

# **BUILDING SKILLS 2005**

WORKFORCE DEVELOPMENT PROVIDER'S CONFERENCE

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## **Conference Program**

February 7 - 9, 2005

Westin Hotel

Seattle, WA

**11:30 – 12:30 REGISTRATION AND VENDOR EXHIBITS GRAND FOYER**

**12:30 – 1:00 CONFERENCE OVERVIEW AND WELCOME GRAND 1 & 2**

**Tamara Bosler**, Program Manager, Tri-County Workforce Development Council

**Dr. Sylvia Mundy**, Commissioner, Washington State Employment Security Department

**1:00 – 1:45 LESSONS FROM THE FUTURE – NAVIGATING THE 21<sup>ST</sup> CENTURY ECONOMY GRAND 1 & 2**

**Glen Hiemstra**, Founder, Futurist.com

Glen Hiemstra reviews the powerful dynamics shaping the future. Basic pillars of life from the past century... the job, the economy, the home, retirement, government, and education... continue to change. Glen will suggest lessons that the world of tomorrow has for the world of today.

**1:55 – 3:20 CONCURRENT SESSIONS**

**A1. Strategic Retention and Follow-up Services for Youth: One Sure Way to Enhance WIA Performance GRAND 1**

**Laura Heiman**, Policy Analyst, Social Policy Research Associates

Would you like to make program retention and follow-up more than just an afterthought in your youth program design? But how to do it without burdening case managers even more than they are already? This training workshop is designed to help state and local policy makers and program designers be strategic in enhancing follow-up and retention services for youth by focusing resources where they are needed the most and avoiding a one-size-fits-all approach. It is especially suited for youth program managers, program supervisors, and others who are involved in youth program design and oversight. The workshop draws on a wide range of promising practice examples that have been compiled as part of the WIA Performance Enhancement Project (PEP). Related online training on the WIA Performance Measures is available at [www.spra.com/PEP](http://www.spra.com/PEP).

**A2. Destination Labor Market Entry: An Education/Employability Program for Offenders (repeated B2) GRAND 2**

**Cal Crow**, Program Director, Center for Learning Connections

Four departments in New York State are involved in a project to improve education programs and employment prospects for both youth and adult offenders. Learn how the project was conceived and how it is impacting existing programs; participate in hands-on activities that are being used with offenders in the project; and acquire ideas for setting up a similar project in your area.

**A3. How to Serve All Employers, All of the Time! GRAND 3**

**Ricki Kozumplik**, Owner, Accelerating Higher Achievements Consulting

One Stop Systems and Worksource Centers provide services to both job seekers and employers. Although they are often staffed by multiple partner agencies, there are often not enough staff, nor enough hours in the day to provide premium services to all employers within the area. Many boards have been able to provide guidance to the One Stop System and Center staff by utilizing a tiered approach to serving businesses. This approach allows all businesses to receive basic services from the One Stop, some to receive additional assistance, with a small amount of businesses able to receive “premium level” assistance. Attendees will learn: the benefits of utilizing a tiered approach to serving employers; how to determine the number of tiers for services; how to establish criteria for tiered services; and how to determine which employers receive basic or platinum services. Come learn how to set up this system for your One Stop System and be able to serve all of your employers, all of the time!

**A4. Connecting WorkSource Staff With Key Industry Employers – A Success Report**

FIFTH AVENUE

Facilitator

**Martin McCallum**, Policy Analyst, Workforce Training and Education Coordinating Board

Panel

**Kristen Gillisse Howe**, Coordinator, Snohomish County Workforce Development Council

**Jamie Krause**, Regional Training Coordinator, Pacific Mountain Workforce Development Council

**Linda Nguyen**, Director of Planning and Program Development, Tacoma-Pierce County Workforce Development Council

**Valerie Wiegele**, Providence Everett Medical Center

The challenge of “bringing employers to the table” has persisted in the workforce development community for decades. Seasoned providers know that getting and keeping employers actively involved requires constant attention, energy, and creativity. In this workshop, three Workforce Development Councils share their proven strategies to improve the connection *among* employers, WorkSource staff, and education providers in the health care, information technology and construction industries. You’ll leave this session with a variety of workable approaches to: 1) deepen stakeholders’ understanding of industry needs, trends, and hiring practices; and 2) increase employers’ knowledge of workforce development business services.

**A5. Maximizing Employment Readiness**

GRAND CRESCENT

**Valerie Ward**, Valerie G. Ward Consulting Ltd.

Every day organizations are working with people in employment transition. Are the programs designed to assist with these transitions achieving their intended outcomes? Based on results from 19,000 clients, measuring employment readiness before and after interventions can play a vital role in building people’s potential for success. It assists service providers and agencies in demonstrating learning outcomes, in determining resource allocations, in curriculum design, and in achieving their performance goals. This lively presentation will outline an employment readiness model and our findings to date about client needs and “what works”.

**A6. Confidentiality Nuts and Bolts** (repeated B6)

VASHON 1

**Sydney Dore**, ESA Public Disclosure Manager, Department of Social and Health Services

Millions of pieces of confidential information flow through our hands every month and all of us need to know how to safeguard, use and share it correctly.

Join us for a review of confidentiality basics that will cover:

- What kind of information is confidential?
- When can we share confidential information?
- When do we need a written agreement to share information?
- Who can we turn to when we have a question?
- What do we do when something goes wrong?

We’ll work with real life examples and set aside plenty of time for discussion and questions about these difficult issues.

**A7. Hiring and Retention of Individuals with Disabilities in the Workplace – Rights and Responsibilities of the Employer** (repeated B7)

VASHON 2

**John Evans**, Corporate Consultant, Department of Social and Health Services

This session will focus on employment strategies for hiring and retaining qualified applicants and employees with disabilities in the workplace with an emphasis on the employer’s rights and responsibilities. Criteria covered will include: identifying essential job functions; conducting pre-employment inquiries; determining if an applicant or employee is a qualified individual with disability; pin-pointing disability-related employment barriers; defining and implementing a reasonable accommodation process; and applying undue hardship and direct threat defenses in employment settings.

**A8. Stressed Out! Learn Tools to Effectively Work with Co-Workers and Partner Agencies**

WHIDBEY

**Andreta Armstrong**, Success Coach, The One Group

Learn to:

- Turn a communication breakdown into a vital breakthrough for project completion;
- Promote individual and group accountability;
- Effectively work with co-workers who have painfully disappointed you.

Behind the problems with co-workers and agency partners are those who either can't or won't deal with failed commitments. Specifically, someone has broken rules, missed a deadline, or just plainly misbehaved. With certain tools, if used properly, you can turn a breakdown into a breakthrough.

**A9. Re-Defining the American Dream**

ORCAS

**Jody Graze Haug**, Consultant, Getting A Life

Developing an understanding of what is “basic” in life is helpful to goal-setting, to build skills toward employability. Voluntary Simplicity is a strategy for de-stressing life with especially great benefits for those for whom it may not be entirely voluntary. This workshop will focus on ways to help clients discover their individual wants and needs.

**A10. Older Youth Performance—Hitting Your Target, Every Time!**

BLAKELY

**Sondra Pieti**, Program Manager, OIC of Washington

**Sanjay Rughani**, Program Manager, Northwest Workforce Development Council

Older youth enrollment and success depends on a number of factors. With some of the toughest performance requirements, how do we meet our goals? This session will walk you through the different elements you need to think about when enrolling older youth, from the initial contact through 12 months of follow up, with success!!

3:20 – 3:35 **BREAK AND VENDOR EXHIBITS**

GRAND FOYER

3:35 – 4:55 **CONCURRENT SESSIONS**

**B1. Federal Workforce Program Updates**

GRAND 1

**Rosemary Cowan**, Division Chief, Workforce Systems Unit, U.S. Department of Labor, Employment and Training Administration/Region 6

The session will provide an overview of ETA's priorities; the newest changes to employment and training-related program policy; an update on the status of WIA Reauthorization; and, promising practices from within and outside of Washington State.

**B2. Destination Labor Market Entry: An Education/Employability Program for Offenders** (repeated A2)

GRAND 2

**Cal Crow**, Program Director, Center for Learning Connections

**B3. Solutions Management – The New Role for Job Developers/Business Reps with the Business Sector**

GRAND 3

**Ricki Kozumplik**, Owner, Accelerating Higher Achievements Consulting

The workforce system has approached businesses in a variety of ways throughout the years. Methods that were effective in the past are no longer productive in creating and maintaining workable relationships with businesses. Staff must learn the new approach to business relationships in order to meet the needs of both the job seeker and business. Attendees will learn and practice: the changing role of the job developer with the business sector; recruitment methods preferred by businesses for each skill level; the continuum of business approaches; and, how to give up the “altruistic” and “sales” approaches for a more productive approach. Come learn how to become a “solutions manager” and help meet the needs of both of your customers—business and job seekers.

- B4. Taking Care of Business!** **FIFTH AVENUE**
- Mike Brennan**, Economic Development & Workforce Specialist, Workforce Training & Education Coordinating Board  
**Dennis Loney**, Business Liaison, Washington State Employment Security Department
- When WIA was enacted, business was recognized as a primary customer of the workforce development system. This focus on the demand-side customer has brought our system in line with economic development and vitality while providing tremendous career opportunities for our citizens. Hear what initiatives and practices keep Washington a national leader in the delivery of business services. This session will include updates on high demand industry initiatives, skill panels, national and state partnerships and a sampling of best practices!
- B5. WorkSource Assistance for Youth Dropout Prevention** **GRAND CRESCENT**
- Anne Goranson-Salas**, Administrator, Washington State Employment Security Department  
**Tracy Larson**, King County Dislocated Worker Staff, WorkSource Redmond  
**Amy Stay**, Assistant Director of Special Education, Bellevue School District
- How do connections with WorkSource benefit youth? Can WorkSource play a positive role in reducing drop out rates? Two local offices share their strategies for providing quality career development links for our future job seekers. Learn more about “Passport to Success” and WorkSource alternative school programs.
- B6. Confidentiality Nuts and Bolts** (repeated A6) **VASHON 1**
- Sydney Dore**, ESA Public Disclosure Manager, Department of Social and Health Services
- B7. Hiring and Retention of Individuals with Disabilities in the Workplace - Rights and Responsibilities of the Employer** (repeated A7) **VASHON 2**
- John Evans**, Corporate Consultant, Department Social and Health Services
- B8. Identifying Strengths to Increase the Power of the Career Plan** (repeated D6) **WHIDBEY**
- Tami Palmer**, Deputy Director, WOIS/The Career Information System
- Dependable Strengths is a well-researched and tested process that helps people align their good experiences to reveal a unique pattern of strengths. The Dependable Strengths Articulation Process helps clients identify their skills and abilities and learn to use their strengths to obtain educational, career, and personal goals. Dependable Strengths on the Internet, created by WOIS/The Career Information System and the Center for Dependable Strengths, will take students and clients through a step-by-step process that allows them to discover their individual strengths and link them to careers.
- B9. Re-Defining the American Dream** (repeated A9) **ORCAS**
- Jody Grage Haug**, Consultant, Getting A Life
- B10. Working With Twenty Somethings** **BLAKELY**
- Morgan Zantua**, Special Projects Coordinator, Center for Learning Connections
- How do we bridge the gap among generations? As retirement is postponed and people work longer, the different generations interact more frequently in the workplace. Together we will consider the generational differences – and discuss strategies for creating common ground in the workplace.
- 5:00 – 6:30 RECEPTION AND VENDOR EXHIBITS** **GRAND FOYER**
- Dinner on Own**

8:30 – 9:00 REGISTRATION AND VENDOR EXHIBITS

GRAND FOYER

9:00 – 10:00 GENERAL SESSION

GRAND 1 &amp; 2

**Introduction****Tamara Bosler**, Program Manager, Tri-County Workforce Development Council**What's Up--and How Not to Let It Get You Down!****Greg Newton**, Greg Newton Associates

These are trying times for workforce development agencies and organizations—more customers, higher performance expectations, and less money. How will you respond and cope? This session will scan the environment, look at the key driving and constraining forces, examine the emerging challenges, identify opportunities, and give ideas to help you survive and thrive.

10:00 – 10:30 BREAK AND VENDOR EXHIBITS

GRAND FOYER

10:30 – 11:55 CONCURRENT SESSIONS

**C1. Welcoming Customers to Your One-Stop Center: Greeting Customers for Satisfaction**

GRAND 3

**Greg Newton**, Greg Newton Associates

Many One-Stop Centers across the country are experiencing dramatic increases in the number of customers due to the tough economy and positive word-of-mouth. This is definitely good news—but it could also be bad news. If those inquiring by phone or making the first visit are not greeted and served quickly and effectively, dissatisfaction can increase and community reputation hurt. You must continuously improve your entry processes, partner program connections, and initiate new methods of service delivery. When you attend this workshop, you will learn: what first-time customers care about most; methods for reducing crowded waiting rooms; ideas for getting people out of line quickly; and organizing your services to match varying customer demand.

**C2. Partnering for a Successful Re-entry** (repeated E2)

CASCADE 1

**Rich Coleman**, Correction Clearinghouse Community Programs Manager, Washington State Employment Security Department**Dave Richardson**, Corrections Employment Specialist, Clark County and Corrections Clearinghouse**Beth Sharpe**, Community Justice Program Coordinator, Vancouver Community Justice Center**Terry Weber**, Offender Programs Manager, Pacific Mountain WorkSource Affiliate

This interactive workshop will help staff explore and hopefully correct age-old stereotypes workforce development professionals may hold of ex-offenders. The workshop will help provide assistance and resources to WorkSource and its partners with regards to ex-offenders. Content includes:

- Washington State Correctional system;
- What the system expects of ex-offenders and the impact on employability;
- What to expect in interactions with ex-offenders and how to work effectively with ex-offenders;
- What needs ex-offenders will have in relationship to their job search and employability; and
- What resources are available for referral/information and how to access them.

**C3. Navigating the WorkSource System**

FIFTH AVENUE

**Renee Karickhoff**, King County WorkSource Disability Navigator, Division of Vocational Rehabilitation**Andrew Le**, Snohomish County WorkSource Disability Program Navigator, Division of Vocational Rehabilitation**Erica Rowe**, Navigator for People with Disabilities, Southwest Washington WorkSource

What does a Navigator do with/for people with disabilities in the community? How do we help people use WorkSource more effectively to find employment? Come to this session to hear about the role of a Navigator.

**C4. Outside the Box: WorkFirst and Employers Working Together to Meet the Needs of Parents and Industry**

GRANDCRESCENT

Facilitator

**Jennifer Thornton**, Program Administrator, Washington State Board for Community and Technical Colleges

Presenters

**Fran Dodson**, WorkFirst Coordinator, Bellingham Technical College

**Keith Marler**, Workforce Development Director, South Seattle Community College

**Jan Strand**, Director of WorkFirst Programs, Edmonds Community College

Three colleges, each located in very different communities, will share information about their “short- and longer-term” WorkFirst training programs. In addition to their standard array of high-quality WorkFirst training opportunities, Edmonds Community College, Bellingham Technical College and South Seattle Community College each offer unique programs such as a pilot initiative for pregnant women, ESL training in partnership with Manpower Associates, a collaboration with Airport Jobs, and others. Presentations will include how these colleges work with their local Department of Social and Health Services and Employment Security Department partners as well as employers and community organizations.

**C5. Locating Youth Resources for Health Care Training**

VASHON 1

**Maria C. Benavides**, ConneX Coordinator, Northwest Community Action Center

**Madelyn Carlson**, Program and Development Director, Northwest Community Action Center

It takes local, state, and federal resources that have a common goal to develop the pipeline for Health Care Professionals. Learn how a coalition of health, education, and workforce professionals have collaborated to “grow our own” health care professionals. The project begins with students in middle schools and follows students through graduate school. Learn what, how, and why this is a successful model.

**C6. Strategies for Managing Stress** (repeated E7)

VASHON 2

**Marti Smithson**, Trainer, Family Services

In this interactive and engaging workshop, participants will identify their own symptoms and sources of stress, explore new concepts to think about stress, and develop a plan of energy-building alternatives to reduce the effects of stress.

**C7. Jobs for the Sidewalk Economist**

BLAKELY

**Jane Field**, LMI Training Coordinator, Washington State Employment Security Department

Jobs for the Sidewalk Economist offers a new process that walks those new to the workplace through ten steps including learning about the labor market, finding employers, identifying interests and work values, exploring targeted jobs, documenting your accomplishments, entering training programs, and applying for financial aid and real jobs.

**C8. Building Value With Business Customers** (repeated D5)

STUART

**Dan Grisham**, Business Consultant, Business Connection, WorkSource Pierce

**Andy Wells**, Business Consultant, Business Connection, WorkSource Pierce

What is important to business and how do you increase your value to them? Where can you find up-to-date global information/research and how can you use it? Find out how to become a valued partner to businesses in your area and identify quick wins to develop long-term relationships.

**C9. Coaching as a Way of Being** (repeated E1)

OLYMPIC

**Sandra Wright**, Executive & Personal Coach, Wright Coaching & Consulting

**Morgan Zantua**, Special Projects Coordinator, Center for Learning Connections

We all wear different hats as we go about our daily personal and professional business. Learn the difference between managing, leading and coaching and pick up some useful coaching tools that can be used at work and at home.

## 1:30 – 2:55 CONCURRENT SESSIONS

**D1. Frontline Staff and the First Customer Meeting** GRAND 3**Greg Newton**, Greg Newton Associates

Ten key elements ensure a successful first one-on-one meeting with a new customer. You never get a second chance to make a first impression, and this meeting is key to relationship building, successful service intervention, and customer retention and satisfaction. In this workshop we'll look at each of these ten elements, make recommendations for success with each, and show how to start using them in your job today. Just some of what you will learn: how to market your program's and the system's services without over-promising; setting (and, where appropriate, re-setting) expectations; communicating the true value of your services; determining the basis for the satisfaction of your customer; how to plan the next steps for the customer and to increase the odds for follow through; and when (and how) to approach the completion of required forms.

**D2. Education, Career, and Job Search Resources for Veterans** CASCADE 1**James Selbe**, Director, Program Evaluations, American Council on Education

Discover the vast resources available to dedicated professionals who serve the needs of transitioning veterans. Topics will include earning college credit for military training and occupation experiences, federally funded transition assistance programs, career search resources, and job placement resources.

**D3. Employer Panel—Customers Ask Employers What They Look For** FIFTH AVENUE

Facilitator

**Bob Holloway**, Program Manager, WorkSource Renton

Panel

**John Garcia**, Recruiter, UPS**Carol Saner**, Senior IT Recruiter, Volt Services Group

A continuing challenge for both workforce professions and employers is finding the right candidate for the job. Looking at a variety of skill sets that employers need from qualified applicants, we will talk directly with a panel of employers. This workshop will showcase exactly what employers are looking for when they hire qualified applicants and provide some tips on interviewing and the employment outlook.

- What skill sets are you looking for in a qualified applicant?
- What are the projections for Washington State workforce within your industry for the next 6-12 months?
- What techniques do you encourage job seekers to use?
- Tips on interviews and resumes!
- What makes for a good prospective employee?

**D4. Creative Humor at Work** (repeated E5) GRAND CRESCENT**Sandi Meggert**, Owner, Unfinished Business Business

This is a highly experiential workshop designed to provide opportunities for participants to actively experience benefits of laughter and humor and to create a "Humor Kit" to use when feeling stressed to help provide distance and new perspectives.

**D5. Building Value With Business Customers** (repeated C8) STUART**Dan Grisham**, Business Consultant, Business Connection, WorkSource Pierce**Andy Wells**, Business Consultant, Business Connection, WorkSource Pierce

- D6. Identifying Strengths to Increase the Power of the Career Plan** (repeated B8) **VASHON 2**  
**Tami Palmer**, Deputy Director, WOIS/The Career Information System
- D7. U.S. Department of Labor’s New Strategic Vision for Youth** (repeated E8) **BLAKELY**  
**Denise Henrikson**, Federal Project Officer, U.S. Department of Labor, Employment & Training Administration
- Well-designed workforce investment programs offer youth who have become disconnected from mainstream institutions and systems another opportunity to successfully transition to adult roles and responsibilities. In July 2004, the U.S. Department of Labor’s Employment and Training Administration released “New Strategic Vision for the Delivery of Youth Services under the Workforce Investment Act” (TEGL 3-04). Participants in this workshop will learn more about this Vision and ETA’s initiatives to support this strategic approach, including hearing about some of the tools that have been and are being developed to assist states and local workforce investment programs prepare the most at-risk and neediest youth for jobs in our changing economy.
- D8. Using On-the-Job-Training and Other Work-Based Learning to Help Prepare the Job Seeker** **STUART**
- Mary Kay Anderson**, Blue Mountain Action Council  
**John Crane**, Marketing Representative, Pierce County WorkFirst  
**Lisa Romine**, North-Central Workforce Development Council  
**Kathy Thomas**, Program Manager, Tri-County Workforce Council
- What is in your skill building tool box? Work-based learning is one of the most effective ways to help businesses develop people’s full potential in the workplace. This presentation will explore the benefits of training in the workplace along with an array of effective approaches from partner programs. Learn how Community Jobs (CJ), Work Experience (WEX), On-the-Job Training (OJT) and Customized Training have proven to be among the best tools to meet local business needs and train the skills in demand.
- D9. Student Services in Postsecondary Education for Students with Disabilities** **OLYMPIC**
- Rob Harden**, Coordinator Disabilities Support Services, Lake Washington Technical College
- What are the options for postsecondary education for those with disabilities? What services do postsecondary institutions provide to students with disabilities? What services do they not provide? What is the process required to obtain services? Get the answers to these questions as well as answers to your own questions at this session!
- D10. Q & A Discussion Group** **ADAMS**
- Betty Lock**, Federal Program Officer for Washington and Oregon, U.S. Department of Labor  
**Sheila Jones**, Regional Performance Specialist, U.S. Department of Labor
- Coming down the pike very fast are: new state planning guidance; performance negotiations; unsolicited grant proposals in the transportation and energy areas; increasing job training; integration between DW and Trade; the 2006 budget to be released in early February; a new youth vision; and more. This session will allow for informal facilitated discussion about pending changes in workforce development.

**2:55 – 3:20 BREAK AND VENDOR EXHIBITS GRAND FOYER**

### 3:20 – 4:50 CONCURRENT SESSIONS

**E1. Coaching as a Way of Being** (repeated C9) **GRAND 1**

**Sandra Wright**, Executive & Personal Coach, Wright Coaching & Consulting  
**Morgan Zantua**, Special Projects Coordinator, Center for Learning Connections

**E2. Partnering for a Successful Re-entry** (repeated C2) **GRAND 3**

**Rich Coleman**, Corrections Clearinghouse Community Programs Manager, Washington State Employment Security Department  
**Dave Richardson**, Corrections Employment Specialist, Clark County and Corrections Clearinghouse  
**Beth Sharpe**, Community Justice Program Coordinator, Vancouver Community Justice Center  
**Terry Weber**, Offender Programs Manager, Pacific Mountain WorkSource Affiliate

**E3. Changes in Workforce Development** **CASCADE 1**

**John Chamberlin**, Consultant and Attorney at Law

WIA amendments are once more in play. Radical rule changes governing participant registration and performance tracking are being considered. Next year's allocations may change as well. Sounds like business as usual, right? This session will discuss what you and your organization can do to prepare for the coming year based upon Nostradamus' little known WIA predictions, which follow.

- Youth programs will probably be serving older, out-of-school youth. Connectedness to the WorkSource Centers will significantly increase.
- There will be far more flexibility in moving customers through core, intensive and training services and in utilizing "ITAs". The difference between registered and unregistered core services will vanish. The "inverted pyramid" paradigm for designing and managing adult and dislocated worker services is also likely to vanish.
- Business services and economic development linkages will continue to expand. We will be serving more and more working customers, focusing upon turnover reduction and "move-up". "Follow-up" will increasingly be viewed as a business service.
- Budgets will, at best, stay level. "Fee-for-service" and creative partnership and co-enrollment strategies will receive ever increasing emphasis.
- Block grants including adult, dislocated worker and employment services money will be phased in as demonstration grants over the next few years in far away states and will gradually become universal. Community college "business and industry" initiatives will become much, much more integrated with WIA efforts.
- WorkFirst will become a fully co-located WorkSource partner program.

**E4. Youth Employment and Foster Care: Policy Challenge and Practical Opportunities** **FIFTH AVENUE**

**Eric Steiner**, Employment Manager, Casey Family Programs  
**Jim Theofelis**, Founder & Executive Director, Mockingbird Society

Last year, the New Strategic Vision for Youth Services of the U.S. Department of Labor included a new focus on youth in foster care, youth aging out of foster care, children of incarcerated parents, and migrant and seasonal farmworker youth. Has this focus resulted in improved services to youth in foster care? Learn what the research on foster care and youth employment says and help identify strategies that have improved employment outcomes for youth in foster care. The session will include a discussion of specific barriers and suggestions on how to overcome them, as well as highlight real-world examples from practitioners who have worked with youth in foster care. We'll also look at how the New Strategic Vision for Youth Services has played out in the field and discuss ways to improve the WorkSource experience for youth in foster care.

**E5. Creative Humor at Work** (repeated D4) **GRAND CRESCENT**  
**Sandi Meggert**, Owner, Unfinished Business Business

**E6. Building Organizational Recognition Practices for Employees** **VASHON 1**  
**Gary Fugere**, Operations Manager, Office of Quality and Organizational Performance, Washington State Employment Security Department

**Mary Henley**, Executive Assistant to the Commissioner, Washington State Employment Security Department

Recognition is important in any organization and is instrumental in reducing turnover, increasing productivity and creating a positive work environment. When employees realize their contributions are important to the organization's success, they are more likely to embrace the organization's mission, goals and values. Whether you are just thinking about a recognition program or have already implemented one, this session can help. The presenters will share successes of their own agency, along with some quick and easy ideas for recognition to incorporate into your existing plan or get you started planning.

**E7. Strategies for Managing Stress** (repeated C6) **VASHON 2**  
**Marti Smithson**, Trainer, Family Services

**E8. U.S. Department of Labor's New Strategic Vision for Youth** (repeated D7) **BLAKELY**  
**Denise Henrikson**, Federal Project Officer, U.S. Department of Labor, Employment & Training Administration

**E9. Think Like a Customer—Mystery Shopping** **STUART**  
**Barbara Burgener**, Director, Office of Quality and Organizational Performance, Washington State Employment Security Department

TLC—Thinking like a customer? Does Government really have customers? If the people who receive services from us are unhappy, where else can they go? Should we really be treating them as customers? Thinking like a customer is something everyone can do whether you believe those who receive public services are customers or not. Wowing our customers is possible! But, how will we know if we are wowing our customers? This session will focus on the challenges of customer service in the public sector and using mystery shopping as a customer service evaluation tool. In this session, we will discuss the advantages of thinking like a customer and the benefit of thinking for the customer in some situations. The objective of this seminar is to provide participants with customer service concepts that will be useable and reinforced with improved customer service ratings derived from mystery shopping. We will engage in exercises that bring the message home: TLC gives staff greater access to creating magical moments for our customers.

**E10. Integration of WorkSource Partners** **OLYMPIC**  
**Stuart Peterson**, Operations Manager, Tacoma Pierce County Training Consortium

The workshop will cover themes currently underway within WorkSource circles:

- Integration of the Trade Act Program with WIA Dislocated Worker Program
- Integration of partner staffs at local WorkSource Centers
- Integration of WorkSource staff at WorkSource Affiliate sites
- Defining integration as opposed to co-location

***Dinner on Own***

7:45 – 8:30 BREAKFAST

GRAND 1 &amp; 2

8:30 – 9:55 CONCURRENT SESSIONS

**F1. Meeting Youth Performance Measures**

GRAND 3

**Jodie Sue Kelly**, Cygnet Associates

Youth measures under WIA are the most frequently missed standards. Many factors are at play. Low numbers. Low commitment by customers on post-placement services. Youth are being youthful. Low motivation. Services are beyond their immediate need. This fast moving session will provide lots of practical tips and strategies for designing services that reach youth and increase performance.

**F2. Keeping a Cool Heart in Heated Situations** (repeated G2)

CASCADE 1

**Ellis Amdur**, Owner, Edgework

This unique training makes the subject of aggression fun. Ellis Amdur offers simple strategies to verbally de-escalate aggressive individuals, presenting his information with energy and humor. [www.ellisamdur.com](http://www.ellisamdur.com)

**F3. Looking Past Placement: Cutting Edge Strategies to Reduce Turnover, Increase Productivity and Maximize Move-up and Job Retention**

FIFTH AVENUE

**John Chamberlin**, Consultant and Attorney at Law

This session will present and discuss the best ideas from Washington State and nationwide for delivering effective post-placement and post-exit services including:

- Managing the exit decision;
- Delivering work centered follow-up services;
- Approaching follow-up as a business service;
- Achieving wage gains; and,
- Delivering training around work.

**F4. Veterans' Re-employment Rights**

GRAND CRESCENT

**Greg Mercer**, Assistant State Director, Veteran's Employment and Training Service, U.S. Department of Labor

Uniformed Service Employment Reemployment Rights Act of 1994 (USERRA) is a federal statute that provides job protections and employment rights to military service member employees who serve on military duty. Veterans Employment and Training Service (VETS) staff provides technical assistance to Veterans, National Guard members, and Reservists who experience problems between their military commitments and civilian jobs. VETS staff also assists employers by providing information about the USERRA statute, explaining employer and employee responsibilities, as well as military leave policies. When there is an alleged violation of the USERRA statute, a complaint may be filed with VETS. An investigation is conducted and mediation attempted to formally resolve the USERRA issues.

**F5. What You Need to Know About Community and Technical Colleges**

VASHON 1

**Al Griswold**, Associate for Professional/Technical Workforce Development, Green River Community College  
**Rebecca Rhodes**, Executive Director, Workforce Program and Extended Learning, Shoreline Community College  
**Kristi Tripple**, Director of Business Training Center, Lake Washington Technical College

Washington State has 34 Community and Technical Colleges. Do you know what they can do for you? Come learn about one of Washington's most valuable resources!

**F6. Driver's Re-licensing****VASHON 2****Morgan Zantua**, Special Projects Coordinator, Center for Learning Connections

What does every business person tell you they want from a prospective employee? They want them to be able to do the work and to show up on time, every day with a good attitude. As workforce development professionals, we pride ourselves on working with our customers to realize their full potential; we provide them with training, career counseling, job search skills - but we can't drive them to work everyday. There are more than 440,000 people in Washington State with suspended or revoked driving privileges. How many of them are on your case load? This session provides insight into their world and how you can assist them in becoming fully employable.

**F7. Hiring the Mature Worker****WHIDBEY****Veronica R. Batise**, Project Director, Tacoma Older Worker Program**Tim O'Connell**, Project Director, Tacoma Older Worker Program

This session will provide information on:

- The value of hiring older workers
- Qualities of older workers
- The growing number of older workers
- Resources for the older worker

The audience will be more informed on the older worker process and will have an understanding of the benefits of hiring the mature worker.

**F8. Learning Disabilities: Thinking Outside the Box****ORCAS****Candyce Engquist-Rennegarbe**, Learning Disability Project Coordinator, Tacoma Community College**Karma Forbes**, Student Services Counselor, Renton Technical College**Cathy Jenner**, Disability Services Development Project Coordinator, Renton Technical College

Participants will have an opportunity to experience a taste of what it is like to have learning disabilities as well as hear some of the leading discoveries in learning disabilities research. The Learning Assessment System, a Universal Design system for assisting students with learning challenges, will be showcased. Participants will learn how Universal Design can assist any organization in better serving individuals with learning disabilities.

**F9. Youth and Career Planning: Now and in the Future****BLAKELY****Terri Colbert**, Program Specialist, Workforce Training & Education Coordinating Board**Jane Field**, LMI Training Coordinator, Washington State Employment Security Department**Krya Kester**, Special Assistant for Industry Partnership, Office of Superintendent of Public Instruction**Walt Wong**, Administrator Program Management Team, Workforce Training & Education Coordinating Board

Given the changing nature of the work world and emerging employment patterns, people of all ages need career planning skills and resources they can use. This session will identify a variety of career planning and information tools and also unveil a plan for greater awareness and use of these resources.

**9:55 – 10:05 BREAK****10:05 – 11:35 CONCURRENT SESSIONS****G1. Succeeding with Post-Placement Services, Job Retention and Wage Advancement****GRAND 3****Jodie Sue Kelly**, Cygnet Associates

Training and job placement just aren't enough to help low income people reach self-sufficiency. In this session we'll look at what post-placement services need to be offered to help clients retain and advance in jobs. You will leave with a sample advancement plan, techniques for building retention into the placement process, and strategies for involving the employer. This session takes staff from the point of placement to a year on the job.

- G2. Keeping a Cool Heart in Heated Situations** (repeated F2) **CASCADE 1**  
**Ellis Amdur**, Owner, Edgework
- G3. Living Energetically** **FIFTH AVENUE**  
**Janet Novinger**, Owner, Explorations  
 The integration of our bodies, minds, hearts and spirits help us achieve and maintain life’s vitality and zest. The presentation will expand your understanding of how to increase your energy and joy for living. Objectives include:
- Creating a feeling of increased energy,
  - Learning techniques from the latest scientific research about increasing energy,
  - Practicing several techniques, and
  - Choosing one technique to try over the next week.
- G4. Emergency Makeover: Reenergize and Revitalize Yourself and the Workplace** **VASHON 1**  
**Adeluisa “Dely” G. Judal**, CEO, InterActive Solutions Consulting  
 Feeling sick and tired of the never-ending challenges of your job? Do you dread the thought of being at work? Do you often feel hopeless for your customers? Do you want the ability to take control over difficult situations at work — instead of having it the other way around? Learn how to bring ‘life’ back to your job and bring out the best in you. Discover what ‘fish’ has to teach in revitalizing and reenergizing yourself and your workplace. This session will be your investment toward creating a job makeover and you will find ways to become resilient for yourself and your customers. Attend this session and you’ll be revitalized and recharged!
- G5. Creating and Sustaining a Respectful Workplace** **VASHON 2**  
**Todd Dixon**, Manager WorkSource Moses Lake  
**Barbara Reed**, Operations Manager, WorkSource, Vancouver  
 Organizationally, creating and maintaining a respectful workplace allows productivity to rise to an optimal level. Individually, respectful behavior is important in that our high productivity increases our value to the organization, ensuring the respect of customers, co-workers and managers. Whether our role in the workplace is one of serving external customers, providing technical assistance, or answering the phone, our workplace should be a respectful workplace free from disrespect and harassment of any kind. This workshop will provide an overview of what is expected of us as employees, whose job it is to stop disrespect and/or harassment, and will provide some tools for workshop participants to affirm positive behavior and to stop disrespectful behavior.
- G6. Assistive Technology at WorkSource Centers—Hands-On** **WHIDBEY**  
**Debbie Cook**, Project Director, Washington Assistive Technology Alliance  
 Come and learn about, or review your knowledge of, the wide array of assistive technology devices now available for people with disabilities at local WorkSource centers.
- G7. Ticket to Work** **OLYMPIC**  
**Abby Cooper**, Ticket To Work Manager, Washington State Division of Vocational Rehabilitation  
 This session will provide:  
 An overview of the Ticket To Work and Work Incentive Act
- The rationale behind the law
  - The purpose of the law
  - The strengths and challenges of Ticket
- What WorkSource Centers should know about Ticket
- What is an Employment Network
  - What are the Work Incentives
  - What are the opportunities connected to Ticket
- What you need to know for your customers
- SSI versus SSDI
  - Basic impact of working on benefits
  - Who are the benefits planners in your area

**Introduction**

**Janine Quinichett**, College/Boeing Liaison, State Board for Community and Technical Colleges

**Success is in the Wind**

**Steve Pool**, KOMO 4 News Weeknight Weathercaster

**Turn In Evaluation Forms**

**Ice Cream Bars for the Road**