

MESSAGE FROM THE  
STATE CHAPTER PRESIDENT**California State Chapter Separates from International; Changes Name to California Workforce Connection***By James Thomas, State Chapter President*

The Special Convention was exciting and powerful. The speakers left everyone feeling rejuvenated and empowered. I am proud to announce that the membership had the required 2/3 vote to separate from the International Association of Workforce Professionals. The membership had the required 2/3 vote to accept the new name California Workforce Connection (CWC). The Membership had the required 2/3 vote to accept the new By-Laws established by the California Executive Board. Our **California Workforce Connection** is moving forward to make the California State Chapter bigger and better. The California

State Chapter had to endure many negative comments from International that have been sent to our membership.

The California State Chapter will not sign the International Affiliation Agreement because the Agreement gives the International Executive Board the power to increase dues without any input from the members, to increase the Retiree dues without any inputs from the members, to obtain all California State Chapter financial accounting records, to develop California Education and Training Programs and to decrease the overall operational money for the California Chapter. The California

State Chapter has successfully been in business since we incorporated in 1944 without International's input and will not be undermined. The California State Chapter has been paying International \$85,000 to \$100,000 yearly which will not even cover the International Administrative cost. The Executive Director at International is being paid \$85,000 a year. The California State Chapter members voted to end our relationship with International and begin a new revelation.

Our California State Chapter will be able to: keep the membership dues down, keep the retiree dues down, invest and develop new Training

**JAMES THOMAS**

and Educational Programs, give money back to the local Chapters for local functions, provide more conferences at reasonable costs, create new partnerships, increase community involvement and involve administration. We will have new challenges but with support from members, retirees, and administration we can achieve anything. We are ready to display our new name "California Workforce Connection" and move our organization forward.

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Around the State

**Chief Deputy Director Hilliard Shares EDD Updates and More at Educational Conference in Ontario***By Phil Dwyer, State Treasurer and Puerto del Sol Chapter Member*

On October 12, 2018 Chief Deputy Director Sharon Hilliard shared the latest developments of the Department and upcoming changes.

Sharon Hilliard started her state employment with the EDD at age 19 and has held at least 12 different classifications, mostly in the Tax Branch. She shared that she has been mentored by many phenomenal managers that helped guide and encourage her development

during her career. Now she is EDD's biggest cheerleader and was happy to share what is happening in the Department.

Since there is an election occurring next month for governor of California, the Director and Chief Deputy Director are political appointees and could be replaced when the new governor assumes office. The Department has been fortunate to have stable leadership of the two top positions for the last 5 years.

One change that the Chief

Deputy Director is most proud of is the balanced scorecard. Each year the Department lists specific priorities, measures, and objectives that meet the goals from the Strategic Business Plan. The scorecard helps us meet the commitment and communicate what the plans are for the coming year. Currently the deputy directors are working on the scorecard for 2019.

To improve the personnel and focus on exemplary leadership, Sharon Hilliard has

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## CHIEF DEPUTY DIRECTOR HILLIARD: FROM PAGE 1

encouraged the use of the book, The Leadership Challenge by James Kouzes and Barry Posner, to be part of the culture of the EDD. The book promotes leadership theory backed up with practical application with relevant stories. The principles from the book are part of EDDU training videos, emphasized in mentoring programs, part of the executive onboarding guide, and EDD Scene articles. The book shows that a leader's actions and behaviors can be continually improved by learning and applying the principles found in this book.

Sharon Hilliard emphasized the importance of Business Process Improvement in all the branches of the Department. We need to review processes on a continual basis to eliminate redundancy and waste while looking to improve. She encouraged each employee to start something and take action. BPI is becoming part of the culture of each branch and has been successful. It does not

have an ending as processes can continue to be reviewed and improved.

Then the Chief Deputy Director shared three newer developments that will continue to effect the Department in the years to come.

The first new project is the Benefits System Modernization (BSM) which will replace the Unemployment, Disability, and PFL payment systems that are based on Cobalt programming. This is a full replacement of the SCDB system, not just an addition using the legacy system. This project is currently in stage 3, the planning process. The Department is investing many resources in this project. The goal is that the contract will be awarded to a vendor in September 2022.

A second project is the FIS-CAL system. This new system affects the statewide accounting and procurement process. EDD started using this system on October 8. Training will be given in the new process. One

change has been the reduction of the number of CalCards, due to the high cost to the Department for each user.

The third project with a large effect on the Department in the future is the cannabis industry. Since this is a new industry, EDD must assist employers in completing the tax forms correctly. There is an education and outreach effort to enable employers to comply with state regulations. Since this is a growth industry, employers and job candidates are attending job fairs. This is another way that EDD is serving our customers.

Chief Deputy Director Sharon Hilliard ended her presentation with how proud she is of the accomplishments that the EDD has made during the last few years. The balanced scorecards have shown how many goals have been completed. She thanked the employees of the Department who helped make all these achievements possible.

## Opening Ceremonies Inspire, Invigorate

*By Charles Patterson,  
Orange Empire Chapter Member*

The California State Chapter held a special convention on Friday, October 12, 2018 at the Ontario Airport Hotel. From the moment I arrived the conference room was already buzzing with excitement as workforce professionals from around the state were busy networking and anticipating the events ahead. Attendees also eagerly conversed with our Keynote speaker Mr. Richard Pimentel as well as with the EDD liaison Sharon Hilliard. Tables quickly filled up as our Master of Ceremonies, Mr. Prince James Reed Williams called for attendees to take their seats and direct their at-

tention to the front of the room where the American Flag stood silently waiting.

Now what better way to launch a day full of inspiring activities than to welcome attendees to join along in the Pledge of Allegiance, led by Mr. Raymond Cabrera. Our President, Mr. James Thomas, stated: "As I looked around the room, everyone stood tall, proud to be an American. I could feel a chill just thinking about the men and women who sacrificed their lives so that we could have this freedom." Following the Pledge of Allegiance was a dynamic rendition of the Star-Spangled Banner as led by our resident virtuoso Mary Navarro-Aldana. It was

a very moving sight as attendees joined together as one voice to sing a heart-felt rendition of our national anthem.

Prince James Reed Williams then welcomed State Chapter President, Mr. James Thomas to the podium. Mr. Thomas gave thanks to those in his association family in attendance and encouraged us to enjoy and make the most of this opportunity to learn and grow in our professional vocations. Soon it was time to welcome Ms. Hilliard to the podium and hear the latest news from the EDD Directorate. I join in and say to you what James Thomas later stated: "I am proud and honored to be part of this great organization."

# A Membership Committee Moment: Growing Together

By Dadisi Elliott,  
Membership  
Chair and  
San Gabriel  
Valley  
President



DADISI ELLIOTT

The new Membership Committee is striving to be vibrant, active, inclusive, and sustainable to our members. We want to share why the California State Chapter provides value-added education, recognition, and professional development as a benefit toward reaching your ultimate goals.

The Membership Committee will support the mission, vision, purpose, and growth of the CA State Chapter. We will collaborate with the State Board, Chapter Presidents, Marketing Chair, Retiree Chair, and all committees. We will address challenges related to the association's growth by identifying member's needs and developing strategies for recruitment, engagement and retention.

The Membership Committee will work closely with the Marketing Committee to recommend programs, enhance services and reevaluate benefits for the membership. We will be working on developing new and innovative ways to attract new members, plus retain and satisfy current members. The committee requests your feedback through the completion of a Membership Survey. The survey will be designed to determine if your needs are being met. Your input will be used to recommend measures or services that will better meet the changing needs of our members.

In addition, we want to grow the membership of our Association. The

## SOME MEMBERSHIP PLANS ARE:

1. Create/Assign a Membership Chairperson for each chapter
2. Have each Chapter Membership Chair participate on CA State Chapter Membership Committee
3. Each Chapter develop their individual Membership Plan
4. Each Chapter utilize the Calendar for planning meetings, community activities, social events
5. California State Chapter Membership Chair/Committee to assist each chapter to develop/implement individual chapter plans

Committee will also encourage and promote member participation in social activities, networking, Educational Conferences, State Conventions and other chapter leadership opportunities. Your support and commitment is important to the California State Chapter Membership Committee. We want our members to be integrally involved in organizational growth, share in the education opportunities, benefit from networking and most of all have fun doing it.

Your long standing participation is essential to the future direction and success of the Association. Your support and consultation is very much appreciated.

## DID YOU KNOW?

By Ray Cabrera,  
Feature Editor  
District IV Director



RAY CABRERA

This is a new feature for the *Cal-Liope* going forward. We will be emphasizing information in every issue that you might not be familiar with, yet very important information everyone should know.

This first article is highlighting the importance of membership plans throughout the state of California and how you can help. Currently there are many members that are close to or at retirement age. We need to approach these members and encourage them to stay on as retiree members. We also need to invite new members to join.

To help things along, we have established a new State Membership Committee like no other in the past. Spearheading the committee is Dadisi Elliott, Intensive Services Coordinator, WS Branch-LA Coastal Division, W- 626-304-7938, C- 562-331-3957 SGV Chapter President, [Kamaya90807@yahoo.com](mailto:Kamaya90807@yahoo.com).

The committee is working:

- To establish Membership Mission and Vision statements.
- To have the California Chapter President write a brand new Welcome Letter to all members in the Association.
- To create a new survey that will go out next month to all members. Please look for it and respond promptly.
- To Urge every Local Chapter of the Association to establish a membership chair that will join in and work with the Committee. Please send in your chair's name and information to Dadisi via email so that he can add them to the committee's email.

If you missed the October conference you can read about it in this issue. But to get involved you need to attend chapter meetings and commit to bringing members into the association and sharing your knowledge with others in your office and your chapter. Remember:

### 5 kinds of people

- Those who want things to happen,
- Those who talk about it happening,
- Those who criticize what's happening,
- Those who wonder what happened,
- Those who are waiting for it to happen!
- **Become the 6th kind**, those who make things happen!





# NEW RESOLUTIONS

By Arlene Bautista, East Bay Chapter President

At the Special Convention on Friday, October 12, 2018, New Resolutions were announced regarding organizational changes:

WHEREAS, the California Chapter, International Association of Professionals, was and has been incorporated under the laws of the State of California since February 1944,

WHEREAS, the International Association of Workforce Professionals Board of Directors beginning in 2017 requires Chapters to sign a Chapter Affiliation Agreement,

WHEREAS, the California Chapter Board of Directors met on April 26, 2018, and voted not to sign the Chapter Affiliation Agreement,

WHEREAS, the International Association of Workforce Professionals Board of Directors, increased the membership dues for all classifications,

WHEREAS, the California Chapter Board of Directors met on April 26, 2018, and voted not to accept the dues increase for all classifications,

WHEREAS, the California Chapter Board of Directors met on August 11, 2018, and by unanimous vote resolved to sever the relationship with the International Association of Workforce Professionals,

WHEREAS, the California Chapter Board of Directors met on August 11, 2018, and by unanimous vote resolved to change the name from California Chapter, International Association of Workforce Professionals to California Workforce Connection (CWC),

WHEREAS, the California Chapter Board of Directors met on August 11, 2018, and by unanimous vote resolved to accept the revised By-Laws attached,

WHEREAS, the membership of the California Chapter will be members of the California Workforce Connection,

NOW BE IT RESOLVED: all actions taken by the California Chapter which are necessary and appropriate to the furtherance of changing the name and accepting the revised By-Laws are hereby authorized under the jurisdiction and authority of the California Chapter Corporation.

/S/ James Thomas, President

/S/ Nanette Bowman, Secretary

# MEET DR. RICHARD PIMENTAL

By Fred Ruibal,  
President Silicon Valley Chapter

For this year's Special Convention, I had the pleasure of hearing a very dynamic speaker for the keynote presentation. It's not every day that we are honored with a speaker who had a motion picture made about them!

The speaker was none other than Dr. Richard Pimentel. The movie, "Music Within," was released in 2007 and was based on his life story. Richard is a Vietnam veteran who came back from the war with a hearing loss. Richard is a job developer by occupation. In fact, the movie made about him is the first one about a job developer according to him.

Richard told us that he learned about life trying to get people jobs. He started in Portland, Oregon, where he is originally from. Richard does presentations with Milton Wright, who is the founder of Milt Wright Associates

Along with Milton, Richard does global leadership training for fortune 500 companies around the world. He told us that it was very gratifying for him to talk to CWC members. Richard explained that one can never understand ones future without understanding ones past.

He told us the story of how the Greek philosopher Aristotle told Alexander the Great that are things to know when choosing a leader:

1. A leader needs to know something, have to have knowledge.
2. They have to be competent.
3. Character is very important.

You have to be able to work with this person. Richard said that a leader gives more credit to others and very little themselves. He summed it up by saying that leadership is the dynamic synergy between strategy and character.

Born in Portland, Oregon and raised by his grandma, Richard had very humble beginnings, being poor and on welfare. When he was ready for college, he was accepted into a very liberal school, but was drafted into Vietnam on his wedding day. But he needed a job for two months before he went to basic training. He saw an ad for an employment agency and ended up getting a job at a clothing store selling clothes. A customer had come in as a test. Richard was able to sell the man a coat

and was therefore hired right away for he was a natural salesman.

Richard learned about leadership in Vietnam. He went to airborne training school and when in Vietnam found himself involved in the Tet Offensive, which was a major battle during the war. Richard learned responsibility is made of two words, ability and response. Richard was trapped on a hill surrounded by the enemy but was able to get out and survive. When he returned home, he wanted to be a professional speaker and business consultant. As a result of his experience in the war, Richard suffered a hearing loss. But this didn't stop him from pursuing what he wanted to do. Richard was approached by President George Bush to Chair the Department of Veterans Affairs Civilian Advisory Committee for Rehabilitation

One of his experiences that is showcased in the movie had to do with an encounter he had with a gentleman who had cerebral palsy. Richard had gone into a restaurant with him and a waitress was very rude to him. She wanted them both to leave, but they refused and were arrested. This experience taught Richard that there are no cons for doing the right thing. That's when he became a job developer for disabled veterans. Richard started a program called "Windmills," which is a training program. Richard has trained employers throughout the world. Employers need to see who the people are that they want to hire. They don't need credentials-they need people.

His partner in speaking events is Mr. Milton Wright. Milton says that you make a difference one person at a time. Milton then proceeded to do a questions session inviting members of the audience to write questions on a card.

Some example questions were:

**How to talk to employers** about incarceration. Employers wanted to know how being incarcerated changed you and what did you learn from it.

**Milton said there is a war of disabilities.** There are also issues having to do with mobility. Employers hire now by referrals from coworkers. Milton went on to also say that it is best to talk directly to the people that are doing the things that you want them to do.

I really have to say that it was really great hearing these dynamic speakers who strive to help others.

# Oakland Chinatown Street Fest Booth

By Walter Ko, East Bay Chapter Member

Walter Ko, EPR and Oakland member of the East Bay Chapter represented EDD to host the State Booth at the Oakland Chinatown Street Fest on Saturday August 25. The Department of Industrial Relations underwrote the cost and invited Walter to join again this year.

It was a sunny warm day. Walter and his wife Lily came along with Fred Chico, Juan Calderon, Evan Li and Nancy Seto and Karan Jasmeen from DIR and Sarah Kim-Lee of Social Security Administration. The East Bay Chapter was proud to sponsor the candies which were attractive especially among the young and old. Sarah brought sixteen hundred plastic bags with SSA logo. The team with volunteer Lily Ko combined all the Chinese materials in an assembly line fashion to stuff the bags efficiently. As we had an entry location, we met and greeted the enthusiastic crowd of fair goers estimated in the thousands.

Since I am bi-lingual and fluent in Cantonese and Mandarin I stood to meet people by giving them the package of information. The bag came in handy and was popular. For this event, I contacted Cindy Yip, Program Director of Singtao Cantonese Radio to announce the State Booth as a public service and many people told me that they heard the news from the Cantonese radio. Many came with their specific questions. They identified the EDD sign immediately. They were excited to come face to face with a representative to have questions answered. The popular topics were CTB, Federal Extension, re-opening claims after temp assignments, filing SUI after SDI. The information sheets of CTB Workshops in Chinese from San Francisco and Oakland Field Offices came in handy for eligibility and criteria in these programs. A social worker from an Oakland Chinatown social organization requested all the Chinese information brochures and fact sheets to be mailed to her to help her clients. I always enjoy this extra outreach to serve with heart.

This street fair was a shopping spree in preparation for the Lunar Mid-Autumn Festival well known for moon cakes. The Fest vendors promoted their merchandises to satisfy the festival needs.

The story of Chang E is the most widely accepted legend regarding the moon and the origin of the Mid-Autumn Festival. It is said that in ancient times, ten suns existed and the extreme heat made people's lives very difficult. It was the hero Hou Yi, who, owing to his great strength, shot down nine of the ten suns. On hearing of this amazing feat and the hero who performed it, people came from far and wide to learn from him. Peng Meng was among these people. Later, Hou Yi married a beautiful and kind-hearted woman named Chang E and lived a happy life.

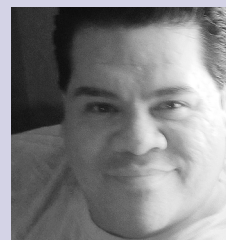
One day, Hou Yi came upon Wangmu (the queen of heaven) on the way to meet his old friend. Wangmu presented him an elixir which, if taken, would cause him to ascend immediately to heaven and become a god/goddess. Instead of drinking the potion himself, Hou Yi took it home and presented it to Chang E to keep. Unfortunately, Peng Meng secretly saw Hou Yi give the potion to his wife and three

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## INVENTING YOUR LIFE

# Sunsets and Netflix

By Rob Claudio



ROBERT CLAUDIO

A few weeks ago, I saw a message that reminded me to watch more sunsets than I do Netflix. I must admit I am a fan of that media web application; however, it was a jarring moment when I thought back to when was the last sunset that I was a witness to? As I scoured my brain, it was several months ago in the late spring when I was traveling in Northern California and I recall heading back to my hotel from a long day of adventures at a state park, as the backdrop on my last leg of that journey was a beautiful sunset that illuminated my drive. I could not believe that it had been several months since that occurred and I can also confess that I have watched more Netflix shows in the interim. The sad reality that I had to be reminded about something wonderful that happens every day and that we all take for granted, was an excellent point for me to think about being present for all of life's beautiful moments.

A good counterpoint to this was when I was at the local football park on a recent Saturday morning, after a mad scramble to get to my nephew's game on time. As I finally sat down and took in the surroundings, I was just happy to be present among the many families and friends that came out to support these junior players, along with a very spirited team of young cheerleaders. I laughed when I saw the coaches get so excited as they barked out plays and words of encouragement to the little tykes that had energy for days. I also smiled along with the proud parents whose child had made a great play, as they all fumbled to take a video of the moment that had just passed them. It brought to my mind the commercial of the lady trying to take a picture of the breached whale, as she misses the opportunity because she was looking for a piece of gum.

There were more moments of joyful laughter for me indeed. Most importantly I was very pleased to see all the great support provided to these very young athletes, as they marched to a winning day of playing a beloved game which is as American as apple pie. As I finally got up to fold up my chair, I did think about the enjoyment of this afternoon and acknowledged that it was much better than watching a movie or show on television. The great keepsake of this day for me, was that real-life experiences while enjoying the simple things in our everyday lives, are filled with pure joy which can keep your tank of energy filled up for weeks to come.

As you make your way through the busy itineraries of your life remind yourself if needed, that before you click on the next social media app on your phone, smart television, laptop or tablet, life is feeding you spoonfuls of precious and enjoyable moments. Be grateful for those that bring a smile to your face and take the time to savor all of it and yes, open your window, sit on your porch or balcony if you have it and make it a point to watch a beautiful Fall sunset or two, you won't regret it!

*"Get outside. Watch the sunrise. Watch the sunset.*

*How does that make you feel? Does it make you feel big or tiny? Because there's something good about feeling both."*

– Amy Grant

Remember to follow the blog at: [inventingyourlife.blogspot.com](http://inventingyourlife.blogspot.com)

By Denise Dobine  
State Second Vice President

*“Appreciation can make a day,  
even change a life.*

*Your willingness to put it into  
words is all that is necessary.”*

– Margaret Cousins

Never underestimate the power of validation. Recognizing achievements and excellent staff performance is important. Praise and recognition are essential components to an outstanding workplace. It confirms to employees the quality of their work is significant and valued. People want to be respected and valued by others for their contribution. It feels good to have that ‘pat on the back’ when your work is recognized as an individual or member of a group and to feel a sense of achievement for work well done. An article in [HRCouncil.ca](http://HRCouncil.ca) states employee recognition is important because it:

- Lets employees know their work is valued and appreciated
- Gives employees a sense of ownership and belonging in their place of work
- Improves morale
- Enhances loyalty
- Helps build a supportive work environment
- Increases employee motivation
- Improves employee retention

The solution for the CA Chapter/EDD? Recognize outstanding work by nominating an amazing staff member for a CA Chapter award this year! Our annual CA Chapter Awards Program recognizes the achievements of outstanding workplace professionals at the State level. Awards recognize both members and non-members for their hard work and dedication to excellence. Anyone can write a nomination! Once your nom-



DENISE DOBINE

ination packet is complete, submit your nomination to your Local Chapter President for signature. You can nominate anyone for a CA Chapter award: a CA Chapter member, someone outside of your chapter, a local community group, a workforce partner... the possibilities are endless!

We have changed the due date for nominations. **All award nomination entries must be postmarked by March 1, 2019.**

#### THESE ARE THE CALIFORNIA CHAPTER STATE AWARD CATEGORIES:

**Award of Distinction – Eligibility:** *Member or Non-member – individual and group.* Recognizes outstanding contributions to CA Chapter or to workforce development programs. The recipient(s) must be from the private sector or a non-governmental, non-profit organization and not employed by a workforce development entity.

**Meritorious Award – Eligibility:** *Member – individual and group.* Recognizes outstanding service or achievement beyond normal expectations or job requirements that benefit CA Chapter and the workforce development field. Nominees demonstrated individual initiative and creativity outside of their job responsibilities.

**Services to Veterans Award – Eligibility:** *Member or Non-member – individual and group.* Recognizes those who have done the most to assist veterans and promote interest in their rights in the workplace. In addition, it recognizes an

outstanding, innovative program or awareness and promotion of veterans’ interests and rights in the workforce.

**Retiree Award – Eligibility:** *Member – individual.* Recognizes a retiree who has shown continued outstanding commitment to the association’s objectives following retirement. Nominees should have demonstrated exceptional accomplishments in advancing CA Chapter objectives, e.g. leadership on a board, committee or initiative group (not restricted to CA Chapter); participation in educational, membership, communication, fund-raising or legislative activities; mentoring chapter leaders and/ or participation that advances the member’s local community.

**Employee Performance Award (EDD & Partner) – Eligibility:** *Member – individual and group.* Recognizes an individual or group who has gone above and beyond their assigned duties to provide outstanding service to the public through excellent performance. The Nominee must have demonstrated exceptional achievements that contributed to the smooth performance of operations through positive attitude, accuracy, representing the agency with the public, handling workload under unusual conditions, adaptability, initiative and dependability.

**Fostering Partnership Award – Eligibility:** *Member or Non-Member – individual and group.* Recognizes an individual or group who has demonstrated diligent efforts to partner with the EDD and/or CA Chapter while collaboratively delivering valuable and innovative services to meet the evolving needs of members, employers, workers, and job seekers. Partner organizations such as the Department of Rehabili-

tation, Workforce Investment Act Partners, the Small Business Administration, Employment Advisory Councils, Chambers of Commerce, governmental agencies, etc. all play an important role in the workforce system and employment security, so CA Chapter would like to acknowledge them accordingly.

If you need help writing an award nomination: Look at the Article in this issue; contact your District Director, Local Chapter President or any State Officer for assistance. You will find contact information on page 2 in this issue of the *Cal-Liope*.

For those awards that are only given to CA Chapter Members, CA Chapter membership is required in both the year during which the activity occurred (2018) and the year in which the nomination was submitted (2019).

Mail Award nominations for the following categories as follows:

Retiree: Audrey Baker, 13421 Hubbard #116, Sylmar, CA 91342.

All other award nominations: Denise Dobine, 45334 Aguila Ct., Temecula, CA 92592

For more detailed information on each award contact your District Director or Local Chapter President. Additional nomination and award information can be found in the Local Chapter Handbook. Good luck and Happy Writing!

#### 2018 NOMINATION SUBMISSION COMPONENTS NOMINATION PRESENTATION

The nomination must be typed, double-spaced, 11 or 12 size font, on 8½ x 11 inch paper,

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NOMINATION FORM ON PAGE 7**



**CALIFORNIA CHAPTER – STANDARD NOMINATION FORM**  
ENTRIES MUST BE POSTMARKED BY **MARCH 1, 2019**

**1. Check the specific award for which this nomination is submitted:**

Award of Distinction:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Meritorious Award:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Services to Veterans Award:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Retiree Award:	<input type="checkbox"/> Individual	
Fostering Partnership Award:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Partner Employee Performance Award:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
<b>EDD Employee Performance Award:</b>		
Workforce Services Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Unemployment Insurance Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Disability Insurance Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Tax Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Administration Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Information Technology Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Policy, Accountability, & Compliance Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group
Public Affairs Branch:	<input type="checkbox"/> Individual	<input type="checkbox"/> Group

2. This nomination is submitted by the \_\_\_\_\_ Chapter

3. Name of Nominee: \_\_\_\_\_ ☐ Member ☐ Non-member

Verification of membership (Awards Committee use only) \_\_\_\_\_

(If for a group, attach additional pages answering all parts of “#3 Name of Nominee” for each group member)

Professional Title: \_\_\_\_\_

Employer/Organization/Local Office Name: \_\_\_\_\_

Complete Address: \_\_\_\_\_, \_\_\_\_\_, CA, ZIP \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

4. Name of Nominator: \_\_\_\_\_ ☐ Member ☐ Non-member

Verification of membership (Awards Committee use only) \_\_\_\_\_

Professional Title: \_\_\_\_\_

Employer/Organization/Local Office Name: \_\_\_\_\_

Complete Address: \_\_\_\_\_, \_\_\_\_\_, CA, ZIP \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

5. Local Chapter President's Signature \_\_\_\_\_

6. Date Submitted \_\_\_\_\_

**7. Mailing and Postmark Verification Policy**

1. **All entries must be postmarked on or before March 1, 2019.**

2. Entries must be mailed to the appropriate state chairperson or state officer.

Mail Nominations to:  
Retiree: Audrey Baker, 13421 Hubbard #116, Sylmar, CA 91342  
All other award nominations: Denise Dobine, 45334 Aguila Court, Temecula CA 92592

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and enclosed in a lightweight binder (such as a report folder) with tabbed dividers designating each section of the nomination.

## Standard Nomination Form.

This form must be the first page of every written nomination and must be completed and signed by all required individuals.

**Statement of Accomplishment.** This statement must only be one page in length and should briefly describe the nominated individual's or group's accomplishment, the dates the accomplishment occurred within the judging period (January-December 2018) and the results or benefits derived from the accomplishment.

**Narrative.** This concise, precise and descriptive narrative must focus on the details/ examples of the actual accomplishment and include any necessary background information that explains why the accomplishment was exceptional to the association or agency. Give information based on the criteria listed on the judging sheet (found on the website in the Local Chapter Handbook), as this will assist the judges in properly and efficiently scoring the nominations. Documentation. The narrative must be supported only by documentation that relates directly to the accomplishment activities on which the nomination is based. The documentation may be articles, endorsements, recommendations, testimonials, or original and/ or digital photographs with a brief description of what each photograph is intended to show. NOTE: If mailing or faxing the original submission, an electronic version may be requested by e-mail as well.

## TOLL TRUST AWARD

*By Nanette Bowman, Past Presidents Chair and Orange Empire Member*

The Toll Trust was established to present an annual award to a California member whose activities or accomplishments contribute most to the advancement of CWC activities and are exclusive of job performance. Nominees must be members during the 2018 year and at the time the award is presented. Accomplishments may span a period before the calendar year but must be continuous into the previous calendar year. Some of the accomplishments considered include:

- Level of commitment
- Investment of time
- Years of service
- Association Pride
- Fundraising
- Legislative Action
- Sustained effort
- Promotion of membership
- Professionalism
- Volunteerism
- Local Chapter Mentoring
- Program planning and assistance

Look around your chapter and your office and see who has made a special contribution to California Workforce Connection, kept your chapter working, brought in new members, and write your nomination in the form of a narrative and mail, fax or email no later than March 1, 2019 to:

Nanette Bowman, Past Presidents Association Chair  
2006 Port Albans Circle, Newport Beach, CA 92660  
949-644-4402 (fax); 714-269-0612 (cell)

## Professional Branding for 21st Century Job Seekers

*By Vivian Hochschild,  
San Gabriel Valley Member*

On September 28, 2018, Coach Ron Nash came to America's Job Center in Cerritos, CA.

He spoke about personal branding for job search. He provided us with valuable tips on how to improve our LinkedIn profiles.

One information bit that I benefited from was how to expand my LinkedIn profile to include more of an exciting statement about my skills, values, or of what career I am looking for rather than just our current job title.

Coach Nash talked about how our LinkedIn picture should look like and ways to



take a professional-looking photo with our cell phone. He emphasized the importance of developing a focus and projecting excellence in our personal/professional branding.

Most of all he motivated our job seekers to look at the great skills they have. He motivated

them to believe in themselves and go after the job that they want.

If you want a wonderful, inspirational, motivational speaker, look no further than Coach Ron Nash. His profile is on LinkedIn and you can easily contact him.

## Compton's 14th Annual Veteran Stand Down Held

*By Susan Campos,  
Los Angeles Chapter*

While honoring our veterans for their service and sacrifice is always a priority, the Compton 15th Annual Veteran Stand Down event exhibited the appreciation the Compton

community has for its veterans and their families. The Veterans Stand Down event was held on September 22-24, 2018 at the Compton Career Link Center. It was a three day event organized and hosted by the For the Love of Our Veterans, the Compton

Chamber of Commerce, and private and public departments and agencies.

The Los Angeles Chapter members provided donations and recruited private sponsors for the 15th Annual Compton

CONTINUED ON PAGE 10



# Come Join Us On The EDUCATIONAL CONFERENCE CRUISE

February 17 through February 21

**Sylvia Garibay**  
"Learning Leadership"

**Dr. Richard Schmidt**  
"Communication and Coexistence  
Fundamentals"

**Thomas Flournoy**  
"We're all in this Together-  
Promoting Staff Engagement"



## ITINERARY

SUNDAY, FEBRUARY 17

Embarkation: Long Beach, 5:30pm

MONDAY, FEBRUARY 18

arrive at Catalina, 7:30am-4:30pm

TUESDAY, FEBRUARY 19

arrive at Ensenada, 8:00am-6:00pm

WEDNESDAY, FEBRUARY 20

Fun Day at Sea

THURSDAY, FEBRUARY 21

Disembark: Long Beach, 7:00am

By Peter Gallerani

Inland Empire Chapter President

You're invited to the Second Annual Inland Empire Educational Conference Cruise. The cruise on the Carnival Imagination will leave from Long Beach at 5:30 pm on February 17, 2019 and return to Long Beach on February 21, 2019.

During our 4-night cruise, you will enjoy several dining options, a variety of excursions, nightly entertainment and numerous onboard activities. As a member of the CWC group you will receive these complimentary items:

- Bon Voyage Sparkling Cider & Chocolates
- Bottle of House White Wine
- Carnival Tote Bag
- Coffee & Danish Breakfast Meeting

(Day of Conference)

The current price quoted is \$360 per person based on double occupancy (\$720 per cabin). The current price for 3rd and 4th passengers in one cabin is approx. \$215 per person. Prices are subject to change and based on availability. Please be advised that you may see lower prices on the internet but these prices do not include taxes, port charges and possible fuel surcharges. All prices are subject to change.

**Payment Schedule:** A deposit of \$25 per person (\$50 per cabin) is due to reserve your cabin.

The second payment of \$150 per person (\$300 per cabin) is due by 12/14/2018.

Final payment (balance of \$360 per person/\$720 per cabin) is due by 12/14/2018.

**But, there is still time: The new deadline us Dec. 14, 2018!** Any additional reservations will be based on room availability and rates available at the time of the reservation. You will need to make \$150 per person deposit until Dec. 13, 2018. Final payment of all fares is Dec. 14, 2018.

**Speakers:**

8:00am-9:30am Sylvia Garibay, "Learn-

ing Leadership"

9:45am-11:15am Dr. Richard Schmidt, P.h.D, "Communication and Coexistence Fundamentals"

11:30am-1:00pm Thomas Flournoy, "We're All in This Together - Promoting Staff Engagement"

Our speakers will be scheduled to present during our "Fun Day at Sea", therefore, it will not interfere with any excursions you may want to take. Scheduling our speakers in the early part of the day will also allow you to enjoy most of the many activities the ship has to offer. These presentations are sure to be educational, thought provoking and career enhancing. I hope you will make your plans and reserve your cabin as soon as possible to join us on this educational and fun 4-night cruise. I promise you will have a fun time.

Please go to [www.carnival.com](http://www.carnival.com) for additional details about the ship and its amenities. If you have questions, please call me at 760-680-3728; or email me at [Peter.Gallerani@edd.ca.gov](mailto:Peter.Gallerani@edd.ca.gov).

Payment plans are available if booked by December 14, 2018.

## OAKLAND STREET FEST: FROM PAGE 9

days later, while Hou Yi was out hunting, Peng Meng rushed into the backyard and demanded that Chang E hand over the elixir. Knowing that she could not win, she took out the elixir and swallowed it immediately. The moment she drank it, she flew out of the window and up into the sky to the moon. Chinese people celebrate ever since with of-

fering of fruits and moon cakes to Chang E for peace, good luck and family re-union.

This outreach event from the different departments working together to get the information to Chinese speaking clients is always successful. They feel empowered with the proper information and channel and know where to look for help. They were excited to

know about the different assistance from the State and Federal governments.

This event was successful as the departments passed out all the materials and Walter is looking forward to the next event of Lunar New Year.



## 2019 MINIMUM WAGE HIKE BRINGS CHANGES TO CALIFORNIA EMPLOYERS

By Dinah White, Legislative Chair

### Below is a summary of new laws for California in 2019:

In 2016, Governor Brown signed SB 3, a bill that increases the minimum wage in California to \$15 per hour by 2022. The governor's action made California the first state in the nation to commit to raising the minimum wage to \$15 per hour statewide. Large businesses with 26 or more employees began complying on January 1, 2017, and will reach \$15 per hour in 2022. On January 1, 2019, the rate increases to \$12 per hour. Small businesses with 25 or fewer employees have until 2023 to reach the \$15-per-hour rate. On January 1, 2019, the rate increases to \$11 per hour. Employers need to prepare for the minimum wage increase by analyzing other pay practices that might be affected.

The U.S. Department of Labor plans to wait until 2019 to release new proposed overtime rules for white-collar employees. The announcement, buried deep inside the Trump administration's spring regulatory agenda document, merely states that the DOL will issue a notice of proposed rulemaking on "01/00/2019"—in other words, sometime next year. The delay came as a surprise, since the DOL began seeking public input in July 2017 on raising the overtime salary threshold for employees qualifying for the Fair Labor Standards Act's executive, administrative, professional, outside sales and computer employee exemptions. The deadline for submitting public comments came and went last September. Notices of proposed rulemaking usually follow shortly after an agency has considered public comments. The current overtime salary threshold of \$23,660 was set in 2004. White-collar employees earning less than that per year qualify for overtime pay when they work more than 40 hours in a workweek. The Obama administration tried to raise the salary threshold to \$47,476 per year, but that met with furious opposition from business interests and conservative state attorneys general, who sued to block implementation of the rule. A federal court in Texas invalidated the final rule—three years in the making—just days shy of its effective date on Dec. 1, 2016. Technically, an appeal of that stay remains on file with the 5th Circuit Court of Appeals, but the DOL is unlikely to pursue it. What would the new rule look like? Labor Secretary Alex Acosta has said he supports raising the overtime salary threshold. In March 2017, during Senate hearings before he was confirmed as Secretary of Labor, Acosta said he endorsed raising the threshold to account for inflation since 2004. That would place the salary threshold somewhere in the neighborhood of \$33,000 per year.

Veteran Stand Down event. Their donation of money, cosmetics, books, shoes, toiletries, beverages, water and food assisted the event organizers with the expenses incurred in hosting the three day event. Two major sponsors recruited by the Los Angeles Chapter, were Phoenix Engineering and the Hosanna Christian Fellowship group.

A VIP Breakfast was hosted by the event organizers, so that they may provide recognition and appreciation to the sponsors and donors of the 15th Annual Compton Veteran Stand Down. The event organizers acknowledged and honored the Employment Development Department staff and Los Angeles Chapter members for their contributions and donations to the Veteran event, and more importantly for their continued support to the yearly Compton Stand Down. In honor of this recognition, plaques were awarded and accepted by the District III Director, Val Moeller and Los Angeles Chapter, Treasurer, Dinah White, EDD Employment Program Manager. Ms. White stated that the "Los Angeles chapter members are committed to assisting the Compton community in their efforts to support our veterans, and their families. It was an honor to be a part of the Compton Veteran Stand Down, and we look forward to participating in future community events."

The event hosted 350 veterans and their families. Among the services offered to the veterans at the Stand Down included: hot meals, showers, haircuts, new clothes, health screenings, VA and Social Security benefit information, legal assistance, eye exams, and re-employment service counseling. Over 35 community, government and non-profit agencies also provid-

ed referrals to housing, employment, substance use treatment programs and mental health counseling.

Charlie Lonon, president of For the Love of Our Veterans, Inc., a non-profit organization, dedicated to alleviating homelessness, described the event's mission as "helping the veterans to reconnect with their fellow veterans and also for them to enjoy nights away from the hardships they encounter on a daily basis."

The veterans were extremely appreciative for the program services provided at the event and also for the care and concern presented by the event exhibitors. The Employment Development Department Veteran staff unit were instrumental in offering employment assistance and counseling. Many veterans at the event sought employment guidance from Veteran Service Navigators, Disabled Veterans Outreach Program Specialists (DVOP's) and Local Veteran Employment Representatives. Veteran Gilbert Hernandez was particularly enthused about the assistance he received from the Los Angeles Chapter member and EDD Compton office DVOP staff member, HW Joiner. "Mr. Joiner has provided me with many job leads and he has also been very encouraging and supportive during my search for employment," said Gilbert. "I appreciate him looking out for me."

The 15th Annual Compton Veteran Stand Down event represents the commitment the community has in alleviating the homeless problems for our Veterans. It is only through these types of events that the community and all service organizations come together to address Veterans as individuals who have made sacrifices to our country and that should never be forgotten.



## FRESNO CHAPTER

**Fifty-Six Backpacks Donated!***By Ruth Austin, Fresno First Vice President*

Thank you to all of our Fresno Chapter Members and Non-members who donated school supplies to our Annual Back to School Backpack Fundraising Drive. We were able to donate 56 Backpacks to McKinley Elementary School, each one filled with school supplies. We also donated all the extra school supplies collected. Our drive lasted 3 weeks; at week 2, our total count of Backpacks was 26, then a member brought in a box of 20 more backpacks. We were so happy! Once everything was collected we divided and organized and then we filled each Backpack with school supplies. During this activity one member approached us with another monetary donation which permitted us to purchase 10 more backpacks with supplies. As we thanked this member, he said, "Hey, it's for the kids."

We are so grateful that our Fresno team pitched in with supplies and monetary donations this year. Thank you very much to Paid Family Leave ARU 225, Disability Insurance FO ARU 204, Fresno Tax Branch Office, and Disability Insurance CSC ARU 224 for their generous participation. Sabrina Romero, Fresno Chapter President and Ruth Austin, Fresno Chapter 1st Vice President delivered the Backpacks on Tuesday morning, August 21, 2018. The staff at McKinley were both surprised and delighted to accept our donation and to know that we care enough to share with them. The children who received these Backpacks were very happy. We adults know that early academic success is part of the foundation for all kinds of success in life.

We are already gathering ideas for next year's Fundraiser.

**Lunch & Learns 2018***By Ruth Austin, First Vice President*

Throughout 2018, Fresno Chapter has sponsored Lunch and Learn Sessions on a variety of business related topics designed to provide a learning environment for participants who want to improve their current working/living skill sets. Sherry Nolen and Homero Solario from New York Life Insurance Company facilitated Lunch and Learn sessions on Financial Independence and Long Term Care. Both of these helped participants become aware of available resources needed to arrange for the maintenance of financial security during retirement. Ms. Nolen and Mr. Solario answered questions that participants had about what steps to take in order to accomplish this type of financial security.

Carey Tate, a Business Instructor and Health Coach, facilitated

Lunch and Learn sessions on Communication, Stress, Customer Service, and Time Management. All of these were focused on enhancing skill sets in participants' working lives. However, once perfected, these practiced skills promise to have many benefits in our lives outside of work too. For example, learning how to communicate better at work can also help us with relationships outside of work. Learning techniques that help us deal with Stress is helpful in all areas in our busy lives. If we learn how to be respectful to our customers, we can use customer service techniques as they apply to respecting individuals in our family life and when we are trying to accomplish tasks at home. A good handle on Time Management techniques can surely promote better use of precious time.

Chad King, Disability Insurance Program Manager I and Fresno Chapter Treasurer, facilitated a Lunch and Learn on Customer Focus. In this session, we learned that by anticipating the future needs of the client we can make them aware of what may be needed or expected in the future for their particular claim. This can aid in being more successful with the Disability Insurance system since it can be confusing to clients. If we can inform clients adequately, we actually lower the call volume since they are able to self-serve their claims better with fewer questions. As we know, a fuller knowledge of how State Disability Insurance Program functions can create a sense of accomplishment and confidence for our clients; they learn just what to do in the future.

Ruth Austin, Disability Insurance Program Representative and Fresno Chapter 1st Vice President, facilitated a Lunch and Learn on the difference between a Statement of Qualifications and a Resume and another one on Authentic Leadership. Differentiating a Statement of Qualification (SOQ) from a Resume is important since many job postings now ask for a Statement of Qualification. Ms. Austin provided examples of SOQs that the participants examined, then they asked pertinent questions as to how to design their own SOQ. She has helped several members enhance their SOQs. Ms. Austin facilitated another session on Authentic Leadership reminding participants of the qualities possessed by an Authentic Leader and encouraged participants to keep these in their daily activities.

Before 2018 is over, we plan to facilitate a couple more Lunch and Learn sessions on more topics. Come join us if you are ever in Fresno during a scheduled Lunch and Learn.



## LOS ANGELES CHAPTER

**Suicide Prevention Awareness Month***By Dimetrios Vandiegrieff, Los Angeles Chapter Second Vice President*

September was Suicide Prevention Awareness Month so I am taking this time to acknowledge one of the most recognized resources available as well as some signs of concerning behaviors. The Veteran Crisis Hotline (800-273-8255, press 1) has been established since 2007 and has taken more than 1.25 million calls and has more than 39,000 lifesaving rescues. You can speak with someone, text or online chat. The latest information suggests that

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those that are using the Department of Veteran Affairs for care have a 16% DECREASE in suicide.

Here are some signs of concerning behaviors that you can look out for: Hopelessness, Anxiety, Sleeplessness, Mood Swings, Feelings like there is no way out and/or no reason to live, Rage or Anger, Increasing Alcohol and/or Drug use, and Withdrawing from family/friends.

Some ways to offer assistance/help: Begin a conversation and be honest with what you observed, Staying calm and letting them know you want to help them and do not leave them alone, Listening, express concern and reassure the individual you are here for support, Create a safety plan by asking the person if they are trying to harm themselves or others and if they have access to anything that can harm them or others. Call the Veterans' Crisis Line for help at: (800) 273-8255, if you feel the situation is dangerous and if severe, take them to the closest emergency room.



### Interview Success Means Creating the Right Impression from Day One

By Patricia Coladonato, EPR, Workforce Services

Most people think the job interview is the time to shine and make that best first impression to hiring managers. But the best time to make a good first impression at an interview is before you have the interview, said Lorena Fernandez, EDD Tax Branch manager.

"A good first impression is something we do on a daily basis, so always be prepared to sell yourself," Fernandez said. "You never know who is going to be on that interview panel – it might be somebody you already know."

Fernandez, along with Workforce Services Manager Tracy Fuerte, and UI Manager Rebecca Davidson, provided members with information and advice on the hiring process during Puerto Del Sol's "Interviewing Techniques Workshop," held May 31 at the EDD Tax Branch Office in San Diego.

The three EDD managers shared stories and experiences gleaned from their many years interviewing, and hiring, staff for the various EDD departments. Their advice included preparing ahead of time, projecting confidence and staying positive throughout the process.

"You interview from day you walk in the door," said Fuerte. "A lot has to do with preparation and taking advantage of the resources that exist within the department." Many of these resources are available through the state's CalHR (California Department of Human Services) website.

Managers, the presenters explained, want to hire employees who are engaged and have taken the time to research something about the role they are applying for. "Know something about the department or organization you are apply for," said Fernandez.

"And read the job description and the position statement closely," added Fuerte. Make sure you know what the state is looking for and what the job calls for. Don't come to the interview unaware of the basic requirements. "We had an interview for a Migrant Seasonal Farm Worker representative," Fuerte said, "and many of those we interviewed hadn't read the job description and didn't even know



PUERTO DEL SOL OFFERS INTERVIEWING TECHNIQUES AT THE TAX BRANCH SITE. EDD MANAGEMENT PRESENTERS (CENTER L-M-R); TRACY FUERTE (WSB), REBECCA DAVIDSON (UI), AND LORENA FERNÁNDEZ (TAX).

that the job required 80 percent travel to farms throughout the region."

Before the interview prepare responses for at least 10 scenarios you can use to answer the panel's questions. These scenarios can come from everyday events that occur in the workplace. Structure your answers using the SAR method: Situation, Action, and Result. Use a real-life example of a situation that happened; explain the action you took to resolve the problem; and the ultimate result you got. Davidson said an interview is not the time to bring up negative situations that only end up putting you in a bad light.

"If you're asked a question about how you go about resolving conflict at work, this is not the time to say a co-worker is mean, or a co-worker is always taking your parking spot," she said. "They want to hear about your ability to handle a conflict with a coworker."

Interviewing can be a competitive game, and even little things can make a big difference when you're trying to get hired. If you haven't taken the time to dress appropriately or if you say the "wrong" thing, the interview could be over before it even starts.

To that end, the EDD managers gave audience members tips to help them interview effectively:

- **Show up on time:** Being punctual should be a given, especially when your dream job is on the line. Remember - If you're early you're on time; if you're on time you're late.
- **Dress the part:** Your appearance can play a part in how you're first perceived. To come across as professional, show up in a neatly pressed suit and scuff-less shoes. Women should not wear something that is too short. And watch your accessories, too much jewelry can be distracting during an interview.
- **Bring only the essentials:** Don't bring coffee with you, unless you're bringing coffee for the entire group.
- **Be nice to the receptionist:** Although the receptionist is not the hiring manager, that doesn't mean his or her impression of you doesn't matter. Many times the receptionist is asked to report back on the demeanor of the interviewee, which can play a role in the ultimate hiring decision.
- **Turn off the phone:** Or better yet, leave the phone in your car or purse. If you're waiting in the lobby, don't automatically default to your phone. Instead, take that time to look over your resume and think through what you want to convey during the interview.
- **Have everything neat, organized and accessible:** To make the best first impression, make sure everything you should need is neatly organized and readily accessible. You should be able to

pull out your resume, references and even a pen on command.

- **Make the first move:** Don't be afraid to extend your hand first for that introductory handshake. This is a way to convey that you're excited to be there, ready for the interview, confident and self-assured.
- **Have one or two questions ready to ask the panel** at the conclusion of the interview, "even if it's just to sell yourself again," said Fernandez. And once the interview is over it doesn't hurt to send a thank you note, either emailed or written, within the first 24 hours.

Finally, as Davidson said in her closing remarks, remember that "the best way to make a good impression is to be prepared now."



## SAN GABRIEL VALLEY CHAPTER

### Planning Your Retirement

By Rocio Lopez

Retirement is a significant milestone and can be the beginning of one of the best phases of your life. SGV gave a presentation to its members in Buena Park on 07/29/2018 about the retirement benefits offered by CalPERS. The presenter was very knowledgeable about the benefits, he answered all the questions, and he stayed extra time explaining in detail his answers to all the questions that the members had.

We learned from his presentation that:

- Service Credit is the time you accrue while on the job under a CalPERS covered employer.
- The minimum retirement age of Service retirement for most members is 50 years with five years of service credit.
- Your retirement benefits are based on a formula, not what you had contributed into the system.
- The more service credit you have, the higher your retirement benefits will be.

The highlight of the presentation was the power of attorney and we learned and experienced the truth of what happens if you don't have a power of attorney designated before you retire, as a matter of fact you should have it at any time to protect your family stability.

You must complete a power of attorney form while you are able to understand the powers you are granting. If you become incapacitated or otherwise unable to handle your affairs before completing a power of attorney or other estate planning documents, CalPERS may find it necessary to withhold your retirement allowance until a court appoints a conservator to handle your affairs. Since appointment of a conservator can be both expensive and time consuming, you should consider completing the CalPERS Special Power of Attorney Form.

### Helping Students Achieve Their Dreams

Many people are willing to make a donation to charitable organizations, as we know that our gifts will make an impact that enriches the kids in their academic performance and their chance for success. The generosity of the partnership of EDD and our chapters in the community enables these children to be better prepared and motivated to learn. Caring for these kids also allows hardworking



teachers to increase instructional time, build trust and deepen relationships with their students, as well as to save \$500-\$1000 of their own money. We don't know how many children in our region are living in poverty.

Buena Park UI distributed school supplies in the month of August and September to a very needy school and we are still getting donations since we learned that the school had over 150 homeless kids. All members of SGV chapter from EDD Buena Park UI partnered with other offices in San Gabriel Valley such as the AJCC in West Covina, Pasadena and Glendale to gather more school supplies including uniforms for several kids.

We'd love to have you join us to continue serving and helping the kids in our communities.

I am attaching part of the first letter and also some other notes from e-mails from the school that the EDD-SGV received 08/08/18:

"Thank you so much for taking the time to stop by and visit Gilbert School. We are always thankful when community members, non-profits, and companies are interested in giving back to the students who live and go to school in Buena Park. On behalf of our principal, Mr. Russell Harrison, and myself, please thank the folks at E.D.D for being willing to donate to our Gilbert Grizzlies".

Please contact me if you wish to help gather supplies for these needy schools.

### Making A Difference One Day At A Time

By Hector Silva, San Gabriel Valley Chapter Member

It is with great pleasure I write this short article to acknowledge and highlight some employee accomplishments. It's no surprise that in today's Workforce Services Branch the job requires that we become more versatile by multitasking to accomplish daily duties while taking on more responsibilities, also known as "doing more with less".

I'd like to introduce Ms. Eileen Chavez an EDD employee with 16 years of state service experience as an Employment Program Representative has risen to the challenge of taking on more responsibilities. Ms. Chavez currently works for the San Gabriel



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Valley Workforce Services office where she works in various programs to continue developing her scope to become a well-rounded and valuable employee. Ms. Chavez remains consistent and keeps up with multiple responsibilities as a YEOP Mentor, Experience Unlimited Back-up Coordinator, Employer Advisory Council Representative, DPSS Welfare Advisory Committee Representative, Workshop Leader and Business Services Specialist.

Midway through this this year, Ms. Chavez was nominated and recognized for her dedication with The Making a Difference Award (MAD) for her contributions and tireless efforts to render valuable services to all customers she serves on a daily basis.

Other examples of Ms. Chavez's accomplishments took place during the spring of 2018, when Ms. Chavez was tasked as a committee member to help coordinate the Groundhog Job Shadow Day event hosted at the San Gabriel Valley Workforce Services office in West Covina. This event was a great success since it was attended by 26 high school students from Coronado Continuation School in West Covina. Students were received with a warm welcome, given an orientation of the office that showcased all programs conducted in our office. Following the welcome there were presentations focused on career exploration options and how it could be applied to reaching their goals/dreams. Keynote speakers presented information in multiple areas such as education, private, government and personal business sectors. Guest speaker representatives that were present included Kaiser Permanente, Starbucks Coffee, West Covina Fire Department, California Conservation Corps, Mount San Antonio College and the US Army. In addition, there were a few special guests like the Mayor from the City of West Covina Jorge A. Marquez and Joseph (Jojo) Diaz Jr., a professional boxer who competed in the 2012 Olympics and is currently the NABF Featherweight Champion. They all shared their personal stories and struggles that helped them reach their goals/dreams. Ms. Chavez's coordination and multitasking were key to help make this event a great success for the West Covina Workforce Service's Office.

Another great accolade took place recently during the month of October, 2018, when Ms. Chavez was able to secure Porto's Bakery HR Management to utilize the San Gabriel Valley Workforce Services Office to promote and help recruit employees for their new Porto's Bakery Café opening in March, 2019 in West Covina. Through Ms. Chavez's collaboration and recruitment efforts our office began to experience a significant increase of customers arriving to apply for 260 job opportunities with Porto's. The positions included Cooks, Cashiers, Decorators, Sales Associates, Servers, Hostesses, Bakers, Customer Service and Maintenance personnel. Following a five day recruitment event, the Business Services team were able to account for 517 applicants including 72 hires and 30 applicants were identified as potential candidates for an on-the-job-training (OJT) opportunities provided by our WIOA Partner Managed Career Solutions (MCS).

Ms. Chavez displays a commitment to excellence by consistently providing care, respect and encouragement to all those she serves. Ms. Chavez's contributions stem from her motivation and willingness to always search for innovative ways to overcome

challenges while providing insight to focus on process improvements.

In closing, it is a great honor to acknowledge outstanding staff like Eileen Chavez for her countless accomplishments in the West Covina Workforce Services office who make a difference one day at a time.



### Your Career Pathway To Success

*By Christopher Richburg, San Gabriel Valley Chapter Member*

The pathway to a successful career was clearly laid out to follow at the San Gabriel Valley Chapter's Lunch & Learn. The event, which was held August 24, 2018 at the West Covina AJCC, featured a dynamic presentation from Connie Chan, the Region 4 Deputy Division Chief (DDC).

During her presentation, Chan outlined several useful best practices that have proven effective in her professional development, including respect, accountability, integrity, excellence and teamwork, among others. "Failing to plan is planning to fail," Chan stated while providing alphabetical tools attendees can utilize in their respective journeys with the Three C's (Communication, Collaboration, Coordination and Cooperation/Compromise) and Three P's (Positive, Proactive, Perseverance/Persistence).

While Chan's presentation proved to be a true motivator for Lunch & Learn attendees, it was the EDD manager's positive demeanor and encouraging words that further added to the time well spent for San Gabriel Valley Chapter President Dadisi Elliott.

"I generally think of myself as a relatively positive person, but after Mrs. Chan's explanation of the characteristics necessary for promotion in Workforce Services, I was encouraged and motivated to continue accumulating the essential building blocks for a successful career pathway", he said about the tips Chan passed down.

In addition to Chan's words of wisdom, the Lunch and Learn included an update on the organization's upcoming endeavors and projects, including an end of summer picnic, book club, ice cream social and membership drive.

Founded in 1913, California State Chapter is a professional association with more than 1,800 members who harbor a rich tradition and history of contributions to workforce excellence while working in public and private workforce development programs.

Throughout the year, the organization's local chapters conduct educational and informational meetings, with topics ranging from educational and skills development to personal improvement to work issues. Additionally, the state chapter sponsors educational conferences where members can interact with administrators that make decisions affecting the working lives of members.