

Join CWC  
The Professional  
Association  
For Workforce  
Professionals

## MEMBERSHIP CORNER

By *Dadisi Elliott, Membership Chair*

I have had the honor of serving in CWC as the Membership Committee Chairperson for the past two years. I wanted to provide you with some updates on what we as an organization accomplished in the past year.

One of the first challenges the association faced was communication during the COVID-19 pandemic. The CWC had to face the daunting task of maintaining communication and providing education and training

services to its members. In response, we set forth to do the following:

### 1. CWC Website and Members Only Portal

The Marketing Committee revised and updated the website for a more user-friendly interface. The website contains valuable information about CWC activities around the state as well as local chapter meetings, training, and activities. A new section was activated on the website for access to The Members Only Portal, which has content

specific to CWC organization and operations.

### 2. Cal-Liope

The official newsletter of the CWC continues to offer members interesting and informative articles about CWC activities and state and federal legislative issues related to workforce development issues. The “Members Corner” is a new addition to the *Cal-Liope* newsletter which features personal interest stories about individual members to highlight personal and/

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## CWC STATE OFFICERS 2021/2022



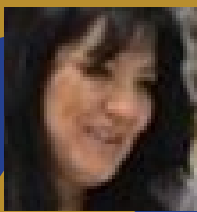
President  
**Melissa Lauritzen**



First Vice President  
**Val Moeller**



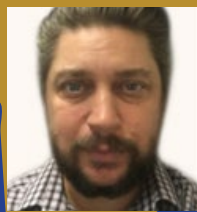
Second Vice President  
**Arlene Bautista**



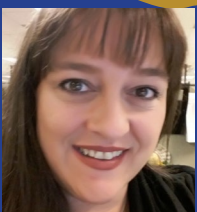
Membership Coordinator  
**Lucely Tut**



Treasurer  
**Phil Dwyer**



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**John Szeribert**



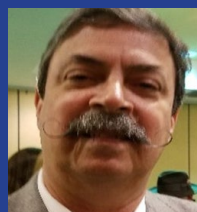
District 1 Director  
**Tanya Davidson**



District 2 Director  
**Fred Ruibal**



District 3 Director  
**Dadisi Elliott**



District 4 Director  
**Raymond Cabrera**

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District IV Director  
RAY CABRERA



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

## Want to see CWC 2021 Virtual Conference Presentations on the CWC Website?

By *B.J. Sims*,  
*Website Administrator*

We are pleased to report that those attending the 2021 CWC Annual Conference gave high marks to the outstanding virtual presentations from our program speakers. But if you did not get a chance to attend and are a CWC member you can see the recorded videos via the Members Only Portal Archive page on the website. Viewable videos from:

- Rita Saenz, EDD Director
- Javier Romero, EDD Deputy Director, Workforce Services

- Michael Kane, EDD Administrator, Southern Division Unemployment Insurance
- Stephanie Stone and Michael Dolphin on "Veterans and Teleworking"
- Andy Core, Motivational speaker on "Thrive Under Stress"
- Rebecca Eusey, presenting on "Returning to the Worksite from Home"

To view the videos you must be CWC member; to request access to the "Members Only" section of our website, just log on to the website [www.californiaworkforceconnection.org](http://www.californiaworkforceconnection.org) use the

[Contact Us](#) tab and fill out the form to request access. You must provide your personal email address. After verifying your membership status, a password will be emailed to you.

This is one benefit of having access to the portal. It can also help members keep up with current information and find additional resources from the California Workforce Connection, such as previous training, events, etc.

## DID YOU KNOW?

By *Ray Cabrera*,  
*District IV Director*

The "Did You Know?" articles continue with information that may not be familiar to you, but are important for transparency purposes. As I informed you in March, we started preparing for our annual Educational Conference and Convention, which was held on June 12, 2021.

The California Workforce Connection (CWC) Board established a committee to create a Webinar presentation for this year's State Educational Conference/Convention and Virtual Awards presentation. The assignments were made, and teams were established. The Program Co-Chair, me, started arranging for speakers and setting a timetable of

events. I was also asked to put together a PowerPoint presentation for the Awards show. Here are some facts.

There were 15 weeks of meetings, sometimes four a week leading up to the event. Emails were sent around daily, even at times while attending church. Cell phones kept ringing every so often way into the night. Zoom meetings were arranged every week to the point some of us were having dinner past 8pm.

The Marketing Chair kept tabs on all the incoming registrations and reported that:

- There were 117 registered for the event; 89 logged on to the webinar.
- 18 of the 23 CWC Board members were logged on, and 10 of those worked behind the scenes. One

even logged on from her hospital bed!

- 34 of the Award nominees logged on.
- Three new members were obtained from this event.

These are unique new and exciting times, but we pushed the envelope and created new ways of doing business for and with our members. We now have a few more tricks in our toolbox as well as remedies than we had when we first started. Behind the scenes, your Board members took training lessons to improve on any future presentations.

We thank all our speakers and our award presenters for their excellent jobs.

On behalf of the Conference Planning Committee, we thank you for your involvement and we appreciate you.

### 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.

## RETIREE MESSAGE

### 2020 Retiree of the Year

By Nanette Bowman, Retiree Chair, Orange Empire Chapter

Congratulations to Raymond Cabrera, the winner of the CWC Retiree of the Year Award for 2020. The criteria for this award include accomplishments that advanced the objectives of the Chapter demonstrated by results the individual achieved in a leadership role on a board, committee, forum, team, special project or initiative group, etc. (not restricted to chapters). The accomplishments should be above and beyond the normal expected duties and accomplishments of the leadership position held.

Since Ray retired in December of 2017, he continues to serve the California Workforce Connection in every aspect of the qualifications list. In 2020, Ray served as District IV Director, member of the finance committee, and hosted Zoom meetings. He assisted with updating the website, developed a CWC application, contracts for new positions,



NANETTE BOWMAN

and ordering equipment. As a member of the Conference Planning Committee, he put together the program and playbook for the webinar, negotiated speaker contracts, assisted with awards judging, and prepared the PowerPoint for the Awards Presentation. In addition, he helped revise the Bylaws, Operating Procedures, and Handbook. Ray can be counted on to have at least one article published in every issue of the *Cal-Liope*. This is but a brief list of his many contributions to the chapter.

Ray's dedication to CWC is not limited to the above accomplishments. He is a good friend who is kindhearted and always willing to listen and share the joys (or woes) of the rest of us.

Congratulations, Ray, on receiving the well-deserved Retiree of the Year Award.

## MEMBERSHIP CORNER

FROM PAGE 1

or professional accomplishments. We welcome you to submit articles about yourself, a co-worker, manager, or staff. Additional information and instructions about the format, content, and deadline for submitting articles can be found on the CWC website.

### 3. Training/Activities

Thankfully, we were able to rise to the challenge of adhering to the CDC, EDD, and state "Safer at Home" guidelines. To do this we all had to get out of our comfort zone of an in-person chapter and Board of Directors meetings, workshops, and conferences. We had to learn new skills of utilizing technology such as Zoom to maintain contact with you the members. Many Board members and Chapter Presidents have received training in this communication platform.

### 4. Member Engagement

Several activities were conducted in support of engaging our membership and conducting outreach to recruit new

members. These activities include, but are not limited to, the following:

- a) Developed New Employee Orientation Presentation PowerPoint Slides
- b) Membership Drives –Top Recruiter Prizes went to Peter Gallerani, James Thomas, and Dinah White
- c) Membership Pins were ordered and distributed with a new member packet

### 5. Leadership Development

CWC continues to offer awesome opportunities to grow your skills and abilities and expand your networks. We have seen numerous members develop their leadership skills and often promote because of their involvement with CWC.

If you are not a member, then we encourage you to join and become a part of this fantastic organization! There are many opportunities for you to gain valuable leadership experience within CWC, feel free to reach out to your local chapter to find out how you can help out CWC and gain valuable leadership experience!

# Help Out

By Raymond Cabrera, District IV Director

Overworking is nothing new, but COVID has made it common. To survive organizations are asking staff to maintain or increase their regular output with fewer resources. Or you hire more staff and have them work from home.

Working from home makes it harder to switch off at the end of the day. We all know about the long-term impacts of overworking. It makes us fatter, more unhappy, and it diminishes our mental resilience.

"When we talk about overworking, that means having such a high workload that you feel you're constantly under pressure, and that work spills over into your non-work time, like the evenings or weekends," Stacey Parker <https://www.hrmonline.com.au/covid-19/overworked-employees>.

Then we have California Workforce Connection (CWC) asking for members to join and participate in the ongoing organizational activities and leadership roles required to run an organization.

The Orange Empire Local Chapter of CWC has been around for many years and it is well-known and respected. The chapter has worked itself into the stature of the number two Chapter in California. This has not been easy, but it has been fun. The recognition it has received is well known by the Orange area EDD Administrators and their staff. Many members of the Orange Empire Local Chapter can look back and remember how they participated in running for office, contributing articles to the *Cal-Liope*, and the rewards of being nominated for their hard work in the organization.

As mentioned above, staff are working so many overtime hours that they find little or no time to lend to keep the Chapter afloat. The chapter is finding itself with fewer individuals wanting to contribute some time in keeping the chapter up and running.

The Orange Empire Chapter needs new officers to continue its legacy into the 21st century. The need for you to look deep into yourself and find some time to help is now or never. *The Orange Peel* will be out soon with a list of all the nominated individuals who are up for awards this year. Can some of you step up and help?

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CWC PAID POSITION AVAILABLE

# HELP WANTED

By Val Moeller and Ray Cabrera

The California Workforce Connection has one paid position available for a CWC member. One of these might fit your interests and enhance your resume!

Please respond with your resume by close of business August 30, 2021, to Val Moeller at [retire2k07@aol.com](mailto:retire2k07@aol.com) or Ray Cabrera at [onthegoray@aol.com](mailto:onthegoray@aol.com).

## SOCIAL MEDIA LEAD

Qualifications for the position:

- Demonstration of work on social media using at least two (2) social media sites.
- Knowledge of Photoshop and other computer software platforms such as Adobe to create, edit, and update documents for social media use.
- Excellent writing skills.
- Have access to reliable PC/Laptop with current updates and adequate memory to run required programs to update and edit social media sites as needed.
- Work history for the last two years to include skills in Word, Excel, and other programs.
- Permit a background check.
- Prefer a person with an AA degree.
- Be able to maintain a working relationship with the Marketing Chair/Team, the Website Administrator and Board of Directors.
- Provide two samples of written materials.
- **Duties:** Will create and maintain CWC Social Media sites, enter new information, delete obsolete information, maintains confidentiality, and restricts authority to enter or change data, develops procedures on the use of social media, and provides training as needed. Will prepare the Chapter Marketing Plan and marketing materials including brochures, media advisories and public service announcement. Will work with the local chapters and committees.

## How LinkedIn Can Help You Build and Market Your Personal Brand

By B.J. Sims, Silicon Valley Chapter, Marketing Chair

I did not come to LinkedIn because I was looking for a job. I came to it because it was a way to keep in touch with many co-workers, colleagues, associates, and friends that I did not see as frequently. I wanted to keep in touch with them and know what they were up to both professionally and personally. Business relationships are hard to build and even harder to maintain. LinkedIn helped me maintain those relationships and keep up with what was happening to them. Over the years as work got more demanding, I could no longer rely on daily contact at work, through the phone and email to stay in touch. I did not have as much time to make those calls and visits. LinkedIn became a lifeline to touch my relationships again. Also, I found the adage that goes "It's who you know, not always what you know" that can point the way to new opportunities.

We know that LinkedIn is a valuable resource for career and business professionals to network; obtain resources and support; and build relationships with potential customers, clients, and partners. What we did not count on was that it can help keep your relationships current and close to you. Former coworkers moved on to different jobs, new employers, and different places. I was able to congratulate them for achievements, provide condolences when needed, give encouragement on LinkedIn.

It will also help you connect to employers looking for new hires. According to a recent study, over 70% of employers check the social media profiles of candidates to learn more about them. LinkedIn is possibly the best tool that a candidate must showcase his/her professional persona.

You can set up a LinkedIn account for free, with many functions open to all account holders, so you can take advantage of most of the opportunities that LinkedIn offers. You can pay a monthly fee for a premium account to get additional functions or communication options, but you can take advantage of free trials to make sure it is useful to you.

Yes, a free LinkedIn account is worth it if you are willing to use it! Even if you choose not to spend a lot of time on LinkedIn, or any time at all, it is still worth taking 30 minutes or so to set up your complete LinkedIn profile. Then, make an appointment on your calendar to check in on it every six months or so, and update it with any new, big accomplishments. Just do not set it up and leave it. You may be surprised who wants to connect with you.



### TIPS FOR YOUR LINKEDIN PROFILE AND DEVELOPING THE PERSONAL BRAND THAT YOU DESERVE.

1. Choose the right profile picture for LinkedIn. You do not want a mug shot but something that shows you in the best light.
2. Add a background photo.
3. Make your headline more than just a job title. Be creative but not flaky.
4. Turn your summary into your story. Add your interests and update frequently.
5. Declare war on buzzwords. Make your profile represent you and not be a static canned message. Update or add to it regularly.
6. Grow your network. Join the CWC LinkedIn group or other organizations you belong to. Visit them to see what they have going on.
7. List your relevant skills, be honest about your experience.
8. Invite colleagues to link with you and join their groups.
9. Post activities you like and respond to those who shared with you.
10. Reach out to your connections and let them know about you.

# Fraud Safety Tips

By Raymond Cabrera,  
District IV Director

Fraud continues to be an easy way for criminals to victimize members of our community. Technology and the internet have created new ways and opportunities for fraudsters to take advantage of others.

If you receive suspicious emails or telephone calls from individuals you do not know, regarding fake family emergencies, or callers pretending to represent utility companies, cash prizes or callers pretending to be government officials (police, IRS, FBI) please be cautious.

If you receive an email from someone you do not know, do not open the email, especially any attachments. Report the email as scam to your internet provider. Keep close eyes on what your kids are doing on the website. They are not protected just because they are kids. Make sure you are using all website parental guidance available to you.

Be cautious of anyone asking for payment in prepaid cash cards. Swindlers will ask victims to purchase cards at a local store near them and then ask for the serial numbers to make an

online payment. Money loaded onto a card cannot be recovered once the serial numbers have been provided.

These despicable individuals have even hit the websites of those looking for love. If you are using a dating site, make sure you can meet the individual in person or view them on a zoom type meeting. This does not prevent you from finding someone special, just be extra careful before making any decision.

Scammers are always on the lookout for individuals that they can scam. It does not matter your age, your education, or your reputation. Note the phone number that is calling, block the number from your phone, and delete the number from your phone.

Fraudsters use fear and emotion to keep you from seeking help. If you feel you are being victimized, contact your local Police Department using the non-emergency line phone number in your area. Share all this information with your family and friends.

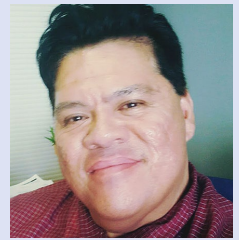
We hope that you find these tips beneficial and helpful.

Thank you in advance for your interest in the CWC organization and the Orange Empire local chapter specifically.

## INVENTING YOUR LIFE

### "Reset Button"

By Rob Claudio, Orange Empire member



ROBERT CLAUDIO

As the kids are finally out of school for the summer and a designated break is now in session, many families are planning for a trip of some type which will create new memories that everyone can look back upon. Never mind that we are just emerging from a pandemic, which changed the world for all of us, and during it, we were allowed to re-evaluate our priorities. I noticed among my inner circle of folks that as much as everyone wants to get out and do something away from home, there are plans among many of them to re-connect with family and friends, some of which they have not seen for well over a year.

One of the things I do appreciate most about social media is that I can go on a journey with someone on their trip and feel the emotions through pictures of the places or people they are connecting with. I have also been able to keep up with the growing number of family members as I see what used to be little nieces and nephews, who are now becoming adults and coming into their own as grown-ups from a distance. Whether we can witness things in person or from afar, it is something to be thankful for that we are still alive and able to have these new experiences.

I have also not lost sight of the fact that during the worst part of the pandemic, we either lost people in our own families or knew of others who did, which caused much grief that still lingers today. From being on lockdown, so to speak, I also came to appreciate some of the simple items related to catching up with someone face-to-face. There are so many instances these days where people seem to have the least amount of time, which contributes to fewer family dinners and even less direct human connection. As a result, we can all now appreciate being able to hug someone and look at them straight in the eye, while having a conversation that may have been interrupted for a year and a half or so.

Our reset buttons have all been pressed, whether we liked it or not and we all can approach things differently as a result. I know that many of us hope to not go through anything else like this in the rest of our lifetimes, however, I hope we all learn to appreciate the gift of what this button has done. As many of you plan for a family getaway somewhere soon, I hope that you are thoughtful and calculated in enjoying the luxury of having the ability to do so, especially when others are still not able to. Therefore, plan with great ambition and experience new sights and sounds, as you add to the collection of wonderful memories which may have been on hold.

Remember that the opportunity to re-engage in many of life's great experiences is all a gift which we should all continue to be grateful for, as many of us re-acclimate to a different world now with a new regenerated perspective.

*"Change your thoughts and you can change your world."*

– Norman Vincent Peale

Remember to follow the blog at:

[www.inventingyourlife.blogspot.com](http://www.inventingyourlife.blogspot.com)

## HELP OUT FROM PAGE 1

The current secretary, Nan Bowman is ready to receive emails of interest and can explain the needs of the chapter better. She can be reached at: [nanettebowman@gmail.com](mailto:nanettebowman@gmail.com).

# Special Message from EDD Director to CWC Members

By *Tanya Davidson*,  
District I Director, Sacramento Chapter

On June 12, 2021, at the CWC State Educational Conference, Elevating Your Telework Presence, Director Saenz, shared with conference attendees a wonderful message of wisdom regarding the current and future state of the Employment Development Department (EDD). Her leadership and encouraging words were delivered to all conference attendees as she shared updates and answered submitted questions from members. It is always a pleasure to receive positive leadership direction from the EDD Director. This article shares some of the wisdom and key points of Director Saenz's delivered message.

Director Saenz thanked everyone for attending the state educational conference. She recognized the importance of promoting upward mobility, increasing skills, and recognizing achievement in the workplace through an association such as CWC. She also thanked attendees for their continued dedication to their delivery of critical services through the pandemic and continuing to serve millions of Californians to stabilize their socio-economic needs.

The Director also discussed that



**RITA SAENZ**  
DIRECTOR,  
EMPLOYMENT  
DEVELOPMENT  
DEPARTMENT

one year, in comparison to 22 million claims in one year through the pandemic period. Also, she compared that a recession is a gradual change, while a pandemic occurs suddenly – which in turn affects customers and stakeholders differently in the change process. She acknowledged that this change occurred while employees adapted to a remote workplace, as well as new legislation and a workload substantially evolved. In addition, she congratulated the EDD workforce for its resiliency and determination to provide excellent customer service through the changing work environment during the pandemic and moving forward.

She then began to answer questions from CWC members. Some highlights of these questions included discussing

comparing the current pandemic to the recession is not an appropriate analogy. During the recession period, EDD served over three million claims in

governor budget impacts on EDD operations, protecting constituent's confidential information, teleworking opportunities, IT system upgrades, the automatic payroll system, and changes in using the benefits system's modernization tactics in compliance with state auditors and customer needs.

Of particular interest, Director Saenz discussed in detail the question regarding if there is a plan in place to keep teleworking opportunities beyond the pandemic. Director Saenz stated that a state-wide survey was conducted of all EDD employees in which 65% responded that they wanted to keep teleworking in place. The top reason that EDD employees wanted teleworking was that they preferred it due to less commuting time. The biggest downside reported was that teleworking increases social isolation. Director Saenz stated that the administration of EDD supports the continuation of teleworking and will continue to do so going forward.

We appreciate Director Saenz for taking the time to send a message to the CWC members at our state conference. If you would like to hear Director Saenz's entire message, you can view the entire video on the CWC website's Members Only page.



**MICHAEL KANE**  
EMPLOYMENT  
DEVELOPMENT  
ADMINISTRATOR  
UI SOUTHERN  
OPERATIONS DIVISION

## Rainbows for Tomorrow

By *James Thomas*,  
Immediate  
Past President,  
Silicon Valley  
Chapter

During our educational conference webinar, we had the pleasure of listening to

Michael Kane, Unemployment Insurance (UI) Employment Development Administrator, a long-time member and supporter of the California Workforce Connection. His presentation informed everyone about the UI program which was established as part of the Social Security Act of 19353. UI is a short-term wage replacement program for unemployed individuals.

He reminded us that the program

is not a replacement of income, but assistance to sustain economic well-being to support some of the life necessities while looking for work. He provided an overview of Telework regarding mass hiring, and how it accomplished filing over 22.4 million claims and paid a total of \$145 billion.

Michael informed everyone that the UI Branch's major functions are filing UI claims, determining eligibility, paying benefits timely, appeals, adjustments, and overpayments. The UI Branch was solely responsible for the Pandemic Unemployment Assistance Program. The new Federal provisions encompassed business owners, self-employed workers, independent contractors, limited work history, and exhausted regular claims.

He also provided an overview of Rapid Response Innovations Virtual Contact Center and Workforce Man-

agement and Ask EDD. Innovations include the Virtual Switchboard where staff receiving calls can transfer to Claim Holding Offices and utilizes text messages and email outreach. It also includes a virtual hold for customers after waiting 10 minutes and automated wrap-up messages that provide claimants' rights and responsibilities.

Ask EDD was developed so that EDD representatives can receive inquiries from customers in real-time. It provides more flexibility in updating existing and adding new content in Salesforce, and better reporting tools and dashboards to track inquiries received through ASK EDD.

After Michael had taken everyone from the beginning to the present, he reminded us that we are all Superheroes. As Michael so eloquently put it, after every storm comes a rainbow.

# Veterans Populations and Teleworking

By Dadisi Elliott, San Gabriel Valley  
President and District III Director

The CWC Educational Conference presented an excellent virtual workshop about “Veterans and Teleworking”, featuring a dynamic dialogue between two Subject Matter Experts on Military and Veterans issues: (1) Stephanie Stone, retired U. S. Navy Corpsman, Chief Deputy Director for the County of Los Angeles Dept. of Military and Veterans Affairs, and (2) Michael Dolphin, U. S. Army Vietnam Veteran, special guest, former Division Chief of the Workforce Services Division of EDD, currently serves on the Executive Council of the California American Association of Retired Persons (AARP).

Veterans are special populations who have many issues, challenges, as well as benefits, in addition to employment and health. Stephanie and Michael engaged in a dialogue about the unique challenges concerning Veterans, teleworking, and lessons learned from impacts on the environment by the recent pandemic. They provided several definitions as a platform for the information we were about to receive. The term “telework” or “teleworking” refers to a work flexibility arrangement under which an employee performs the duties and responsibilities of their position, and other authorized activities, from an approved worksite other than the location from which the employee would otherwise work. *Source: Telework Enhancement Act of 2010.*

There are different phrases to define telework, including “telecommuting” which describes a situation where an employee has the option of working remotely from various locations; “remote work” entails working without attachment to a physical location, however, there appears to be much overlap in this work format. Employers are finding out that this has much value for them, one of which is the cost, and high productivity of employees working above their normal 40-hour workweek.

The federal government or the Veterans Administration defines a “Veteran” as a person “who served at least 180 days or more in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable”, for eligibility for benefits. Stephanie and Michael

clarified that, for this conversation, a “Veteran” means a person who served in the U. S. military for at least one day, and their condition of discharge or duty assignment is not considered a qualifying factor for assistance.

California has the largest Veteran population in the country, with large populations residing in Sacramento, San Bernardino County, and San Diego due to the location of several military bases. Los Angeles historically has a veteran population of over 350,000 veterans alone in L.A. County due to the number of service members returning to California from deployment. Deployments are the actual process of military servicemen and women being reassigned outside the United States to work/serve in another post or a military installation in a foreign country. There have been over 2.77 million Service Members deployed between 9/11 and September 2015. A substantial number of those returning Service Members will ultimately require assistance in our EDD offices for unemployment insurance, employment services through the Jobs for Veterans State Grant, and as employees in the California workforce.

Michael Dolphin shared statistics from EDD Labor Market Information Division regarding the Top Occupational Groups that these returning Veterans are/will be employed in. Veterans come highly skilled in many occupational sectors due to the intense military training, esprit de corps, and teamwork that is an essential part of their military duties. A high percentage of many of these occupations lend themselves to teleworking. Those that do not may have opportunities for additional training for other occupations because the world of work is changing.

Teleworking offers advantages to both Veterans and employers. For Veterans, teleworking can result in happier employees, improved productivity, lower staff turnover/attrition, fewer employee sick days, ability to hire the best talent anywhere, and improved employee satisfaction and improved workforce inclusion for physically disabled and older employees. For veterans with PTSD, Michael highlights the benefit of

teleworking in reducing workplace irritants and frustration. Because Veterans are used to working as a part of a team, employers would be mindful of strategies to reduce instances of social isolation that may be created because of working from home circumstances and the inability to connect physically with the rest of their team.

Companies are just beginning to learn the benefits of teleworking and new strategies how to ameliorate the benefit of face-to-face contact, in terms of collegial relationships, collaboration with co-workers in real-time, and access to talents in the office. Stephanie reiterated several potential strengths of the telework structure: reduced stress; increased flexibility for health care and mental health appointments, eliminates environmental irritants; reduced transportation expenses, in terms of fuel, toll, and vehicle maintenance. Employers are realizing the great value they gain in the workplace by hiring and retaining Veterans.

Michael stated that the Future of Teleworking/Telecommuting for our Veterans is the wave of the future. One job board with 1400 recent new hires, indicated 20% of jobs posted since the pandemic was in permanent remote positions. The challenges with Wi-Fi access, telecommunications issues, exchange of personally identifiable information, network security, etc. will continue to improve as employers adopt, develop, and invest in new infrastructure to accommodate this new telework environment. It may take a while for large organizations to address the needs of current/future telework demands.

In closing statements, Michael encouraged CWC to persist in its mission and vision, stating, “CWC has the most wonderful opportunity to be that education location for EDD in developing workforce professionals.” Ms. Stone offered her respective organizations’ California Department of Military and Veterans Affairs board leadership – and “boots on the ground counselor – to be part of the ongoing conversation regarding enhancing the employment skills and hiring of Veterans in the future telework occupations.

# California State Annual Awards Event Honors Winners

By Verletta (VAL) Moeller, California First Vice-President, Cabrillo Del Rio Member

The California Workforce Connection (CWC) held their annual Awards Event during the first virtual Educational Conference/Convention on June 12, 2021, due to the pandemic. This was a challenging task, but thanks to the awards committee (Jessica Escobedo, Raymond Cabrera, Rebecca Eusey, Peter Gallerani, and Val Moeller) everything went very smoothly.

All nominees received Certificates of Excellence.

## DISABILITY INSURANCE (DI)

- Employee Performance Nominees – Susana Gonzalez & Virginia Valle  
> **Winner – Virginia Valle**
- Employee Performance Management  
> **Winner – Melissa Lauritzen**
- Employee Performance Group Nominees –  
*Sacramento DI Training Team:* Barbra Ramirez, Melissa Lauritzen, Cheryl Tucker, Shannon Brown, Miriam Gonzalez, Michael Cottle, Kelly Anderson, Luigi Bertini & Alex Poe  
*San Bernardino DI Office Group:* John Szeibert, Kim Lincoln-Hawkins, Maria Monbtejano, Sharon Gutierrez, Matoya Terrell, Zaida Mota, & Delissa Mendoza  
> **Winner – Sacramento DI Training Team**
- Customer Service Nominees – Jose Castaneda and Kelly Anderson  
> **Winner – Kelly Anderson**
- Customer Service Group  
> **Winner – DI Field Operations Division:** Julie Dingle, Mateo Manegdeg, Hoi Ki Tsui, Larry Walton, Eerica Pena, Yolanda Kennedy, & Kamrynn Smith

## UNEMPLOYMENT INSURANCE (UI)

- Management Employee Performance  
> **Winner – Christopher McGann**
- Employee Performance Group Nominees –  
*Inglewood Onboarding Team:* Pamela Norris, Pleshette Burrell, Francisco Capitulo, Rina Carr, Luis Chavez, Ceneal Croxton, Helen Estrella, Eliza Euwing, Mark Fag, Mia Gist, Doreen Goldsmith, Francisco Huerta, Shanetta Johnson, Lisa Shaw,

## CONGRATULATIONS TO ALL NOMINEES & AWARD WINNERS!

- La Trea Kidd, Francisco Lindaya, Chris McGann, Rene Almaraz, Dionisio Ople, Maritza Osorio, Tracie Ponds, Vance Richards, Maria Shintani, Delores Vargas, Annette Herrera, Linda Phu, Vahe Yeghiayan, Kimberyl Ward, Loranda Cutrer, Abel Monreal, Nadia Moreno, Irene Presiado, Fredrick Warren, Charles Freeman, Janet Alexander, Faraz Aqil, & Jing Morse  
*Inglewood Rapid Response Team:* Eliza Euwing, Francisco Lindaya, Marco Martinez, Farrah Pleasant, Yesenia Olvera, Maritza Osorio, Sandra Rosete, Mia Gist, Irene Preciado, & Vahe Yeghiayan  
> **Winner – Inglewood Onboarding Team**
- Customer Service Individual  
> **Winner – Adilene Hernandez**
  - Customer Service Group Nominees:  
*Inglewood Rapid Response Team:* Irene Preciado, Frank Capitulo, Vahe Yeghiayan, Mia Gist, Maritza Osorio, Francisco Lindaya, Marco Martinez, Farrach Pleasant, Yesenia Olvera, & Sandra Rosete  
*Buena Park Appeals Group:* Eva Gutierrez, Huy Le, Shei Wei, Josine Cabanting, Sandra Lua, Vivian Portillo, Caludia Rutherford, Ana Saude, Jacqueline Sims, Carmen Tassi, Jennifer Tea, Joannie Wang, & Chong Ying Xiang.  
> **Winner – Buena Park Appeals Group**
  - Partner Employee Performance  
> **Winner – Department of Industrial Relations (DIR) and Department of Apprenticeship Services (DAS) Interagency Volunteer Team:** Cristen Harrington, Ellen Soakai, Susan Babirye, Adria Galbreath-Baker, Carlos, Medrano, Oluchi Iwuoha, Puliloa Chavira, Rhiannon Rogers, Jennifer Vargas, Rania Brown, Joe Espiritu, Kao Saetern, Carrie Stanosis, Ameilia Meza, & Adrianna Salmoran. This group answered the call to help the Unemployment Insurance (UI) Branch at the Inglewood UI office.

## WORKFORCE SERVICES (WS)

- Employee Performance  
> **Winner – Jacqueline Gomez**
  - Management Employee Performance  
> **Winner – Dinah White & Alexis Carter**
  - Customer Service  
> **Winner – Dominique Grenmalm**
  - Services to Veterans  
> **Winner – Selina Lee**
  - Fostering Partnerships  
> **Winner – Southeast Los Angeles County (SELACO) American's Job Center of California (AJCC) Change Makers Team:** Evangelina Arroyo, Echo Lau, Stacey Girdner, Corina Coronel, Vivien Hochschlid, Amber Hernandez, Renee Fakhfour, Tammy Ferranti, & Paty Dominguez.
- This past year a new award category was created to recognize employee performance in two EDD branch programs. This became necessary when staff were redirected to work in other programs due to the pandemic. This award embodies both accomplishments in the person's main work assignment and their redirection to another program. There were two award winners:
- (1) UI/IT Fusion Award  
> **Winner – Elizabeth Boam, and**
  - (2) UI/WS Fusion Award  
> **Winner – Helen Cabrera**
- Tax Branch Customer Service Group  
> **Winner – FACD Operations & Strategic Planning Group:** Mindy Walker, Patrick Boles, Scott Barbu, David Cornell, Taunya McCarter, Tiffany Ogundairo, Michelle Segoviano, Gabriel Silva, & Chris Tsao.
  - Information Technology Customer Service Group  
> **Winner – IT Branch – Mahendra Malliwal, Dan Wheat, Llicena Elliott, Kathleen Twomey, Jeff Mullen, Nancy Celeste, Hun Le, Steven Lee, & Jay Cui.**
  - Retiree of the Year  
> **Winner – Raymond Cabrera**
  - Award of Merit Nominees: *Susana Gonzalez, Val Moeller, & Elizabeth Boam*  
> **Winner – Val Moeller**
  - Toll Trust  
> **Winner – Arlene Bautista**





**ANDY CORE**  
MOTIVATIONAL SPEAKER

## How to Thrive Under Stress

By Phil Dwyer,  
CWC  
Treasurer,  
Puerto del Sol  
member

The  
keynote  
speaker at  
the first

virtual CWC Conference held on June 12, 2021, was Andy Core who spoke on the timely topic of How to Thrive Under Stress. He is a credentialed, award-winning author and speaker on thriving in high-demand organizations and providing best practices to improve engagement, productivity, and resiliency. After the past year, we could all look forward to tips on how to deal with stress and change.

He shared how to get the top energizers from working from home, which includes positive energy, calmness, and increased production. One needs to have a thriver motivation as opposed to a struggling, overwhelmed feeling. Instead of being interrupted by email and becoming less productive, employees need to be strategic and intentional in scheduling their time. By becoming proactive and managing your time, you can thrive at work, instead of being reactive to each 'ping' of an incoming email or interruption of your work each day.

Andy Core shared three strategies to help create a meaningful, oriented, and positive environment to thrive. Three strategies include joy, congruent, and shared.

The first, Joy, is to make sure you are engaging in activities that bring you joy at work and give you a positive attitude. In a brainstorming exercise, some ideas included serving customers, clarifying complex issues, completing a project, working collaboratively, and helping coworkers.

The second strategy, Congruent, involves 'what I do is what I believe in.' Since we work for the Employment Development Department (EDD), we are in the business of providing services to our customers who need benefits or need help in obtaining a new occupation. Our beliefs need to agree with the overall policies of the Department, helping others, and providing excellent customer service.

Shared is the third strategy, and

it involves looking at the big picture and answering the question, "How am I part of something bigger than me?" This involves the mission and vision of the organization and how it personally relates to you. The mission of the EDD is to enhance California's economic growth and prosperity by collaboratively delivering valuable and innovative services to meet the evolving needs of employers, workers, and job seekers. The vision of the EDD is to strengthen the economic vitality of Californians and their communities. He shared that we need to feel part of a group and have a purpose. Serving the people of California is the greater good of public servants. Andy Core shared that by starting the day with a positive affirmation, one can be more engaged and thrive. His daily mantra is 'serve, not shine' which means he is here to help and not for the glory.

He also shared that collaborative orientation creates an internal motivation to thrive and a sense of social connectedness. The opposite of collaboration is isolation. In a teleworking environment, it is easy to feel isolated. We must work towards social interaction in our personal lives in addition to our work lives. Interactions with people can recharge our emotional batteries. Andy asked the audience what social interactions help their emotions. The answers included walking the dog, bowling, dancing, family, laughing, and meditation. High engagement and low burnout are attributes of high performers.

The next topic was motivation and the speaker shared three questions to assess your focus. The first is of self-How positive is your view of yourself? The second is future-How optimistic is your view of the future? The third concerns work/others-How positive is your view of others? The more optimistic a person is shows increased productivity and better coping mechanisms.

The presentation gave the attendees some tips on how to handle change and stress better. One can use this presentation to move forward from the previous chaotic year and make the best of the future.

## Meritorious Service Award

By Raymond Cabrera, District IV Director,  
Inland Empire Chapter Member

The CWC Meritorious Award is one of the highest honors that a California Workforce Connection (CWC) member can receive. It recognizes outstanding service or achievement, beyond normal expectations or job requirements, which benefits CWC and the workforce development field.

The winning individual was all this and more for our organization. This person spent 30 plus years with the Employment Development Department rising to the position of Employment Program Manager III while keeping active in our organization. She has held every position in our organization and even some at the international level.

To help members, gain knowledge of our organization working together with EDD, she helped write a New Employment Orientation (NEO). Together with various CWC team members from each of the districts she developed a new NEO in 2020, that even the EDD Administrators approved and is still currently being used. This NEO is a PowerPoint presentation that potential members can view from our CWC Website.

EDD found the need to hire new employees due to the great response of individuals finding themselves out of work due to the pandemic. This resulted in the need for EDD to promote individuals into management positions temporarily. These promotional positions require a candidate to fill out and submit a Statement of Qualifications or SOQ. The SOQ is a training module that shows the candidate the best way to organize and present an SOQ for a potential job. Recently, together with the Marketing Team, we created a Webinar with her presenting the SOQ Training in person. To welcome the participants, she has offered free mentoring services to review anyone's SOQ that cares to send her a copy. Val has a Bachelor of Arts degree in Communications and a Master's in Public Administration which makes her very qualified to do these tasks.

She has helped in creating PowerPoints for NEO, SOQ, Business Writing, Lunch & Learns, Awards Presentation not to mention she helps to review the articles for our newsletter the *Cal-Liope*.

As far as providing community services in her local chapter Cabrillo del Rio and her District III area, she is involved with several

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# Toll Trust Award

By Val Moeller, Past Presidents Association President

The Toll Trust Award was established to present an annual award to a California member whose activities or accomplishments most contribute to the advancement of the California Workforce Connection (CWC) activities and are exclusive of job performance. It has been several years since we have had a nomination, but we did receive one for 2020.

The nominee has many activities that contribute to CWC that are summarized below:

- She is and has been a local chapter president for at least 10 years.
- She participates in the Annual District II Bowl-a-thon charity fundraising activity.
- She participated in Membership Committee meetings and has taken minutes.
- She supports District II Awards programs to recognize CWC members.
- She has attended and supported the District II Speaker series- CalPERS, Disability Insurance Awareness, CalPERS, and Toastmasters
- She provided invaluable support for the District I & II NorCal Educational Conference held In Vacaville on February 7, 2020. She was instrumental in procuring an outstanding venue and was the local arrangements point of contact with State Compensation Insurance Fund (SCIF) which required arranging a walkthrough, completing the licensing agreement, and ensuring payment timelines were met.
- She develops/distributes the Book Club flyers and facilitates the Book Club conference call meetings.
- She provides marketing information about the Book Club for the website.
- She has been a Bybee Board member for four years and presently serves as the Bybee Board Chair.
- She served as a member of the 2021 State Conference/ Convention Planning Committee.

This person has demonstrated outstanding professionalism and a can-do attitude that exemplifies the CWC mission and vision. Congratulations to the Toll Trust Winner Arlene Bautista, East Bay Chapter President. Thank you to Raymond Cabrera for the nomination.

## MERITORIOUS AWARD

FROM PAGE 9

Workforce Offices holding Veteran's outreach programs, collecting clothing for Vets going for job interviews, helping Veteran families in their Annual Adopt a Veteran event, and the Annual Veterans Thanksgiving Give Away just to mention a few events.

All these ventures show her character in how she deals with people, works to improve the organization's operations, produces great productivity, and improves our internal operations. Nothing is too big to tackle and improve for the growth of this great organization.

***Congratulations Val Moeller!***

## DISTRICT II

By Fred Ruibal, District II Director

Greetings one and all and happy summer 2021! I do not know about you, but this summer is flying by! I am already starting to think about the holidays for as soon as summer is over, thought so sugar plums dancing in our heads start to become horrifying real! So enjoy it while we can, go to that beach or that recreational facility you have always been wanting to go to but could not for the past year!



FRED RUIBAL  
DISTRICT II DIRECTOR

District II's local chapters, East Bay and Silicon Valley, had been busy with their election of new officers for the 2021-2022 year. As has been the case, our chapters will get together as a group for the installation. Pre-pandemic we usually get together at a local restaurant for the event. It would consist of a speaker or speakers, updates about what the individual chapters are up to, etc. It is always a fun time. Personally, it is always a fun time meeting at a restaurant where food is involved!

As of this writing, the District will be planning on various events. Some that we have done and collaborated with as a district such as the San Jose Veterans Parade, which will be on November 11th. We were not able to do it last year of course, but it looks like we will be back in the parade come November if all goes well. This has been a long-standing tradition for the district. It was first started by the Silicon Valley Chapter, but the East Bay chapter has since joined us, and we have thus turned it into a district event.

As the District II Director, I was involved in the planning of this year's state conference, which was held in June. It was our first conference via Zoom, and it turned out to be a huge success. We had a good turnout as far as attendance and great speakers. Feedback from attendees was positive for the most part.

We are now busily in the process of planning next year's conference, intending to have it at a venue. I for one am looking forward to attending a live conference once again for this is one of the reasons that I have been a CWC member for so long. I enjoy the education and camaraderie that the live conference offers. Networking is an important part of the experience. I have met so many great professionals over the years attending these conferences.

I will finish this writing by just expressing my optimism that despite the news that we may not be out of the woods yet with this pandemic, we seem to be doing a lot better than we were a year ago this time. That leaves me with the hope that CWC will again start experiencing normalcy that will resemble years of the past.



## DISTRICT III

### ON THE MOVE

By *Dadisi Elliott, District III Director*

Congratulations to L.A. Chapter for receiving the CWC Award for the “Most Improved Chapter” award and to Cabrillo del Rio for “Chapter of the Year.” Their leadership and hard work are commendable. We have seen numerous members in District III develop their leadership skills and obtain promotions because of their involvement with CWC. Due to exceptional outreach efforts and value-added services, District III achieved several new hires joining CWC. District III had the following local chapter workshops and activities: District III – Denim and Diamonds Awards Ceremony; San Gabriel Valley Chapter – Statement of Qualifications Workshop; Los Angeles Chapter – Compton Lives Matter Community Service Activity.

District III recently presented awards to Angie De La Mora, Tova, and Sterling Barbour for service to CWC and their community, during the “Compton Lives Matter” community service event. District III is looking forward to planning upcoming events, including its Annual District III Picnic. We encourage you to become active in a leadership role in your local chapter. If you are not a member yet, we request that you join and become a part of this fantastic organization.



## INLAND EMPIRE CHAPTER

By *Jayme Moore, Inland Empire President*

I am honored to have been elected to be the CWC Inland Empire Chapter President for the 2021-2022 term. We plan to continue online workshops and presentations via Zoom. I believe this will continue to allow more of our membership to take advantage of the information and knowledge sharing in our presentations and workshops. We will also continue to conduct our chapter, committee, and general meetings via the same format. This will also allow more members to take part in the chapter meetings, see what we are planning, and offer any suggestions they may have.

Community affairs will be more challenging as well, as many of the normal agencies we have worked with in the past have curtailed public participation due to COVID-19. We will make every effort to find agencies and charities that our chapter can assist with and make those opportunities available to our members. If you know of any charities or organizations that you would like to see our chapter help, please email me at: [moorejayme@icloud.com](mailto:moorejayme@icloud.com).

Board Members

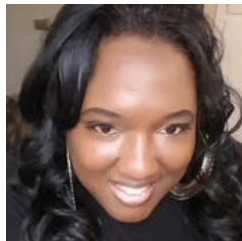
President: **Jayme Moore**

1st Vice President: **Peter Gallerani**

2nd Vice President: **Sylvia Espinoza-Logan**

Treasurer: **Joyce Olayinka**

Secretary: **Nicole Palomino**



JAYME MOORE  
PRESIDENT

Please remember, the CWC Inland Empire Chapter is YOUR chapter. We are here to bring you educational opportunities that enhance your competence, knowledge, and proficiency, as well as opportunities to give back to our community. We need your suggestions and participation and feedback.

I look forward to what this upcoming year has in store and look forward to meeting many of you at our upcoming events.



## SACRAMENTO CHAPTER

By *Tanya Davidson, Sacramento Chapter President*

This year the Sacramento Chapter is so proud to bring home so many awards from the California Workforce Connection State Annual Recognition Program. Congratulations to all who were nominated! Recognition is a key element to developing and maintaining an outstanding workforce and Sacramento is proud to have so many CWC leaders serving with the Employment Development Department. Congratulations to all the 2020 award winners! You have proven yourselves to be outstanding leaders in your workplace community and deserve this recognition! You have made Sacramento Proud!

For more information about the Sacramento Chapter and its events/notices, please visit the website: <https://www.sacchapter-cwc.org>.



## SAN GABRIEL CHAPTER

By *Dadisi Elliott, San Gabriel Valley Chapter President*

One of the first challenges of this COVID-19 Pandemic that San Gabriel Valley Chapter (SGV) had to face head on was the daunting task of endeavoring to maintain communication and continue to provide education and training services to members.

Thankfully, SGV Chapter was able to do just that while rising to the challenge of adhering to the Center for Disease Control and Prevention (CDC), EDD, and state of California “Safer at Home” Guidelines. To effectively accomplish this task, we all had to get out of our comfort zone of in-person SGV Chapter and Board of Director meetings, workshops, and conferences. We had to learn new skills of utilizing technology such as Zoom to maintain contact with our local members. Many chapter officers and members have benefitted from attending SGV workshops in this communication platform.

SGV continued providing training and Community Service Activities during the Pandemic via Zoom. Here are a few of the notable trainings/activities:

- A. District III – Denim and Diamonds Awards Ceremony
- B. Statement of Qualifications Workshops
- C. Attendance at the CWC Education Conference

It was great to recently attend my first in-person outdoor social event, “Compton Lives Matter Community Service Activity”, co-sponsored by the LA Chapter of CWC. SGV is looking forward to planning upcoming lunch and learn workshops and community services events.

## Membership Application

**New**     
  **Update**     
  **Renewal**     
 Date: \_\_\_\_\_

*Mail form (and payment) to: **CWC**, Membership Coordinator, PO Box 7858, Oxnard, CA 93031*

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: \_\_\_\_\_