

**International Association of Workforce Professionals  
103rd Annual Educational Conference**

**June 26-29, 2016 Buffalo, New York**

*Building Bridges Through Technology,  
Partnership, and Innovation*



International Association of Workforce Professionals

## Conference Schedule At-A-Glance

### *Saturday, June 25, 2016*

12:30 – 4:30	Leadership Boot Camp
1:00 – 5:00	Registration
7:00 – 11:00	Early Bird Networking

### *Sunday, June 26, 2016*

8:30 – 12:00	2015 – 2016 Board Meeting
1:00 – 3:30	Opening Ceremonies and Keynote
3:45 – 5:00	International Panel
5:00 – 5:30	The Daily Wrap
5:30 – 6:00	International Exhibits

### *Monday, June 27, 2016*

8:00 – 10:00	Welcome and General Session
10:15 – 11:30	Concurrent Workshops
10:45 – 12:30	Retiree Brunch
11:30 – 1:00	Lunch on Your Own
1:00 – 1:45	IAWP Speed Sessions
2:00 – 3:30	General Session and Daily Wrap
3:45 – 4:15	District Meetings
4:30 – 11:00	Buffalo Night

### *Tuesday, June 28, 2016*

7:30 – 8:30	IAPES Foundation Meeting
8:30 – 10:00	Concurrent Workshops
10:30 – 12:30	Awards Brunch
12:45 – 2:00	Concurrent Workshops
2:15 – 3:30	Concurrent Workshops
3:45 – 4:30	General Session
4:30 – 5:00	The Daily Wrap
7:00 – 11:00	Costa Mesa, California 2017

### *Wednesday, June 29, 2016*

8:30 – 9:45	Welcome and Closing Keynote
10:00 – 11:15	Concurrent Workshops
11:15 – 1:00	Lunch On Your Own
1:00 – 2:30	Business Meeting
2:30 – 3:00	Costa Mesa Invitational Break
3:00 – 4:00	Closing Ceremonies
7:00 – 11:00	Banquet and Ball

### *Thursday, June 30, 2016*

9:00 – 12:00	2016 – 2017 Board Meeting
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## Download the Official IAWP Conference App!

**For iPhone and Android** — Scan the QR code to the right or search for and download GUIDEBOOK from your app store. Once you open the app enter the redemption code IAWP2016.

**For Windows Phones and Laptops** — Go to <http://guidebook.com/guide/40960>. You will have access to all the same information and functionality of the mobile app!

guidebook





103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

## **IAWP Code of Ethics**

*As a member of IAWP, I will . . .*

*Uphold the standards of my profession;*

*Search continually for new truths, methods and techniques;*

*Keep myself fully informed of all developments in workforce systems;*

*Cooperate with all others in this field in the use of common knowledge;*

*Accept membership in this association as a personal responsibility;*

*Dedicate myself actively to discharge these obligations; and*

*Declare myself to that end.*

## **Approved Continuing Education Credits**

**The 2016 IAWP International Educational Conference is approved to award continuing education credits for the Commission on Rehabilitation Counselor Certification, HRCI, and CWS. Please visit the information booth for more information.**





STATE OF NEW YORK  
**EXECUTIVE CHAMBER**  
ALBANY 12224

**ANDREW M. CUOMO**  
GOVERNOR

June 26 - 29, 2016

Dear Friends:

It is a pleasure to send greetings and to welcome everyone gathered in the great City of Buffalo, New York for the annual Educational Workforce Conference of the International Association of Workforce Professionals (IAWP).

The Empire State recognizes that a strong workforce of professional and skilled individuals are the foundation of our economic and social structure, who work hard to meet the needs of our population and help our state and nation remain global leaders.

For over a century, the IAWP has supported the growth and development of healthy workforce systems worldwide, providing resources that enable societies to become competitive and self-sufficient in the global economy. This conference maintains a focus on these objectives, looking ahead toward strategies to further them within the international community.

As a nonprofit association representing professionals in public and private workforce development programs, the IAWP advances their goals and interests through education, governmental action, financial support, and networking. We recognize your valuable contributions to building a robust labor market throughout the world, and applaud this longstanding record of achievement and progress.

Warmest regards and best wishes for a productive meeting.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrew M. Cuomo".

ANDREW M. CUOMO

**WE WORK FOR THE PEOPLE**  
PERFORMANCE \* INTEGRITY \* PRIDE

**ROBERTA REARDON**

Acting Commissioner

**New York State Department of Labor**

Harriman State Office Campus

Building 12, Room 500, Albany, NY 12240

[www.labor.ny.gov](http://www.labor.ny.gov)

June 23, 2016

On behalf of Governor Andrew M. Cuomo and the New York State Department of Labor, I am pleased to welcome you to New York for the International Association of Workforce Professionals (IAWP) Educational Conference. We are honored that you chose Buffalo, the City of Good Neighbors, for your 103<sup>rd</sup> annual conference.

The key to matching the jobs being created to the people who live in this great city is workforce development, and the work IAWP does helps ensure that workers have the skills they need to obtain the good-paying jobs that are being created. Together, we will all be ready to meet the challenges of tomorrow.

This year's theme, *Building Bridges through Partnership*, is fitting in a city that has seen a resurgence in recent years thanks to partnerships between the public and private investors who have chosen to bring their business to Buffalo. We hope that while you are here, you will take advantage of all that this city has to offer. Rich in history and architecture and boasting a robust local restaurant scene, Buffalo has something for everyone, and we trust that you will enjoy your stay.

Here's to the success of your 2016 conference! We are glad you are here.

Sincerely,



Roberta Reardon

Acting Commissioner of Labor





## COUNTY OF ERIE

**MARK C. POLONCARZ**

COUNTY EXECUTIVE

Dear Friends,

As County Executive, I welcome you to Erie County for the 103<sup>rd</sup> Annual Education Conference. Known as "The City of Good Neighbors," Buffalo is the heart of our region, offering a vibrant arts community that is recognized nationwide for its variety and depth. Erie County is also known for its first-rate restaurants, family entertainment activities, shopping and sporting events of all kinds.

Our close proximity to Niagara Falls, a must see natural wonder, guarantees a memorable experience for all visitors. Even more natural beauty is showcased in our extensive parks system and Buffalo's waterfront area. On behalf of my fellow residents, we hope that you will enjoy your visit and will take advantage of all that our area has to offer.

To all of the individuals from across the country participating in this year's Conference, I welcome you to Erie County. The 103rd Annual Educational Conference will feature keynote speakers and numerous concurrent workshops presented by workforce professionals with expertise in various fields within the workforce. There is a lot to see and do, and I would like to thank you for once again choosing the City of Buffalo. I am confident that you will enjoy your time here, leave with great memories, and look forward to your next visit to our region.

Sincerely yours,

A handwritten signature in blue ink that reads "Mark C. Poloncarz". The signature is stylized and cursive.

Mark C. Poloncarz  
Erie County Executive



103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

Welcome!

I'd like to personally welcome each of you to our 103<sup>rd</sup> Annual International Association of Workforce Professionals' Educational Conference.

It's an exciting time at the IAWP and we are honored to welcome you to our annual meeting.

Our conference theme is *Building Bridges through Technology, Partnership and Innovation*. We have embraced this theme to highlight the innovative ways we are preparing our association for the future. Specifically, new solutions to enhance the careers of workforce professionals, expanding our membership and establishing new alliances with other individuals and organizations.

The 103<sup>rd</sup> conference program encompasses a number of excellent educational programs. I encourage you to review your conference materials and chart a course to maximize your learning experience. I also encourage you to set-aside time to share ideas and exchange solutions with your fellow attendees to help build upon your experiences as a workforce professional.

I would like to thank our conference chair, George Barthalow, and the entire conference team for all their hard work creating this outstanding program. George and his team have worked countless hours developing a program that incorporates learning, networking and time to enjoy Buffalo and Niagara Falls.

You and your fellow IAWP members have the vision, knowledge and experience to help us pave our way into the future. Your success as a workforce professional is what the IAWP is all about and we could not accomplish what we do without your support and participation.

Should you need assistance during the conference, please don't hesitate to reach out to myself, an IAWP volunteer or staff.

We would also very much appreciate hearing your thoughts on the conference as we look for new ways to make our conference even more valuable and productive.

Thank you again for attending the 103<sup>rd</sup> Annual IAWP Educational Conference. I'll be here throughout the conference and it would be an honor to personally meet and welcome you.

Regards,

Steve Bent, CAE

*Executive Director  
International Association of Workforce Professionals  
1801 Louisville Road, Frankfort, KY 40601*

*Executive Director*  
**Steve Bent**





103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

Dear IAWP Membership and Friends:

I want to personally welcome each of you to our 103<sup>rd</sup> Annual International Educational Conference. The conference is being held in the beautiful City of Buffalo, New York, at the Hyatt Regency Buffalo Hotel and Conference Center. The excitement is surrounding the 103<sup>rd</sup> Educational Conference theme: "Building Bridges through Technology, Partnership and Innovation."

We are moving forward developing new partnerships with other organizations and individuals. We are enhancing and creating new technology to engage the new millennium and build on our current membership. We are searching for innovative ways to build for tomorrow and the future.

The International Educational Conference program will encompass Workforce Systems Solutions, Workforce Innovation and Opportunity Act (WIOA), National Association of State Workforce Agencies (NASWA), Legislative Updates, and many other educational workshops.

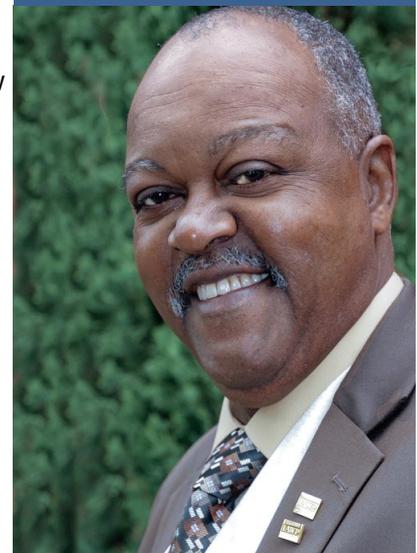
Our Planning Committee is to be commended for their dedication and commitment on creating an outstanding program. The committee incorporated all workforce agencies, networking opportunities, and even built in time see the beautiful city.

I am honored that you will have the experience of enjoying the program in person. I look forward to seeing you at the 103<sup>rd</sup> Annual International Educational Conference.

I am IAWP, You are IAWP, We are IAWP.

Sincerely,  
*James Thomas*  
*IAWP International President*

President  
**James Thomas (CA)**





103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

Dear Friends and Colleagues:

Welcome to Buffalo and the 103rd IAWP Educational Conference. Buffalo hosted the fourth educational conference here in 1916 and then again in 1921. A lot has happened in the past 100 years and we are very excited to showcase the city to members once again.

Conference Chair  
**George Barthalow (FL)**



Please enjoy the ceremonies, general sessions, workshops, tours, and social events in this beautiful, convenient hotel, in this charming city. Our education content will enlighten us about the changes implemented through the Workforce Innovation and Opportunity Act, and we are honored that our Workforce Partners have joined us this year, embodying President Thomas' theme of 'building bridges through technology, partnership, and innovation.' As proof of that, did you know that we are offering continuous education credits through the Commission on Rehabilitation Counselor Certification?

A social and historical highlight will be our memorable visit to Niagara Falls on Monday for Chapter Night!

Take some time to visit Buffalo's newest development, Canalside, where you will find there is something for everyone: watch or participate in paddle boats, water bikes, lawn games, remote controlled model sailboats, boat on Lake Erie, dine, drink, and more. Or visit the Navel & Military Park where you may view exhibits and displays or tour the several docked ships.

A must visit is City Hall with its observation deck offering 360 degree views of the city and Lake Erie. There are free tours on weekdays from 12-1 PM or you may wander around on your own to view the art work inside and out. History buffs will enjoy visiting the Theodore Roosevelt Historical Site and Museum where the then vice-president was sworn in after the unexpected death of President McKinley.

We would like to thank International President James Thomas, as well as our Conference Committee members of Executive Director Steve Bent, Business Manage Paige Stodghill, Carolyn Bright, and Nancy Crosby, for their diligence, dedication, patience and perseverance in planning these fantastic festivities and educational forums. We would especially like to thank Grant Axtell for helping format this beautiful program and for developing the Conference App!

Please celebrate, learn, and enjoy!

Sincerely,  
*George Barthalow, Chair, Conference Committee*  
*Richard Vitkay, Program Coordinator*  
*Linda Chapman, Local Arrangements Coordinator*

LAC Coordinator  
**Linda Chapman (NY)**



Program Coordinator  
**Richard Vitkay (NY)**





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Dear IAWP Conference Attendees,

The world is full of changes and challenges. You can see from our Conference Program that we have brought together very exciting speakers, workshops and entertainment for you to enjoy. So, be inspired, meet new friends, network and, most of all, have fun. We want to always ensure that IAWP members remain on the cutting edge of changes, challenges and issues in the field of workforce development.

We start the conference on Saturday evening at the Early Bird Reception. Here you will meet up with conference goers and have a night filled with music, dance, food and entertainment. On Sunday, our General Session will open with a Battalion Color Guard. Mayor Byron Brown of Buffalo will provide opening remarks and give you a rundown on what exciting things are happening in Buffalo.

And, there will be entertainment! The Polish Heritage Dancers of WNY will dance to traditional Polish music. There will be a Washington update on workforce development and don't miss a panel discussion from our International Delegates. Take a look at all the workshops. There is something for everyone, including the retirees, to learn and enjoy.

Our piece de resistance will be our trip to Niagara Falls USA. We are able to provide conference attendees bus transportation to and from the Falls for an evening out. The Mayor of Niagara Falls, Paul Dyster will be on hand to welcome everyone. Obviously, we can't mention all the great workshops and activities that are planned, so, consult your program guide to see everything.

Before we close, we would like to again thank each of you for attending the conference and bringing your expertise, knowledge and experience to this event. You, as members of our organization, have the vision, the knowledge, the wherewithal and the experience to help IAWP pave its way into the future. You are truly IAWP's greatest asset today and tomorrow, and IAWP could not accomplish what we do without your support.

Throughout this conference, stay engaged, be proactive, and help shape the future of *Workforce Development!* Our personal thanks goes out to all of you.

Sincerely,  
*Nancy Crosby & Carolyn Bright*  
*Buffalo 2016*

*Buffalo 2016*  
**Carolyn Bright (NY) & Nancy Crosby (NY)**



# Board of Directors

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 - 29, 2016

Elected  
Officers

*President*  
**James Thomas (CA)**



*President Elect*  
**Terri Pasternik (IL)**



*Vice-President*  
**Cheryl Brown (WA)**



*Secretary/Treasurer*  
**Grant Axtell (OR)**



*Past President*  
**Mikell Fryer (GA)**



# Board of Directors

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 - 29, 2016

## US District Directors

*District 1*  
**Michael Mrvichin (NJ)**



*District 2*  
**Vicki Zimmerlee (MD)**



*District 3*  
**William Futrell (GA)**



*District 4*  
**Mary Rogers (KY)**



*District 5*  
**Ann Seifert (MN)**



*District 6*  
**David Slimp (OK)**



*District 7*  
**Stephanie Stevens (OR)**



*District 8*  
**Mary Navarro Aldana (CA)**



# Board of Directors

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 - 29, 2016

## International District Directors

*District 9*  
**Vacant**

*District 10*  
**Akiro Yoshida**  
(Japan)



*District 11*  
**Jason Huang**  
(Republic of China)

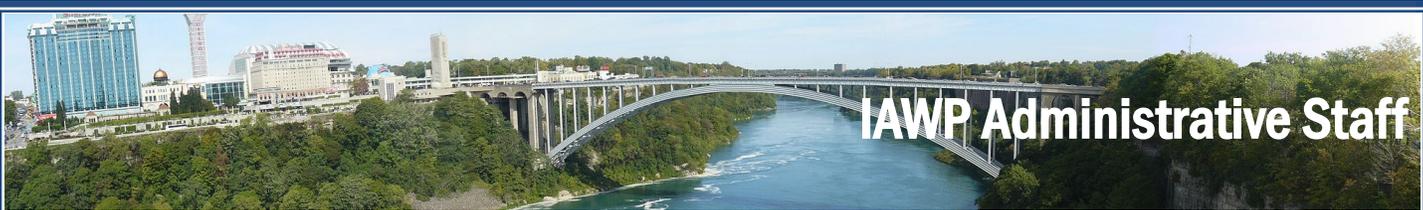
*District 12*  
**Nils Freivalds**  
(Latvia)

*District 13*  
**Mario Espinosa**  
(Mexico)



Buffalo, New York 1911





# IAWP Administrative Staff

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

**Administrative  
Staff**

*Executive Director*  
**Steve Bent**



*Business Manager*  
**Paige Stodghill**



*Administrative Support*  
**Debbie Cardwell**



# IAWP Committees

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

## Committee Chairs

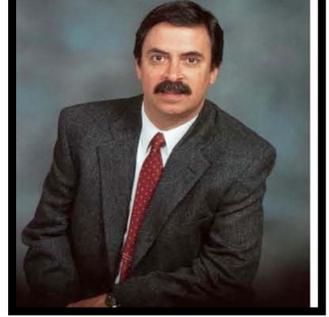
*Education*  
**Jean Berry (CA)**



*Communications*  
**Jenny Yarian-Scalpelli (IN)**



*Marketing*  
**Ray Cabrera (CA)**



*Recognition*  
**Geri Jimenez (NM)**



*International Development*  
**Chris Crawford (TX)**



*Chapter Development*  
**Sharon Mike (MD)**



*Bylaws and Resolutions*  
**Val Moeller (CA)**



*Conference*  
**George Barthalow (FL)**



*Parliamentarian*  
**Freddy Jacobs (AR)**



International Association of Workforce Professionals



# IAWP Committees

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

## Coordinators and Liaisons

*LAC Coordinator*  
**Linda Chapman (NY)**



*Program Coordinator*  
**Richard Vitthay (NY)**



*WPDP Coordinator*  
**Theresa Austin (GA)**



*CWS Coordinator*  
**Lynda Essary-Love (MS)**



*Training Coordinator*  
**Jean Berry (CA)**



*Membership Coordinator*  
**Barbee Williams (OR)**



*Retiree Subcommittee*  
**Audrey Baker (CA)**



*Legislative Coordinator*  
**Verna Wade (NC)**



*FLASH Editor*  
**Patricia Thornton (CA)**



*NASWA Coordinator*  
**Mikell Fryer (GA)**

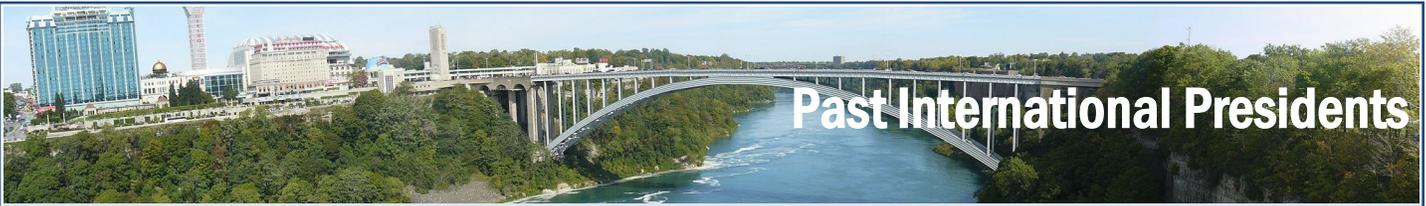


*NVTI Liaison*  
**Tom Ivory (CO)**



*USDOL Liaison*  
**Amy Chen (DC)**





# Past International Presidents

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**1913-1914**

Fred C. Croxton, OH

**1914-1915**

W. F. Hennessy, OH

**1915-1917**

Charles B. Barnes, NY

**1918-1919**

John B. Densmore, DC

**1919-1921**

Bryce M Stewart, Ontario

**1922-1923**

E. J. Henning, DC

**1924-1925**

Charles J. Boyd, IL

**1925-1926**

R. A. Rigg, Ontario

**1927-1928**

A.L. Urick, IA

**1929-1930**

H. C. Hudson, Ontario

**1931-1932**

Emanuel Koveleski, NY

**1932-1933**

John S. B. Davie, NH

**1933-1934**

Russell J. Eldridge, NJ

**1935-1936**

Martin F. Carpenter, DC

**1937-1938**

P. J. Charlett, DC

**1938-1939**

Byron Mitchell, TX

**1939-1940**

L. J. Maloney, CT

**1940-1941**

V. C. Phelan, Ontario

**1941-1942**

R. Mayne Albright, NC

**1942-1943**

Paul C. Winner, WI

**1943-1944**

Thomas H. Bride, RI

**1944-1947**

James H. Bond, TX

**1948-1949**

Bart G. Sullivan, Ontario

**1949-1950**

James G. Bryant, CA

**1950-1951**

George Rothman, PA

**1951-1953**

Ralph E. Gabele, OH

**1952-1953**

Clifford A. Hollister, IL

**1953-1954**

Irene S. Gable, ID

**1954-1955**

Ralph P. Hartley, New Brunswick

**1955-1956**

John B. Griffin, TX

**1956-1957**

W. Garnett Johnson, KY

**1957-1958**

George B. Elleson, MI

**1958-1959**

Harry R. Van Brunt, FL

**1959-1960**

Mary B. Keller, OH

**1960-1961**

Benjamin H. Cohen, MD

**1961-1962**

Edwin Fultz, AR

**1962-1963**

Marcel Guay, Quebec

**1963-1964**

George Toll, CA

**1964-1965**

Edward C. Logsdon, TX

**1965-1966**

Sumner H. Forward, NY

**1966-1967**

James M. Carter, AL

**1967-1968**

H. A. "Haugy" Haugness, ID

**1968-1969**

Myrtle Fowler, LA

**1969-1970**

William Appleby, CA

**1970-1971**

George O'Malley, WV



# Past International Presidents

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**1971-1972**

Michael N. Luciano, MD

**1972-1973**

J. B. Harris, NC

**1972-1973**

James E. Hendricks, PA

**1973-1974**

Richard "Cecil" Malone Jr. AR

**1974-1975**

Lee Gruhlkey, TX

**1975-1976**

Herman Feldman, VA

**1976-1977**

Roger J. Prindiville, ND

**1977-1978**

Gus Staub, Ontario

**1978-1979**

Mary A. Johnson, IL

**1979-1980**

Tom Cash, MO

**1980-1981**

Suzanne Guibert, NJ

**1981-1982**

Bob Molhman, NE

**1982-1983**

Lorenzo Polaco, NM

**1983-1984**

Joseph Preston, GA

**1984-1985**

Ronald Allen Barkett, FL

**1985-1986**

Harry P. McKeown, NY

**1986-1987**

James W. Jackson, TX

**1987-1988**

Gary D. Adkins, KS

**1988-1989**

Maryann Polaski Baykal, NJ

**1989-1990**

G. Richard Hemming, IA

**1990-1991**

Darrell L. Wallace, WA

**1991-1992**

James T. Mucahey, IL

**1992-1993**

Nickolas J. Guarriello, OR

**1993-1994**

Diana N. Staley, NC

**1994-1995**

Bill Patton, AL

**1995-1996**

Thomas P. Buescher, OH

**1996-1997**

Mike Sheridan, TX

**1997-1998**

Nord L. Swanstrom, IL

**1998-1999**

Ted Gladden, SC

**1999-2000**

Anne. S. Loadholtz, FL

**2000-2001**

Freddy Jacobs, AR

**2001-2002**

Ken Cochran, GA

**2002-2003**

Sory Hinton Jordan, CA

**2003-2004**

Richard Brown, OK

**2004-2005**

George Barthalow, FL

**2005-2006**

Thelma M. Hill, NC

**2006-2007**

Linda D. Barnes, KY

**2007-2008**

Laura Coburn, VA

**2008-2009**

George Faithful, OH

**2009-2010**

Daniel L. Hays, MO

**2010-2011**

Rich Vincent, SD

**2011-2012**

David Slimp, OK

**2012-2013**

Nancy Upchurch, ID

**2013-2014**

Ray Cabrera, CA

**2014-2015**

Mikell Fryer, GA



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*IAWP believes that to grow as people and to grow in our careers, we need to be lifelong learners. That's why IAWP is committed to helping its members achieve professional development goals and it is the reason IAWP developed the Certified Workforce Specialist (CWS) Program.*

### **Congratulations to our current members with their CWS designation**

**George Barthalow**  
*Florida*

**Mikell Fryer**  
*Georgia*

**Jacqueline Moore**  
*Virginia*

**Mark Robbins**  
*California*

**Jessica Bencia-Hensel**  
*Montana*

**Laura Gardner**  
*Montana*

**Alfonso Murillo**  
*California*

**Rebecca Stancil**  
*Montana*

**Robert Bird**  
*Montana*

**Ricky Godbolt**  
*District of Columbia*

**Terri Pasternik**  
*Illinois*

**James Thomas**  
*California*

**Linda DeMore**  
*Illinois*

**Paula Marcinkowski**  
*Montana*

**Charles Patterson**  
*California*

**Marie Valenzuela**  
*Colorado*

**George Faithful**  
*Ohio*

**Barbara Meyer**  
*Ohio*

**Yvette Quevedo**  
*California*

**Rich Vincent**  
*South Dakota*

**Lorraine Faulds**  
*South Carolina*

**Vicky Zimmerlee**  
*Pennsylvania/Maryland*



List current as of June 2, 2016



# Workforce Professional Development Program

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## **Arizona**

Joel E. Millman

## **Arkansas**

Richard L. Tucker

## **Canada**

Sari Jn-Francois

## **California**

Evelyn Lichsteiner  
Lau Ngor (Joan) Ma  
Michael E. Waller  
Mark Robbins  
Charles Patterson  
Alfonso Murillo  
Yvette Quevedo  
James Thomas

## **Colorado**

Diane E. Dobrovolny  
Marie E. Valenzuela  
Les Watson

## **District of Columbia**

Dr, Ricky Godbolt  
Richard C. Hardin

## **Florida**

George A. Barthalow  
Mary J. Johnsen  
Joan M. Losiewicz

## **Georgia**

Clementine Rene Williams  
George T. Duren, Jr.  
Mikell Fryer

## **Idaho**

Tanya K. Alban  
John T. Bujak  
Julie K. Buttars  
Susan M. Chisum  
Diana Conteras  
Jennifer L. Dickeson  
JoAnn Edmiston  
Eric L. Erickson  
Kib D. Eveland  
Jerry D. Fackrell  
Larry D. Ferguson  
Lenora S. Fields  
Bernard A. Fox  
Connie J. Gardner  
Beth C. Grigg  
Cheryl Rose  
Bobbie D. Harris  
Carrie L. Holman-Crout

Vicki J. Isakson  
Rodney O. Johnson  
Candice L. Kahler  
Melody K. Knapton  
Dale G. Langford  
Brian G. Langley  
Ricia P. Lasso  
Kathlene McKeever  
Anne Narramore  
Shannon R. Mills  
Christine M. Orders  
Pamela K. Pearson  
Susan R. Polk  
Ronald W. Prindle  
W.C. "Chuck" Reynalds  
Pamela K. Rausch  
Nancy L. Ricks  
Arthur D. Rowe  
Esmeralda G. Sandoval  
Cindy L. Schuppan  
Kellye L. Sharp  
David J. Snyder  
Kathryn A. Tacke  
Nancy M. Upchurch  
Jeanette E. Ward  
David L. Washburn  
Ronald E. Weber

## **Illinois**

Terriane M. Pasternik  
Carlos R. Charneco  
Linda K. DeMore  
Susan M. Geltner  
Glen P. Murrin  
Denise N. Pike  
Nord L. Swanstrom

## **Indiana**

Margot Hetter-Hemming  
Dorothy M. Greene

## **Iowa**

Cathy S. Neel  
Jane Ann Soetmelk  
Barbara K Thompson

## **Kentucky**

Kenneth L. Schweitzer

## **Louisiana**

Patrick M. Smith

## **Maryland**

Henry M. James  
Steven G. Miksell  
John K. Peterson  
Martin F. Smith  
Martha K. Wesst  
Shannon S. Wolf

## **Minnesota**

Michael J. Fratto

## **Mississippi**

Dorothy Ewing  
Michael Hennington  
Thomas Jameson  
Steve McMahon  
Mary Peoples  
Ruth Thames  
Terrell McCovey  
Vicki E. Roberts  
Wanda Kaye Moore

## **Missouri**

Lisa A. Hoss  
Tommie L. Rebstock

## **Montana**

Elizabeth A. Anderson  
Elizabeth "DeeDe" Baker  
Julissa Benica-Hensel  
Robert Bird  
Laura L. Gardner  
Edna M. Greene  
Terri Haueter  
Paula Marcinkowski  
Kenneth R. McLean  
Faye Elaine O'Leary  
Shirley A. Rush  
Rebecca Stancil  
Carroll CF. Walla  
Dexter L. Wester

## **Nebraska**

Lois D. Rohla

## **Nevada**

Roberta A. Clemmitt  
Sandra N. Pollock  
Robert C. Wolf  
Vincent Zarelli

## **New Hampshire**

Carolyn C. Angle  
Mark J. Belanger  
Judith E. Bordeau  
Charles H. Bradley, III  
James K. Cole  
James P. Coviello  
Linda M. Fife  
Louise Force  
Darrell L. Gates  
Eleanor E. Goodbread  
Mary H. Hillier  
Ruth A. Hobbs  
Jessica M. Howe  
Gregory B. Ives

Robert P. Jones  
Mary -Jo Landry  
William F. Lenfest  
Manjus Lindsay  
Russell R. Perrino  
Arnold I. Rocklin-Weare  
Michael R. Randall  
Wendy E. Roper  
Denise Roy-Innarelli  
Ellen M. Savage  
Carolyn J. Scarinza  
Martha B. Seward  
Sandra W. Sweeney  
Barbara Theriault  
Betty A. Thomas  
Patricia A. Vincent  
Gary D. Wright

## **New Jersey**

Michael Mrvichin  
Thomas Weakley

## **North Carolina**

Melissa Godwin  
Linda D. Honeycutt  
Vicki G. Wade

## **North Dakota**

Myron D. Fischer  
Ellen M. McCarthy  
Mike A. Sondrol

## **Ohio**

George E. Faithful  
Lawrence J. Less  
Barbara Meyer  
Russell A. Wasson, III

## **Oregon**

Grant A. Axtell  
R. Dennis Brophy  
John W. Courtney  
Marc Kane  
Jonathan Osborne  
Joan E. Potvin  
Ron Sohnrey  
Diana L. Tucker

## **Pennsylvania**

Audrey M. Bergstresser  
Vicki R. Zimmerlee

## **South Carolina**

Lorraine Fauld  
Linda P. Floyd  
Ted Gladden  
Alfred C. Jones  
James C. Jones, Jr

## **South Dakota**

Rich Vincent

## **Tennessee**

Arvillee Grant  
Gaynelle Wilson

## **Texas**

Scott D. Abrahamson  
Marilyn M. Backhaus  
Walter D. Bryant  
Peggy D. Crossett  
Susan J. Crowson  
Vicki E. Ditmore  
Patty A. Fernandez  
Darrell E. Fojtasek  
Sara A. Hopkins  
Grady E. Isenhour, Jr.  
Diane G. Lamb  
James E. Lunney  
Robert A. Marterella  
Danny J. McDonald  
Cameron K. McMillen  
Alice A. Mehninger  
Woodye G. Mercer  
Donna Moran  
Helen E. Mullins  
Michael A. Olen  
James E. Schwertner  
Sandra S. Smith  
Susan Smith-Caballero  
Mary D. Stewart  
Marilyn A. Tabb  
Carol J. Ward

## **Virginia**

Marilyn M. Bradley  
Velda T. Craft  
David H. Fournier  
Linda Susan Henderson  
William F. Pannill  
Jacqueline Moore

## **Washington**

Marilyn K. Young  
Karen Robbins

## **West Virginia**

Bob Rosier

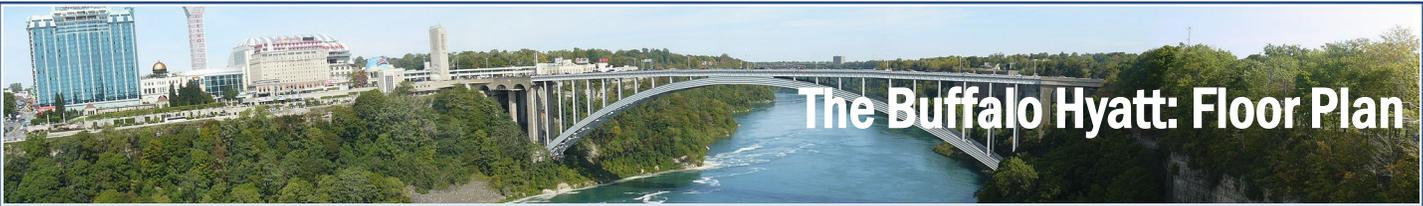
## **Wisconsin**

Bruce E. Markert

## **Wyoming**

Anna Carole Kennedy

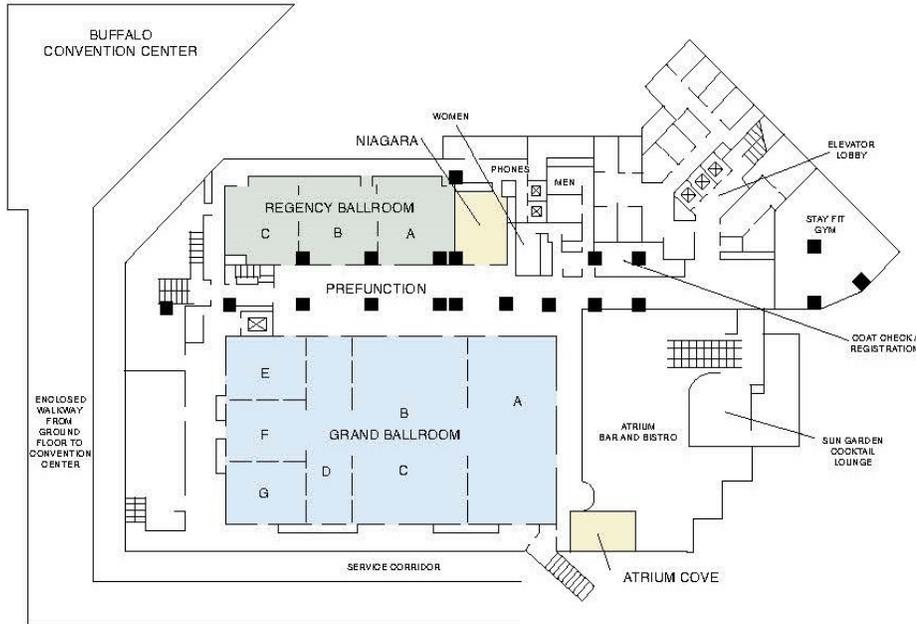
List current as of April 1, 2016



# The Buffalo Hyatt: Floor Plan

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 - 29, 2016

## Mezzanine Level



### Mezzanine Level:

Regency A, B, C  
*(Workshops and District Meetings)*

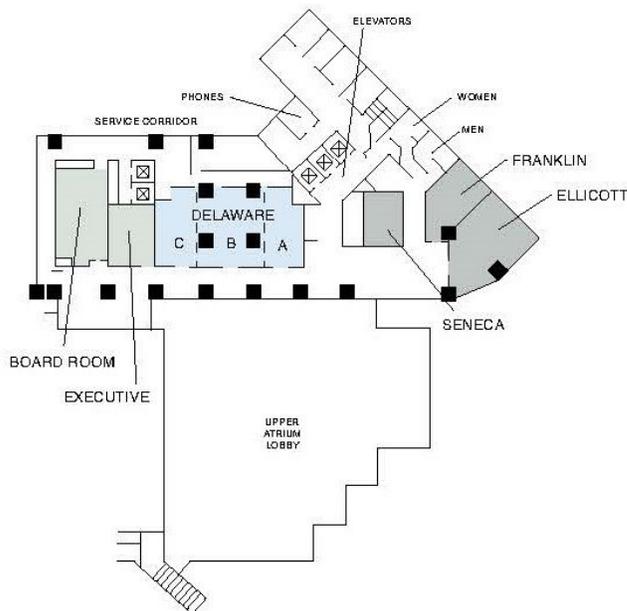
Grand Ballroom  
*(General sessions)*

Grand Ballroom A  
*(Information and Exhibit)*

Atrium Bar and Bistro  
*(Early Bird Registration)*

Restrooms

## Second Floor



### Second Floor:

Delaware Suites  
*(Retiree Brunch, Workshop)*

Board Room  
*(Foundation)*

Franklin Room  
*(FLASH! Office)*

Ellicott Room  
*(Lounge)*

Restrooms



# Ongoing Conference Activities

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

## Exhibits and Info

*Grand A*

Sunday	1:00 PM — 5:00 PM
Monday	8:00 AM — 5:00 PM
Tuesday	8:00 AM — 5:00 PM
Wednesday	8:00 AM — 1:00 PM

Visit the IAWP booth and the exhibit booths. Check out the items in the silent auction and place a bid.

## FLASH Office

*Franklin Room*

Saturday	8:00 AM — 5:00 PM
Sunday	8:00 AM — 5:00 PM
Monday	8:00 AM — 5:00 PM
Tuesday	8:00 AM — 5:00 PM
Wednesday	8:00 AM — 5:00 PM

Stop by to volunteer to write an article for the conference's daily newsletter, FLASH! Write an article about a workshop, general session, conference activity, or even about the fun you are having in Buffalo.

## The Lounge

*Ellicott Room*

Sunday	1:00 PM — 5:00 PM
Monday	8:00 AM — 5:00 PM
Tuesday	8:00 AM — 5:00 PM
Wednesday	8:00 AM — 2:00 PM

The Lounge is a great place to take a break between sessions. Retirees should feel free to use this room for catching up with friends and planning their next Buffalo outing.



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**SATURDAY  
QUICK VIEW:**

Time	Activity	Room
12:30 – 4:30	Leadership Boot Camp	Regency A
1:00 – 5:00	Registration	Grand A
7:00 – 11:00	Early Bird Networking	Lounge/Atrium Bar

**12:30 – 4:30 PM Regency A**

**LEADERSHIP BOOT CAMP**

*Moderator: Terri Pasternik (IL)*

All IAWP members are invited to the all new pre-conference leadership training: Leadership Boot Camp! This hands-on workshop will help you prepare for the year ahead!

Traditionally, this event is for incoming board members, which includes the 2016 -2017 district directors and committee chairs, coordinators, and liaisons. The 2016-2017 chapter presidents will also want to attend. In addition, anyone interested in building their leadership skills within IAWP is welcome to attend.

International President Elect Terri Pasternik and International Secretary/Treasurer Grant Axtell will share information on how the International Board of Directors works and goals for the 2016-2017 administration. Additional topics will deal with the different committees of IAWP and Chapter business.

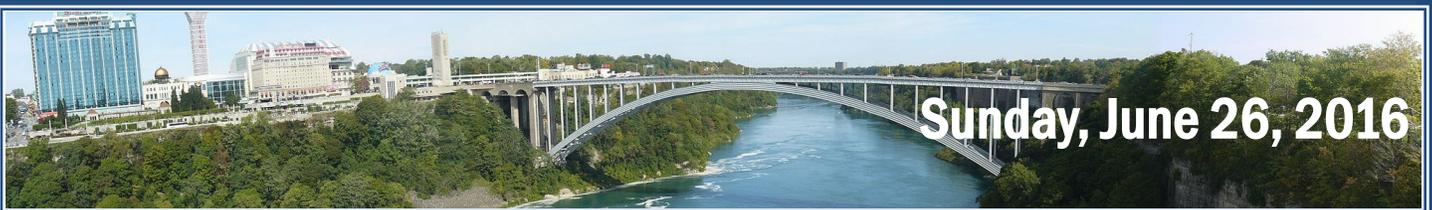
**7:00 – 11:00 PM Lounge/Atrium Bar**

**EARLY BIRD NETWORKING**



Take a moment before the conference begins to relax and catch up with colleagues and friends at the Early Bird Networking event. Enjoy a DJ, dancing and great conversation as you renew friendships and make new ones. And enjoy a glass of amazing wine by Black Willow Winery, the official wine of our early bird networking!





**Sunday, June 26, 2016**

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**SUNDAY  
QUICK VIEW:**

Time	Activity	Room
8:30 – 12:00	2015-16 Board Meeting	Regency A
1:00 – 2:00	Opening Ceremonies	Grand Ballroom
2:00 – 3:30	Keynote: Larry Mietus	Grand Ballroom
3:30 – 3:45	Break	
3:45 – 5:00	International Panel	Grand Ballroom
5:00 – 5:30	Daily Wrap	Grand Ballroom
5:30 – 6:00	International Exhibits	Grand A
6:00 – 6:30	Moderator Meeting	Regency A

**1:00 – 2:00 PM Grand Ballroom**

*Moderator: Linda Barnes (KY)*

**OPENING CEREMONIES**

Join us for the opening of the 103rd Annual IAWP Educational Conference. This event includes the procession, presentation of the flags, welcomes, the lighting of the memorial candle, and a preview of the conference!

**2:00 – 3:30 PM Grand Ballroom**

*Moderator: Nancy Crosby (NY)*

**KEYNOTE SPEAKER**

**Are You Pushing Yourself to Be the Best You Can Be?**

Larry Mietus, Speaking of Strategy

Personal and professional success and satisfaction are driven by one person...YOU! Are you living life to the fullest? Have you identified your passions and do you have a plan to pursue them? Are you a person of influence and effectiveness? This session will cover how to motivate yourself to be the best you can be!

*Larry Mietus is the Founder of Speaking of Strategy. He earned a Masters Degree in Organizational Leadership from Medaille College. He is an independent business consultant, educator and professional speaker. His clients include local, regional, national and international companies such as General Motors Powertrain, Lilly Pharmaceuticals, the Buffalo Niagara Medical Campus and the State University of New York at Buffalo. His passion for his family and career are in his DNA. His blood type is "B positive". Today he is here to ask: "Are You Pushing Yourself To Be The Best You Can Be?" and give us strategies that will allow us to answer YES!*





**Sunday, June 26, 2016**

(continued)

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**3:45 – 5:00 PM Grand Ballroom**

*Moderator: Chris Crawford (TX)*

## INTERNATIONAL PANEL

### Workforce Trends: What's New and What's Working

#### An International Perspective

International delegates, Ia-Uen (Jennifer) Chen, National Development Council, Taiwan, and Che-Shang (Jason) Huang, Labor Attache in Washington, DC, will discuss workforce trends in Taiwan. Arlene Bautista, California Employment Development Department will discuss US workforce trends.

*Join us in Grand A after the Daily Wrap for a special International Exhibit.*

**5:00 – 5:30 PM Grand Ballroom**

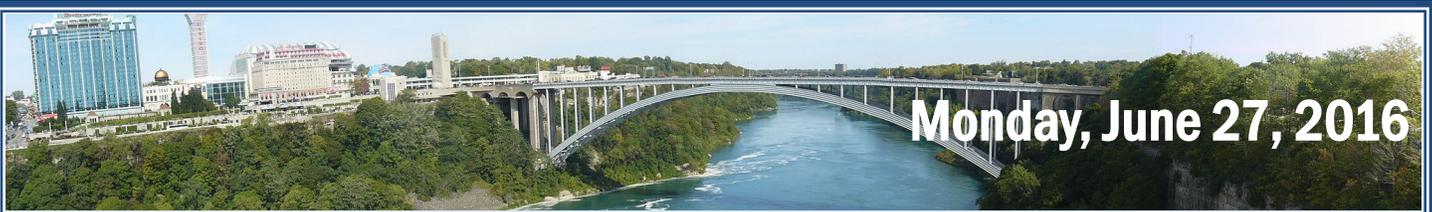
*Moderator: George Barthalow (FL)*

## DAILY WRAP

Each day of the conference ends with THE DAILY WRAP. This session will wrap up the day, preview the next day, and provide an opportunity to learn more about what is happening each evening.

# Upcoming Special Events

When	What	Who
Sunday, June 26 6:45-7:30 PM	International Delegate Reception	By Invitation ONLY
Tuesday, June 28 7:30-8:30 AM	IAPES Foundation Meeting	Boardroom - All members welcome!
Tuesday, June 28 5:30-7:00 PM	PIP Reception	Past International President's ONLY
Wednesday, June 29 5:30-6:30PM	President's Reception	By Invitation ONLY



**Monday, June 27, 2016**

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**MONDAY  
QUICK VIEW:**

Time	Activity	Room
8:00 – 10:00	General Session	Grand Ballroom
10:00 – 10:15	Break	
10:15 – 11:30	Concurrent Session A	
10:45 – 12:30	Retiree Brunch	Delaware Suites
11:30 – 1:00	Lunch on Your Own	
1:00 – 1:45	IAWP Speed Sessions	
1:45 – 2:00	Break	
2:00 – 3:30	General Session and Daily Wrap	Grand Ballroom
3:45 – 4:15	District Meetings	
4:30 – 11:00	Chapter Night at Niagara Falls	Meet in Lobby

**8:00 – 10:00 AM Grand Ballroom**

*Moderator: Carolyn Bright (NY)*

**GENERAL SESSION**

**A Federal Perspective on the Workforce**

**Congressman Brian Higgins**

*Congressman Brian Higgins is a sixth term member of the United States House of Representatives serving New York's 26th congressional district, which includes portions of Erie and Niagara Counties.*

*Brian has been a champion of waterfront development in Buffalo and Western New York. He led the fight for a \$279 million settlement from the New York Power Authority that is now financing a major transformation of Buffalo's long neglected Inner and Outer Harbors. In our nation's capital he is an advocate for policies important to our regional economy. He is an avid supporter of increased funding for biomedical research, an area creating jobs along the Buffalo Niagara Medical Campus, and a strong voice for infrastructure investment and nation building here at home.*

*In the 114th Congress, Brian continues to serve on the House Committee on Homeland Security and the House Committee on Foreign Affairs, where he aims to position the Western New York border community in the forefront of national discussions and help to advance the Peace Bridge project and improve our border operations to strengthen economic ties with our Canadian neighbors. Brian's membership on the Committee on Foreign Affairs is timely given the existing conflicts in the Middle East and ongoing relations with China whose currency policies deeply affect the American economy.*

*Brian has traveled extensively through some of the most volatile regions in the world and has met with world leaders to promote peace in Northern Ireland, the Middle East, South Asia and Africa, including Darfur, Afghanistan and Iraq.*

*Brian was an instructor in the History and Economics departments at Buffalo State College, where he had previously earned his undergraduate degree in Political Science. Brian also earned an advanced degree in Public Policy and Administration from Harvard University's John F. Kennedy School of Government.*





Monday, June 27, 2016

(continued)

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## General Session, continued

### New York Agency Update

Deputy Commissioner Mary Batch, Employment Security, New York Department of Labor

*Mary Jane Batch was appointed to the position of Deputy Commissioner of Employment Security at the New York State Department of Labor beginning in May 2011. In that capacity, Ms. Batch has overseen both the Unemployment Insurance Division and the Research and Statistics Divisions totaling in excess of 1,300 employees. Ms. Batch has a public service history that spans 30 years at the Department of Labor. Prior to her current position, Ms. Batch served as the Deputy Director of Intergovernmental Affairs and Federal Policy and Director of Financial Management. She is an active member of the Governor's Advisory Council for the Prevention of Domestic Violence. She holds a Bachelor of Science Degree with a concentration in Accounting from Skidmore College. Ms. Batch is married and has two children.*

NY Department of Labor  
Mary Batch



### Washington Update

Lee Foley, Capitol Hill Partners

The Workforce Innovation and Opportunity Act has changed the workforce landscape. Consultant Leander J Foley, III, will outline these changes and how they impact workforce entities within the Department of Labor as well as Vocational Rehabilitation and the Rehabilitation Services Administration. He will also place this in a more global economic perspective which will help us have a glimpse into the future.

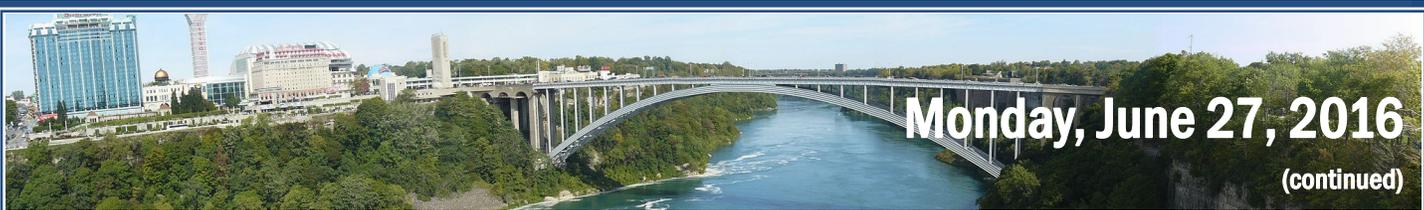
*For more than 30 years, Lee Foley has worked as one of Washington's foremost counselors on policy and legislative advocacy. Lee advises clients and represents various interests before the U.S. Congress and the Executive Branch on a variety of issues. Lee has extensive business experience in banking and financial services as a founder and member the boards of directors of financial institutions serving five major U.S. metropolitan areas. He has also served for more than 12 years on a local K-12 school board and its executive committee.*

*Prior to his lobbying career, Lee served in a variety of positions in Washington including as a White House domestic policy advisor and as a chief of staff at a cabinet level federal agency. He also served on the staff of the U.S. Senate's Labor and Public Welfare Committee (now called the HELP Committee) and the Senate Finance Committee. Lee is a graduate of Georgetown University and the University of Wisconsin.*

*At Capitol Hill Partners, Lee provides clients with an unmatched breadth of expertise across a broad swath of federal programs and policies, as well as state and local government guidance. His assistance on behalf of clients includes direct lobbying, regulatory initiatives, public and private funding tactics, foundation-related strategies, political intelligence, coalition advocacy, and communications and grassroots strategy.*

Capitol Hill Partners  
Lee Foley





**Monday, June 27, 2016**

(continued)

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**10:45 AM – 12:30 PM Delaware Suites**

## **RETIREE BRUNCH**

Join fellow retirees for a delicious meal, catching up with good friends, and a fantastic speaker. Marcia Heaney will share with you her presentation **Road Scholar—A Program of Travel and Learning**. Road Scholar travel programs cover a variety of topics such as history & culture, literature, music appreciation, national parks, sports, natural history, outdoor adventures, science and nature, train treks, hiking to name just a few. Road Scholar travel experiences include meals, expert lectures, field trips, lodging and all taxes and gratuities. The Road Scholar Program attracts people who as lifelong learners have a passion for knowledge. Typically they are over 50 and represent diverse cultural and professional backgrounds. More than 5500 travel programs are offered throughout North America and Internationally. You can learn more at [www.roadscholar.org](http://www.roadscholar.org).

**THE DEADLINE TO CAST  
YOUR BALLOT IS  
TUESDAY, JUNE 28, 2016**

**Vote**

**President Elect:**  
Cheryl Brown (WA)

**Vice President:**  
Grant Axtell (OR)

**Secretary/Treasurer:**  
Misti Hodges (KY)  
Stephanie Stevens (OR)

**Visit the IAWP Booth in the  
Exhibit Hall to vote today!**



Monday, June 27, 2016

(continued)

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10:15 – 11:30 AM

## CONCURRENT SESSION A

*Regency A:*

### Helping LGBT Customers Conduct a Job Search

Steve Jagord and Damian Modecai, WNY Pride Center

Moderator: Pamela Bedford (NY)

More than one in four transgender people have lost a job due to bias, and more than three-fourths have experienced some form of workplace discrimination. Many people report changing jobs to avoid discrimination or the risk of discrimination. While many jurisdictions, and hundreds of employers have adopted clear laws or policies to prohibit this discrimination, just about half the nation still lives without these clear protections. LGBTQ individuals can also face discrimination in the jobs programs meant to connect them with job opportunities and/or training. This program will help workforce professionals understand some of the hurdles LGBTQ people face and how to overcome barriers in the job search process.

*Regency B:*

### Google Tools

Alex Fernandez

Moderator: Mike Puglisi (NY)

This session is an overview of the many FREE tools on the web users can use for: productivity, design, collaboration, education et al. In this overview of cutting and bleeding edge tools, we will also explore a few elements from my program called 3D+AR+VR=STEAM. Participants will be introduced to augmented reality books and posters being used in public libraries and public schools across Western New York. There will be hands-on demonstrations of Google cardboard, Oculus Virtual Reality Systems and some examples of how these technologies will impact tomorrow's workforce. On display will also be a 3D printer and we will be highlighting some free 3D design and CAD programs available on the web.

*Regency C:*

### Helping Workforce Professionals Recognize and Prevent Human Trafficking

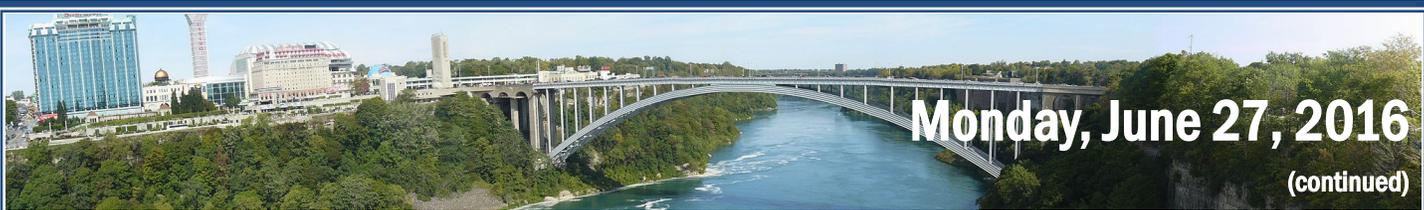
Amy Fleischauer, International Institute Buffalo

Moderator: Mary Alkins (NY)

Those involved in human trafficking often include recruiters, contractors, employers, and others who use violence, threats, lies, debt bondage, or other forms of coercion to force people to work against their will.

Human traffickers often make false promises of a high-paying job, exciting education or travel opportunities to lure people into horrendous working conditions. Join Amy Fleischauer to learn more about human trafficking -- how and where human trafficking exists -- and what you can do as a workforce professional to impact this abhorrent crime.





**Monday, June 27, 2016**

(continued)

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**1:00 – 1:45 PM**

**IAWP SPEED SESSIONS**

**And the Winner Is—Writing Award Nominations**

*Regency A*

Providing recognition for a job well done is an important part of what we do at IAWP. Join in this discussion as we talk about how to increase the recognition your chapter is getting.

**Presenters Gerri Jimenez (NM) and Sharon Mike (MD)**

**Marketing and our Next International Conference**

*Regency B*

An interesting glimpse into what we are doing with marketing IAWP using Social Media and other resources. Our incoming IAWP Conference Chair, Ray Cabrera, will also give us a peek at tours and exciting happenings at our next Conference in Costa Mesa, California! (This workshop will provide a great opportunity for members to personally meet and exchange ideas with our new Executive Director, Steve Bent.)

**Presenters Ray Cabrera (CA) and Steve Bent**

**Outstanding IAWP Membership Benefits**

*Regency C*

So, maybe you've been a member for a while, or, maybe you've just come onboard! Either way, you've probably asked the question: "What's in it for me?" Come see the "hidden secrets" (well, actually, they really aren't) and benefits to being an IAWP member! The 'benefits' of attending this workshop will not only enhance your experience with IAWP.....it will also provide you with resources to recruit your co-workers and friends!

**Presenters Mary Rogers (KY) and Misti Hodges (KY)**

**2:00 – 3:30 PM Grand Ballroom**

*Moderator: Jeanne Benson (NY)*

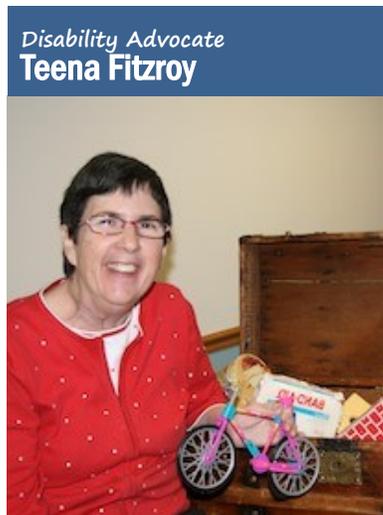
**GENERAL SESSION**

**Junk In My Trunk**

Teena Fitzroy, Disability Advocate and Motivational Speaker

Junk in My Trunk focuses on communication and understanding the differences among individuals who have disabilities. The workshop is an opportunity to learn more about disabilities and terminology as well as a chance to ask questions in an open environment.

*Teena Fitzroy has worked in the field of Disability Awareness and Education for the past 25 years. Beginning at the United Cerebral Palsy Association and continuing at the Advocacy Center. Teena has been an advocate for people with disabilities, helping them to achieve self-sufficiency and needed services. For the past 5 years, Teena has worked at the Board of Cooperative Education Services as the Family Information Specialist. Teena has developed her presentation, called Junk In My Trunk, over the last 10 years and has presented across the country.*



*Disability Advocate*  
**Teena Fitzroy**



Monday, June 27, 2016

(continued)

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3:45 – 4:15 PM

## DISTRICT MEETINGS

<b>District 1 (CT, DE, ME, MA, NH, NJ, NY, RI, VT)</b>	Regency A
<b>District 2 (DC, MD, NC, PA, SC, VA, WV)</b>	Regency B
<b>District 3 (AL, FL, GA, MS, PR, TN, VI)</b>	Regency C
<b>District 4 (IL, IN, KY, MI, OH, WI)</b>	Ellicott
<b>District 5 (IA, KS, MN, MO, NE, ND, SD, WY)</b>	Grand Ballroom
<b>District 6 (AZ, AR, CO, LA, NM, OK, TX, UT)</b>	Grand Ballroom
<b>District 7 (AK, HI, ID, MT, NV, OR, WA)</b>	Delaware Suites
<b>District 8 (CA)</b>	Presidential Suite

4:30 – 11:00 PM

## CHAPTER NIGHT

*Moderator: Nancy Crosby (NY)*

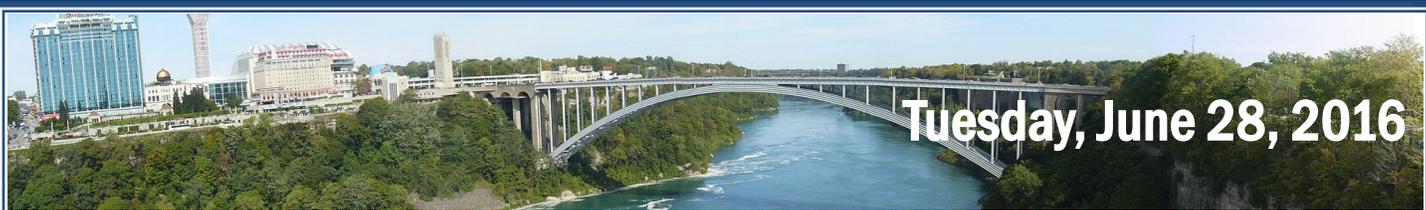
After a great day of workshops and networking, we will hop on the bus and go to Niagara Falls – Dinner will be served at the Top of the Falls Restaurant. Bring your camera because this restaurant offers spectacular waterfall views. Located on Goat Island, overlooking Terrapin Point, this Niagara Falls restaurant delivers a memorable dining experience with panoramic views of Horseshoe Falls through floor-to-ceiling windows and outdoor dining decks. **There will be 2 buses rotating between the Hyatt and the Top of the Falls Restaurant on Grand Island beginning at 4:30. The last bus will return to the Hyatt at 11:00 pm.**

We plan an entertaining trip to the Falls, "Party animals" from the NYS Chapter will keep you entertained on the 25-minute bus ride across the Grand Island Bridge and down the Robert Moses Parkway to our destination- Goat Island.

Dinner selections will include Western New York's very favorites. In order to accommodate our conference goers, seating for the dinner will be at two separate times-6:00 pm and 7:15 pm. Mayor Dyster, Mayor of Niagara Falls, will be on hand to give welcoming remarks to the first group and to talk about progress that has been made in Niagara Falls.



After dinner, you will have time to take pictures of the falls, walk around on Goat Island, Seneca Niagara Casino for a few pulls of the slots or stay on the scenic side. If you really adventurous, walk across the Rainbow Bridge to Canada. (Please don't forget your passport or enhanced driver's license)



**Tuesday, June 28, 2016**

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**TUESDAY  
QUICK VIEW:**

Time	Activity	Room
8:30 – 10:00	Concurrent Session B	
10:00 – 10:30	Break	
10:30 – 12:30	Awards Brunch	Grand Ballroom
12:45 – 2:00	Concurrent Session C	
2:00 – 2:15	Break	
2:15 – 3:30	Concurrent Session D	
3:30 – 3:45	Break	
3:45 – 4:30	General Session and Daily Wrap	Grand Ballroom
4:30 – 9:00	Larkin Square	Lobby
7:00 – 11:00	Costa Mesa 2017	Grand Ballroom

**8:30 – 10:00 AM**

**CONCURRENT SESSION B**

**Regency A:**

**Humor in the Workplace**

Bruce Baum

Moderator: Judy Jones (NC)

Have you ever thought that you could enjoy your work more than you do currently? Would you like to come to work with a more optimistic and positive attitude? Would you appreciate interacting with colleagues in more enjoyable and productive ways? If you said “yes” to any of these questions, this workshop might be for you. Data strongly suggests that organizations that create a more “fun” environment for employees show greater success than those that do not. We will explore strategies for infusing appropriate humor in the workplace, and how you can find ways to increase your enjoyment of your work and your connections with colleagues.

**Regency B:**

**Workforce Trends**

John Slenker, NYS Department of Labor

Moderator: Evelyn Hight-Wood (TX)

Learn about where are the jobs? What are the future employment trends? What suggestions, tips should we provide our customers in making career decisions. Workshops will provide workforce professionals with suggestions to assist customers make realistic career goals.

**Regency C:**

**Bridging the Skill Gap: Workforce Development is Everyone’s Business**

Kristin Fyfe-Mills and Cristina Masucci

Moderator: TBD

This session will explore current research on the skills gap and identify ways that organizations can identify and address their own skill gaps. Attendees will hear how companies in different industries are tackling the skill gaps and will walk away with ideas to put into practice.

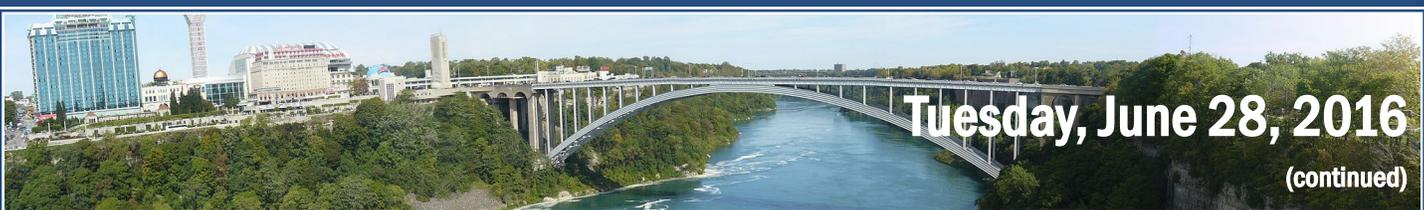
**Delaware Suites:**

**Credit Counseling**

Melody Marchese, Belmont Housing Resources for WNY

Moderator: Sue Riley (NY)

A recent survey conducted by the Society for Human Resources Management (SHRM) found that 47 percent of employers conduct credit checks on some or all job applicants. Credit plays an important role in obtaining employment. This session will provide a comprehensive understanding of credit reports, scores and disputing incorrect information on a credit report - a vital tool in today’s job market.



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**10:30 AM – 12:30 PM Grand Ballroom**

**AWARDS BRUNCH**

*Moderator: Gerri Jimenez (NM)*

Enjoy a delicious brunch while we honor the winners of the 2015 IAWP Awards program. Award presentations being made include Workforce Customer Service, Retiree of the Year, Ealton Nelson, membership, and chapter awards. And, did anyone say Idol? Once again, we will be entertained by IAWP Idol and the opportunity to select a winner among the participants!

**12:45 – 2:00 PM**

**CONCURRENT SESSION C**

*Regency A:*

**Veterans Service Panel**

Commander Marlene Roll and Judge Robert Russell, New York State VFW

Ben Randle, D'Youville College

Moderator: Matejka Baumgardner (NY)

This presentation will cover veteran's services, including Vets Court and valuable information to assist veterans overcome barriers to employment.

*Regency B:*

**Retiree Workshop: The Benefits of Being a Member of AARP**

Bruce Boissonnault, NYS AARP Executive Council

Moderator: Nanette Brown (CA)

Whether it's sharing a recipe, playing a game, looking for caregiving help, or information on social security, AARP provides you with a wealth of opportunities to save money, play, learn and volunteer. Learn about the many benefits of becoming a member.

*Regency C:*

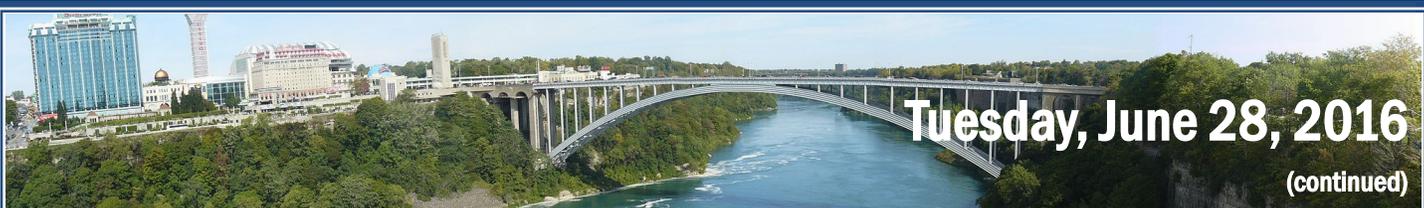
**Ditch the Transaction: How Oregon is Transforming its Workforce System**

Amber Drake, Oregon Employment Department

Moderator: Stephanie Workman (NC)

In order to remain effective, one must remain relevant. In response to the Workforce Innovation and Opportunity Act and other local workforce initiatives, WorkSource Oregon created and implemented the WorkSource Oregon Standards. In order to effectively meet the needs of job seekers and businesses, we offer our customers individualized workforce solutions rather than a one-size-fits-all approach. The focus of The WorkSource Oregon Standards is to create a demand-driven, customer-centric environment, which guides the customer through a transformational experience.





(continued)

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2:15 – 3:30 PM

## CONCURRENT SESSION D

*Regency A:*

### **Global Career Transitions: Enhancing the Effectiveness of Workforce Professionals with Foreign Born Workers**

Ksenia Wojcieszek-Arjomand, NYS Career Development Association

Moderator: Verna Wade (NC)

This presentation addresses the issue of brain waste through focusing on factors which contribute to the successful career transitions of foreign-trained professionals. Based on a qualitative study, it addresses the issue of how professional immigrants, trained in their countries of origin, were able to navigate the job search process in the U.S. and successfully re-enter their professional fields in the U.S. Finally, through close examination of successful professional immigrants' experiences, this presentation provides insight into what factors might help future immigrants overcome the challenges encountered in their job search. Likewise, it can help workforce professionals better assist college-educated immigrants in their career transition.

*Regency B:*

### **The Long and Winding Road to Employee Engagement**

Commissioner Dale Peinecke

Moderator: Cheryl Brown (WA)

We must be doing something right! The last employee survey shows increasing numbers of Washington's Employment Security Department staff enjoy a spirit of teamwork, have opportunities to learn and grow and receive clear information about agency changes. We're one of the most improved Washington state agencies! But changing an organization's culture takes a long time. Learn how far our agency has come and what we're doing to sustain the momentum of employee engagement.

*Regency C:*

### **UI Roundtable**

Nancy Fink, Maryland Department of Labor

Moderator: Alphrena Prince (OH)

Each state has their own unique way of dealing with the Unemployment Insurance System. Come to this facilitated discussion and discover some of the challenges that are faced in each state along with some best practices that have been implemented. Bring your ideas along with your concerns. Remember, if you are not part of the solution - you are part of the problem.

**Change is coming and you will be one of the first to hear about it!**

## **IAWP ANNUAL BUSINESS MEETING**

Wednesday, June 29, 2016

1:00 PM - 2:30 PM

Grand Ballroom, Hyatt Regency Buffalo, NY

President James Thomas, presiding

International Association of Workforce Professionals



Tuesday, June 28, 2016

(continued)

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 - 29, 2016

**3:45 – 4:30 PM Grand Ballroom**

*Moderator: Mikell Fryer (GA)*

## GENERAL SESSION

### What Do Businesses Want and Need From Workforce Professionals

Featuring representatives from Blue Cross, Wendel Companies, Kaleida Health, Solar City

A frank discussion on what businesses expect from Workforce Professionals as the landscape for recruiting changes with representatives from Blue Cross, Wendel Companies, Kaleida Health, and Solar City.

**4:30 – 9:00 PM Lobby**

## LARKIN SQUARE

Take a trip to a beautifully restored area of Buffalo, Larkin Square. On Tuesday evenings the square features dozens of food trucks, shopping, live entertainment by Walker Kemp 3oh., and even get in a game of pickleball.

Buses will leave the hotel starting at 4:30 PM making a constant loop until 9:30 PM. Learn more at [larkinsquare.com](http://larkinsquare.com).

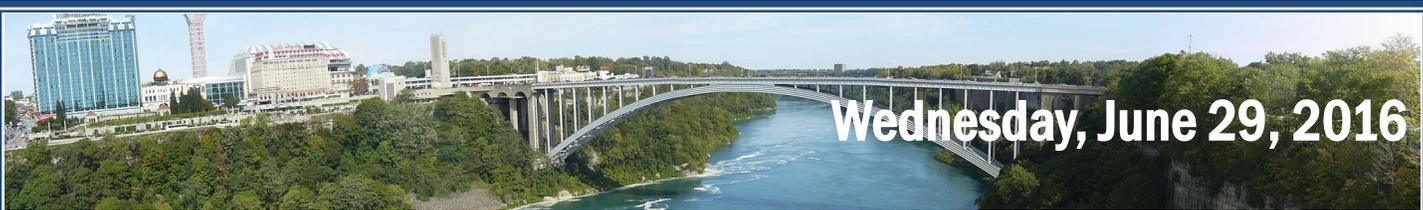
**7:00 – 11:00 PM Grand Ballroom**

## COSTA MESA 2017

Our organization is confronting a time of many changes and we're meeting these changes during a time of larger nationwide and global change. The world of *IAWP and Workforce Services* is an exciting area in which to work/study/perform, and we'll continue to meet and bring inspired people together in forums like the educational conference to be held next year in Costa Mesa, California.



Join us to enjoy tasty bites in the spirit of California cuisine and dancing to a DJ that will play some of your favorite tunes along with some of the hits that were made famous from California.



Wednesday, June 29, 2016

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 - 29, 2016



**WEDNESDAY  
QUICK VIEW:**

Time	Activity	Room
8:30 – 9:45	General Session	Grand Ballroom
9:45 – 10:00	Break	
10:00 – 11:15	Concurrent Session E	
11:15 – 1:00	Lunch on Your Own	
1:00 – 2:30	Annual Business Meeting	Grand Ballroom
2:30 – 3:00	Costa Mesa 2017 Break	Grand Ballroom
3:00 – 4:00	Closing Ceremonies	Grand Ballroom
7:00 – 11:00	Banquet and Ball	Grand Ballroom

**8:30 – 9:45 AM Grand Ballroom**

*Moderator: Cheryl Brown (WA)*

## GENERAL SESSION

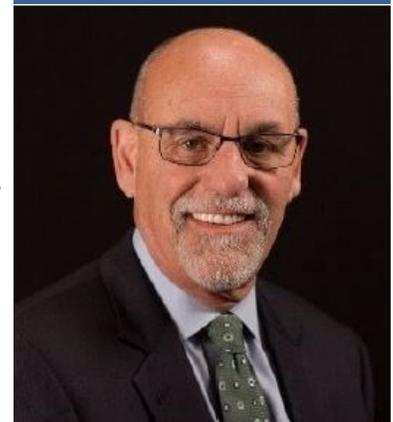
### **IAWP & NASWA: Working Together to Support Workforce Professionals and Agencies**

Commissioner Dale Peinecke, Washington State Employment Security and NASWA President

Dale Peinecke will deliver a keynote address on his role as President of the National Association of State Workforce Agencies (NASWA). Mr. Peinecke will offer an informative overview on NASWA's mission, goals and programs while also identifying ways NASWA and IAWP can work together to support workforce agencies and professionals.

*Mr. Peinecke has served as Commissioner of the Washington State Employment Security Department since January 2013. He spent more than 37 years in the aerospace and materials industries, including executive positions at Giddens Industries, Neuvant Aerospace, The Aerostructures Corp., Contour Aerospace and Alcoa. He has been engaged in lean implementation efforts since 1985.*

NASWA President  
**Dale Peinecke**



### **Get the Conference Program To GO!**

For iPhones and Android phones, scan the QR code or download Guidebook from your app store. Use redeem code IAWP2016. For Window phones and laptops, visit <http://guidebook.com/guide/40960>.





Wednesday, June 29, 2016

(continued)

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

10:00 – 11:15 AM

**CONCURRENT SESSION E**

**Regency A:**

**SEFCU Identity Theft**

Melanie Grossman, NYS Consumer Protection Board

Moderator: Sue Riley (NY)

Identity theft and other fraudulent scams are some of the fastest growing crimes in the United States. Victimizing someone is easier than ever with widespread information available on-line. With only a few pieces of valid personal information, significant and devastating damage can be done. Unfortunately, the majority of victimization comes at the hands of those we know and trust. Individuals can be targeted by family and acquaintances like home help or neighbors. This workshop will educate attendees on recognizing the signs of victimization, tools to help you avoid victimization, and discuss where to go for assistance in mitigating the damage caused by fraud.

**Regency B:**

**Expanding Apprenticeship: A Way to Enhance Skills and Careers**

George Schalk, LO#22 Plumbers and Steamfitters

Chip Jones, Wittburn & Driscoll Electrical Co

Moderator: Elizabeth deVasquez (NY)

The Federal Government is spending millions of dollars to increase the number of Apprenticeship programs throughout the US. Why is this traditional program making a resurgence and what steps can you make in your location to increase this important workforce tradition.

**Regency C:**

**Connecting the Dots**

Linda L McIsaac, Ph.D., President Xyte

Moderator: Peggy Carrigg (NJ)

Learn how new research findings and science of the mind technology can help youth and adults find a career path, explain why they do what they do, and find meaning and purpose in a job/career where they excel and are more engaged. Participants will find answers to the age old question: Who am I?, identify their innate capabilities using a 12 minute assessment, and receive practical information that can be used with job seekers.

1:00 – 2:30 PM Grand Ballroom

**BUSINESS MEETING**

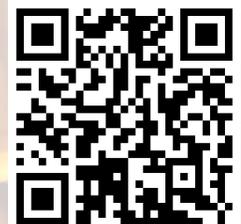
Moderator: James Thomas (CA)

Join us for our annual meeting for the reading of resolutions, election results, a stewardship report, and the opportunity to vote on where we will hold the 2019 conference.

**Need Ideas for Lunch?**

Download the IAWP Conference Mobile App. Scan the QR code or visit <http://guidebook.com/guide/40960>. Use redeem code IAWP2016.

guidebook





**Wednesday, June 29, 2016**

(continued)

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 - 29, 2016

**2:30 – 3:00 PM Grand Ballroom**

## ***COSTA MESA BREAK***

Enjoy a spread of delicious snacks as we prepare to pass the baton to the 2017 conference host - Costa Mesa, CA!

**3:00 – 4:00 PM Grand Ballroom**

## ***CLOSING CEREMONY***

*Moderator: Val Moeller (CA)*

Join us as we bring the 2016 conference to a close. Learn the results of the 2019 conference site voting, celebrate this year's conference, and hear what awaits us in Costa Mesa in 2017.

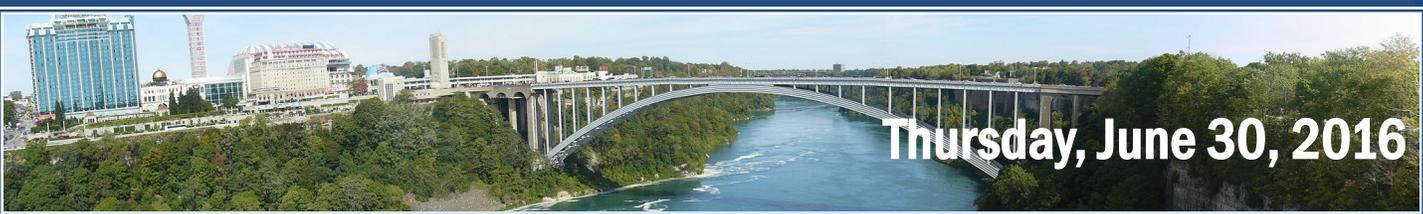
**7:00 – 11:00 PM Grand Ballroom**

## ***BANQUET & BALL***

*Moderator: Micheal Mrvichin (NJ)*

Join us for a night in a winter wonderland at the annual IAWP Banquet and Ball. Enjoy dinner, administration of the oath of the new officers, and music for dancing. Say goodbye to your IAWP friends until next year.





Thursday, June 30, 2016

103rd Annual IAWP Educational Conference • Buffalo, New York • June 26 – 29, 2016

**THURSDAY  
QUICK VIEW:**

Time	Activity	Room
9:00 – 12:00	2016-17 Board Meeting	Regency A

**9:00 AM – 12:00 PM Regency A**

*Moderator: Terri Pasternik (IL)*

**2016-17 BOARD MEETING**

The first meeting of the 2016-17 IAWP Board of Directors. All members are welcome to attend.

## HAVE YOU SEEN IT ?

The all new IAWP website is here and ready for you. The site features a modern look, regularly updated information, and is mobile friendly. Visit [www.iawponline.org](http://www.iawponline.org) today!

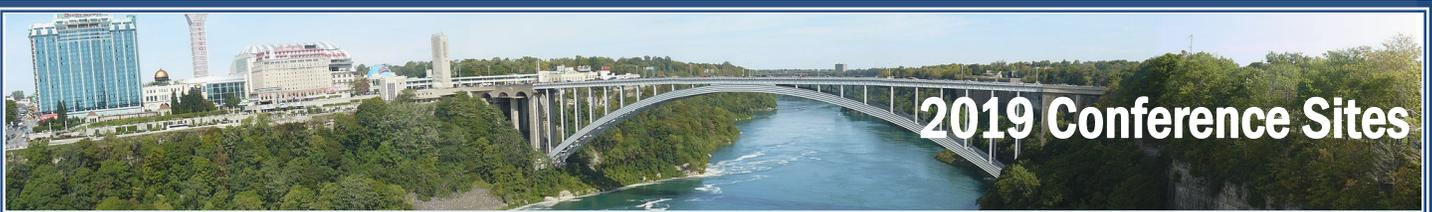
**Washington & Oregon Chapters Host Successful Annual Conferences**  
Last week the Washington chapter of the IAWP hosted its annual conference in Olympia, Washington. The theme of the 2016 event was Creating Opportunities for Success through People, Purpose and Passion. More than 100 participants enjoyed networking events and a host of educational programs designed to support Washington's workforce professionals. [Read more >](#)

**Annual Election Period Opens**  
IAWP members have the opportunity to take a role in determining the association's leadership by voting for 2016-2017 officers. Voting. [Read more >](#)

**IAWP to Offer Continuing Education Credits for Rehabilitation Counselors During 103rd Annual Conference**  
The Commission on Rehabilitation Counselor Certification (CRCC) has approved 14.25 credit hours for the IAWP 103rd Annual Conference. The CRCC... [Read more >](#)

**IAWP Recognized for Supporting Kumamoto Japan Earthquake Relief Fund**  
Last month the IAWP contributed to the Kumamoto Japan Earthquake Relief Fund through GlobalGiving. GlobalGiving recently thanked IAWP members and... [Read more >](#)

**Congressman Higgins to Provide Washington Update at IAWP 103rd Annual Educational Conference**  
Congressman Brian Higgins, a sixth term member of the United States House of Representatives serving New York's 26th congressional district.



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# 2019 Sites

## New Orleans, LA

### *Option 1*

New Orleans inspires and intrigues. The birthplace of jazz, home to some of the greatest restaurants (and service) in the world, an oasis of history and charm on the Mississippi. New Orleans packs miles of first class attractions, restaurants, hotels and meeting facilities into a two square mile area. That means we are truly a walkable city and you are never far from a true New Orleans experience. As a 24 hour city, you never are at a loss for things to see and do.

## Oklahoma City, OK

### *Option 2*

Oklahoma City offers all of the culture, cuisine, attractions and amenities you'd expect in a modern metropolis without all the hassle. And with its rugged Western past, working stockyards and title as "Horse Show Capital of the World," it's rich in cowboy culture as well. Just a short walk from downtown hotels, a former warehouse district is filled with restaurants, nightlife and entertainment options.

## San Antonio, TX

### *Option 3*

A picturesque city in the heart of Texas, San Antonio, home to the legendary Alamo and world famous River Walk, hosts a vibrant mix of culture, cuisine, legendary architecture and moving history. The city's heritage and traditions are rich, as are its modern pleasures. With a cosmopolitan blend of top-notch golf courses, remarkable dining and nightlife options, art galleries, spas, theme parks and shopping, there's no shortage of authentic experience.



**Sponsors**

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# THANK YOU SPONSORS!

**Terri Pasternik**

*Badge Ribbons*

**Raymond Cabrera**

*Color Guard Honorarium*

**Steve Bent**

*Badges and Lanyards*

**Nanette Bowman**

*Awards Brunch Decorations*

**California Chapter**

*Awards Brunch Memento*

**James Thomas**

*Chapter Night Transportation*

**Grant Axtell**

*Retiree Brunch Decorations*

**Montana Chapter**

*Banquet and Ball Entertainment*

**New Jersey Chapter**

*Chapter Night Transportation*

**Past President's Association of California**

*Retiree Brunch Memento*

In recognition of the

**Illinois Chapter**

*Chapter Night Memento*

In recognition of

**2016-17 President Terri Pasternik**

*Early Bird Memento*

**Vicki Zimmerlee**

*Banquet and Ball Entertainment*

**Los Compadres California Sub Chapter**

*Retiree Brunch Memento*



# *together*

## WE CAN MAKE A DIFFERENCE

**Earlier this year Taiwan and Japan each suffered devastating earthquakes. With longstanding chapters in both countries, IAWP made financial contributions to assist in the recovery efforts.**

Following the devastating 6.4-magnitude earthquake that struck the city of Tainan, Taiwan, on February 6, 2016, IAWP President James Thomas, expressed his sympathy for those affected. The IAWP also made a financial contribution in the name of our chapter in Taipei.

Chen, Hsiung-Wen Minister of the R.O.C. (Taiwan) Ministry of Labor, expressed his appreciation to IAWP in a letter stating, "As a member of the Republic of China Chapter of the International Association of Workforce Professionals, we share close and long-standing ties and cooperate on matter regarding workforce development. We have received your prayers and thank you very much.

In January 2016, IAWP made a contribution to the Kumamoto Japan Earthquake Relief Fund through GlobalGiving. GlobalGiving recently thanked IAWP members and provided the following summary of where and how our donation is already making an impact in Japan:

Japan Emergency NGO (JEN) is delivering emergency support, sanitation, and clothing to earthquake effective communities.

IsraAID is providing psychological first aid and organizing child-friendly spaces for earthquake survivors.

International Medical Corps is providing health, nutrition, and hygiene-related care at evacuation centers, an internally-displaced persons camp, and within local communities. They're placing a particular emphasis on assisting vulnerable populations such as the elderly and people with physical disabilities.

**CALIFORNIA**  
 Past Presidents Assn.  
**Congratulates**  
**pres. James Thomas**  
 & the 2015/2016 Board of Directors



Enjoy the 103rd Educational Conference in Buffalo, N.Y.  
 Hope to see you at the 2017 Conference  
 Costa Mesa, California  
 June 18th - 21st




***MISTI HODGES, CPA***

CANDIDATE FOR IAWP  
 INTERNATIONAL  
 SECRETARY/TREASURER

***SOMETIMES 3 LITTLE LETTERS***

***MAKE A DIFFERENCE:***

***COMMITTED, PROFESSIONAL,  
ACCOMPLISHED!***

**And no one is more ready to work  
 for IAWP than Stephanie Stevens  
 & Grant Axtell!**



**Experienced. Passionate.**

**Tireless. Ready for Change.**

The Oregon Chapter proudly supports  
 Stephanie Stevens for International Secretary/  
 Treasurer and Grant Axtell for International  
 Vice President.



**NOTHING  
 WILL WORK  
 UNLESS  
 YOU DO**

Maya Angelou



**The Past International Presidents**

**Applaud President Thomas, the 2015-2016 Board of Directors,  
and the New York Chapter  
For a Successful 103<sup>rd</sup> International Educational Conference  
In Buffalo, New York – “Queen City of the Great Lakes”**



**Have a Great Conference**

The Kentucky IAWP Chapter  
proudly supports

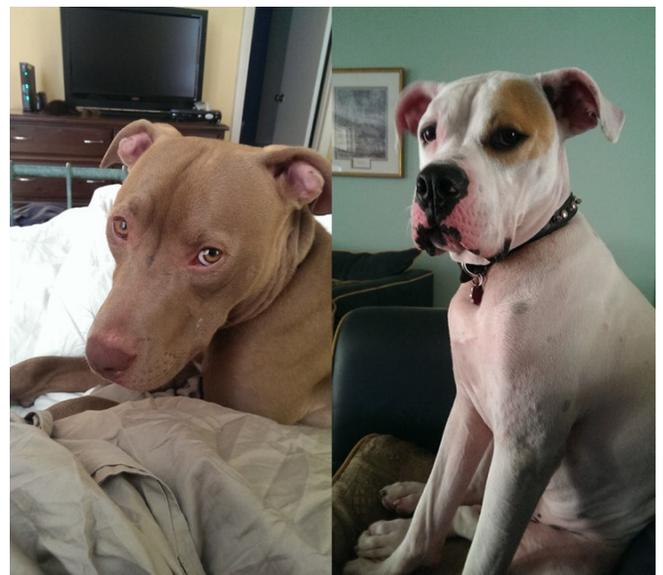
**MISTI HODGES, CPA**

**CANDIDATE FOR IAWP  
INTERNATIONAL  
SECRETARY/TREASURER**

***SOMETIMES 3 LITTLE LETTERS***

***MAKE A DIFFERENCE:***

***COMMITTED, PROFESSIONAL,  
ACCOMPLISHED!***



**Barley and Trevor Barthalow  
Wish that everyone has an  
exciting and doggone good  
time in Buffalo!**

Congratulations and thanks to our amazing and awesome  
Conference Committee  
for a job well done!

As a result of their enthusiastic efforts, I hope  
all of you have a rewarding, fulfilling  
Educational Conference.

George Barthalow, MA, CRC, CWS/Conference Committee Chair  
and Past International President.



The Illinois Chapter of



Congratulates Terri Pasternik on her role as International President 2016-2017. We stand firmly with her in commitment and dedication in serving IAWP.

The Illinois Chapter will **"Be the Change"** and **"Make a Difference."**





104th Annual IAWP Educational Conference • Costa Mesa, CA • June 18 - 21, 2017



**BECOME A  
SPONSOR**

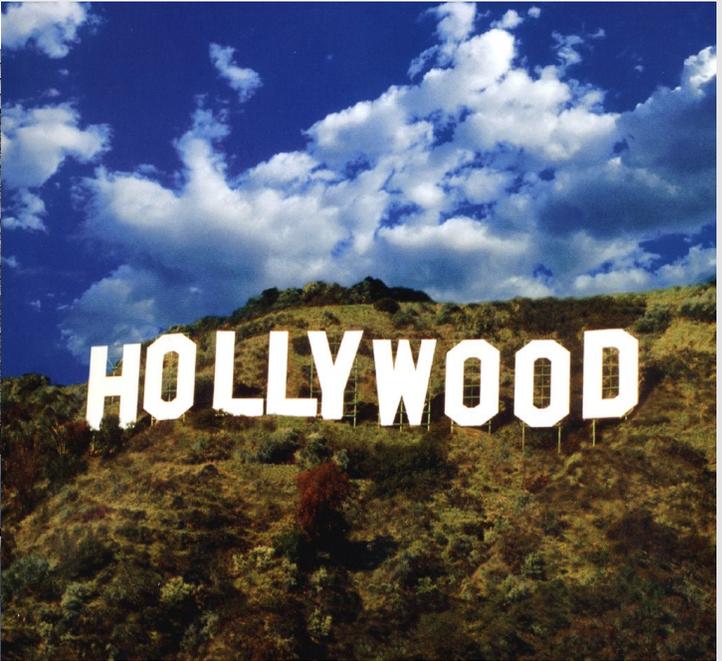
**It's never too early to  
think about becoming a  
sponsor!**

*Contact Steve Bent at  
[steve@iawponline.org](mailto:steve@iawponline.org) to discuss  
great sponsorship opportunities  
for the 2017 conference.*



**We are looking for  
innovative speakers on  
workforce issues for  
2017!**

*Contact Grant Axtell at  
[grant.a.axtell@oregon.gov](mailto:grant.a.axtell@oregon.gov) to  
share your topic and get  
more information.*



In the middle of it all...



COSTA MESA

June 18-21, 2017

