

**Join CWC
 The Professional
 Association
 For Workforce
 Professionals**

CALENDAR OF EVENTS

- November 3, 2020**
Hygiene Kit Drive,
see page 12
- November 10, 2020**
Veterans' Day Car Cruise,
see page 4

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MESSAGE FROM THE CALIFORNIA WORKFORCE CONNECTION PRESIDENT

By Melissa Lauritzen, President

Dear California Workforce Connection (CWC) members,

During this time of extended shelter in place recommendations and orders to wear masks while out in public, it's growing more difficult to fulfill the most basics of human desires, to reach out and communicate with the outside world. I have watched both a neighborhood graduation celebration parade where friends and family decorated their cars and dropped off gifts at a curbside table and I have participated in a Zoom birthday party while using Amazon to deliver the gifts to the recipient. Both events demonstrate how creative humans become when we need to reach out to others and show our support.

More and more groups are turning to Zoom and other video conferencing platforms to connect with each other. Church groups use Zoom for bible study groups, offices use it to connect with each other and staff, friends and family use it for birthday celebrations, and the list goes on and on.

Due to Zoom's ease of use and primary market share, the executive board of CWC decided to use the platform for our first ever video teleconference meeting on August 8, 2020. The meeting was a huge success, cutting our usual board meeting time in half and only having one distraction (the obligatory cat walks in front of

the camera routine). To bring this success forward, I'm happy to announce a number of local chapters and districts intend to utilize the Zoom platform to start holding events and trainings throughout the state. So keep an eye out on the CWC [website](#) for upcoming Zoom events that you can access to expand your leadership knowledge and networking capabilities.

State government employees across California have seen government agencies reverse their stance on teleworking, sometimes as quick as 2 weeks on mobilizing their workforce to up to 80% teleworking from home. The California State Governor Gavin Newsom is recommending California state agencies to continue having approximately 75% of their workers continue to telework for the near future while the state is working on reopening state offices. Here are some helpful tips on maximizing your teleworking efforts:

1. Structure and schedule communicating with your team/unit every day.
2. Designate a place in your home for work, only go into that space for work, and after the workday, leave that place.
3. Remind your spouse, children, and pets of your break and lunch schedules. Make sure you keep to your



PRESIDENT MELISSA LAURITZEN

“The technologies which have the most profound effects on human life are usually simple.”

– Freeman Dyson

- break and lunch schedules to help avoid interruptions.
4. Utilize a shared calendar to communicate tasks with your team and manager (projects, training, breaks/lunches, etc.).
5. Take advantage of training available if you need to brush up on technical knowledge to successfully telework.
6. Be flexible and adaptive when working remotely.
7. Create a schedule for doing chores around the home while teleworking. (IE: walk the dog during first break, eat lunch with family during lunch, water plants during second break, etc.).
8. Celebrate the accomplishments of others.
9. Share your own accomplishments while teleworking.

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Our association is dedicated to bringing education, opportunity, and innovation to all individuals with a common interest in workforce development

PRESIDENT

CONTINUED FROM PAGE 1

10. Do not freak out when something happens, remember to reach out for help if you need it, and be available to help out when asked.

11. Remember flexibility is paramount when teleworking!

Another tip that I've found helpful is to take a drive in the country on the weekend, it helps to avoid the feeling

of cabin fever while maintaining social distancing. For longer trips I pack a cooler with an easy lunch of cheese, fruit, crackers, and reusable bottles of water to enjoy at a scenic stop. It's also a perfect opportunity for families that have been stuck inside to get out and enjoy the fresh air and wonderful scenery California has to offer.

There are many options to be sociable during this unprecedented pandemic, so don't forget to check on the events calendar of the CWC website and/

or suggest possible events to your local chapter president and/or district directors! Of course, all CWC members can get access to the members' only area of the CWC website by sending an [email to the webmaster](#). Be sure to update your contact information through either the [Contact Us](#) form, or send an email to your local district director or local chapter president so you don't miss out on exciting new events in your area!

Personal Email Addresses Needed

*By Val Moeller,
CWC First Vice President,
Cabrillo Del Rio Secretary/
Treasurer*

Attention CWC members! The California Workforce Connection (CWC) continues to embrace change and get up to speed with new technology.

Technology and social media are powerful tools if we utilize them appropriately and transition into these needed future changes. As such, we need your home email address in order to better communicate with you. Please DO NOT give us your EDD email address. If we al-

ready have your home email address, then THANKS. If not, please email that information to me listing your name, email address, and your local chapter. I can be reached at retire2k07@aol.com.

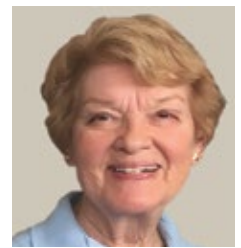
RETIREE CORNER

*By Nanette Bowman,
Retiree Chair and
Orange Empire Chapter Member*

So many of my senior friends have been confined to their homes since March, and it's still scary for some to venture out especially for those with underlying conditions. Occasionally, there is an article relating positive results of stay-at-home orders. I'll bet each of us could find more than one good accomplishment that makes our lives better than before. I like that I don't have to be traveling to meetings

as much – not having to buy so much gas. There's always Amazon for shopaholics. Some find that their nails are so much healthier since they don't get manicures. My podiatrist is a great alternative to pedicures – now if I could just get him to put on some polish!

My great granddaughter was born premature on July 1. She is home now but may never tell us apart since we wear masks when we visit. Better she knows her Mommy and Daddy. Because I left my hair white when my granddaughter was



NANETTE BOWMAN

a toddler she thought all white haired ladies were Grandma. My great granddaughter may think all ladies with masks are GG.

Keep watching the RETIREE CORNER of the Cal-Liope. Remember to stay in touch by sending an email to me: nanettebowman@cox.net.

How To Recruit New Members To CWC:

Organize a Zoom or other video conferencing luncheon or happy hour as a fun activity to recruit new members. Invite as many prospective members and their spouse or significant other as possible. While having fun with the video conference and socializing safely, include some educational benefits and invite them to join your chapter of CWC.

Membership Drive Results

By *Dadisi R. Elliott, District III Director and San Gabriel Valley Chapter President*

“Congrats! You’ve won the \$100 First Grand Prize for L.E.A.P. Membership Drive for obtaining 10 new membership applications in 2020. We appreciate your commitment to a strong organization and applaud your recruitment efforts. Please accept our gratitude along with the enclosed check in this letter for the cash award prize.”

Imagine receiving a letter like this! Several members of California Workforce Connection across the state recently received the above congratulatory letter for their efforts.

You too can play a role in building a strong organization by sharing the benefits of CWC with your colleagues and by recruiting new employees to join our professional workforce association.

For more details on how you too can get the “kudos” (and a cash award!) for enrolling a minimum of 3 new members, please see the L.E.A.P. Membership Drive flyer in this edition of the *Cal-Liope*.



DADISI R ELLIOTT
DISTRICT III DIRECTOR
SAN GABRIEL VALLEY
CHAPTER PRESIDENT

LEADERSHIP EXCELLENCE ADVANCING PROFESSIONALS



LEAP INTO A WORLD OF OPPORTUNITY!

LEAP FORWARD! with California Workforce Connection

Join the CWC and find out about these benefits:

- Seminars
- Community Service Activities
- Technology innovations
- Lunch & Learns
- Workforce development networking
- Managerial core competencies
- Educational Conferences

For more information,
contact CWC Membership Chair:
dadisirelliott1234@gmail.com



**EARN
CASH:
RECRUIT
NEW
MEMBERS**

MEMBERSHIP DRIVE
September 15-December 15
Recruit New Members
and receive:
3 Members = \$25
5 Members = \$50
10 Members = \$100

californiaworkforceconnection.org

Please join me in congratulating the Top Recruiters for 2019-2020

Daniel Rodriguez: 12 new members (*see feature article below*)

Dadisi Elliott: 6 new members

Peter Gallerani: 4 new members

Dinah White: 3 new members

Nannette Bowman: 3 new members

Meafou Pomale-Maga: 3 new members

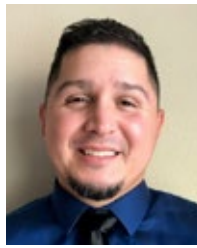
Jessica Escobedo: 3 new members

★ ★ ★ ★ ★ TOP RECRUITER: DANIEL RODRIGUEZ ★ ★ ★ ★ ★

By *Meafou Pomale-Maga, Fresno Chapter President*

Daniel is a single father to a beautiful 11-year-old daughter. Now engaged to a lovely woman and taking on the role of stepdad, Daniel Rodriguez wears many other hats that he is profoundly proud of; he is a Disability Insurance Program Representative with the Paid Family Leave program by day, and a Site Lead with the City of Fresno Parks and Recreation Department by nights and weekends. Hard work is no stranger to him. Even with all these responsibilities, Daniel happily accepted the nomination and served as the California Workforce Connection (CWC) Fresno Chapter Secretary and Membership Chair for the 2019-2020 Fiscal Year.

Maybe it was his previous training as an amateur boxer or his pursuit of a black belt in Tae Kwon Do that keeps



DANIEL RODRIGUEZ

him disciplined. Or maybe it was his years as a firefighter in El Portal, California that gave him the resolve to handle many tasks.

But regardless of the source of his motivation and will to keep moving forward, Daniel’s work ethic shows in everything he does. During his term, Daniel had a goal to recruit as many members as he could. And so he did. He believes the CWC has so much to offer the staff and membership. From his own experience he has forged lasting professional relationships with managers and other staff through the network within CWC. He has benefited from mentorship, training and

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September: Suicide Prevention Awareness Month

By Dimetrios Vandiegriff,
Los Angeles Chapter, Veteran Chair

September is a month of somber and sobering milestone moments from 9/11 to the signing of the Violence Against Women's Act (VAWA) to Suicide Prevention Awareness. I am taking this time to acknowledge one of the most recognized resources available in the fight to SAVE LIVES and PREVENT SUICIDE, The Veteran Crisis Hotline (800-273-8255 Press 1). The Veteran Crisis Hotline (800-273-8255 Press 1) has been established since 2007 and has taken more than 1.75+ million calls and has more than 46,000+ lifesaving rescues. You can speak with someone, text or even online chat. The latest information illustrates that those that are using the Department of Veteran Affairs for Healthcare have an almost 20% DECREASE in suicide and with 20 or so veterans daily committing suicide, THIS is a significant step in the fight to save lives, the lives of those who would die for us.

I also want to share some signs of concerning behaviors that you can learn to look out for: Hopelessness, Anxiety, Sleeplessness, Mood Swings, feeling 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. These and others are some of the signs that can alert us that they may be in trouble and need some assistance.

It is often difficult to provide help to those that are in need of assistance, but here are some ways to offer assistance/help: Begin a conversation and be honest with what you have observed, staying calm and letting them know that you want to help them and DO NOT leave them alone; LISTEN, express concern and REASSURE the individual that 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 call 911. They need a qualified healthcare professional.


I know every situation is unique and so is every individual so I am not encouraging anyone take the place of a real clinician, but we can all learn these things and more to be of service to our fellow citizens because in these unique times and in the midst of this current COVID-19 Pandemic, many people need help. As we approach the holidays, keep this information near – you never know when you will be needed.

RODRIGUEZ: TOP RECRUITER: FROM PAGE 3

new programs offered. It is his hope that this can be possible for others too, as they become active members of an amazing professional organization.

Although the pandemic has halted all of the in person activ-

ities within the chapter, Daniel is confident that with a little bit of time and resources, the chapter will be back to full action in the coming months. He continues to support the organization and what it stands for.



VETERANS DAY CAR CRUISE


★★★ HONORING ALL WHO SERVED ★★★

Tuesday, November 10, 2020



Meetup Time: 10:00 am • Departure Time: 11:00am

Meet in the parking lot at Benton & Shepardson, Loma Linda, CA (by the VA)

To cruise to the Loma Linda VA Hospital & Ambulatory Care Center. Maps to be provided that day, we will have escorts at intersections. We are providing a meal at the end of the cruise to everyone that participates in the cruise. When you first arrive at the parking lot before the cruise, please check-in to receive your food ticket. We will be doing five trophy picks at the end of the cruise. We are giving away a 2007 Ford Taurus SC Sedan to a serving veteran. This car was donated to VFVF by:



If you have questions, please email: 1414vfvf@gmail.com or call 909-350-9816. The VA is closed on Veterans Day Nov. 11


LEGISLATIVE UPDATE

OVERVIEW OF THE CALIFORNIA LABOR AND WORKFORCE DEVELOPMENT AGENCY

By Dinah White, Legislative Chair

The California Labor and Workforce Development Agency was created in 2002, and is the first cabinet-level agency to coordinate workforce programs. The Agency oversees seven major departments, boards and panels that serve California workers and businesses by improving access to employment and training programs, enforcing California labor laws to protect workers and create an

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even playing field for employers, and administering benefits that include workers' compensation, unemployment insurance, disability insurance and paid family leave.

These entities support our mission to provide leadership to protect and improve the well-being of California's current and future workforce (www.labor.ca.gov/about).

The agency oversees multiple departments and boards:

Agricultural Labor Relations Board – The California Agricultural Labor Relations Board guarantees justice for all agricultural workers and stability in agricultural labor relations by protecting, implementing, and enforcing the rights and responsibilities of agricultural employers, employees, and labor organizations.

Department of Industrial Relations – The California Department of Industrial Relations protects and improves the health, safety, and economic well-being of over 18 million wage earners and helps employers comply with state labor laws.

- Labor Commissioner's Office
- Cal/OSHA – Safety & Health
- Division of Workers' Compensation
- Division of Apprenticeship Standards

Employment Development Department – The Employment Development Department is responsible for the state programs involving unemployment insurance, disability insurance, payroll tax collection, and job training and workforce services.

Employment Training Panel – The Employment Training Panel works to ensure that California businesses have the skilled workers they need to remain competitive by helping to fund training for current workers and unemployed individuals looking to re-enter the workforce.

Public Employment Relations Board – The California Public Employment Relations Board promotes strong public sector employer-employee relations by administering public sector collective bargaining unit laws and resolving labor relation disputes.

Unemployment Insurance Appeals Board – The California Unemployment Insurance Appeals Board is an independent administrative court system for workers and employers who wish to challenge Employment Development Department decisions concerning Unemployment Insurance.

Workforce Development Board – The California Workforce Development Board is responsible for overseeing, improving, measuring, and reporting on the State's workforce system.

Leading During Unpredictable Times

By Rob Claudio

I attended a conference during the last recession, which was led, by one of my longtime mentors, John Maxwell. Although this happened many years ago, I was reminded of this session with regard to our own present period where we are facing a very high unemployment rate and so much economic uncertainty. John spoke about many things that leaders must do, in order to overcome substantial obstacles that all of us face during tough times. I went back to review my notes and I felt like this was the perfect time to go over some of what I took home as highlights of that powerful discussion.

Face reality. Look at the situation as it is. Talking about the good o'l days is not the reality.

In unpredictable times, you have to believe in yourself. Share your beliefs as they are caught by those we lead.

Be passionate about what you do. Unpredictable times take the energy out of people's lives. Passion gives you energy; it is the great energizer to help balance out your current reality.

Make good choices. Making choices on the front end with better thoughtfulness and intention will anchor you in the long run. Take the initiative during this difficult period and prioritize decisions that need to be made. "First things first."

Recall what you learned from bad experiences and put experience into play. Remember when we fail there are two leadership responses, one is to learn from a failure and the other is to lead with this knowledge. Also, become astute about what you learn in difficult times, as it will help build your road map to recovery.

Value teamwork. John used the Mt. Everest analogy here, in that no one gets to the top of a mountain by themselves. If you think you got to the top of a mountain by yourself, it will take you an eternity to figure out how to get down.

Make it happen! When no one else

is moving and you do, you win the race. Nothing predicts your future more than how you handle problems in your life. Every problem holds a blessing in it, as he feels problems are messages that we need to pay attention to, even though they may not be what we want to focus on at first.

Watch your attitude. Don't sink with the circumstances. You want your attitude to help shape your situation. Ultimately, your attitude is your responsibility and until you take responsibility for yours, you will never have a good one.

Continue to persevere. Dreams become our reality when we keep our commitment to them.

Nourish your relationships. Friends and family are most important during difficult times as their support strengthens us. It also feels much better to know that others understand the load you are carrying and they can help you emotionally with the weight and pressure you are feeling.

Finally, after concluding his topics, John, left us with a different explanation for the word "ACT" for all leaders:

- A = Apply
- C = Change
- T = Teach

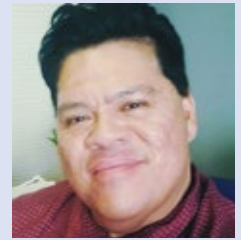
My greatest hope in all of the difficult times that we are undergoing right now is that we definitely learn from everything that we are facing. Utilizing that knowledge with prescriptive determination can help us put together the type of plan, which may help others to overcome their own unpredictable period, as we help light the way for those who follow in our footsteps.

Leadership is not about titles, positions or flowcharts.

It is about one life influencing another.

– John C. Maxwell

You can also follow the "Inventing Your Life" blog at: www.inventingyourlife.blogspot.com



ROBERT CLAUDIO

CALIFORNIA WORKFORCE CONNECTION 2019 ANNUAL AWARDS

By Jennifer Lucy, Awards Chairperson

The California Workforce Connection (CWC) recognizes the Local Chapters' efforts in supporting the professional and personal development of members, providing educational and community outreach opportunities, and awareness of policies and legislation in Workforce Development that affect our programs and the public that we serve. Collaboration, creativity, and communication is vital in the promotion of the events and activities. The Chapter Awards encompass the activities and events each chapter conducts as well as the communication created to engage member participation.

CHAPTER AWARDS:

Overall Winner: Orange Empire; Honorable Mention – Inland Empire

CHAPTER ACTIVITIES:

Small Chapter Winner: East Bay

Medium Chapter Winner: Cabrillo del Rio; Honorable Mention: San Gabriel Valley

Large Chapter Winner: Orange Empire; Honorable Mention: Inland Empire

EDUCATION:

Small Chapter: n/a

Medium Chapter Winner: Cabrillo del Rio and San Gabriel Valley; Honorable Mention – Fresno

Large Chapter Winner: Inland Empire; Honorable Mention: Orange Empire

MOST IMPROVED:

Chapter Winner: East Bay

The following chapters submitted flyers, newsletters, and websites to be considered for recognition for the 2019 calendar year.

Overall Communication Winner: Orange Empire for their website, newsletter and flyers

BEST NEWSLETTER:

CWC Chapter Flyer Awards:

January: Orange Empire – 6 steps for Reinventing Yourself; Honorable Mention: Sacramento – Charity Drive for the Children's Receiving Home of Sacramento

February/March First Place: Sacramento – Cup' A Joe For Vets Coffee Drive

June First Place: Inland Empire – Annual Family Picnic

July First Place: Fresno – Executive Leadership Team Officer Training

August First Place: Orange Empire – Earthquake Preparedness; Honorable Mention: Puerto Del Sol – Annual Picnic by the Bay

September First Place: Inland Empire – A Brush with Kindness Project in partnership with Riverside Habitat for Humanity, Real Estate Workshop, Kim Myricks - Considering All Angles

October First Place: Puerto Del Sol – Peanut Butter Drive for North County Food Bank

November First Place: Silicon Valley/East Bay – Swing into the Holidays Luncheon; Honorable Mention: Orange Empire – Finance 101-Managing your Personal Finances

December First Place: Silicon Valley – New Beginnings, New Attitudes



2019 STATE MERITORIOUS AWARD CO-WINNERS ARLENE BAUTISTA (EAST BAY CHAPTER PRESIDENT) AND FRED RUIBAL (SILICON VALLEY CHAPTER PRESIDENT & DISTRICT II DIRECTOR).



GARDEN GROVE WORKFORCE SERVICES SITE MANAGER CATHERINE CALDERA ACCEPTING THE EMPLOYEE PERFORMANCE GROUP AWARD FOR THE RESEA TEAM FROM CWC STATE CHAPTER 1ST VICE PRESIDENT VERLETTA (VAL) MOELLER.



THACH DINH, MANAGER OF THE VETERAN UNIT ACCEPTS THE GROUP AWARD FOR SERVICES TO VETERANS FOR OFFICE #042 (SANTA ANA) FROM CWC FIRST VICE-PRESIDENT VAL MOELLER.



JESSICA LINARES, SANTA ANA WORKFORCE SERVICES WORKSITE MANAGER ACCEPTS THE EMPLOYEE PERFORMANCE AWARD FOR WORKFORCE SERVICES FOR MAI SU FROM CWC FIRST VICE PRESIDENT VAL MOELLER.

STATE AWARD WINNERS

*By Verletta Moeller, 1st Vice-President, and
Cabrillo Del Rio Secretary/Treasurer*

This has been a very challenging year for the CWC awards program. Usually we present the state award winners at the awards lunch at the annual Educational Conference/Convention. However, we were not able to do that this year due to the pandemic.

But, on September 2, I was able to attend a Workforce Services Managers' Meeting at the Garden Grove AJCC and make some award presentations for the 2019-2020 administrative year. Award winners were: Group Services to Veterans – 042 Veterans Group (Stephen Springer, Christopher Wolff, & Frank Fletcher); Workforce Services Employee Performance – Mai Su; and Workforce Services Group Employee Performance – Garden Grove RESEA Team (Maria Crespo, Tommy Le, Audrian Nguyen, Daniel Onofre, Alicia Patmon, Huy Pham, Vickie Sanchez, Linda Taylor, Glory Turcios, Katie Vu, & Jenny Wang).

The recipient for the Workforce Services Customer Service Award was the Rancho Dominguez Summer Youth Program Unit (Cecilia Gutierrez, Vicky Munoz, Jasmin Martinez, Joe Gaxiola, Tyrone Carroll Jr., Alex Lares, Lauren Williams, Alexis Carter, & Jacquelin Gomez). The award was delivered on September 3, to Compton Site Manager Dinah White who will make a presentation when conditions permit. In addition, Dinah will deliver the Services to Veterans Award to co-winner Emmanuel Eyo from the Inglewood Workforce Services Office. Also, on September 3, the awards for Meritorious Service were mailed to co-winners Arlene Bautista and Fred Ruibal.

On Tuesday, September 8, I delivered two awards to the Buena Park Unemployment Insurance (UI) Center. The Buena Park Overpayment Team of Luis Mora, Thus Cai, Erika Manzanares, and Maria Bueno were the Group Winner for UI Employee Performance. Karen Phun was the recipient of an Employee Performance Award for UI Administrative Support.

On Wednesday, September 9, I was able to present two awards at a Management Team meeting in the Inglewood UI Office. Employment Program Manager I (EPM I) Kimberly Ward accepted the UI Employee Performance Award for her staff Debbie Cravens. Charles Freeman was a co-winner of the UI Employee Performance Award Administrative Support. Charles is quite the character as he whipped out a piece of paper and says that he has some remarks to make about his award. He dramatically opens the piece of paper and says, "Thank you." It was a humorous moment which we can all use during these trying times.

On September 10, two awards were mailed to Workforce Services Region C Deputy Division Chief Annie Taamillo. When she can, she will present the Individual Award for Customer Service to Paula Duarte and the Services to Veterans Award to co-winner Andres Massol. On that same day, the UI Customer Service Group Award was mailed to the Riverside UI Office. The members of the UIB Riverside group are: Trianna Hunter, Jennie Vasquez, Kelly Norwood, Megan Rivera, Monique Tirado-Price, Juanita Ahumada, Jacinda Peyer, Cheryl Wiese, Yvonne Croil, and Roderick Shackelford.

When I made the presentation in the Inglewood UI Office, one of the new managers approached me to let me know that I had

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CWC FIRST VP VAL MOELLER PRESENTING THE WORKFORCE SERVICE EMPLOYEE PERFORMANCE AWARD FOR MAI SU TO SANTA ANA SITE MANAGER JESSICA LINARES.



CWC FIRST VP VAL MOELLER PRESENTING THE GROUP EMPLOYEE PERFORMANCE AWARD WORKFORCE SERVICES FOR THE GARDEN GROVE RESEA TEAM TO GARDEN GROVE MANAGER CATHERINE CALDERA.



CWC FIRST VP VAL MOELLER PRESENTING ORANGE EMPIRE AWARD FOR GROUP CUSTOMER SERVICE TO ANAHEIM SITE MANAGER JULIO MARTIN.



VAL MOELLER AND CHARLES FREEMAN WITH MASKS ON.

2020 NOMINATIONS

By Jessica Escobedo, Second Vice President

According to Achievers.com, 40 percent of employed Americans admit that they'd put more energy into their work if they were recognized more often. When we think about it, everyone likes to feel appreciated. It's not always a matter of affirmation, but sometimes just a "pat on the back" for the time and effort someone puts into their work. There is a sense of pride and ownership when employees feel valued. They begin to take more initiative and, therefore, become more productive in not only their efforts, but in leading others to do the same.

In the workforce, every person matters. Every person is not just part of a team, but he/she is part of the widgets that keep a mechanism going. Whether it be an employee's rigorous dedication to the field, or simply his/her ongoing positive attitude, recognition can make a powerful impact. It's all about how someone tells the story.

The California Workforce Connection (CWC) Annual Awards Program provides an opportunity for the Employment Development Department (EDD) management and staff to nominate staff, peers, workforce partners, employers, and community organizations for outstanding efforts, innovation, and service in workforce development. Recognize those who go above and beyond the norm nominating an amazing manager or staff member for a CWC award this year! Awards recognize both members and non-members for their hard work and dedication to excellence. Anyone can write a nomination! Once your nomination packet is complete, submit your nomination to your local Chapter President for signature.

STATE AWARD WINNERS FROM PAGE 7

made a presentation about joining the organization back in 2010, when she was hired as an Employment Program Representative Permanent Intermittent. Congratulations to Maritza Osorio who has recently been promoted to EPM I.

Congratulations to all of the winners and my thanks to everyone who agreed to present awards in the absence of the in-person awards lunch.

Alone we can do so little; together we can do so much.

– Helen Keller

All award nomination entries must be postmarked by March 1, 2020. Nominations can be mailed or emailed by the deadline.

The following are the California Chapter state award categories:

Award of Distinction – Eligibility: Member or Nonmember – 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 CWC 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 CWC objectives, e.g. leadership on a

board, committee or initiative group (not restricted to the CWC Board of Directors); 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

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If you need help writing an award nomination...

look at the article in this issue, and contact your District Director, Local Chapter President or any State Officer for assistance. You will find contact information in this article and on the CWC website: www.californiaworkforceconnection.org. The nomination form is on the CWC website.

For those awards that are specifically for CWC members only, membership in CWC is required in both the year during which the activity occurred (2020) and the year in which the nomination was submitted (2021).

The following categories of awards are to be postmarked and mailed or emailed by the deadline date:

Retiree: Nanette Bowman, Retiree Chair
2006 Port Albans Circle Newport Beach, CA 92660
nanettebowman@cox.net

Toll Trust Award: Verletta Moeller, Past Presidents Association Chair
15648 Harvest Avenue Norwalk, CA 90650
retire2k07@aol.com

All other award nominations: Jessica Escobedo
295 Anderegg Lane Colton, CA 92324
Jessica.cwc.ie@gmail.com

For more detailed information on each award contact your District Director or Local Chapter President. They can guide you to administrative and additional nomination and award information from the Local Chapter Handbook.

Good luck and Happy Writing!

EDD and/or CWC while collaboratively delivering valuable and innovative services to meet the evolving needs of members, employers, workers, and job seekers. Partner organizations such as partners in the Workforce Innovation and Opportunity Act, the Department of Rehabilitation, 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 CWC would like to acknowledge them accordingly.

2020 NOMINATION SUBMISSION COMPONENTS:

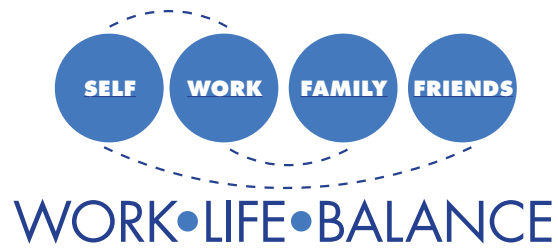
Nomination Presentation: The nomination must be typed, double-spaced, 12 size font, on 8½ x 11-inch paper. A binder and tabs are no longer needed; a folder is sufficient enough to hold a nomination and any documentation.

Standard Nomination Form: This form must be the first page of every written nomination and must be completed and signed by all required individuals. (This can be found on the website under “Recognition”)

Statement of Accomplishment: This statement must begin and end on the second page. It must briefly describe the nominated individual’s or group’s accomplishment, the dates the accomplishment occurred within the judging period (January 1 – December 31, 2020), the manner in which the accomplishment was achieved, and the results or benefits derived from the accomplishment. If the nominee is selected for an award, this statement will be used for various dissemination and shared-learning purposes.

Narrative: This descriptive narrative may begin on the same page as the Statement of Accomplishment. It must focus on the details of the actual accomplishment and include any necessary background information that explains why the accomplishment was exceptional to the association or agency. The narrative should be between 1-10 pages in length.

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 flyers, articles, endorsements, recommendations, testimonials, etc. The articles and newspaper and other periodical clippings must be identified by date and source. Any photographs and news items less than 8½ x 11 inches in size must be mounted on 8½ x 11-inch paper. There should be a minimum of one item and a maximum of five documents in this section. Please submit documentation that directly supports the narrative. This assists the judging process.



COVID-19: Still Here!

*By Mary Navarro-Aldana
Cal-Liope Editor, and
Los Tres Condados Chapter*

The COVID-19 Pandemic and recession is still here, and even though so many of us are talking about re-opening (our businesses, our house, the places we used to frequent), it may not happen successfully for quite a while longer. You have to take care of yourself and those around, and follow those restrictions so you don't get sick. How you handle everything else is up to you.

So many of us are changing the way we live and adjusting. For those of us that have more happening, we have to find more ways to address these situations. Technology helps, but it is not enough. You have an ever-changing priority list to follow, and how you re-calibrate your life takes a lot of questioning the new methods so that you get the best results. Don't look back, be open to moving on and sometimes changing the way you do something.

If you telework, you really have more to manage than just a location. The demands on your time have changed.

Remember. Our world will never be the same. It is always changing.

Seeing and hearing what others do and the results they have achieved is a good way to find out if something

could work for you. Sure, you can always learn from your mistakes, but creating a great work-life balance so that you have the strength and knowledge to handle emergencies and deadlines helps.

You need to be willing to do what it takes make your dreams come true, to bring your dreams to fruition.

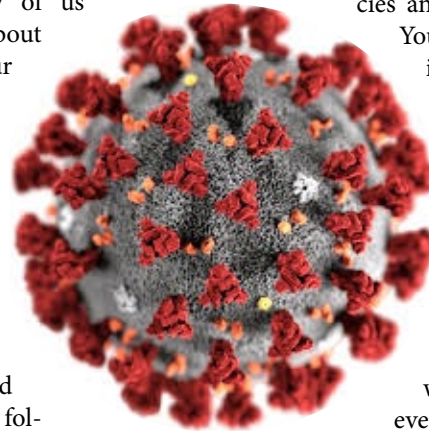
I recently read that you need to take time away from work and use whatever flex time our employers provide (break,

lunch, etc.). Even when working from home. You may have a boss that insists that you

stop work on time. Our line of work is not creative nor is it entrepreneurial, so it is okay to tell your boss when there is too much work for 8 hours, and that you need more time or some help to meet the deadlines. It is necessary to help others live, find work, and get paid, so what we do must be timely and should to be done right the first time for our customers.

Get command of your mind to choose your actions that are in your own best interest and that will help you to be a better employee and able to tackle the work in front of you.

The California Workforce Association members will network with you to help you gain knowledge and experience. I wish you all health and safety as we work towards surviving this crisis and thriving during the many changes to come.



*Remember. Our world
will never be the same.
It is always changing.*

DISTRICT IV

By *Raymond Cabrera, CWC District IV Director*

The growth of membership depends not only on recruiting new members, but also on retaining current members. Preservation efforts of new members begin once they join your chapter. In addition, efforts must be made to retain time-honored members better known as retirees, by keeping them enthusiastic about their membership.

Retention efforts must start immediately after a new member has been awarded membership. Encourage the new member to take an active role in the chapter as soon as possible and applaud them for their hard work.

Establish a 'welcoming committee' and/or a 'welcome letter' to provide the new member with information about your chapter. Invite them to attend a chapter Zoom meeting or event. Show them how the council functions and answer questions they may have. Introduce them to our CWC website. Present the new member with a baseball cap, pin or T-shirt emblazoned with the chapter's name and logo.

Your chapter president should introduce the new member to its chapter/Board members, help make them feel at home and inform them of the dates and times for board meetings and future activities. Have a chapter calendar of events to hand out.

Giving a new member responsibility by assigning them to committee/s helps them feel that they are an important part of the chapter.

Create and use a Member Interest Survey. The survey gives members the opportunity to list their preferences for possible committee assignments and indicate the areas that they find exciting, challenging, and promising. A sample is located on our website. There should also be space for members to express their thoughts on how to improve existing programs. Ask them to list new programs they think the chapter should conduct.

Establish a retention committee to examine reasons why members become inactive and let their membership lapse. This committee should plan programs to conserve the chapter's membership and anticipate and solve problems that may cause membership loss. After discovering problems, the committee should work with its members to remedy them.

Hold meetings on a day or night convenient to most members. Allow all members to voice their opinions, (roundtable) in an orderly way and try to keep meetings open and comfortable. Consider teleconferencing using Zoom to help members that wish to attend meetings but are not able due to time restraints. Each District Director currently has their own District Zoom account and can work with each of their Local Chapter Presidents to set up Zoom meetings.

Encourage a free exchange of ideas on Chapter programs and business during chapter meetings, but make sure the attendees remain focused on the issues under discussion. Have a detailed agenda for the meeting and stick to the timetable established, if possible, complete the business portion of the meeting within an hour or less.

If your chapter has lost good members through retirement, de-

velop a campaign to retrieve those retired members. If you find that a good portion of your members are retiring, you should have a Retiree Committee Chair.

Give the retiree chair a list of lapsed members in your chapter's area, with details of when they joined, what committees each served on and what each did for the organization. This information serves as a good starting point for conversation. Supply the Retiree Chair with up-to-date information about the organization including present activities, and a calendar of future proposals.

Through efforts to retain current members and recruit new ones, you help the Chapter remain strong and growing. Need help? Call your District Director.



EAST BAY CHAPTER

By *Walter Ko, East Bay Chapter*

September 11, 2001 was a day of infamy with terrorist attacks on American soil. Domestic flights were hijacked and crashed into the New York World Trade Center Towers and the Pentagon, and one other that failed to reach Congress but did crash. This attack killed more than three thousand people, most of who died in the collapse of the Twin Towers. The police, fire fighters and medical emergency teams worked tirelessly in the aftermath. I would like to share four hero's stories. This is a brief account of four Chinese-Americans and the test of their character during the attacks. Two perished and two survived.

Ms. Betty Ong, aged 45, flight attendant on American Airlines Flight 11 lost her life on the first of four aircrafts hijacked on the morning of 9/11. Despite terrifying circumstances, Ong's calm and collected reporting provided crucial information that gave the first clues to the identification of the hijackers. She hid and locked herself in a washroom stall, called air traffic controllers, and described in detail on Flight 11 in its last 23 minutes in the air. Her phone call led FAA to completely shut down federal airspace for the first time in US history. At 8:19 a.m., Ong reported, "The cockpit is not answering, somebody's stabbed in business class-- and I think there's mace-- that we can't breathe--I don't know, I think we're being hijacked." Her continued conversation included details of the vacated seat locations of the four hijackers, which established a correlation between the hijackers of the other aircraft. 9/11 Commission Chairman Thomas Kean declared that "Betty Ong was a true American hero." Flight 11 crashed into the World Trade Center North Tower at 8:46 a.m. Betty Ong grew up in San Francisco's Chinatown neighborhood. A recreation building in Chinatown was dedicated in her name on July 2012.

Mr. Zhe "Zack" Zeng, age 29, an emergency medical technician, had his final moments caught on a Fox TV camera, revealing his last heroic and selfless acts. While many fled from the stricken buildings, Zack, who had recently completed his Emergency Medical Training, put himself in harm's way to help victims, and became one himself. The Fox TV camera captured Zack rendering aid to an injured woman on a stretcher before the South Tower collapsed. It was the last image of him alive. Weeks later, his stunned Mom noticed him on TV footage and reported to the

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media. Days later, Zack's DNA was recovered and identified, confirming his death in the World Trade Center. In recognition of his voluntary heroism a special day was selected to honor Zack. On that day the Governor of New York, the Mayor of New York City, and thousands of New York citizens honored young Zack Zeng with a memorial service and by naming one block of Bayard Street in downtown Manhattan to Zack Zeng Way. He had immigrated to America with his parents in the late 1980s from Guangzhou, China. He was a member of the Brighton Volunteer Ambulance and a project manager at the Bank of New York.

Pentagon Police Officer Isaac Ho'ipi'i put his own life at risk to save 15 others on 9/11. As one of the first responders to the burning Pentagon building, Isaac plunged into the toxic inferno and led or carried out more than 15 injured people to safety (12 survived). He returned repeatedly until it was too dangerous to re-enter. To this day, Isaac wishes he had re-entered to save more lives, and says he isn't a hero. Isaac Ho'ipi'i is from Hawaii with Native Hawaiian, Chinese, and Portuguese ancestry. He was honored by the Pentagon and White House with the Public Safety Officer Medal of Valor.

New York/New Jersey Port Authority Police Officer David Lim was a member of the K-9 team working with a trained explosives sniffer canine. Officer Lim was in the basement of World Trade Center North Tower when it was struck by American Airlines flight 11, the hijacked plane that carried Betty Ong. Leaving his canine in his basement kennel, Officer Lim had climbed up 44 flights of stairs to evacuate survivors, and was working his way downwards when WTC South Tower was hit, shattering all the windows and injuring those around him. Using his structural firefighting and elevator evacuation training, he and a dozen firefighters guided hundreds of victims down and out of the building to safety. Before he could complete his own escape while escorting an elderly and handicapped woman with several firefighters, the North Tower collapsed. Miraculously, they all survived the collapse, and five hours later, managed to find their way out of the ruins of the World Trade Center. "The reason we took this job is because people needed our help," he said. "I did my job well that day, but I don't know if I'm a hero. I think the people who died that day were heroes," explained Officer Lim. He was honored at a special ceremony in New York City. Afterwards, Officer Lim was promoted to lieutenant and became a role model for Asian Americans.

These four extraordinary people are shining examples of their humanity, courage and sacrifice in this dangerous national emergency. They are true American heroes. On this nineteen year commemoration of the 9/11 attack, I invite you to join me in remembering these four Chinese-American heroes, and the hundreds of brave men and women, police, firefighters, emergency members and individuals of many backgrounds and ethnicities who risked and sadly lost their lives among thousands of others on that fateful day so that others might live. By us memorializing their acts of bravery, they will be remembered in this chapter of American history. Let us keep vigilant to keep this kind of tragedy from repeating.



INLAND EMPIRE CHAPTER

By Jennifer Lucy, Puerto Del Sol Secretary

On September 17, 2020 the Inland Empire Chapter of the California Workforce Connection hosted a Zoom presentation called, "Insights on Willingness". The presenter, Leora Nash, MCS, has an interesting background and expansive experience. She obtained a BA in Social Sciences from Californian State University San Bernardino and a Master of Consciousness Studies Degree from Holmes Institute.

Wearing many hats throughout her career, Leora has worked as a Program Developer and Coordinator of the Riverside County HELPLINE where she trained and managed over 100 Intervention Counselors. Leora also was a developer and trainer for the Riverside County Domestic Violence and Rape Crisis center, a member of the Riverside County Agency Executives Association, and the Executive Director of Friends Outside, a Riverside County agency providing the incarcerated and their families support, and she held the position of Executive Director of the Sickle Cell Organization, State of California contract manager for seven Southern California counties.

Currently a Life Coach and Outreach Minister, with special interests in the Science of the Mind and spiritual living, Leora can also officiate weddings. She is also a community advocate with the Ramona Valley Hospice. Having such a broad perspective on life, Leora shared her ideas about "Willingness" and how it initiates an agreement.

What is willingness? Willingness is a noun, defined in the dictionary as, "The quality or state of being prepared to do something, readiness, disposed or consenting, inclined – willing to go along. In the work environment, willingness may define an agreement as related to the greater good, supporting the mission, goal, or objective. It removes the individual or self-centeredness to move to the cooperative state. In willingness comes acceptance; the team identifies or is empowered towards making a decision.

Leora shared a story of a young woman who watched her mother make ham for the holiday dinner every year and decided to ask why her mother always cut the end of the ham off and put it aside. Considering the question, the mother said that was how she learned from her mother and grandmother. "But why do you cut the end off?" the younger woman persisted. Well it just happened that the elder women always cut off the end of the ham because the roasting pan that was handed down over the years was too small to fit the whole ham. However, currently the family had a pan that could fit the whole ham. She maintained the technique because it was a tradition and never thought to change the process even after getting a bigger pan.

When working with teams, there are often shifts in willingness; subtle actions or movement towards the goal. During the process of willingness or acceptance, there can be a constant flow of excuses, and even "No's", which indicate a different willingness or state of surrender. Progress continues by taking a different perspective and making adjustments to find what works. The phrase "Actions

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speak louder than words” lends to how we gauge other’s willingness. Resistance may be due to feeling overwhelmed or preferring current processes. Change or transitions can be difficult. Ask yourself what you can do now, what’s next, etc. Breaking a project or task into smaller bites can bring movement towards the big goal. Implementing cheerleading and acknowledgements will create a positive environment for a project come to fruition.

When questions and new ideas are allowed, we can bypass the autopilot zone, achieve growth, and experience the courage to move forward toward personal and professional goals.



LOS ANGELES CHAPTER

By *Dinah White, LA Chapter President*

Dear Members, and Colleagues,

As I return for my second opportunity to the role of President for the LA Chapter of the California Workforce Connection (CWC), I noticed that our Chapter, and the CWC at large, has never been more relevant and important for those of us preparing for succession planning and leadership opportunities across the state especially at the Employment Development Department (EDD). I’ve come to think of the CWC network as one very large, multi-talented, best in class in association that enhances the individual competencies of our members. An association that provides abundant opportunities to learn, teach, mentor, and share top quality educational trainings. An association that enables us to advocate, brainstorm, give back to our communities, meet, network and socialize with friends and colleagues all over the state; whether remotely or in person.

The changes around us – whether social, political, technological, scientific, economic or otherwise – require that we help our employees navigate through new and increasingly complex labor exchange landscapes, which profoundly impact the Departments for which we work, our communities, and the labor exchange at large. In many instances, we are responsible to help shape those new workforce development landscapes. Our terrific CWC community of professionals, including all our partners, is a network on which I have become increasingly reliant when facing these new challenges and opportunities.

I’m proud of our Chapter’s successes over the last year, particularly in providing more opportunities for meaningful engagement of our members and partners, introducing innovative educational formats and topics, and providing professional development and outreach opportunities. In the year ahead, we will continue these initiatives, as well as adding programming designed for the different stages of your career, virtual programming, and events held in collaboration with other chapters in California.

Thank you members for your continued participation and enthusiasm in our professional community, and other Chapter Presidents for your incredible support and advice. Finally, I’d like to give a special shout-out of appreciation to our California Workforce Connection Board of Directors and to Dadisi Elliott,

Director III Director, for their tireless work on behalf of the CWC. Additionally, I would like to thank the CWC organization for all the resources, guidance and support they provide each and every day. Thank you all! Wishing you all a good and successful 2020, and looking forward to seeing you soon if we are permitted.



ORANGE EMPIRE CHAPTER

By *Nanette Bowman, Orange Empire Member*

Orange Empire congratulates our chapter individual nominees who won awards from the California Workforce Connection statewide Awards Event: Tam Granflor, Karen Phun, Manny Ramos, and Mai Su. The Veterans Group nomination and the Garden Grove RESEA Team won group awards. Special thanks to Val Moeller for distributing the awards to the respective offices or managers, including the Orange Empire contest trophies. Orange Empire Chapter was honored to take first place for Large Chapter Activities, Best Overall Chapter, and Communications Award. If anyone wonders what is the difference in Chapter Activities and Best Overall? Chapter Activities is based on total points by size of chapter and one year a medium size chapter had more points than any large chapter.

In spite of limitations on in person activities, Orange Empire continues to support community services. On October 10, 2020, we participated in “NAMIWalks,” A National Day of Hope. On that day, NAMIWalks participants, mental health advocates and NAMI partners made strides to support NAMI’s mission and celebrate Mental Health for All during this demanding year of challenges and changes. We are well on our way to our goal of raising \$200. See our flyer on the California website.

Orange Empire continues to hold monthly Zoom planning meetings. Flyers for these meetings and each of our other events are on the California website: www.californiaworkforceconnection.org.



**Join CWC Chapters: Puerto Del Sol & Inland Empire
to Honor Our Veterans by Giving Back
to Those Who Served**

HYGIENE KIT SUPPLY DRIVE

to benefit local
Disabled American Veterans
in Riverside County
Donations accepted from
November 2-13, 2020

Items needed: Body wash, deodorant,
shampoo, toothbrushes, toothpaste,
mouth wash, foot powder, etc.

Any questions, email Nicole Palomino,
cwc.ie.veterans@gmail.com



Membership Application

New
 Update
 Renewal
 Date: _____

Mail form (and payment) to: CWC, Membership Coordinator, 303 W. Elm Street, Oxnard, CA 93033

Name:

Last name First Name: MI

Local Chapter: _____ **Telephone Number:** _____

Home email: _____

Address:

Number and Street Address City State Zip Code

Employer: _____ **City:** _____

Job Title: _____ **ARU:** _____ **Bargaining Unit:** _____

(If applicable)

(If applicable)

Type of Member & Association Annual Dues Amount

Partner/Non-State Employee: \$98.00
 Cash/Check payable to CWC: I hereby agree to be sent an annual invoice for renewal of dues.

Retiree: \$36.00
 Cash/Check payable to CWC: I hereby agree to be sent an annual invoice for renewal of dues.

EDD State Supervisor/Exempt Employee: \$0.00

I agree to provide my full social security number, which will be kept confidential. **SSN#** _____

EDD State Employee Bargaining Unit 1 or 4: \$48.00

I agree to provide my full social security number, which will be kept confidential. **SSN#** _____

Automatic Deduction: By checking this box, I hereby authorize the State Controller's Office (SCO) to automatically deduct **\$4.00** from my salary each month and transmit, as designated, an amount for membership dues to the CWC. I certify that I am now a member of the CWC and allow the organization to establish, change and/or cancel my deduction. This authorization will remain in effect until I submit a written request to the SCO to cancel this deduction and termination of membership will cancel all deductions made under this authorization. I understand that processing may take 2-3 pay periods.

-OR- **Cash/Check Payment payable to CWC:** I hereby agree to be sent an annual invoice for renewal of dues.

Other State Employee (Non-EDD): \$98.00 – Refer to your Bargaining Unit Contract for possible reimbursement.

I agree to provide my full social security number, which will be kept confidential. **SSN#** _____

Automatic Deduction: By checking this box, I hereby authorize the State Controller's Office (SCO) to automatically deduct **\$8.17** from my salary each month and transmit, as designated, an amount for membership dues to the CWC. I certify that I am now a member of the CWC and allow the organization to establish, change and/or cancel my deduction. This authorization will remain in effect until I submit a written request to the SCO to cancel this deduction and termination of membership will cancel all deductions made under this authorization. I understand that processing may take 2-3 pay periods.

-OR- **Cash/Check Payment payable to CWC:** I hereby agree to be sent an annual invoice for renewal of dues.

I understand that the processing of this form/payment may take 1-3 months and that the California Workforce Connection (CWC) organization does not issue refunds.

Member Signature: _____

Date: _____

Recruiter's Name: _____

Local Chapter: _____