



Orange Peal
News
Apr-June 2021



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This edition is dedicated to the Orange Empire Chapter 2020 Award Winners

The accomplishments are summarized on pages 2, 3, and 4

CATEGORIES AND CRITERIA

Employee Performance Awards

The individual or group must have demonstrated outstanding conscientious service rendered through excellence in, and the diligent dependable and trustworthy performance *above and beyond* assigned duties. Consider **work related** assignment factors which demonstrate outstanding achievement that contribute significantly to the smooth performance of operations. The award is relevant to the job description. Perhaps refer to the items listed on Individual Development Plans or quality and quantity standards.

Customer Service Award

To recognize exceptional service to customers served throughout the workforce system including, but not limited to work with job seekers, UI claimants, businesses, schools, vocational rehabilitation clients, veterans, people with disabilities, former felons, co-workers, youths, welfare recipients, and job training participants. The difference from the Employee Performance is that this award is more specialized requiring unique talents and creativity on the part of the staff.

Meritorious Award

This award should be a nominee or group with accomplishments that are a combination of or went beyond the Employee Performance and Customer Service criteria by demonstrated accomplishments that resulted in advancing the objectives of THE CHAPTER. Accomplishments may be demonstrated by the results the individual or group achieved in the leadership role and/or positions (not restricted to chapters) such as board members, committees, forums, teams, special projects and initiatives. The accomplishments should be above and beyond the normal expected duties and accomplishments of the leadership position held. In addition to CHAPTER benefits the nominee(s) also provided achievements in their work positions with promoted workforce development programs and initiatives. The results of the nominee's efforts to enhance the awareness, knowledge, skills, and/or performance of workforce development professionals (e.g., increased productivity; impact on performance; impact on research, development; advancement of workforce development theories; cost savings; etc.).

INDIVIDUAL AND GROUP EMPLOYEE PERFORMANCE AWARDS

Ashley Lee, DIS II from Santa Ana 219

Nominated by Mylene Piatt

Ashley Lee has demonstrated outstanding service to the State Disability Insurance Branch through her excellence and efficiency in her duties as a Program Analyst (Disability Insurance Specialist II). This helps with the EDD Strategic Goal of Responsible Service by ensuring that reports and projects are completed timely with accurate information. Ashley is always focused on Department, Branch and office priorities. She always has the Mission and Vision of the Department and Branch in mind, and she exemplifies our Core Values.

Nancy Wong, DIPR from Chino Hills DI 222

Nominated by Letty De La Torre

Nancy has demonstrated an outstanding commitment to achievement. Nancy goes above and beyond by assisting the appeals unit with fact-finding by making all necessary phone calls to clear issues on claims, all while maintaining her own caseload. She has prior appeals experience and therefore, her expertise and contribution was significant to our office meeting appeals compliance dates. She promotes teamwork among our office and her unit.

Ryan Almeida, DIPR from Chino Hills DI 222

Nominated by Nelson Lewes

Ryan has excelled in completing a higher average of work items than the statewide average. He maintains his composure and professionalism when dealing with difficult customers and always has a positive attitude. As a Unit Lead, he attends morning meetings in his manager's absence and communicates important messages to the unit. His strong work ethic and integrity helps protect the solvency of the DI fund.

Prutha Suthar, DIPR from Chino Hills DI 222

Nominated by Mallory Bray

Prutha demonstrated the ability, aptitude, and interest to contribute to EDD Disability Insurance's Strategic Goal of a Building a Highly Skilled Workforce. In February 2020, Prutha was accepted into our Disability Insurance Mentoring Alliance (DIMA) as a mentee. She met monthly with her upper management mentor to discuss how to strengthen and execute her leadership skills. Prutha was able to effectively communicate with our training manager and her unit manager to discuss the progress and needs of trainees. She has prepared herself to pursue promotional opportunities.

Claim Filing Mentors in UI Anaheim 017

Nomination by Michael Kane

Hakon Bachman, Armando Barela, Claudia Calderon, Rosa Corzo, Laura Esqueda, Alfredo Gonzalez, Brisa Lopez, Carol Nguyen-Hilario, Mitchie Rose Pardilla, April Phan, Claudia Quezada, Brandon Rodriguez, Melody Salinas, Kelly Tran, Nancy Tran, Tiffany-Hoa Trinh, Vicky Truong, and Khuyen Vu

The CF Mentors during the course of this nomination period have exhibited considerable initiative, independence and self-motivation. They displayed at all times great attitudes and pleasant demeanors no matter how heavy the workload. As they carried out their additional assignment of reviewing eligibility cases they did so with very minimal supervision. Each of the contributing staff liquidated their workload in an expeditious manner. They were highly sensitive to the fact that the cases they reviewed must be completed in a timely manner as it could negatively impact our customers who are in dire need of financial support as well as any delays could negatively impact the department as it is measured on timeliness from the Department of Labor.

UI Buena Park Mentors
Nominated by Joyce Tsui

Jeannie Chou, Patricia Dominguez, Min FanChiang, Kaiya Kim, Mai Le, Luis Mora, Kim Mobley-Manns, Leslie Nguyen, Kim Nunez, Randall Palacios, Amy Pham, Charlie Phan, Vivian Portillo, Betty Phu, Eileen Rodriguez, Marie Sia, Emmie Soo, Helen Tran, Michael Truong, Roshanda Wilkins

Due to the Covid-19 pandemic, the Employment Development Department has mass hiring for new Employment Program Representatives beginning June 2020. Mentors for this mass hiring were selected to provide their expertise in claim filing and to guide the new staff in the overwhelming high unemployment workload. Due to the short notice, mentors suddenly had to navigate using Zoom and virtual platforms to communicate with the mass hires while teleworking. Their knowledge and skills were instrumental in guiding the new hires to Unemployment Insurance policies and procedures. Their expertise help transition new staff to be able to work independently to help many customers who are out of jobs due to the Covid-19 pandemic. The mentors are resilient in adapting to teaching many different groups of trainees during this difficult time. They have shown patience to work with our staff one on one or in groups and continue to be available to assist our new limited term staff as great leaders.

INDIVIDUAL AND GROUP CUSTOMER SERVICE AWARDS

Raymond Sin, DI Program Technician I from Santa Ana 219
Nominated by Allan Steward

Raymond Sin has demonstrated a consistent commitment to outstanding service in the Santa Ana State Disability Insurance Field Office (DIFO), practiced through his excellent versatility, accuracy and reliability in the performance of administrative support assignments and customer service. He is a Program Technician I and he exemplifies professionalism and excellent customer service to both external and internal customers. He is team oriented and has a very good rapport with his peers and others in the claims management office.

Lisa Syt, Office Assistant from Santa Ana DI 219
Nominated by Grace George

In the 2020 year, Lisa has been in charge of receiving and recording claimant's overpayment checks and WC lien reimbursement checks. Lisa was also in charge of the maintenance of the WC calendar dates for our two Worker's Compensation Appeals Board (WCAB) locations. Lisa has made sure that the Santa Ana DIB office's incoming email is checked daily. The staff contact Lisa when they need her assistance with their remote printing. Lisa's other duties include: answering incoming calls for the WC Community Line and the Santa Ana office main line.

Jose Castaneda, DIPS II from Chino Hills DI 222
Nominated by Maribel Rivas

As our Program Analyst (PA) since May 2019, Jose goes above and beyond his regular duties by assisting new hires, his fellow co-workers and managers in addition to completing his multiple assignments in a timely manner. Jose has volunteered to assist with special projects to ensure the office meets our goals. Jose's commitment to excellent customer service is clearly seen by the action he takes at each phase to ensure minimal impact on our office workload.

Elivier Gomez, EPR from UI Pacific Center 019 in Anaheim
Nominated by Naomi Dang

Elivier's excellent customer service is demonstrated by compliments from three satisfied claimants who expressed how grateful they were for her extensive help; particularly identifying her phone etiquette and excellent feedback. Elivier Gomez is commended for her outstanding personification for public service.

Shakira Y. Sadiq-Bamgbopa, EPR UI Pacific Center 019 in Anaheim
Nominated by Naomi Dang

Shakira continuously demonstrates a strong work ethic and teamwork value. She learns the training materials quickly so she can perform her job well and serve the public effectively. She puts in extra effort to go above and beyond and is willing to accept any opportunity to challenge herself.

UI Buena Park Appeals Unit
Nominated by Joyce Tsui

Josine Cabanting, Eva Gutierrez, Huy Le, Shel Wei Lee, Sandra Lua, Vivian Portillo, Claudia Rutherford, Anna Saude, Jacqueline Sims, Carmen Tassi, Jennifer Tea, Joannie Wang, Chong Ying Xiang

Due to the Covid-19 pandemic, there was an alarming surge of appeal documents that had to be filed timely. The unit's flexibility and willingness to help are insurmountable during this difficult time. From the average of receiving just below one thousand appeal documents from our customers for each month from January to March 2020, that number jumped 23% to 1,176 appeal documents in April 2020. The appeals workload had doubled from the first quarter in July 2020 where our office received 2,052 appeal documents. Out of 11 months of the year 2020, all the appeals have been filed timely at 100% timeliness, with the exception of only 3 months over 90% timeliness. Appeal specialists also help answer appeal related questions and concerns from customers in addition to filing appeals. They go above and beyond in helping customers at any moment's notice.

DI 309 Field Office Division Staff
Nominated by Cecilia Youn

Julie Dingle, Yolanda Kennedy, Mateo Manegdeg, Erica Pena, Kamrynn Smith, Hoi-Ki Tsui, and Larry Walton

This team provides consistent outstanding customer service and is dedication to surpassing expectations. They provide excellent support to the twenty Disability Insurance (DI) Claim Management Offices (CMOs) and Customer Service Centers (CSCs) that includes administration of the Paid Family Leave, Voluntary Plan and DI for State Employee programs. The FOD provides administrative, technical analysis, guidance, and support to DI Leadership while partnering with Central Office (CO) personnel. They also collaborate with the Training and Management Staff Development Units to provide program specific training and tools for the professional growth of DI staff. Their "can do" disposition and positive attitude is evident in the products and services that they deliver. This team's numerous accomplishments are directly connected to our customer needs in providing consistent excellent service.

INDIVIDUAL MERITORIOUS AWARD

Susana Gonzalez, DIPR from Santa Ana 219
Nominated by Gregory Baumeister

Susana Gonzalez has modelled behavior that substantiates her desire to make situations better for the Employment Development Department (EDD) and the Disability Insurance Branch (DIB) and partnered organizations. This past year Susana went above and beyond and represented the DI Branch / Paid Family Leave in a co-sponsorship marketing event held between our Education and Outreach team and Breastfeed L.A. and First 5 California. She also led office efforts in the "Making Strides Against Breast Cancer Orange County" walk/run event and the "Spark of Love" Holiday Toy Drive.

Thanks to all the nominators who wrote to recognize the good work of the staff. The Orange Empire Board will select awards and make appropriate presentation arrangements.

Inventing Your Life

“Beautiful Scars” By Rob Claudio

I was watching an interview a few weeks ago with a famous back-up singer, who spoke about a tragic accident later in her life that caused her to lose two legs. Merry Clayton sang famously with the Rolling Stones and went on to many other acclaimed back up performances along with a career on her own that also included stints on film. In the interview, she explained that when awaking from several surgeries after her accident in 2014, her doctor had to advise her that her legs had been amputated due to the severe nature of the injuries. Her response was simple, "what about my voice"? The surgeon quickly explained that there was no issue with her vocal chords and her voice was fine. She then commented that this was her gift and as long as she still had that, she would be alright. I thought about her powerful response to such a traumatic event and could not help but feel her strength, courage and light that emanated from her. These types of interviews propel much personal reflection for me, especially since I am a huge fan of human testimonies which can transform others through their telling. How many of us have endured something tragic and as helpless as we felt, were able to get up the next day with the strength needed to get through and slowly overcome that deep difficulty? I am sure volumes of books could be written after scouring the world to find the many gold nuggets of stories from everyday heroes that may not have seen the limelight. If you are a child of immigrants, like I am, that alone evokes many examples of what my family members endured in order to come to this country to seek a better life. Although I heard of some stories in particular from my grandmother growing up, I know that there were many more that were probably not shared because they were too painful or perhaps felt that they were not important enough to tell. I always asked many questions of my grandmother when she was in a story telling mood and a piece of one that I remember quite vividly, was that in the hot summer months while living across the U.S. in a Mexican border town, she would come home from work at night to a small room with no fan or even more unimaginable then...air conditioning. The weather at night cooled down to the high 90 degrees and she would get her bed sheet and dampen it with water to cover herself up and feel a bit cooler. I think about that story every now and then, especially when I want to complain in the summer that it is too hot outside. I remind myself that I not only have more than one fan in my house, I can set my thermostat to 70 degrees if I wanted. Because of those who came before me, I am living a much better life with very little to complain about in the grand scheme of things. My other thoughts from inspiring stories such as Ms. Clayton's when they mention gifts, is that I also remind myself to nurture the gifts that I have and to share as much as I can with those that can use a helping hand. Sometimes, helping is not a personal physical act and other times it can be. The main point is that the act of doing for others helps you remember what your gifts are and also provides for a shot of adrenaline that could do more for you than any energy drink. The final item I will leave you with is what Ms. Clayton said about the scars she bears from her accident. For her, she felt that those scars were beautiful because they will always remind her of the grace she was given to get through a difficult part of her life. My ending thought to myself was that I too should be proud of all of the scars I carry whether visible or not. They help remind me of everything I have endured in my own life, as I too have been given grace on many occasions, without necessarily feeling that I deserved it. I hope that you think of your own scars as badges of honor too, so that when given the opportunity you can share with others how you were able to overcome and grow to be the person that you see looking back at you in the mirror today. Remember that all of the scars attributable to your life are beautiful too!

“Scars. A sign that you had been hurt. A sign that you had healed.”
— Benjamin Alire Sáenz,

Remember to follow the blog at: inventingyourlife.blogspot.com

ORANGE EMPIRE CHAPTER



SAVE POP TABS FOR



The income from recycling the aluminum pop tabs supports the House where families stay while their infants or children are receiving medical treatment for cancer and other serious illnesses at area medical facilities.

They can also be delivered or mailed to the Ronald McDonald House, 383 South Batavia Street, Orange, CA. For more information refer to www.rmhc.org.

Orange Empire Collects Labels for Education



As easy as downloading the APP and scanning receipts or clip and mail to:

Diamond Elementary School
1450 S. Center St., Santa Ana, CA 92704
www.boxtops4education.com



Orange Empire Chapter

Requests that you please SEND (front only) of your recycled cards (except for Hallmark, American Greetings or Disney) to: Sunrise Children's Foundation, 2795 East Desert Inn Rd., Ste 100, Las Vegas, NV 89121 to help children fulfill their potential to lead healthy and educational lives

See www.sunrisechildren.org for more information.



Supports the OC Food Bank through



Donate to our 2021 Virtual Food Drive here:

<http://www.justgiving.com/CWC-Orangeempire>

For more information:

<https://www.capoc.org/oc-food-bank>

Orange Empire Calendar 2021 subject to change

June		July		August	
3	Book Club	4	HOLIDAY	16	Local Zoom Meeting
12	Virtual Convention	17	Local Meeting in person		
14	Local Zoom Meeting	20	Orange Peal Articles Due		Publish Orange Peal
September		October		November	
6	Labor Day	18	Local Zoom Meeting	12	HOLIDAY
13	Local Zoom Meeting	20	Orange Peal Articles Due	15	Local Zoom Meeting
				25/26	HOLIDAYS
					Publish Orange Peal News

Send articles and comments to the Editor Nanette Bowman: nanettebowman@cox.net

2020-2021 BOARD & CHAIR MEMBERS	
President	Abraham Saucedo
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DI Chino Hills	Jose Jauregui
DI Santa Ana	Susana Gonzalez
Job Center Anaheim	Julio Martin
Job Center Santa Ana	Mai Su
Job Center Garden Grove	Available
UI 017	Jacklyn Shih
UI 019	Available
UI 180	Available
TAX	Jenny Fang

Orange Empire Chapter
EXECUTIVE BOARD ZOOM MEETING
Monday, June 14, 2021
6:00 p.m. to 7:00 p.m.
ALL MEMBERS WELCOME
 REQUEST ZOOM LOG IN FROM
NANETTE BOWMAN, SECRETARY
714-269-0612
nanettebowman@cox.net

CWC Membership Application

New **Update** **Renewal** **Date:** _____

Mail form (and any payment) to: Nanette Bowman, 2006 Port Albans Circle, Newport Beach CA 92660

Name: _____

Last name **First Name:** **MI**

Local Chapter: Orange Empire **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 Payment:** I hereby agree to be sent an annual invoice for renewal of dues.

Retiree: \$36.00 **Cash/Check Payment:** 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:** 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:** 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: Orange Empire