



# *Salute to the Leadership*

September 11 - 14, 2012 — San Diego, California





The National Association of State Workforce Agencies is governed by a 17-member Board of Directors.

The President, President-Elect, Past President, Secretary, Treasurer, Director of the National Labor Exchange and Director of Information Technology form the Executive Committee.

One Director and one Alternate Director are elected from each of the 10 Association regions.

In addition, this year the National Association of State Workforce Agencies had

**5 Special Committees:**

**Audit Committee**

**Awards Committee**

**Investment Committee**

**Legislative Committee**

**Resolutions and Policy Committee**

**6 Committees of the Board:**

**Administration & Finance Committee**

**Employment & Training Committee**

**Equal Opportunity Committee**

**Labor Market Information Committee**

**Unemployment Insurance Committee**

**Veterans Affairs Committee**

**and 1 Subcommittee of the Unemployment Insurance Committee:**

**Interstate Benefits Subcommittee**

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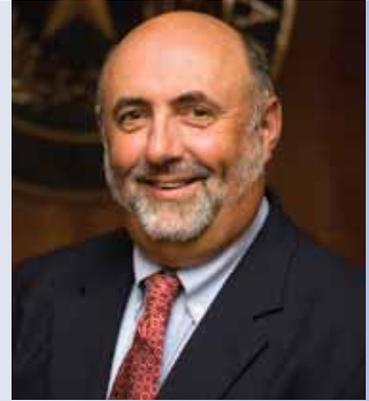
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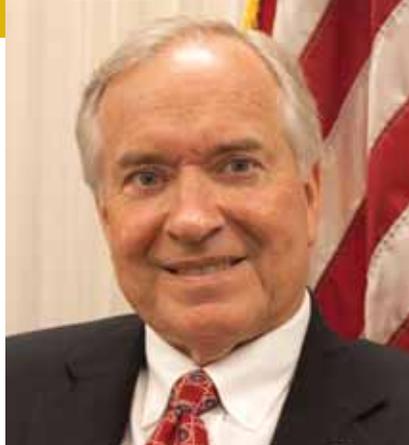
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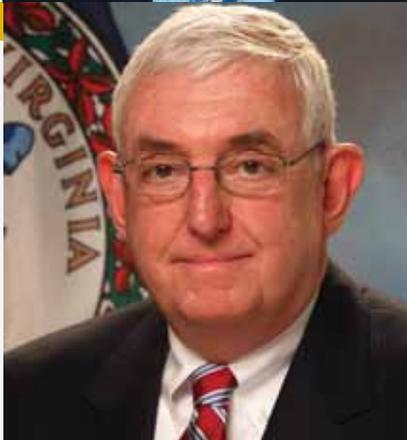
Virginia Employment Commission

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*The 2012 Salute to the Leadership*  
**AWARDS**

*President's Award*

*SEAL Award*

*Eagle Award*

*James F. Walls Employee Award*

*James F. Walls Team Award*

*Mark Sanders Award*

*Merrill Baumgardner Award*

*William J. Harris Award*

*Vladimir Chavrid Memorial Award*

*NASWA National Business  
of the Year Award*



# NASWA President's Award

**Presented to**

*Bill Warren*

*Executive Director*

**DirectEmployers Association**



This year's recipient of the 2012 NASWA President's Award is Mr. William "Bill" O. Warren, Executive Director, DirectEmployers (DirectEmployers) Association.

Bill Warren has been a true pioneer in the field of online recruitment, helping facilitate an efficient labor market exchange between jobseekers and employers. Mr. Warren, a graduate of Indiana University and a U.S. Army veteran, began his work in the recruitment field as a corporate human resource executive with Rockwell International, Inc. After his tenure at Rockwell International, Mr. Warren founded the Internet's first employment website, the Online Career Center (OCC) in 1992. He remained President of OCC after it was sold to TMP Worldwide (now Monster Worldwide) in December 1995. OCC was renamed Monster.com and Mr. Warren became its first president in December 1998.

In October 2001, Mr. Warren left his position at Monster.com and founded DirectEmployers Association. His new organization was designed as a non-profit Human Resources consortium of employers, where companies could share best practices, create new industry standards, conduct research, and develop and manage Internet-based systems and software to increase efficiency and reduce recruiting costs. To achieve this mission and under Mr. Warren's direction, DirectEmployers designed and operated JobCentral, a cost-effective on-line employment network, open to all employers.

The 2007 discontinuation of the U.S. Department of Labor's America's Job Bank (AJB) prompted state workforce agencies and employers to look for a new technological solution to facilitate a national labor exchange system. Mr. Warren's leadership and foresight led DirectEmployers to approach NASWA with a proposal to offer JobCentral as the new public labor exchange system with the goal of improving labor market efficiency, and reaching a diverse national workforce. The aligned goal, transparency, and high performance standards of his organization led to NASWA's 2007 endorsement of JobCentral, effectively creating the National Labor Exchange (NLX). Today the NLX has garnered the participation of all state workforce agencies, and boasts over one million unduplicated, current jobs from vetted employers. Since 2007, it has brought over 15 million unique jobs to state workforce agencies and American jobseekers. This unprecedented public-private partnership, which leveraged private non-profit owned technology and existing state workforce agency resources, owes its existence to the careful stewardship and business integrity of Mr. Warren.

Bill Warren and DirectEmployers Association have been true champions and partners of the state workforce system providing states with a wealth of resources otherwise not available in the age of budget cuts and declining state resources. This includes not only job content, but also job-bank hosting and cutting-edge services, such as search engine optimization, mobile ready capability and social media integration – all provided without extra cost. Through the continued alliance between NASWA and DirectEmployers, states are better positioned to advance their missions and serve their customers for years to come.

NASWA and its members thank Bill Warren for his contributions to state workforce agencies and are proud to honor him with the 2012 NASWA President's Award.

## June 2012 graduates of the Dads Making a Difference

Left to right front row: Tammy Howard, Case Manager; Jeremy Elder; Dominic Abeyta; Travis Garton; Michael Krospic; Christopher Leyva; Chris Wiederspahn, Program Manager; Linda Archer, Assistant Case Manager

Left to right back row: Chuck Skinner, Licensed Professional Counselor; Josh Schoenholtz; Forrest Cozad, Brad Chambers, Richard Segura, Michael Wilcox



## State Excellence Award for Leadership

# SEAL Award

Presented to

## State of Wyoming Honorable Joan Evans

### State of Wyoming

### “Dads Making a Difference” Program

*The SEAL Award honors a state for a workforce related program, project or initiative, which addresses an issue or challenge and results in significant improvement of service or performance.*

The State of Wyoming's Dad's Making a Difference program was selected for the 2012 State Excellence Award for Leadership Award.



Chris Wiederspahn,  
Employment & Training  
Program Manager,  
Wyoming Department of  
Workforce Services



The Dads Making a Difference program is the result of a casual conversation between two Wyoming Department of Workforce Services (DWS) staff members in 2008. The staff members were discussing the many programs and services available to single mothers, senior citizens, high school drop-outs, minorities, and individuals with disabilities, among others. Staff members then asked themselves: What about Wyoming's dads? This discussion made DWS staff realize the need to serve a forgotten population in Wyoming: men with children – and more

specifically, men who were non-custodial fathers. Men with children typically were not afforded the same employment and training opportunities available for other target populations. It is from these circumstances, the idea for the Dads Making a Difference program was born. The program began serving the first group of dads in 2008.

Dads Making a Difference is a training-to-work program for low-income fathers who are experiencing multiple barriers to self-sufficiency. The program provides the services necessary for participants to actively improve the quality of their own lives, as well as the lives of their children and families. Each participant is provided with nationally certified training in high-growth, high-demand occupations, along with nationally recognized life skills curriculum, parenting and relationship courses, financial literacy courses, job seeking skills, employment retention, debt resolution and credit recovery classes, individual and group counseling, and community leadership opportunities.

In its first three years, the Dads Making a Difference program boasted an 83 percent graduation rate, a 64 percent employment rate within 90 days of graduation, and a 90 percent employment rate within one year of graduation. The June 2012 class graduated 100 percent of its participants, and nine of the ten graduates are employed and earning a wage well above the self-sufficiency level.

Throughout the Dads Making a Difference program, the participant's barriers to success are continually assessed and addressed. Each participant is provided with intensive case management services, which involves devoted staff members who provide success coaching, crisis management support, resource development, and problem solving instruction. The program staff works very closely with other agencies the participants are involved with including Child Support Enforcement, Probation and Parole, Family Services, Low Income Housing, and financial and collection agencies. A strong focus of the program is learning the importance of staying compliant with these agencies, while using professional communication skills to do so.

The most innovative part of the Dads Making a Difference model is the group approach to success. The participants remain together as a group for most of the program. The group activities are designed to promote bonding, accountability, and support among the dads in the program. Traditionally, men do not have a natural social support system for addressing challenging issues such as parenting and maintaining healthy relationships. Since the activities are family centered, these dads spend a lot of time with one another and over time, they develop a strong support system that often includes shared child care, problem solving and emotional support. This supportive system often extends well after the end of the program.

In order for full-time participation in this program to be feasible for the dads, they are co-enrolled in the Workforce Investment Act (WIA) program, which can provide emergency supportive service funds while the participant is in the program. For many of the program participants, this assistance has helped address critical needs such as transportation costs, health issues, and stable housing.

The WIA case manager also assists the participants with job searches and follow-up services for an additional 12 months following completion of the program. This helps to ensure the dads not only enter self-sufficient employment, but retain employment. The Dads Making a Difference program continues to expand on the outstanding reputation it has among local business partners. Because it has proven to be such a successful program, many local employers often request program graduates specifically for their specialized job skills training and strong work ethic.

Plans are in progress to introduce the Dads Making a Difference program into additional communities around the state. The Department of Workforce Services is proud of the many activities and charitable causes these participants and their families have given their time and energy to, speaking to the program's success in helping these dads become productive workers, as well as, valuable citizens.

# Eagle Award

**Presented to**

## *Honorable Paul Trause*

*Commissioner*

*Washington State Employment Security Department*



*The Eagle Award honors individuals who soar to new heights in their efforts to serve employers and workers in the United States.*

Paul Trause was appointed as the Commissioner of the Washington State Employment Security Department (ESD) in 2010. Since then he continuously soars to new heights in leading the agency to better serve employers and workers. Mr. Trause served as the deputy commissioner of the ESD from 2005 to 2010. During his time as Commissioner, he steered the agency through the Great Recession, managing a workforce growing with federal stimulus dollars, then managing a drastically shrinking budget and major staff layoffs.

No matter what the budget reality, Mr. Trause's focus remained steady: how to best serve customers. He started with his legislative agenda, resulting in a series of laws enacted that reduced unemployment taxes by approximately \$400 million, and improved benefits to unemployment insurance claimants.

Keeping customers always front and center, Mr. Trause also has fostered a number of innovations in customer service resources for employers and workers. The agency implemented "Virtual Hold" technology at unemployment insurance call centers. The "Virtual Hold" system allows customers who wish to speak with an agent to keep their place in the queue without having to stay on the phone; the system then calls the customer back when it's their turn in the queue. Customers and agency employees have expressed their appreciation for the new system.

The agency contracted with Microsoft to provide free online computer training for customers, offered through Washington's one-stop system – WorkSource. More than 18,000 customers statewide have taken advantage of over 1,000 courses in Microsoft software products. Mr. Trause always promotes the value of labor-market information and to make it more usable for job seekers and employers. Under his leadership, the agency replaced an outdated, difficult to access website with a state-of-the-art site where state resources are readily accessible to employers and workers.

The agency tapped “robocall” technology – normally used to communicate with customers about overpayments – and expanded its use to inform unemployment claimants about WorkSource services and the free Microsoft e-learning classes. The new technology also is being used to encourage military veterans to access special services available at WorkSource Centers and the Department of Veterans Affairs.

Under Mr. Trause's leadership, Washington's Shared-Work Program has been a model for the nation in helping businesses and workers endure the recession. In 2011, the program saved an estimated 26,000 jobs and more than \$42 million in unemployment insurance benefit payouts. That year, nearly 3,200 businesses and more than 38,000 employees were approved to participate in Shared Work, and more than two-thirds of the employers said in an agency survey that the program helped them survive the recession. The overwhelming success of the program led to recent federal legislation encouraging other states to create similar programs.

Mr. Trause also oversaw the development of the Opportunity Center for Employment and Education

on the campus of North Seattle Community College. The Opportunity Center for Employment and Education is the first of its kind in Washington; designed to provide seamless employment, education and public assistance to those unemployed and underemployed. Mr. Trause sits on the Opportunity Center's policy committee providing his expertise and guidance through its initial launch and roll-out.

This year, Washington was the first state in the nation to enhance its employment website with a tool making it easier for veterans and employers to connect. Veterans can make their military status easily visible to interested employers, and employers can indicate that they will give veterans a hiring preference.

In the first of its kind in the nation, ESD conducted a study showing job seekers who used WorkSource services found work and regained their financial footing faster than those who did not. The agency was able to advertise the results of the study, effectively marketing WorkSource offices statewide.

In other notable achievements: a multi-year, \$58 million project to replace the agency's out-of-date tax computer system will be completed in 2013 on budget. Internally, Mr. Trause managed a transformation of ESD's entire budgeting process to look at the budget more holistically and to make decisions based on the customers they serve.

Mr. Trause has been a proven innovator and has demonstrated tremendous leadership and vision during one of the most difficult and trying times for the state workforce system. It is NASWA's great honor to award Paul Trause the Eagle Award for 2012.

# James F. Walls Workforce Agency Employee Award

**Presented to**

*Robert F. Singer*

*Disabled Veterans Outreach Program  
Specialist*



**Virginia Employment Commission  
Virginia Workforce Center  
Fredericksburg, Virginia**

*The James F. Walls Workforce Agency Employee Award honors an employee whose conduct demonstrates outstanding dedication to customers and colleagues, and extraordinary service to the local community.*

Robert "Bob" F. Singer, a retired U.S. Marine, lives and works by the Marine Corps motto, "Semper Fidelis" (Always Faithful). Since joining the Virginia Employment Commission (VEC) in July 1999, he has provided employment counseling and services for separating military members at five Northern Virginia military installations and at three local field offices. A dedicated team player, he always gives 100 percent assisting workforce clients.

Selected in July 2002, to be the Senior Transition Assistance Program (TAP) facilitator at the Marine Corps Base Quantico, Mr. Singer expertly and successfully trained and mentored over a dozen other facilitators while

conducting semi-monthly classes containing up to 100 individuals. Several of Mr. Singer's trainees have gone on to become Senior TAP facilitators at their own sites. Mr. Singer tirelessly researches additional information and materials to make his presentations more interesting, informative and relevant. A gifted public speaker, Mr. Singer is recognized by state and federal employment specialists as an employment expert, especially on private sector resumes. His students continually rate him as "Outstanding" on the course evaluations and often seek him out for additional guidance.

In February 2012, Mr. Singer was chosen to be an instructor in the U.S. Department of Labor's Employability Workshop pilot program. Despite all the initiatives and programs Mr. Singer is involved in, he and his co-facilitator successfully presented the new material to approximately 200 transitioning military members at the Marine Corps Base Quantico. In April 2012, the U.S. Department of Labor Veterans Employment and Training Service (VETS) formally recognized his efforts with a Certificate of Appreciation.

Mr. Singer works diligently to address obstacles many of his clients face such as those associated with ex-offenders. Using his extensive network of contacts, Mr. Singer provides all of his clients with the many resources required to resolve their barriers. Returning war veterans, especially Wounded Warrior participants benefit from Mr. Singer's expertise and network of resources.

Mr. Singer willingly devotes generous amounts of his personal time outside the office explaining and promoting VEC resources and services throughout the community. During one six-month period, he participated in three job fairs, interacted with six local chapters of patriotic organizations and taught employment classes at a local jail. He is active in four National Veterans Service Organizations and five Marine Corps associations. He recently was elected to be Sergeant-at-Arms of the newly chartered Marine Corps League in Spotsylvania County, Virginia.

The VEC and VETS have recognized Mr. Singer annually since 2002, with a Veterans' Performance Incentive Award. In June 2009, he received the VEC Outstanding Achievement Award for Customer Service. His professional demeanor and compassion are the standards for all other agency members to emulate.

The nomination for Mr. Singer included several letters of recommendation and support for him to receive the James F. Walls Workforce Agency Employee Award. All support letters acknowledged his commitment to serving veterans, and his extraordinary skills in providing high quality service.

In summary, "Semper Paratus!" Bob.

*Pictured: UI Tax Modernization Team*

*(front L-R) Kris Thomason, Keri Doak,  
Renaë Tidwell, Gayla Zerbe  
(back L-R) Ron Remy, Mary Casey,  
Barbara Ramsey, Ken Swanson,  
Michael Wohnoutka*

*IT Staff (not pictured)*

*Linda Miller, Darlene Miller, Nahid Chafi,  
Darryl Hilterbran, Debra Densmore, Vale Elliot*



## James F. Walls Team Award

**Presented to**

### *UI MODERNIZATION PROJECT*

### **OKLAHOMA EMPLOYMENT SECURITY COMMISSION**

Special Recognition to Barbara Ramsey, Project Manager  
and her Team

*The James F. Walls Workforce Agency Team Award  
honors a local office, one-stop center, central  
office division or unit, or a special team, which  
demonstrates extraordinary service in its assignment  
area, functions, local community or area.*

Prior to 2009, during a typical month the Oklahoma  
Employment Security Commission (OESC)  
Contributions staff would physically receive and  
process over 73,000 paper tax reports and

payments each quarter during the year. Additionally, the Social Security Number, name and quarterly wages reported for each employee on each of the employer accounts was input manually. Processing data in such large quantities required multiple units within OESC to put their day-to-day responsibilities on standby while helping to process this “rush” of incoming tax reports, payments, and employee wage data.

When the Oklahoma State Legislature drafted legislation calling for the capability to file unemployment reports online, the OESC viewed this as an opportunity to expand on the mandate and take it several steps further:

The Unemployment Insurance (UI) Tax Modernization Team was formed and consisted of Ron Remy, Mary Casey, Ken Swanson, Kris Thomason, Keri Doak, Renae Tidwell, Gayla Zerbe, and Michael Wohnoutka. Barbara Ramsey was the project manager.

The team chose to design a method of not only filing the basic report, but an all-around tax filing experience that would improve customer satisfaction, decrease the time and cost associated with processing paper documents, and improve employee morale; in line with OESC's core mission to provide economic stability and employment security. The team decided to create an Internet-based portal, which would allow the taxpayer to access their account information 24 hours a day, submit tax reports, corrections, payments and many other formerly paper-only transactions online.

The Internet-based portal is called, “EZ Tax Express.” More than 80 percent of OESC's clientele have registered and availed themselves with the new online filing program. While employer response has been extremely positive, the OESC continuously encourages feedback from its customers to improve the ease of use and access to the portal.

The secondary focus for the team was to decrease the time and costs involved to process paper documents. During the most recent tax reporting period, 71 percent of all quarterly tax reports were submitted online. Costs were reduced by more than \$62,000 per quarter, as well as eliminating the “rush” of incoming paper documents. Moreover, online filing has allowed the OESC to save more than \$38,000 in postage costs.

The OESC has experienced savings in excess of \$1 million to date, with more anticipated in the future. In addition to enhancing customer service, satisfaction, and saving money, the project saves worker-hours, environmental resources, and improves employee morale. The value of the project has exceeded all expectations.



## Mark Sanders Award for Exceptional Service to Disabled Veterans

**Presented to**

***PLYMOUTH CAREER CENTER***

**Special Recognition to**

***Michael Kelly***

***Local Veterans Employment Representative (LVER)***

***Job Search Specialist***

*Back from left: Kevin Parham, Career Center Director; Lori Pina Job Specialist; Amanda Clough, Volunteer Teaching Assistant; Judy Serafini, Training Coordinator; Sarah Kelly, Employment Service Representative for the South Shore Career Development Administration; Jacquie McLellan, Employer Service Representative; Bob Vecchiarello, Volunteer Instructor; Jeff Schlueter, Job Developer for the South Shore Career Development Administration; Fran Grey, Operations Manager;*

*Front from left: kneeling Helena Bucca, Job Specialist; standing JoAnne Varnadoe, Volunteer Teaching Assistant; kneeling Mike Kelley, LVER; standing Norma D'Agostino (SCSEP), Administrative Assistant for Veteran Issues; Sandi Birdsall, Volunteer Instructor and Teresa Sterling, Job Specialist.*

*The Mark Sanders Award for Exceptional Services to Disabled Veterans recognizes a local office or one-stop center that has demonstrated exceptional service to disabled veterans seeking employment assistance.*

Staff members at the Plymouth Career Center have demonstrated exceptional services to disabled veterans seeking employment assistance and are well deserving of receiving the Mark Sanders Award for 2012.

A full array of services is available to all disabled veterans throughout the Massachusetts career center system. However, the Plymouth Career Center goes above and beyond in its delivery of these services, and was honored with a Massachusetts Jobs for Veterans Act 2011 Incentive Award for its outstanding innovation in technology in support of veteran job seekers.

The Plymouth Career Center is one of the smaller centers in Massachusetts; its staff of 19 includes one Local Veteran Employment Representative (LVER), who is a disabled Navy Veteran. Despite the small size of its staff, the Plymouth Center leads the state with a 67 percent entered employment rate for disabled veterans. In fact, 19 percent of all disabled veteran entered employments statewide are attributable to the Plymouth Career Center. The Center also has a good relationship with and works closely with the Vocational Rehabilitation program (VR&E) in Massachusetts.

Working together, the staff at the Plymouth Career Center sought a way to showcase the extraordinary talents and skills veterans bring to the business sector. They also wanted to provide an opportunity for veterans to work and learn from other veterans who have shared the same experiences and faced the same physical and mental challenges. The result was the creation of "VET NET."

VET NET is a networking group, which utilizes a physical location at the Center to meet, as well as a 24 hour virtual networking group through LinkedIn. The purpose of

VET NET is to provide a venue for veterans to network, enhance career changes and choices, and to provide an opportunity for veterans to learn to effectively use technology within their job search. VET NET Plymouth is unique in its concept as it is operated by both the Center and the veteran jobseekers, where three fourths of the participants have a service-connected disability. VET NET meetings provide job seekers with tips and peer-to-peer connections; it also provides veterans an opportunity to expand their portfolios.

Congressman William Keating recently recognized 25 of the VET NET volunteer instructors, half of whom are now employed. The LVER at the Career Center was appointed to Congressman Keating's Veteran Advisory Board due to his exceptional dedication to veterans and disabled veterans.

VET NET Plymouth on LinkedIn currently has over 500 members from Massachusetts and across the nation, including many hiring managers and recruiters who are looking to recruit veterans. This Internet access provides disabled veterans connections with other veterans and employers from across the country and around globe, regardless of their physical limitations.

The Plymouth Career Center has demonstrated itself as the conduit where veterans, and specifically disabled veterans, can empower themselves with the tools they need to succeed not only in the job search process, but in learning new skills and instilling in them the confidence to try new avenues, such as teaching, public speaking, entrepreneurship and more. The Plymouth Career Center has created an atmosphere of excellence within their center and in the virtual world to empower veterans to learn, share, grow and succeed.

# Merrill Baumgardner Award

**Presented to**

*John M. Fowler*

*UI IT Systems Manager*

**Texas Workforce Commission**

*The Merrill Baumgardner Award is presented to an individual who has demonstrated excellence in the field of automation in a state workforce agency.*

John M. Fowler's oversight of Texas' Unemployment Insurance (UI) technology systems for the past eight years has served the Texas Workforce Commission (TWC) and its citizens well, providing timely modifications and new functionality to keep up with federal and state legislative demands and the shifting economy.

As the Commission's UI IT Systems Manager, Mr. Fowler leads the development and implementation of high-performance automation solutions, managing a team of over 50 employees supporting several large and complex systems including UI Tax, UI Benefits and UI Appeals. Under his direction, several projects aimed to promote efficiency and reduce costs in the UI system were



completed, they include: major improvements to the Benefits Payments Control System; implementation of self-service for almost all claimant activity; the development of Program Integrity Workflow and Case Weighting; implementation of matches to the National Directory of New Hires; implementation of the State Information Data Exchange System (SIDES); creation of automated work registration for claimants; implementation of debit card and direct deposit payment systems; major improvements to web services and data sharing with other governmental entities; and the implementation of a warrant hold program with the Texas State Comptroller.

In addition to these completed projects, Mr. Fowler is leading the development of several new UI improvement initiatives including: improving the UI Benefits User Interface, modernizing the UI Tax system, providing electronic correspondence to claimants and

employers, and developing an electronic case file system for TWC Adjudication and Appeals Teams. Since 2004, Mr. Fowler has succeeded in continuously improving the UI systems by providing better solutions for its customers, and leading new initiatives for continued improvement.

Mr. Fowler is an exceptional IT leader and through his leadership, has ensured Texas is at the forefront for providing automated Unemployment Insurance solutions to serve its customers. He has built a well-earned reputation as a business-savvy strategic planner, effective at guiding tactical projects to meet high-level organizational objectives. Mr. Fowler is an exceptional leader and manager, adept at creating a positive, team-oriented environment. Under Mr. Fowler's leadership, significant system improvements have created an efficient and highly functional UI system enhancing TWC's ability to reduce overpayments, detect fraud, and improve collections.

In addition to the work Mr. Fowler has accomplished within the State of Texas, he has also been an active participant on steering committees working on nationwide technology improvement efforts for UI systems. As UI IT Systems Manager, Mr. Fowler strives to be the best he can be; this effort is represented in the amount of exceptional work he has accomplished for Texas and the state's Unemployment Insurance systems, deserving the honor of receiving the 2012 Merrill Baumgardner Award.

# The William J. Harris Award



**Presented to**

*Kintu Nnambi*

*Manager of Diversity, Inclusion and  
Equal Opportunity and Americans  
with Disabilities Act Coordinator*

**Washington State Employment Security Department**

*The William J. Harris Award was established to recognize excellence in the field of equal opportunity (EO) and to honor a state workforce agency administrator and the workforce agency's director/officer for outstanding accomplishments within the agency.*

This year's recipient of the William J. Harris Award is Kintu Nnambi, Manager of Diversity, Inclusion and Equal Opportunity for the Washington State Employment Security Department (ESD). His role includes serving as the state's Equal Opportunity Officer, the Americans with Disabilities Act Coordinator, and the Limited English Program Coordinator.

Mr. Nnambi was recognized for his outstanding job of leading the way for the Washington State ESD in maintaining an outstanding Equal Opportunity program, as well as working with a supportive leadership team to ensure innovative strategies are continuously implemented to guarantee customers have equal access to all federally-funded services provided by the State.

Washington has clearly outlined traditional processes in place to ensure language access, such as language interpreters and translation of documents in multiple languages. The State continues to add features to various access points of its system to ensure the highest quality of service is delivered to all customers. The Washington State ESD developed and provides such innovative efforts as a 24/7 audio language resource on the agency website. Also provided are on-demand informational videos explaining various UI services in English and Spanish.

Mr. Nnambi and the Washington State ESD are recognized for a programmatic design, which is quite innovative, has a broad scope approach, and has high impact benefits especially for disenfranchised persons with disabilities. The "Just in Time Customized Training" is a specialized effort where the Washington State ESD partners with community employers to identify future employment needs and commits to supporting their recruitment efforts with potential local workers. The ESD identifies applicants with disabilities, provides training to meet local employer's specific needs, helping to develop a pool qualified candidates for hire. This effort was impressive when reviewed by equal opportunity professionals from other states because it not only provided specifically trained candidates for the employer, but it was helpful and energizing to persons with disabilities, a population group with a much higher rate of unemployment historically.

Mr. Nnambi has served in his current position for seven years. He has been on NASWA's Equal Opportunity Committee throughout that time, plus a year, having joined in 2004. Prior to his current position, he served for three years as the Department's Equal Opportunity Officer, assisting the previous State EO Officer/Human Resource Administrator. Mr. Nnambi has been in the equal opportunity/nondiscrimination field for 21 years. Prior to working for ESD, he was an equal opportunity supervisor and civil rights manager with two state departments of transportation, involved with the federal Disadvantaged Business Enterprise program, the state Minority and Women's Business Enterprise program, Title VI compliance, and department EEO programs. Prior to that Mr. Nnambi was a Senior Human Resources Specialist.

# The William J. Harris Award



**Presented to**

*Honorable Paul Trause*

*Commissioner*

**Washington State Employment Security Department**

*The William J. Harris Award was established to recognize excellence in the field of equal opportunity (EO) and to honor a state workforce agency administrator and the workforce agency's director/officer for outstanding accomplishments within the agency.*

Commissioner Paul Trause is recognized for his support to improving an already finely-tuned equal opportunity program in the State of Washington and for demonstrating a commitment to ensuring innovative strategies are continually implemented to enhance access of services to all customers.

Appointed the 23rd Commissioner of the Employment Security Department (ESD) in October 2010, Mr. Trause's goals are to continue Employment Security's transformation to a customer-focused agency, improving service to the unemployed and supporting those who want to become more economically stable.

With extensive experience in federal, state and local government, Mr. Trause's early career included seven years as an attorney for the Federal Trade Commission in Cleveland, Ohio, and Washington, D.C., focusing on labor law, consumer protection and anti-trust cases. He also was deputy administrator of the federal General Services Administration,

principal deputy under the Secretary of the Department of the Interior; inspector general of the Treasury Department and deputy general counsel for the Office of Personnel Management.

From Washington D.C., Mr. Trause moved into Washington State government, where he has held cabinet posts in the administrations of three Washington governors: Booth Gardner; Gary Locke and Christine Gregoire. For almost five years, Mr. Trause served as deputy secretary and secretary of the State's Department of Social and Health Services. He also served as deputy commissioner of ESD before leaving for three years to head the Department of Labor & Industries, appointed by Governor Locke. Mr. Trause returned to the Employment Security Department in 2005, as deputy commissioner until his appointment to Commissioner in 2010. Between cabinet posts, he also spent five years as the management and budget director for the King County prosecutor's office.

Mr. Trause earned a bachelor's degree in industrial and labor relations as well as his law degree from Cornell University in New York.

# Vladimir Chavrid Memorial Award

**Presented to**

*Steve Saxton*

*Chief, Labor Market Information Division  
California Employment Development Department*



*The Vladimir Chavrid Memorial Award honors excellence in the field of Labor Market Information (LMI) and employment security operations research. The recipient should have made sustained and significant contributions to the operation and understanding of LMI.*

*The Vladimir Chavrid Memorial Award was established in the early 1970's by the District of Columbia Chapter of the International Association of Personnel in Employment Security (IAPES) with the endorsement of the IAPES International Board. It was designed to memorialize Mr. Vladimir Chavrid, a former employment security official, who was an early pioneer in the LMI area.*

This year's recipient of the Vladimir Chavrid Memorial Award is Steve Saxton of the California Employment Development Department. Congratulations to Mr. Saxton for his many contributions!

Mr. Saxton has worked in the LMI field for 26 years, in addition to 10 years working in education reform and workforce development.

For the past six years, Mr. Saxton has served as California's LMI director. In this capacity, he has strived to serve both the State of California and the national workforce community by seeking ways to build partnerships to improve the quality and usability of LMI. Mr. Saxton persistently asks, "are we delivering the right information and are we delivering the information right?"

Mr. Saxton has committed his time and energy in several national forums and workgroups, serving six years on the NASWA LMI Committee; four years on the Workforce Information Council (WIC), two of which he presided as the State Co-Chair; and two years on the board of directors of the LMI Training Institute. He was one of a few LMI directors to advise the Conference Board on their development of *Help Wanted On-Line* with real-time LMI. He also chaired the Census Bureau's effort to develop a new national Memorandum of Understanding for the Local Employment Dynamics partnership. He also was instrumental in the early studies of the green economy, fostering interstate sharing of planning and research that continues today.

# NASWA National Business of the Year Award

Presented to

*U.S. Bancorp  
Of Minneapolis*

Special Recognition to

**Richard Davis**  
**Chairman, President and Chief  
Executive Officer**

## MINNESOTA

*The NASWA National Business of the Year Award recognizes a business that demonstrates outstanding accomplishments resulting in a positive impact on its workforce, industry and community. This Award was created in 2010; U.S. Bancorp is the third recipient of the NASWA Business of the Year Award.*



U.S. Bancorp, also known as U.S. Bank, is a community and national leader in assisting the nation's veterans, and has been an invaluable partner with the Minnesota Department of Employment and Economic Development (DEED). U.S. Bancorp has been a corporate sponsor of Minnesota's Veterans Career Fair since the fairs began in 2007. This year the Career Fair attracted more than 1,300 Minnesota veterans looking for a new job, or an opportunity to improve their current employment status. U.S. Bancorp introduced the concept of providing private interviews on site at the Career Fair this year, and hired 12 veterans on the spot.

U.S. Bancorp is also continually engaged with DEED through its use of the State's job bank and labor exchange tool [www.minnesotaworks.net](http://www.minnesotaworks.net). The bank has identified itself as a "Military Friendly" employer, and as a result they regularly recruit current and former military members.

U.S. Bancorp is a key partner in "Beyond The Yellow Ribbon," working with community groups across Minnesota, to provide a variety of resources for veterans and their families. These groups play a critical role in the reintegration process of returning military servicemembers. U.S. Bancorp provides employment opportunities, leadership, support and guidance to these vital groups.

U.S. Bancorp was one of three Minnesota Corporate partners to provide direct support and staff for an Employment Resource Team (ERT) designed to assist members of the Minnesota National Guard's 34th Infantry Division with educational and career resources to use upon their return from a combat tour in Kuwait. U.S. Bancorp's Chris Hill participated in the design of curriculum, contributed material, and provided critical information on corporate interview techniques and strategies. Mr. Hill was also a member of the nine-person team that made the trip to Kuwait to deliver these resources directly to soldiers. While in Kuwait, the team visited three different Army Camps in Kuwait. Scheduled to see 550 Minnesota soldiers in the workshops, the final count was 1,080 soldiers from ten different States.

U.S. Bancorp has continued to grow its employee population adding over 10,000 employees throughout the past five years. In an effort to support military

veterans, U.S. Bancorp developed a Military Leadership Development program in which they hire veterans into an 18-month program providing experience through the various positions within branch banks and placing them into branch manager roles at the end of the program.

U.S. Bancorp has introduced a number of tools and resources into its organization in support of hiring and supporting employees who are military veterans and their families. It has developed a Proud to Serve Committee, made up of senior leaders within the organization who are veterans, who help shape the tools, resources and programs offered to veterans and their family members.

Being a good corporate citizen is a core value at U.S. Bancorp. As communities face challenges, U.S. Bancorp endeavors to help address those challenges through employee leadership and volunteerism, financial support of nonprofit partners, investments in and loans for transformational community projects and sharing knowledge through financial education. In 2011, U.S. Bancorp donated \$46 million to strengthen communities. U.S. Bancorp was recognized in 2011 for their commitment to the United Way with the "Spirit of America" award given to one corporation each year in recognition of outstanding commitment to the community.



National Association of State Workforce Agencies  
...strengthening the national workforce development network  
through information exchange, liaison and advocacy.



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