



MESSAGE FROM THE CALIFORNIA WORKFORCE CONNECTION **PRESIDENT**

By James Thomas, President

We had one of the most exciting CWC Annual Educational Conference on May 5, 2023. Our distinguished speakers kept everyone on the edge of our seats with exceptional presentations. We were provided with EDD Updates, leadership enhancement techniques, improving teamwork performance, and moral continuity. The Awards Presentation was filled with excitement, cheers, and anticipation of the winners being announced. Everyone had the opportunity to meet new and old friends while networking with other EDD divisions, personnel, and other non-profit organizations. Others will be providing exciting articles about the conference and speakers.

We will always continue to support our communities in a variety of ways. Our organization will provide guidance designed to enhance your skills, information on future advancements techniques, and share knowledge to invest in yourself. CWC seeks future leaders by providing educational development programs. Investing in you allows everyone the opportunity for upward mobility, increased leadership skills, and improved self-awareness. We are promoting forward thinkers, creative minded individuals, innovative personalities, and unlimited visionaries. We believe in you and your abilities to be successful.

CWC membership should take advantage of the Karl E. Bybee Educational Grant. The



PRESIDENT JAMES THOMAS

grant has eligibility criteria for members read and enjoy the *Cal-Liope* Newsletter for activities and events from the Executive Board, District Directors, Chapter Presidents, and members. The website gives current information on upcoming events, Zoom presentations, new program developments, chapter calendars, and district events. Visiting the website will keep you informed of events throughout the state.

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HELP NEEDED

CWC Seeks To Fill Position For: Executive Office Manager/Cal-Liope Editor

The Executive Office Manager/*Cal-Liope* Editor salary: \$325 (monthly)

I) Editing, and electronic distribution of the Organization's newsletter, *Cal-Liope*.

1. Provides the Finance Committee the estimated costs for publishing the *Cal-Liope*. The contracted service will provide the cost for the new fiscal year.
2. Establishes the deadline for receipt of materials for each issue: e.g., articles, new items, reports, publicity, pictures, etc.
3. Receives news or updates from CWC officers, committee

chairpersons, Local Chapter presidents and other sources for distribution.

4. Included in the *Cal-Liope*:
 - a. Notices, events, trainings, CWC Conventions, and Educational Conferences.
 - b. Reports of meetings of the CWC Board of Directors.
 - c. Local Chapter activities or events.
 - d. Awards programs and contests.
 - e. Notice of any change in the amount of the annual dues.
 - f. Information about candidates for CWC offices.
5. Will send an alert to the EDD Directorates office

that the *Cal-Liope* is available online for all EDD employees distribution.

II) Maintains the Executive Office for the CWC by teleworking from home. Equipment and supplies provided by CWC. Maintains a digital/or original records, files and archives of all CWC correspondence.

1. Receives and files reports presented to the CWC Board of Directors or membership in Convention by CWC officers and committees, Local Chapters, the Karl E. Bybee Education Foundation Board, etc.

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CALIFORNIA CHAPTER

President
JAMES THOMAS

First Vice President
VERLETTA "VAL" MOELLER

Second Vice President
ARLENE BAUTISTA

Treasurer
PHIL DWYER

Past President
MELISSA LAURITZEN

Secretary
NANETTE BOWMAN

Membership Coordinator
LUCELY TUT

Cal-Liope Editor
YVETTE QUEVEDO

District I Director
TANYA DAVIDSON

District II Director
FRED RUIBAL

District III Director
DADISI ELLIOTT

District IV Director
RAY CABRERA



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

OFFICE MANAGER SOUGHT FROM PAGE 1

2. Receives the files, equipment, records and supplies of any special committees whose terms expire and disposes of them as directed by the CWC Board of Directors.

III) Notifies the Secretary of State, at the beginning of the Administrative Year, of the name and address of the new President, Treasurer and Executive Office Manager. Such notification is required by law. The address of the CWC's principal office is not changed when new officers take office. New office address: XXXX XXXXX, CA Zip code.

IV) Billing Process for EDD

1. The Membership Coordinator by July 15 will send two alphabetical membership lists, one for Rank & File and one for Exempt, that need to be submitted to EDD. These lists need to be

submitted to EDD within five days of receipt from the Membership Coordinator for the validation of membership.

2. When the lists are returned by EDD, these lists need to be sent to the Membership Coordinator within five days of receipt.

3. The list process may involve several back and forth returns until the list information is verified.

4. When the validation process is completed, the Membership Coordinator will send the validated lists to the Executive Office Manager for submission to EDD.

5. Send billing letters to the Controller's Office once the information is verified.

6. Will maintain communications via email, video conferencing, texting or by phone with the CWC President, Executive Board, and the Board of Directors.

Qualification for the position:

1. Knowledge of Photoshop and other computer software platforms such as Adobe to create, edit, and update documents for *Cal-Liope* use.

2. Work history for the last two years to include skills in Word, Excel, WordPress, etc.

3. Permit a background check.

4. Prefer a person with an AA degree.

5. Be able to maintain a working relationship with the Marketing Chair Team.

6. Provide two samples of written materials with resume.

Please respond with your resume and written examples by close of business July 08, 2023, to:

Dr. James Thomas at:
zeldisjt@gmail.com or

Val Moeller at:
retire2k07@aol.com

What Do You Want In A Leader?

*By Dinah White
Education Chair*

What Do You Want in a Leader? This question was raised to Jesse Cuevas, Chief for the Los Angeles/Coastal Workforce Services Division for the Employment Development Department (EDD) during the California Workforce Connection Conference in Ontario on May 05, 2023.

Jesse's response was so thoughtful and impactful. He asked the audience what they deemed to be a good leader. Several attendee responses were someone who supports their team and listens. He provided his own insights for developing leadership skills by sharing some of his own journey with EDD.

Jesse began his career With

EDD in 1998, as a Student Assistant (SA) in the Youth Employment Opportunity Program (YEOP). He has worked in various classifications throughout his career, including an assignment in the EDD Directors Office. As a SA he was the go-to guy in assisting his colleagues with technology (especially teaching senior staff members about their blackberries). Now he is being assisted by others with the new social platforms.

He stated that a good leader gives their staff the tools and space they need to perform their job well. He indicated that leadership is a lifestyle that requires a conscientious effort to do the following on a consistent basis:

- Building others up.

- Being a great team member.
- Having a positive attitude.
- Leadership is not just a title.

He also answered questions about promotional interviewing and introduced the concept of journey mapping to help career advancement. Interviewees should respond to questions as if they were already in the position they are seeking. They should be able to quantify their response and include the customer impact. He stated that Journey Mapping is the process by which leaders can create methods for individual advancement within their company. Career maps explain the requirements for advancement at each stage of an employee's career.

RETIREE MESSAGE

By Nanette Bowman,
Orange Empire Member



NANETTE BOWMAN

This is the fifth part of the series on research that shows you can help preserve your health and mobility as you age by adopting or continuing healthy habits and lifestyle choices. Read on to learn about common misconceptions related to aging and older adults. (Source: <https://www.nia.nih.gov/health>)

5. Older adults should take it easy and avoid exercise, so they do not get injured.

As you age, you may think exercise could do more harm than good, especially if you have a chronic condition. However, studies show that you have a lot more to gain by being active – and a lot to lose by sitting too much. Often, inactivity is more to blame than age when older people lose the ability to do things on their own. Almost anyone, of any age and with most health conditions, can participate in some type of physical activity. In fact, physical activity may help manage some [chronic conditions](#). [Exercise and physical activity](#) are not only great for your [mental](#) and [physical health](#), but can help keep you independent as you age. [Tai Chi](#) and similar mind and body movement practices have been shown to improve balance and stability in older adults and this can help maintain independence and prevent future falls. Learn more about how [exercise and physical activity](#) can improve your health.

Congratulations to the CWC Retiree of the Year Sharon Lawrence from Silicon Valley Chapter. Thank you for your dedication to CWC before and after retirement.

You are so welcome to send me ideas for articles or share what you are up to – you know my email: nanettebowman@cox.net.

Stay well and stay in touch.

www.californiaworkforceconnection.org

Are you retiring? LET CWC KNOW!

Send that information to CWC to provide you with the retiree rate for CWC

CONTACT US

Did you just get a promotion to management? LET CWC KNOW!

Send your information to CWC to provide you with the manager rate for CWC

CONTACT US

Did you just recruit a new member to CWC from the almost 4,000 new hires in Unemployment Insurance? LET CWC KNOW!

Get that membership application mailed in and help your new friend get their Members Only Login on the CWC website

CONTACT US

INVENTING YOUR LIFE

“Your Dreams and Reality”

By Rob Claudio, Orange Empire



ROB CLAUDIO

Several weeks ago, I saw a great story about the first Black female journalist in the Western United States and her name is Belva Davis. She is an extraordinary example of persevering to achieve your dreams and while she overcame so much as the first in her profession and geographic area of the country, her quote stood out like a beacon of light when I heard it. “Don’t be afraid of the space between your dreams and reality. If you can dream it, you can make it so.” Although her story is fascinating having to overcome so much in the world of television broadcasting that has been dominated by men, she blazed a trail for other women who would come after her. That quote made me think about so many other things that I wanted to focus on as part of my column for this edition. Just the thought that your dreams can become reality makes for some great thought-provoking conversation, even if you are by yourself.

When I first think about dreams, I go back to my childhood and remember wanting to live in a big house with a swimming pool and having all the great amenities that could be afforded due to some form of wealth. I think many of us can relate to having similar dreams. Then as an adult the imaginative thoughts evolved to many other types of different things which included peace, tranquility, serenity, and health. I know for a fact that my 10-year-old self would have never listed these things which I now cherish so much more. Then when I heard Ms. Davis’s quote, I was reminded about how many of our dreams do come true, however, the way they manifest themselves sometimes appears in different forms. Think about the great dream of winning the lottery along with the items you imagined you would buy with all that new money. I used to joke with a co-worker of mine many years ago, that buying a \$1.00 lottery ticket was way better than going to therapy. With that one ticket, we could talk about all our hopes and dreams along with what a better life we would have as a result.

I also recall during my college days that I would watch the TV show *Cribs* on MTV. You would peek into these mansions of famous people with so many extravagant things inside along with a garage of luxury vehicles. My college roommates and I would talk about how we too would have something like that once we graduated and moved on to our adult chapters. Now I just smile at the many thoughts that ran through our underdeveloped minds and how things are so much different now. Yet, this quote from Ms. Davis resonates strongly, in that speaking something into the universe that you really want does come from a powerful place.

I also realized some time ago, that in order to make dreams turn into reality one should be very specific. I had many dreams that came true in my life. However, in looking back over the years, I realized that I lacked specificity for many of the things which did occur. What has not changed is that you do have control over what you want to achieve in your life. Much of what we want does eventually come to us, although usually it is a result of lots of hard work and dedication. Other items take longer periods of time while utilizing habitual practice before one finally sees an outcome. What cannot be lost in all of this is that one must continue to have dreams as life is not over,

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2023 CWC Annual Conference: A Huge Success

By Raymond Cabrera/
Inland Empire

You work so hard over an eight-month period of time to put together an event everyone hopefully will like, and then it is over in eight hours, leaving you with an empty nest feeling. The 2023 CWC State Conference was a huge success with over 100 attendees.

EDD Director, Nancy Farias was not able to attend in person, but sent a pre-recorded message that was shown at the beginning of the conference. She covered a lot in a short amount of time.



I want to thank some of the other speakers that were

able to attend in person. First, we had Workforce Services Branch Division Chief Jesse Cuevas. Also present was Disability Insurance Deputy Director Melissa Stone who flew in just for our event and spent some quality time with us. We are very grateful and appreciate each of their presence.

In the afternoon we had Jasmine Bauer from Savings Plus, Andrea Minchaca from CalPERS and our Special guest and sponsor, Willa Robinson from Aflac. One presenter had to bow out and I want to thank Angel Urbina for filling in at the last minute.

Words fail me to express my gratitude to each of the attendees, for attending the conference on Friday, May 5, 2023. It shows that you have the prog-

Carol Kolesar Receives Life Membership

By Nanette Bowman,
Orange Empire Member

At the state chapter CWC Board Meeting on May 4, 2023, the Board of Directors voted to grant a Life Membership in the association to Carol Kolesar. Nominated by the Orange Empire Chapter, Carol more than meets the criteria for this honor. She has been a member since she started working for the Employment Development Department (EDD) in 1993. Shortly after, she recalls attending a chapter meeting where she met and visited agency executives, one of whom was Mark Sanders. She was hooked and became the Office Representative for Mission Viejo. By 1998, she was elected Orange Empire treasurer and still holds that position.

Carol's resume also includes serving one term as Orange Empire President, one term as District IV Director, and two terms on the Bybee Board. She has served on convention committees, awards committees, and as a convention delegate. She has received membership recruitment awards and was Retiree of the Year for 2011. Her financial reports are always timely and exemplary. Congratulations to Carol. May this Life Membership gift serve as our appreciation for your dedication.



ress and development of this organization at heart. You have shown a rare virtue of humility and commitment even at this level. The conference would have been impossible without your presence. We really appreciate every one of you for being at the Conference. Our love for this organization and your desire to see it attain greater heights is what has led you to be at the conference despite your busyness.

One of the highlights at the start of the conference was when I presented 'In Memoriam - Never Forgotten.' We honored all those members that are no longer with us but had contributed surmountable energy to the CWC organization. Honored were Patricia M. Thornton, Dixie Wilks

Owens, Mary Navarro Aldana, Audrey Carter Baker, Jean A. Berry, and Lidia James. It was very emotional for me as I had worked with each of these ladies.

These are the days when a lot of legitimate things call for our attention and it is sometimes almost impossible to carve out time for conferences like ours. Yet, you made time to be in attendance. I want to express my sincerest gratitude to each of you for taking out time despite your busy schedule to be at the Conference.

The conference will be posted on our CWC website within the next few weeks under the Members Only tab.

"It has never been about me, rather you the CWC members."

TOLL TRUST AWARD

By Verletta (VAL) Moeller, Past
Presidents Association President

The Toll Trust Award was established to present an annual award to a California member whose activities or accomplishments most contribute to the advancement of the California Workforce Connection (CWC) activities and are exclusive of job performance.

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

- Has been a local chapter president several times.
- Has been a District III Director several times
- Participated in Leadership Committee meetings
- Supports the District III Awards programs to recognize CWC members
- Has also served as Awards Chair for District III
- Supports all District III activities especially Veterans issues and educational activities
- District III Co-Treasurer.
- Has served as State Education Chair and Legislative Chair
- Has written articles as the Legislative Chair to keep us updated as to state and federal legislation that deals with workforce services issues
- Has written articles for *the Cal-Liope* about her chapter - Los Angeles and District III

This person has demonstrated outstanding professionalism and a can-do attitude that exemplifies the CWC mission and vision. Congratulations to Dinah White - the Toll Trust Winner Los Angeles Chapter member and the present State Educational Chair.

CWC AWARDS EVENT... PRESENTING THE WINNERS

By Arlene Bautista, California Second Vice President, East Bay Chapter President

The California Workforce Connection (CWC) held the annual Awards Event during the 2023 Educational Conference/Convention on May 5, 2023. Our sincere thanks to the awards presenters: Melissa Stone, Deputy Director Disability Insurance, Robert Claudio, Deputy Division Chief, Cesar Valladares, Workforce Services Division Chief – LA/Coastal, John Szeibert, Bybee Board Chair, Disability Insurance Program Manager II, Margaret Martin, Unemployment Insurance Employment Program Manager II, Nanette Bowman, Retiree Chair and CWC State Chapter Secretary and Val Moeller, 1st Vice President and Past Presidents Association (PPA) President.

Here are the nominees and winners:

DISABILITY INSURANCE (DI)

Employee Performance Individual Nominees – Gloria Cabral, Ariel Garcia, Susana Gonzalez, and Heather Maples.
> Winner: Gloria Cabral

Customer Service Individual Nominees – Alyssa Lopez and Hoi-Ki “Rosa” Tsui.
> Winner: Hoi-Ki “Rosa” Tsui

Customer Service Group
> Winner: DI Santa Ana Fraud Detection Team #219: Salvador Castaneda, Dennis D’Arminio, Andrew Gomez, Leann Grassley, and Michael Toscano.

UNEMPLOYMENT INSURANCE (UI)

Employee Performance Individual Nominees – Alma Dreier, Allyson Murrey, Chieu-Anh “Annie” Nguyen, Yasmin Silvestri, Daryl Weatherspoon.
> Winner – Chieu-Anh “Annie” Nguyen

Employee Performance Group Nominees – #006 UIC Inglewood Management Team, #017 Overpayment Management Team, #017 Attendance

Clerk Team, #019 Claim Filing Mentoring Team, #019 Appeals Team, #019 Determinations Team, #040 UIC Riverside Management Team.

> Winner: #040 UIC Riverside Management Team #040: Juanita Ahumada, Mele Akau, Nancy Alcazar, Doreen Avila, Lilia Betancourt, Yusef Blackburn, Kristol Brown, Joshua Cardoza, Jayne Crask, Yvonne Croil, Jessica Escobedo, Peter Gallerani, Juan Garcia, Monica Hiriarte, Scott Jagers, Sonia Martinez, Carla McNeal, Jayme Moore, Kecia Moshenko, Lidia Osorio, Jacinda Peyer, Megan Rivera, Renee Stephens, Renee Tovar, Pablo Trevino, and Arlette Vega

Customer Service Individual Nominees – Able Aguilar, Donald Barnes, Marlene Barnes, Daniel Brizuela, Lucia DeSalomon, Angelica Gonzalez, Veronica Lopez, Michelle Loveman, Claudia Ornelas, Jenna Rhodes, Victoria Rosales, Sandy Thongkham, Matthew Wallace, Secret Winbush, Traci Windom, Mariela Zamora.

> Winner: Donald Barnes
> Honorable Mention: Lucia DeSalomon

Customer Service Group Nominees – Inglewood UI Rapid Response Team, #006 UIC Inglewood Management Team, #017 Appeals Management Team, #017 Overpayment Management Team, #017 Attendance Clerk Team, #019 Appeals Team, #019 Claim Filing Mentoring Team, #019 Determinations Team, #040 DE4365FF Pilot Program Team, #040 UIC Riverside Management Team.

> Winner: #017 Appeals Management Team: Robart Garcia, Maria Parra, and Michelle Zalazar

Congratulations to all the winners who truly deserve this recognition. Their hard work and dedication has paid off.

WORKFORCE SERVICES (WS)

Employment Performance Individual Nominees – Katrena Carruthers-Radcliffe and Rhonda Wooten-Savino.
> Winners: Katrena Carruthers-Radcliffe and Rhonda Wooten-Savino (tie)

Employment Performance Group
> Winner: Garden Grove Office Management Team: Jessica Linares, Jeremy Tom, and Thach Dinh

Customer Service Individual Nominees – Francisco Avila, Magdalena Brooks, Alicia Brown, Maria Cannon, Maria Cerda, Alberto Cruz, AnaPatricia Curiel, Renee Gonzalez, Justin Jennell, Porscha Singh, Michael Sir, and Jean Stringer.
> Winners: Porscha Singh and Maria Cannon (tie)

Customer Service Group Nominees – the Garden Grove AJCC and the Santa Ana EDD Work Center Team.
> Winner: Garden Grove AJCC

SERVICES TO VETERANS Nominees – George Haith, Alan McKean, and Andrew Tsai.
> Winner: George Haith

FOSTERING PARTNERSHIPS AWARD
> Winner: Henry Cabrera

RETIREE
> Winner: Sharon Lawrence

MERITORIOUS AWARD
> Winner: Rebecca Eusey

TOLL TRUST AWARD
> Winner: Dinah White

AWARD OF DISTINCTION Nominees – li Sahabi – Chief Operating Officer of Optimum Seismic and Jaime Casarin – Citizenship Instructor of Catholic Charities of Orange County.
> Winner: Ali Sahabi of Optimum Seismic
Group
> Winner: West Los Angeles Employer Advisory Council: Willa Robinson, President and Silvia Maron, Treasurer

2023 FLAME OF INSPIRATION AWARD

By Arlene Bautista, 2nd Vice President (VP), Award Chair

Last year, I started the Flame of Inspiration Award for those who have modeled what true leadership should be. This year, awards were presented to two well-deserving individuals at the 2023 President's Reception on May 4, 2023.

BJ Sims has shown outstanding commitment, perseverance, and has done outstanding work for California Workforce Connection (CWC). For 2022, BJ has made significant contributions to the CWC. She did a meticulous job in maintaining the website in a timely manner and ensured that information was always up to date. As marketing chair, she worked diligently on scheduling regular meetings and the team provided updates on marketing statuses.

On a personal note, I have always been so grateful to her for her guidance over the years in my various positions in CWC as the East Bay Chapter President, Bybee Board trustee, and State Chapter 2nd VP. I have learned how to plan a conference, run meetings via in person and Zoom. When Zoom first started, she sent us detailed instructions on how to use it. During the last three years which began at the height of the pandemic, this was our major source of communication.

Nan Bowman has been one of the backbones of the CWC. She is currently the Retiree Chair. She has served in many positions of the CWC and when this organization was known by prior names. For 2022, Nan continued to work hard in keeping the Orange Empire chapter active and in touch with the members by publishing a quarterly newsletter. She has been retired for many years and yet she puts in a tremendous amount of work. For many years she has worked with hotels to make arrangements for state conferences as well as quarterly State Board meetings where we used to meet in person. She does not hesitate to respond and is always ready to provide help when needed. Her experience and wealth of knowledge is amazing as I have been fortunate to witness when she is assisting others.

I have only listed a fraction of what they do. In addition to their commitment to CWC, they are also very active in their community. Their support, guidance, and leadership to the CWC has kept CWC vital and thriving. They are truly an inspiration.

Reflections on Tiana Sanchez's Motivational Presentation

By Angel Urbina,
Los Compadres President

Tiana Sanchez, Founder & CEO of TSI, LLC, delivered an extraordinary keynote address at the California Workforce Connection (CWC), Educational Conference. Her presentation centered on the impact of Artificial Intelligence (AI) within the workforce, leaving a lasting impression on all attendees, including myself.

With her extensive experience as a Corporate Trainer and Business

Consultant, Tiana's expertise shone through as she shared profound insights into the challenges and opportunities presented by AI. Her engaging and high-energy delivery captivated much of the audience, ensuring everyone felt connected to her message.

Tiana's emphasis on the importance of conscious leadership in the age of AI was particularly striking. She skillfully balanced technological advancements with the human element of the workforce, reminding us

of our collective responsibility to foster inclusive and supportive environments where humans and machines can thrive together.

Attending Tiana's keynote left me feeling motivated and equipped to navigate the evolving landscape of AI in the workforce. Her insights and practical strategies will undoubtedly guide my approach to leader-



TIANA SANCHEZ

ship, and I am grateful for the opportunity to have learned from her during the conference.

Overall, Tiana Sanchez's keynote presentation was a highlight of the CWC Educational Conference. Her expertise, passion, and relatability made her an exceptional speaker. I look forward to implementing her teachings as I continue to grow and adapt in the face of technological advancements.

CHAPTER ACTIVITY AWARDS

By Verletta (VAL) Moeller, 1st Vice President

Chapter activity is the area where we recognize all the work the Local Chapters accomplish in serving their membership. Scoring from Local Chapter reports is done on a calendar quarter basis. Points are given in numerous categories based upon the documented activities of the chapter.

Local Chapters are separated into three size categories: small, medium and large chapters. We made a change to the size categories of our chapters in May 2022, that was retroactive to January 1, 2022. The reason for the change was to more closely reflect the membership in the chapters. A small chapter is 1-75 members; a medium chapter is 76-149; and a large chapter is 150+ members. The category of your chapter is based on your chapter membership at the beginning of the calendar year, and your chapter remains in that category throughout the Award Year. An increase in membership during the year will not cause a chapter to be elevated to the next category until the following year.

Congratulations to the following chapter winners:

Small Chapter – Cabrillo Del Rio

Medium Chapter – Los Angeles

Large Chapter – Orange Empire

There are also two more awards. The chapter that improved the most in their number of points from 2021 to 2022 was Puerto Del Sol. They had a 217.5% increase in points from 2021 to 2022. Great job Puerto Del Sol! Additionally, there is an award for the chapter that scores the most points for the year. Congratulations to the Orange Empire Chapter for their outstanding service to their membership.

2023 ANNUAL CONFERENCE: EMBRACING CHANGE & TRANSFORMATION



INLAND EMPIRE CHAPTER

FIRST TIME

By Margaret Martin, Inland Empire President

I had the pleasure of attending my very first CWC Educational Conference, which was an amazing experience. Upon arriving at the conference I was greeted by warm and smiling faces and personal hugs from the CWC President himself which made me feel so special. Everyone was so friendly and engaging and created an atmosphere where we could all network and share ideas and our excitement for what the next year will hold. The speakers all shared their insight and motivated and ignited us all with their positive words of wisdom. They encouraged the attendees about the true meaning of a Leader.

The Awards Luncheon was truly its own experience as we all shared in the excitement for one another and of course all the winners. The purpose of these conferences was truly accomplished as I constantly heard positive feedback from many attendees. I left the venue feeling inspired and motivated to go out and make a difference and accepted the challenge to start with being the change that I want to see in the future.

CONSIDER THE CUSTOMER

By John Szeibert, Inland Empire

At the annual conference of CWC, themed Embracing Change and Transformation, Deputy Director Melisa Stone of the Disability Insurance Branch spoke about adapting to the needs of our customers. She expressed her vision of putting the customer at the center of changes and transformations, by considering the entire experience that our customers have with the EDD.

Inspired by her own experience when she applied for public assistance in the past, she noticed that the culture of having a great customer experience was something that could improve. The stigma of government providing good customer service can be turned around, by keeping the customer in mind and treating them with dignity and respect.

She used a familiar example to show the contrast between customer service and customer experience: going to the DMV. She said that the DMV is doing a wonderful job now, but your experience may not be so great. You may struggle to find parking, and then wait in a long line with a grumpy staff member, on a sweltering day with no AC. She says that your overall experience is negative, even if the person who helps you is nice and efficient. Customer service is one moment of interaction, but customer experience is the whole journey.

She shared her insights on how to create an amazing customer experience. She introduced the 3 E concept as a way to measure the quality of the service. They are: ease, efficiency, and emotion. She asked us to consider these questions: Was it easy for the customer to access our service? Were we efficient in delivering the service? How did the customer feel after the interaction? She emphasized that our customers are diverse and have different family relationships. She said, "We need to support all of our customers in California." She gave an example of a family who faced chal-

lenges when they applied for baby bonding benefits through the Paid Family Leave program. Their declared family relationship did not match the baby's birth certificate. She said we need to be flexible and understanding when dealing with these type of situations. This is how we show who we are at EDD.

Deputy Director Stone delivered a powerful speech on how we can transform the public perception of our government. She challenged the audience to rethink the phrase, 'oh that's good enough for government' which implies mediocrity and inefficiency. Instead, she proposed to adopt a new motto: 'good as government,' which signifies excellence and quality. She urged the audience to consider three questions. Who are your customers? How are you listening to them? And, how are you making life better for them?

She concluded her speech with these inspiring words, "You are the face of EDD...Don't wait for permission to add value."

If you are a member, you can watch Deputy Director Stone's full speech at the conference on the CWC website at: <https://www.californiaworkforceconnection.org/>. Members only access.



LOS ANGELES CHAPTER

CWC: A FIRST-TIMER EXPERIENCE

By Amara Morris, Los Angeles Chapter

After attending my first California Workforce Connection (CWC) Conference, I am ecstatic to confirm that the mission to achieve success through mentoring, coaching, visionary leadership, and educational training is not just a saying, but a living brand. I walked into the Ontario Airport Hotel on Friday, May 5, 2023, and was immediately greeted by smiling CWC organizers and team leaders. I was handed a swag-bag of goodies and welcomed into a conference room where booming speakers serenaded attendees with the Sister Sledge song, "We Are Family."

Nearly 100 guests and volunteers joined in for a great time of encouragement and fellowship. I danced with a new acquaintance over to the breakfast tables for light bites and artfully roasted coffee before taking my seat. Our sharp, witty, and eminently entertaining Master of Ceremonies, Tyrone Carroll, Employment Program Representative of the San Pedro office, **coached** the audience through a fortifying and engaging ice breaker activity. In a positive self-talk exercise, we affirmed, first to ourselves and then to each other, THAT WE MATTERED! THAT WE BELONGED THERE; THAT WE ARE RESPECTED; and THAT WE ARE IMPORTANT! The crowd chanted in an impassioned crescendo that could only be expressed by those clearly motivated by the value seen in themselves, their work, and their peers.

Kick starting the program was our dynamic CWC State President, James Thomas, who provided opening remarks, informational updates, and concluded with an endearing testimony about the personal impacts of CWC. As technical assistants worked to broadcast the next speaker's recorded presentation, audience members – like Melissa Stone and me – took to the podium to deliver crowd pleasing jokes, with a wink and a nod,

MORE CHAPTER NEWS CONTINUED ON PAGE 7

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eliciting a parade of laughs in the brief interim. In a virtual recording, Employment Development (EDD) Director, Nancy Farias, reinforced this year's CWC theme, 'Embracing Change and Transformation' by discussing EDD program challenges, successes, and new technologies to prevent fraud and protect the benefits of California workers in need.

Following this segment, statewide icons, EDD Workforce Services Division Chief, Jesse Cuevas, and EDD Disability Insurance Deputy Director, Melissa Stone, shared their unique takes on the experiences that changed them and the philosophies that shaped them on their journeys through the corporate ladder. Cuevas posited that **leadership is not a position, but a lifestyle**. He encouraged journey mapping, quantifying the people impacted, and emphasized the importance of giving staff the tools and the space to apply them. Stone went on to share a provoking testament to life on the other side of public assistance, how she turned challenges into sources of growth, and her commitment to erase stigma around the use of public benefits. She stated that good processes should be easy, efficient, and regard emotions, while leadership in the public sector consider culture, quality, and **innovating customer experience beyond the status quo**. Perhaps, the most treasured nugget of wisdom imparted to those of us looking to expand our professional worldview, was to make suggestions and do not wait for permission to add value. In true CWC fashion, Cuevas and Stone met the mission of **visionary leadership** by delivering to the audience of starry-eyed hopefuls the actionable ideas empowering every listener to position themselves for an executive trajectory.

At 10:45 am, CWC members discussed convention business. They expressed intentions to explore new ways to create a fun, high energy, and collaboratively focused environment for all guests to enjoy and thrive. As reflected in EDD Staff Service Training Manager, Candy Williams' notes, read by EDD Division Program Coordinator, Dadisi Elliot, there is a call to coordinate more membership drives, baseball games, gift card giveaways, volunteering opportunities, and trainings. CWC Educational Chair, Dinah White, presented the CWC member training survey results, and confirmed that the board's efforts to coordinate the popularly requested Statement of Qualification and Interview trainings is in motion. Bybee Board Chair John Szeibert reported on the number of Bybee grants that were used for educational purposes.

Next, motivational speaker and Amazon #1 bestselling author, Tiana Sanchez, captured the audience with a crusade against mediocrity and a demand to discover our personal brilliance. She highlighted guides for experiencing the very best of our professional worlds from seeking possibilities to re-examining our environments to discovering new options. Three most valued questions our keynote **mentored** us into asking ourselves were: (1) "What am I doing to make myself available to new opportunities? (2) Will this venture serve others in a meaningful way? and (3) Have I been invested into and is this an optimal environment for me?"

After that motivating speech, guests were motivated to eat.

Guests enjoyed a lunch that included a choice of vegetarian pasta, tri-tip, or chicken dining delights. Entry-level staff and high-level execs networked around the tables through industry conversations or co-mingled over stories about their cats. Award presentations commenced, led by Arlene Bautista, honoring member achievements. Guests clapped wildly in appreciation while enjoying the crowd-pleasing cheesecake.

The afternoon sessions lent themselves to **educational training** in financial literacy and wellness. Thanks to Aflac Representative, Willa Robinson, I better understand the insurance protections offered in cases of unexpected medical expenses. Thanks to Savings Plus Representative, Jasmine Bauer, I learned about market risks and tax-free retirement savings. Thanks to CalPERS Representative, Andrea Minchaca, I learned the benefit basics of pension calculations and earning service credits. Last, but not least, I am thankful to Angel Urbina, Los Compadres Chapter President for sharing the CWC social media uses and platforms.

At meetings end, members discussed convention business followed by swearing in processes and closing remarks. Committees voted on their chapter's line of succession ensuring all member's skills and talents had an opportunity to create rotational influence and strengthen the collective committee.

As a first-time attendee, I have experienced first-hand the CWC's impact on the work culture at large through **mentoring, coaching, visionary leadership, and educational training**. We are an organization rooted in relationships that pour love and expertise back into the people. Even with all the exciting raffles, delicious foods, and beautiful venues, it is the vibrant energy of each member that is the true centerpiece of the event. I am truly awed and inspired by what CWC represents.

THE CONFERENCE VIEW

By Willa Robinson, Retiree, Los Angeles Chapter

If you have travelled in the car and enjoyed the scenery, you may have realized sitting in the front seat right provides a different view of the road and the scenery verses sitting in the driver's seat. At the CWC State conference, as a retiree, I had the pleasure of sitting in the back seat and observing the view. What a view! It was a pleasure observing the growth of not only individuals I had worked with during my career at the Employment Development Department (EDD) but also, observing the continued force of CWC's influence on staff development.

Retirement has afforded me the opportunity to continue to support individuals and families with an Aflac Supplemental Insurance business. From the Aflac vendors table at the CWC conference, I had the pleasure of meeting with past employees and was so impressed with their continued growth as professionals within EDD. Cesar Valadares and Jesse Cuevas were just two of the individuals that made me reflect on the positive force CWC has on developing the EDD staff. Master of Ceremonies Tyrone Carroll Jr. is another employee that exemplifies the value of staff development offered by CWC. I am looking forward to Tyrone sharing with me at a future conference that he has promoted

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LOS ANGELES CHAPTER NEWS FROM PAGE 9

into management. He is definitely Division-Level management potential. Another bright light is Amara Morris who was recently promoted to Program Coordinator/Staff Services Analyst in Workforce Services who credits her advancement due in part to her involvement with CWC.

The view at the CWC conference was definitely fulfilling, knowing that CWC continues its mission of staff development and recognition. Job well done CWC.

This part is written by one of the people who review articles for the Cal-Liope. Willa Robinson is the President of the West Los Angeles Employer Advisory Council who won the CWC Group Award of Distinction for 2022. Congratulations to this group!

LOS ANGELES (LA) CHAPTER

By Tyrone Carroll Jr., Los Angeles President

As your President, I was excited that the Los Angeles Chapter had ten members attend the Annual State Convention on May 5, 2023. It was my pleasure to serve as the event Master of Ceremonies for the second consecutive year. Congratulations to our very own Dinah White for winning the 2022 Toll Trust Award and to the Individual State Chapter Employee Performance Management Award winner, Katrena Caruthers-Radcliff, Chief of Staff in the EDD Workforce Services LA Coastal Division for Workforce Services.

The LA Chapter received the Chapter Activities award for Medium Size Chapter for the second year running. Additionally, the West LA Employer Advisory Council won the Group Award of Distinction. I am also excited that the Chapter will offer new leadership and technology training presentations for 2023-2024. I extend an invitation for you to attend and participate in our upcoming board meetings.

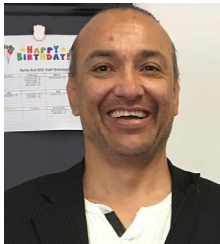


ORANGE EMPIRE CHAPTER

By Nanette Bowman, Orange Empire Member

Congratulations to the Orange Empire nominees who won awards at the State Conference in Ontario on May 5, 2023. Look for your names in the Awards Article. There were 16 individuals and groups from Orange Empire honored including chapter activities, best overall chapter, newsletter, and flyer of the month for March and May of 2022.

We also recognized the nominators who took the time to do the write-ups. There were 23 Orange Empire Chapter members attending the conference. We invite feedback on the program. My favorites were the two Employment Development Department (EDD) speakers. There is no substitute for getting together in person to network and meet peers. Thank you to the convention committee members for a job well-done. Remember to visit www.californiaworkforceconnection.org for information on events and workshops.



SILICON VALLEY CHAPTER

RETIREE OF THE YEAR AWARD WINNER

By Fred Ruibal, Silicon Valley President

This year's Retiree of the Year Award went to Silicon Valley Chapter's own Sharon Lawrence. Sharon could not be there, so I accepted on her behalf.

Sharon retired from the Employment Development Department (EDD) as an Employment Program Manager (EPM) II in March of 2006, from the San Jose Primary Adjudication Center. Afterwards, she became a dedicated retiree, being the Chapter President for the Coastal County Chapter, which was a predecessor to the Silicon Valley Chapter.

She has been SV chapter's Vice-President for about nine years, making such contributions such as securing speakers and taking part in panel discussions regarding retirement. She has also assisted with events, while encouraging potential new members to attend. These events were to show what the California Workforce Connection (CWC) has to offer to the membership. A lot of these were held at Giorgio's Italian Restaurant and Pizzeria. Sharon would make the arrangements to have our events there.

On a personal note, Sharon has been an outstanding mentor to me, providing helpful advice and guidance.

Sharon was always generous with the use of her car as a parade float in the San Jose Veteran's parade. We could always count on her to step up to the plate when asked.

The Retiree of the Year to Sharon was well deserved and we as a chapter are very proud of her and have been honored for her to have supported us all these years! We know that she will continue to do so.

INVENTING YOUR LIFE

FROM PAGE 3

until we finally get to leave this earth and if you believe in it, you can look forward to the great beyond.

I hope that many of you remember the dreams that you had as a child, teen, and adult. Take inventory of the many items that you did manifest as a result and continue to keep your new dreams alive as well. Always maintain bold dreams and your higher power, the universe, God or whomever it is that you put your greater level of faith in, will put things in motion for you. Just understand that those items that are for your personal good are usually what comes to fruition. Being thankful for the dreams that did not come true can also be another column all by itself, as many of us do not realize until much time has passed, that not all things end up adding value to our lives and some things just do not bring you anticipated happiness either. Finally, I hope you spend some time thinking about Ms. Davis's words and how you can benefit from being bold in your dreams and then making them so.

*"Dreams are never just dreams;
they are reality waiting to happen."*

- Sarah Burton

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

Membership Application

New Update Renewal Cancellation

Date:

Mail application and payments to: **CWC Membership Coordinator**, P.O. Box 7858, Oxnard, CA 93031
or email application to cwcworkforceconnection@gmail.com (mail payment, if applicable)

| | | | | |
|------------------|---------------------------------|------------|--|---------------------|
| *Full Name: | First | Last | | |
| *Local Chapter: | Select chapter you want to join | Telephone: | | |
| *Personal email: | | | | |
| *Address: | | | | |
| *Employer: | | *Location: | | |
| *Job Title: | | ARU# | | *Bargaining Unit #: |

| *Type of Member | Annual Dues | *Payment Option |
|--|-------------|---|
| <input type="radio"/> Employment Development Department (EDD) Employee (Bargaining Unit 1 or 4)** | \$48.00 | <input type="checkbox"/> Automatic Deduction (\$4.00) <input type="checkbox"/> Cash <input type="checkbox"/> Check *SSN: |
| <input type="radio"/> EDD Supervisor/Exempt Employee**+ | \$0.00 | *SSN: |
| <input type="radio"/> Other State Employee (Non-EDD)** <i>Refer to your Bargaining Unit Contract for possible reimbursement</i> | \$98.00 | <input type="checkbox"/> Automatic Deduction (\$8.17) <input type="checkbox"/> Cash <input type="checkbox"/> Check *SSN: |
| <input type="radio"/> Partner (Non-EDD) | \$98.00 | <input type="checkbox"/> Cash <input type="checkbox"/> Check |
| <input type="radio"/> EDD Student/Youth Assistant** | \$36.00 | <input type="checkbox"/> Automatic Deduction (\$3.00) <input type="checkbox"/> Cash <input type="checkbox"/> Check *SSN: |
| <input type="radio"/> Retiree | \$36.00 | <input type="checkbox"/> Cash <input type="checkbox"/> Check |

I recognize that the processing of this form/payment may take 1-3 months. If I have selected the **Automatic Deduction** option, I hereby authorize the State Controller's Office (SCO) to automatically deduct from my salary each month the amount listed above and transmit, as designated, an amount for membership dues to the CWC; I understand that processing may take 2-3 pay periods. If I have selected the **cash or check** option, I hereby agree to be sent annual dues renewal invoices (**make check payable to: CWC**). I agree to provide my full social security number, which will be kept confidential. I certify that I am now a member of the CWC and allow the organization to establish, change, and/or cancel my deduction, as applicable. I understand that this authorization will remain in effect until I submit a written request to the CWC Membership Coordinator to terminate my membership and cancel any deduction, as appropriate. I also understand that the CWC organization does not issue refunds for unused dues or the months taken for processing.

*Signature: _____ *Date: _____

Name of Recruiter (if applicable): _____

* Required

** If you do not wish to provide your Social Security Number (SSN), then you must pay the full membership dues for that type of member by cash or check.

+ For this membership type, if you do not wish to supply the SSN, then the amount due is \$98.00.