

A Joint Venture With One Voice

BUILDING ON A PROUD
TRADITION

INSIDE THIS ISSUE

Click the link Below

[Message from our Director](#)

[Subchapter Activities](#)

[People On the Move](#)

[International Connections](#)

[International Development on the Move](#)

[Picture this:](#)

[Membership](#)

[Power Phrases](#)

[In the News](#)

[And the Winner Is...](#)

[Awards](#)

[Fourteen Facts](#)

[District XIV Educational Institute](#)

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ITEMS

Published by the **Idaho Chapter of IAWP "Partners in Workforce Development"**
Formerly IAPES (International Association of Personnel in Employment Security)

Message From our Director

Christmas time is here and the joy of the season is infectious. Music fills the air, the delicious aroma of cookies and candy is beginning to waft across the office, and holiday cards arrive in the mail keeping us in touch with those we've worked with through the years.

While certainly there are many things in our economic environment that remain challenging, we can be proud of the tremendous strides we've made in bringing our programs closer to the people we serve. I'm especially excited about the increased opportunities for collaboration we've seen recently between the Department of Commerce and Department of Labor. The Commerce staff and the Labor staff are a wonderfully talented group of employees. The ideas and creativity being shared are sure to greatly benefit the citizens of Idaho.

An article appeared recently written by Catherine Dickens, the great-great-great-granddaughter of Charles Dickens, in which she mentioned the true tale of a modern-day Scrooge. The story was of a young man out to make his fortune in the world, rising from humble beginnings to obtain an education and become a lawyer. While still in law school, he and a partner started a direct-mail

business through which he soon became a millionaire.

Driven by the desire for success, the young man worked long hours increasing his company's revenues, spending less and less time with his wife and young children. He lost himself in a pursuit of material wealth and luxury, until arriving home late one night, his wife confided that she no longer loved him. She hated what he had become and told him she was leaving. Stung by the realization of what he was about to lose, the young man searched his soul for what he truly valued and wanted in life. "I was in agony," he recounted later. "Never before or since have I suffered like that."

Reconciling with his wife, he sold his business and their possessions, even gave up their home, and distributed the money to the poor. They moved their family to a small farming community in the South, and again full of hope and energy, began a movement to provide adequate housing for those without the resources to do so on their own. Through coordinating volunteer labor and donated materials, Millard Fuller and his wife, Linda, have expanded that movement into Habitat for Humanity International, which has constructed more than 150,000



homes worldwide for families in need of adequate shelter. From their small home in a low-income neighborhood, Millard and Linda

Fuller continue to reap a wealth of appreciation and love, an entirely different sort of fortune than originally imagined.

One of the things that struck me in this story was the tremendous amount of good that comes from helping others. And what a little bit of structure will do to change generations of impoverishment. By providing a home to those most in need, the program they established stabilizes whole communities.

It's a wonderful story, and much of what we do here at our agencies lies within this same spirit of service to others. Through economic development, employment assistance, information sharing, and many other services, we provide a structure for helping those who need help. Our work brings people and communities to self-sufficiency.

I hope you will take some time this holiday season and reflect on these many wonderful things to which you have contributed so greatly over the past year. Merry Christmas and Happy New Year!

Roger



“He who dares to teach must never cease to learn.” -- Anonymous

Subchapter Activities

The Panhandle Subchapter of IAWP in conjunction with the Coeur d'Alene Local Office collected \$600 in food and cash to support the State Veterans Home in Lewiston. Robert Shoeman (LVER in the Coeur d'Alene office) joined the food convoy to

deliver food and to say “Thank You!” to our veterans.

Congratulations to Raggedy Ann, the sumo wrestler, the dancing hamster (disguised as a duck), Bonnie the Greeter and Marge Simpson for winning the Halloween Costume Contest in the Coeur d'Alene office. The winners were named at the annual Halloween potluck lunch. The contest was sponsored by IAWP.

The Panhandle Subchapter of IAWP held an “Advent Calendar” quiz. Kathryn Tacke, Subchapter Secretary-Treasurer, supplied questions to all participating employees. The daily questions were sent out each workday from December 1 through December 19. For each correct answer, the participant's name was entered into a drawing for prizes of \$20, \$10 and \$5.

The Panhandle Subchapter and the Coeur d'Alene Local Office are on Santa's “Nice” list this year! Both helped the jolly old elf deliver Christmas gifts to two families in the area. The subchapter supplied gifts to the WIA participants in each family and employees rounded out the ‘wish list’ for the children in the households.

Our book group's next selection is Red Thunder by David Matheson, a local author. We will invite the author to a luncheon when we discuss this book about the traditions of the Coeur d'Alene Tribe.

The Seaport subchapter has been busy.

In October we had a Dutch oven cook off and pumpkin carving party. Three of our “great chefs” did different dutch oven entrees and while they were cooking the children and those who are child like carved some

pumpkins. The food and the pumpkins were amazing and we had a great time.

In November we did our second round of educational videos in November. This time it was Craig who went on tour with the



team building and motivational videos FISH & FISH STICKS. The videos are put out by

the owner of the Pike Street Fish Market in Seattle. That company has become famous for making a less than glamorous job fun, and the workers have built an incredible customer service attitude. Each of the four offices in the Seaport subchapter had pizza and viewed the videos. Three of the offices have two lunch hours so the videos were shown during both so all the staff had a chance to see them.

Seaport subchapter is also doing a community service project. The Nez Perce county court services will be giving away Christmas trees to families in need. We purchased supplies and put them in our small conference room and during lunch hour the Lewiston staff is making Christmas decorations for the trees. As we looked at the decorations we have made so far it is clear that we may have more spirit than craft talent but we are having a good time. Each of the other 3 offices in the subchapter will be planning their own community service activity.

Our next activity will be a triathlon for the sports minded (bowling, pool, darts, miniature golf) with the best team winning coveted prizes.

Sawtooth & Sage Subchapter
October Activities

By Lori McCrae

Sawtooth & Sage kicked off October with an educational video titled "You're Not Listening". The humorous video gave tips on how to increase your listening skills. We had 6 attended at the Twin Falls local office.

Later in the month we had a "Hot Potato Sale". Twin Falls staff enjoyed baked potatoes with all the trimmings at lunch. The following week we sponsored a "Homemade Cookie Bake Sale". Members baked a variety of cookies and sold 3 for \$1.00. Both fundraisers were so successful we ended the month with two contests, the Pumpkin Cook Off and a Halloween Costume Contest.

We had seven items entered into the Cook Off. All the dishes were wonderful! But the highlight was Cheryl Harrington's Pumpkin Chile which took 1st place. Dan Zeigler's Pumpkin Cake received 2nd and Donna Requa's Incredible Pumpkin Bars come in at a close third.

Both Burley and Twin Falls local office staff participated in the costume contest. The winners were: 1st – Lori McCrae as Malificent 2nd- Peggy Jackson as Witchy Witch and 3rd – Jennifer Noriega.

Thanks to all that helped with all the activities and the great fun!!!

Coeur d'Alene Book Club

By Nona Rambo

We held our first IAWP book group meeting today. Eight people attended and two more participated by email. I was really impressed that so many read the book (Nickel and Dimed) and that everyone was eager to participate. We have to cover in the office during lunch time so not everyone could attend for the entire session but everyone

who attended (even for a little while) spoke out!

It was a great book for discussion. People recalled 'survival jobs' they had worked. I think it really made us all think about our customers here at Job Service and what they might be going through.

Our next book is Red Thunder by David Matheson. We don't have a date for that discussion (some time after the first of the year) but several people have already read it.

If you have any suggestions of books that might be good for our group, please let me know.

"Happiness is not a station you arrive at, but a manner of traveling." -- Margaret Lee Runbeck



**People
On the
Move**

New Hires

Angela Hernandez 0080
 Armida Molina-Prieto 0080
 Blossom Johnston..... 0820
 Brenda Ceja 0080
 Brian Darcy 0540
 Brian Lunt..... 0270
 Carol Schemanski..... 0090
 Craig Hampton 0090
 Cynthia Swain 0670
 Dax Broadhead 0270
 Dianne Jensen..... 0130
 Flor Gaona 0080
 Gary Frazier 0270
 Glen Cuchine 0540
 Glenda Felts 0090
 Jan Roeser..... 0370
 Jason Abbott 0640

Jerry Korn.....0540
 Jim Givens0080
 Jude Anderson0080
 Karen Frans..... 0540
 Kelly Dooms0650
 Lance Stevenson.....0270
 Maria "Angie" Sanchez.....0720
 Matthew Hotham0540
 Michelle Jerome0770
 Olga Burlo0670
 Patricia Reynolds0240
 Perry Hill0610
 Renee Hulling0090
 Rhonda Buffington0610
 Russell Contreras0270
 Sally Hall0390
 Shirley Schopp0090
 Tamara Norlander0090
 Victoria Kunz.....0090
 Zachary Rodriguez.....0270

Promotions

- Amy Hoolahan**
 JS Manager 1 in Blaine County
- Cory Isakson**
 IT Resource Manager
- Craig Soelberg** UI Technical
 Services Specialist
- Fred Elliott**
 IT Resource Manager
- Greg Lyons** Job Service
 Supervisor in Magic Valley
- Joel Allen** IT Manager
- Lars Hanson** IT Manager
- Louie Downey** UI Program
 Review Analyst

Separations

Aimee Cunningham.....0670
 Angie Sanchez0080
 Brian Langley0080
 Brye Austin0270
 Destinee Schuster.....0370
 Elizabeth Prusha-Parlor0790
 Flor Gaona0080
 Gloria Jackson0670
 James Crotts0130
 James Rankin0030
 Julee Irish.....0610
 Katie Cogswell.....0770
 Leticia Esparza0080
 Mary Garcia0720

Melanie Brown	0540
Michelle Day-Harneck	0610
Norma "Sing" Hess	0370
Rachel Adamson	0540
Robin Adams	0130
Rohn Grohs	0350
Ron Nooner	0640
Simon Rodriguez	0370
Tamara Clark	0240
Wallace Croghan	0040
Wendy Covert	0270

Retirements

Janice Countryman	0610
Karen Stroder	0730
Sandra Anderson	0610
Susan Deemer	0030

Corrections

Wendi Ackerman - 0050 should have been listed as a new hire in the previous edition. Welcome.

"Courage is the art of being the only one who knows you're scared to death." (Harold Wilson)



International Connections

By David Washburn
 –Idaho Chapter International Development Committee Chair

IAWP members can all learn from each other. That's one reason IAWP seeks to provide an international forum for sharing information. Our ties to chapters in other nations broaden our horizons, giving us access to more knowledge and more options. Our common goal of making lives better through workforce development provides us all with many interesting programs, topics of discussion and ideas to share with each other. This provides great opportunities to grow

professionally and contribute positively to our common goals in workforce development around the World.

To contribute to the IAWP goal of providing for this international forum for sharing information, the Idaho Chapter of IAWP, International Development Committee, will publish an article on a different IAWP member country in each of the coming

Turks and Caicos Islands

ITEMS newsletters. In this issue we will explore the Turks and Caicos Islands. The IAWP Chapter from the Turks and Caicos currently has 25 IAWP members.

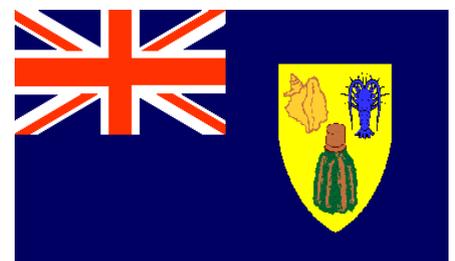
The Turks and Caicos Islands are located in the Caribbean southeast of the Bahamas. There are about 40 islands (eight inhabited) with a total of 170 square miles of land. This is about 2.5 times the size of the city of Washington, DC.

The islands were part of the United Kingdom's Jamaican colony until 1962, when they assumed the status of a separate crown colony upon Jamaica's independence. The governor of the Bahamas oversaw affairs from 1965 to 1973. With Bahamian independence, the islands received a separate governor in 1973. Although independence was agreed upon for 1982, the policy was reversed and the islands are presently a British overseas territory.

The Turks and Caicos Islands make up a British Crown colony. The Governor Jim Poston (since December 16, 2002), was

appointed by Queen Elizabeth II, and presides over an Executive Council. Local self-government is headed by the Chief Minister, Derek Taylor, and is carried out by elected ministers and a legislative council, which is empowered to enact local statutes. Government offices are located on Grand Turk. The legal system is based upon the English Common Law and is administered by a resident Chief Justice, Chief Magistrate and three Deputy Magistrates. Judges of the Court of Appeal visit the Islands twice a year and there is a final right of Appeal to Her Majesty's Privy Council sitting in London. There are no direct taxes on either income or capital for individuals or companies. There are no exchange controls. Indirect taxation comprises customs duties, stamp duty on certain transactions and departure tax.

Historically, the economy of the Turks and Caicos Islands relied upon the export of salt. Currently, tourism, the offshore finance industry and fishing generate most of the private sector income. The



Islands' main exports are lobster and conch. Practically all consumer goods and most foodstuffs are imported. The US is the leading source of tourists, accounting for more than one half of the 93,000 visitors in 1998. The major sources of government revenue include fees from offshore financial activities and customs receipts. Tourism fell by 6% in 2002 but appeared to be picking up

at year's end. The Turks & Caicos Islands are recognized as an important offshore financial center, offering services such as company formation, offshore insurance, banking, trusts, limited partnerships and limited life companies. The Financial Services Commission regulates the industry and spearheads the development of offshore legislation.

The population was 19,350 as of July 2003. This represents a population growth of 3.14% in 2003. The labor force in 1990 was 4,848 consisting of about 33% in government and 20% in agriculture and fishing. The remainder of the labor force is in the tourism, financial and other services. The unemployment rate in 1999 was 12.4%.

Government finances, which were a concern in the early 1990s, were revitalized due to an aggressive program of budget cutbacks. This included layoffs in the public sector employee and expanded efforts to increase revenue. As a result of the improvements in the performance of the economy, Government's fiscal position showed a significant improvement, especially towards the end of the decade. This picture changed dramatically in the second half of the decade, and the country was able to generate significant budgetary surpluses, due to improvements in the real estate and tourism sectors. As a result, the Government was in a position to expand the range and quality of services available to the public, and in recent years, was able to fund approximately half of its economic development program from local revenue. The



Government still remains dependent on the United Kingdom Government grants and loan funding from the Caribbean Development Bank to fund a significant share of their economic development programs.

Inflation in the Turks and Caicos Islands reflects the inflationary conditions of those in the United States, given the high dependence on the United States for all imports. Prices in the Turks and Caicos Islands tend to be stable, except in the housing sector on the island of Providenciales. Unemployment levels declined in the 1990's, however, most employment opportunities were available on the island of Providenciales, which attracted movements from the other islands, as well as immigrants. Unemployment remains a concern on the other seven inhabited islands.

“If you make every game a life and death proposition, you're going to have problems. For one thing, you'll be dead a lot.” Dean Smith, winningest NCAA basketball coach (b. 1931)



International Development on the Move

By David Washburn
—Idaho Chapter International Development Committee Chair

Remember the International Development Committee activity planned for this year as an International e-mail pen pal

program with IAWP members from other international member countries. This activity would entail sharing ideas, knowledge, program successes and information with our counterparts in foreign countries. If you are interested in participating in this activity please contact David Washburn at dwashbur@jobser.vice.us. There are some e-mail addresses available on the International IAWP directory on the IAWP web page.



“Our deeds still travel with us from afar, and what we have been makes us what we are.” George Eliot, English novelist (1819-1880)

Picture this:

By Pam Pearson,
Educational Chairperson

It's 11:45 and the pizza delivery person has just dropped off a mouthwatering, piping hot, deep dish supreme pizza with extra cheese all gooey and scrumptious just waiting to be washed down with an ice cold beverage, followed by a little sweet treat to finish it all off!

You grab your slice(s), beverage, a few extra napkins and pull up a chair to kick back and relax with a nice video. You eat a little, drink a little, watch a lot, and pretty soon your mind is rushing with new ideas, racing with motivation and overflowing with enthusiasm because you realize that this video has just brought you newfound knowledge to help you better assist a particularly challenging customer. Rather than

having to give yourself a pep talk for that next appointment, you cannot wait to meet with him and explore the effectiveness of your newfound wisdom.

You meet with your client with new energy that he senses right off the bat. Soon he is more receptive to shared thoughts and ideas. He sits up a little straighter, makes better eye contact and becomes “invested”. Together, you begin laughing, sharing and building great rapport. All stemming from one hour of time you took to watch that educational video brought to you by your IAWP subchapter.

Education is essential in allowing each of us to continue to personally and professionally thrive in our ever-changing environment and to provide the most outstanding service to our clientele.

Organize your educational event today! It’s as easy as “dinner & a movie”! Here’s some ideas:

📖 Your local library is a great resource for various videos on educational and motivational topics. We have a state library available with an array of motivational and educational books, however it is my understanding that recent changes and funding reductions have caused a shift in the management of the video media to one of the school districts in the Boise area. You can request books from our state library by accessing their website @ www.LILI.ORG and check the catalog/catalyst for material you would be interested in. Then you could request material by email, phone call or fax and it could be checked out and mailed to you as available. You will also need to be a registered user as with any other public

library, and again, for further instructions, I would encourage you to call Bonnie or Steven at The Idaho State Library (208) 334-2150.

The following videos are still on hand at the State Library and have been previously viewed and recommended:

👉 Marketing Winning - Customers with a workable plan – 45 mins.

👉 Getting What You Want – How to reach agreement and resolve conflict every time – 19 mins.

👉 The 7 Deadly Sins of Customer Service – 22 mins.

👉 Dealing with Disappointed Customers – 22 mins.

👉 Opening the Right Doors – 25 mins.

👉 If It Weren’t For the Patron – Evaluating your public service attitude – 17 mins.

👉 Controlling the Confrontation – Effective communication techniques – 44 mins.

P.S. Keep in mind to count as educational credit, the education must have one hour of educational content – so if choosing a video that is less than an hour, it would be important to supplement with an additional learning activity.

👤 Have a local college professor offer some basics of another language to help with our non-English speaking customers. Or maybe some sign language for the hearing impaired.

📖 Start a book club & meet regularly at lunch – spend some time sharing new found knowledge with coworkers.

💻 Have your local office computer expert offer an evening of software training or various computer tips & tricks, order

dinner & have some great interaction.

♥ How about some CPR or First Aide Training.

✉ Invite a partner in to share information about community resources.

? How about an IAWP or BRIC Brain Teaser, Crossword Puzzles or Team Games.

The possibilities are endless. Please share your ideas with me at ppearson@jobservice.us. I am anxious to publish them for everyone to take advantage of!

Happy Learning!

“Work is not man’s punishment. It is his reward and his strength, his glory and his pleasure.” George Sand

Membership

By Craig Smith,
Idaho Chapter President

Let’s not keep us a secret. For years we have been talking about IAPES. But have your coworkers heard about IAWP? The new IAPES, IAWP stands for International Association of Workforce Professionals. We have never been exclusively for Job Service although the vast majority of our members have always been from Job Service. The new name more clearly reflects the Partnering that is occurring in government, the evolution of One Stop systems and the combining of agencies, which will continue. In order to grow and thrive in this environment we must reach out and embrace out new partners, this brings us to the theme of my article.

In this issue I will talk about communication. What does this

have to do with membership? EVERYTHING! If you don't talk about IAWP you will never sign up a member. Do you talk to your coworkers about IAWP, its national and international coalition and what it does for you and your career development? Whether you are a current workforce employee or retiree, communicate - talk to your colleagues, friends and people that you work for and with, they might be the next new members you sign into IAWP.

Growth in numbers is what we need. I try to stress the importance of the phrase EACH ONE, REACH ONE. I hope it will help in your endeavors to sign up new members and to remind current members to renew their memberships. We, meaning you and I have to get the word out to other workforce professionals that IAWP is their direct link to an improved workforce system.

“To ignore evil is to become an accomplice to it.” Martin Luther King, Jr., American civil rights leader (1929-1968)

Power Phrases

By Meryl Runion

Poison Phrase of the Week: I don't know if...

I don't know if you want to say anything about this or not...

How often do you make a statement when you are really asking a question? In this case, the person speaking was offering to turn the floor over to someone else. It would have sounded more powerful had she simply asked:

* Do you want to say something about this?

In the News

By Nancy Upchurch

I wanted to let you know that the IAWP web site redesign is now complete. You can find it at <http://www.jobservice.us/portal/go/iapes/4531/DesktopDefault.aspx> or access it through the Intranet under “external information.”

If you see something incorrect, please let me know. I tried to proof the changes, but may have missed something. Please notice that on the far right side, there is a button that says “newsletters.” This is where I will post the ITEMS when it is published.

“It is one of the most beautiful compensations in life that no man can sincerely try to help another without helping himself.” (Ralph Waldo Emerson)

And the Winner Is...

By Nona Rambo

Just want to let you know that our IAWP



fundraiser for the **Veterans Home in Lewiston** was a great success! As individuals, we donated \$414 in cash and \$86 in food. In addition, IAWP donated \$100 in cash. So, the total was \$600. The units had a competition to see which one could raise the most money/collect the most food. Most of the donations were cash. Robert Shoeman (LVER and IAWP member) will be joining the North Idaho Food Convoy tomorrow. We're sending our best wishes to the vets as well as the food donations. The Red Team may have won, but the real

winners were the veterans at the home.

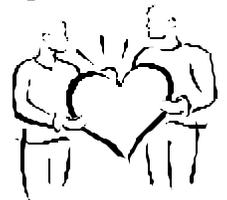
"If money is your hope for independence, you will never have it. The only real security that a man can have in this world is a reserve of knowledge, experience and ability." -- Henry Ford

Awards

By Sue Polk

IAWP Idaho State Chapter, Awards Chairperson

Each year our association presents a number of awards to individuals and groups in recognition for outstanding service to our profession and our communities. I



am requesting that each office submit two nominations, at least, for consideration of any of the awards described in the ITEMS over the next few issues

During this time of tightening budgets and no pay increases rewarding staff in other ways becomes important for maintaining and initiating positive, productive synergy and morale. Offering compliments based on a person's character or actions inspires them to perform in such a manner that invites additional praise. The power of praise is limited only by its lack of use. How many people do you know who could benefit from a sincere “congratulations” or “great job” or possibly even “you're the best”? Silent appreciation doesn't mean much. Let others know your positive regards toward them. The IAWP awards system is a constructive,

upbeat way to offer recognition for work well done and it won't take a lot of time to do.

The awards are presented to members and nonmembers in appreciation for service to citizens in Idaho through IAWP. Please take a few moments to pause for recollections about any of your co-workers whom you believe deserve recognition for the hard work they do. With the constraints being placed on our agency these recognition awards are even more important to inspire us to continue to do the best possible work with limited resources. These awards celebrate the spirit many state employees embrace about helping unemployed persons better their lives and standards of living. Nomination for an award is also simple and not time consuming. You may fill out the one page form found in this issue and mail or fax it to me. The critical factor is time as nominations must be in to me by December 31, 2003.

Please share this information with your management staff and with your general staff at your next meeting.

Anyone is allowed to submit. Some of the awards require that the recipient be a member of IAWP but others don't. Thank you for your consideration and hopeful participation in the awards process. Winners will be invited to the IAWP Spring Education Conference to receive their awards; their names will be printed in the IAWP ITEMS newsletter. I would also like to recommend they be announced in your office staff meetings.

Submittal Information:



Sue Polk, Address: 150 Shoup Ave. Suite 13, Idaho Falls, Idaho 83402-7268, E-mail: spolk@jobservice.us, Fax: (208) 525-7268

AWARD NOMINATION GUIDE

Award Category:
Name Of Nominee:
Submitted By:
Brief Statement Of Accomplishment:
What was done:
When it was done:
How it was done:
Results:
Save copies of evidence/documentation such as flyers, agendas, programs, newspaper articles, photographs etc. and mail them to Sue Polk, 1680 Michael Street, Idaho Falls, Idaho 83402. It's really this simple.

"Money is simply a tool...for success...or mediocrity...all depends on how you use it." --
Doug Firebaugh

Fourteen Facts

by Craig Keyston,
IAWP District XIV Director

1. The International website is changing. The new logo and colors have already been added to the site. Soon the "Members Only" section will be changed. In order to gain access to that area of the website, Members will need to submit their last names and Member number. Your Member number was recently mailed on your 2003 Membership card.

2. Chapters in District XIV are planning exciting Spring Institutes. Idaho will hold its annual two-day educational conference at the end

of April. May will find Oregon, Montana and Washington holding two-day educational conferences. More information will be available to Members soon.

3. The criteria for the Citation Award was changed several years ago. However, the new criteria has not been enforced. If you plan to nominate a government or public official for an Award, please submit the nomination for the Public Policy Award and not for the Citation Award.

4. The new marketing brochure for IAWP was sent to all Members with the new Membership card. It details the advantages of Membership and Members are encouraged to use the brochure to recruit new Members. Each Chapter will be sent a complimentary supply of 50 brochures to aid in Membership recruitment efforts. Of course, each Chapter may order additional brochures.

5. Social Security Numbers (SSNs) are no longer required on IAWP Membership transmittals. They may still be required by agencies that provide payroll deduction of Membership dues.

6. District XIV Members congregated in late September at Silver Falls State Park in Oregon. The District XIV Constitution and Administrative Guidelines were modified to reflect the name change. Sixty-five Members attended the one-day educational conference in beautiful weather at the foothills of the Cascade Range. Tom Antonick received a prize for coming the furthest - almost a 13-hour drive from Montana. Members from Idaho, Oregon, Montana and Washington were able to network and learn together over the course of the event.

7. Your ideas on redistricting are being solicited. If you would like to share your comments or concerns, please contact Jeane Burruss at

Jeane.Burruss@oesc.state.ok.us.

8. Mark your calendars. The International Conference will be held at the Sheraton Imperial Hotel, Raleigh-Durham, North Carolina, June 13-17, 2004.

9. The Sheraton Imperial is a full service hotel. The three-diamond rated property has a restaurant, deli, and full-service bar. Exercise enthusiasts will be impressed with the fitness center located adjacent to the hotel. Jogging trails and a wooded atmosphere add to the ambience. Meeting rooms meet the standard that Members expect at an International Conference.

10. Sandra Parker-Keck, Program Chair, for the International Conference again solicits your ideas for workshop topics. Please email Sandra at Sandra.parkerkeck@ncmail.net with your ideas and suggestions.

11. Mary Garrett, meeting planner for International Conferences will retire December 31, 2003. Her employees have formed a new company to handle meeting arrangements and it was decided at the International Fall Executive Board meeting that they would continue to handle arrangements for the North Carolina conference. After June, the Board will discuss and arrange for a successor-meeting planner.

12. The Board formed a committee to look at a Strategic Plan for the organization. If you would like to comment, please address your thoughts and concerns to Elaine Kost, chair, at usaemk@labor.state.ny.us.

13. Teen IAWP has been suspended for 2004. Thelma Hill is Chair of a Committee to look into future Teen IAWP activities. If you have any suggestions or thoughts on Teen IAWP please share your comments or concerns to Thelma at

Thelma.hill@ncmail.net.

14. Finally, it is a pleasure serving the Members of District XIV. If you have any ideas to share with me, please do not hesitate to call me at (503) 947-1847 (work) or email to Craig.Keyston@state.or.us. District XIV is successful due to the efforts of its membership. There are many Members throughout District XIV Chapters that make for a meaningful, educational and fun association.

District XIV Educational Institute

By Craig Smith

Silver Falls Conference Center in central Oregon was the setting of the 2003 District XIV Educational Institute held September 25, 26 and 27. It began with a District Council Meeting on Thursday evening followed by a wonderful dinner. After the dinner we settled down to a rousing game of PDP Jeopardy. Three teams were formed and the lead changed as we went from Jeopardy to Double Jeopardy. Competition was fierce with the Washington team finally coming out victorious.

Friday morning's Educational Program began with a very informative presentation by Debbie Lincoln, Director, Oregon Employment Department. She gave an overview of how Oregon is dealing with current economic uncertainty most of the country is

experiencing. She indicated in spite of Oregon having the highest unemployment in the nation, Oregon still had a population gain of over 14,000 last year. The losses in the logging industry and technology have both had a serious and lasting affect. Oregon is going to call centers for Unemployment and would be instituting them within the next week or two.

Joe Estey nationally recognized corporate trainer, educational advisor, and a manager in four different industries over the past twenty-two years was the next presenter. He spoke on "Customer-Centered Organizations" and kept the audience enthralled with his fast paced presentation. His presentation included not only lectures but also an excellent exercise about first Impressions. In this exercise we attempted to tell things about a person just from their appearance. As you can imagine we were all way off base and the point was well made.

Graham Slater the Administrator for the Workforce and Economic Research Division of the Oregon Employment Department gave an interesting presentation as he compared all of the states in region to each other. It brought out very clearly the differences in the states and how the current economic conditions in the nation as affecting each state.

All in all a great conference at a beautiful setting, with great food, great speakers, and great company. Thank-You Idaho for making it possible for me to attend.

Santa's Lap

As a little girl climbed onto Santa's lap, Santa asked the usual question, "And what would you like for Christmas?" The child stared at him open mouthed and horrified for a minute, then gasped: "Didn't you get my E-mail?"