to ensure our nation's workforce system will have the resources necessary to provide crucial wage-replacement, job training and placement services to individuals.

On July 20, 2006, the Senate Appropriations Committee reported a bill that is \$2 billion short of the fiscal year 2005 levels. Included in these cuts were reductions of services for workers and businesses in excess of \$230 million. These devastating cuts to the Workforce Investment Act, Employment Service, Labor Market Information and One-Stop Career Centers will impact negatively the human infrastructure of our nation and reduce our competitiveness in the global economy.

Senator [Name], we understand the enormous pressures Congress faces as it constructs the fiscal year 2007 budget in the face of mounting deficits. However, as professionals working on the front lines of America's workforce system we see on a daily basis the value of these programs. For these reasons, I strongly encourage you to support the efforts of Senators Specter and Harkin. Thank you for your consideration of my request.

Sincerely,

[Name]

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2007 Membership Recruitment is under way . . .



IAWP Ohio has partnered with the Health and Wellness Statewide Steering Committee.

They will be providing health bars at the 4 State All staff meetings and encourage those in attendance to eat healthy and exercise and to join IAWP if they are not already a member. The first All Staff was held in Tiffin at the Seneca One stop office where 50 bars were passed out and a short discussion about IAWP was made by Jerry Raffenaud to those in attendance. Contact any Ohio Chapter IAWP Board Member for more details. Membership application for 2007 will be printed in the next CARDINAL Newsletter or go online: www.ohioiawp.org

The Cardinal Newsletter

Official Publication of the
Ohio Chapter of the
International Association of Workforce
Professionals (IAWP)
3132 Escott Avenue, Toledo, Ohio
43614

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The Cardinal Newsletter is the official publication for members of the Ohio Chapter of IAWP, a professional association for people interested in workforce development. IAWP is a nonprofit 501(c)(6) professional organization.. Ohio Members receive *Workforce Professional* and *the Cardinal Newsletters* a benefit, paid from each member's annual dues.
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