

# OREGONIZER

Celebrating the Membership of the Oregon Chapter of IAWP

## Innovation a Benefit to Department & Customers

"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results."

-Andrew Carnegie

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By Paté, Benefits Section

This statement reflects the accomplishments and visions of the Records and Redeterminations unit, part of the Benefits team located in Central Office. Attaining uncommon results is something that the Records and Redeterminations unit has achieved throughout Employment Department history.

In 1933, Congress enacted the Wagner-Peyser Act, which called for the establishment and administration of state employment offices throughout the country. As part of the legislation, state offices were partnered with the Federal Department of Labor in a new branch called the United States Employment Service.

Funding for these offices was provided by the federal Social Security Act of 1935 (signed by President Franklin D Roosevelt on August 14, 1935), that also established the Unemployment Insurance (UI) program. The new UI program offered an economic line of defense against the effect of unemployment, assisting not only individuals, but also the local community. Soon the Unemployment Reserves Act was created, and the Department of Employment was open for business. Records and Redeterminations was once called the Payment Control Unit when the UI Program was introduced by Congress.

The Payment Control Unit evolved into Records and Redeterminations; or "R&R" as they are now affectionately called. Tony Nelson is the supervisor, who was hired in Spring 2005. This team serves the unemployment insurance (UI) side of the Employment Department. The 23 cross-trained employees of "R&R" perform many functions necessary to keep OED operating smoothly.

The major tasks performed by the **Redetermination** unit of this team are: provide information & technical assistance to UI office inquiries, update claim records, correct payments on the mainframe, make corrections to wage amounts, names, and Social Security numbers, make adjustments to claim expiration dates and process cancellation of claims. Redeterminations also executes vendor verification of UI checks, cancels and reissues lost, forged, stolen, or mutilated checks and provides check verification for other agencies.

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### Upcoming Events:

IAWP Educational  
Spring Conference  
May 4th & 5th

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(story continued on page 3)



Nancy Imber – photo by  
Craig Spivey

## Greetings from the President

Hello IAWP members,  
Time is short and the IAWP Educational Conference on May 4<sup>th</sup> and 5<sup>th</sup> at the Salem Convention Center is approaching fast. Now is the time to get your registration forms in. On Thursday we have the IAWP Awards Luncheon, Workshops, and a great speaker: Joe Estey. On Friday we have more Workshops, OED Panel discussion, Red Cross and a Cinco de Mayo Luncheon that you won't want to miss. I'm looking forward to seeing all of you at the conference.

Nancy Imber, President  
Oregon Chapter

## Building Unity & Leadership Among Professionals

### Educational Conference Information

IAWP Educational Spring Conference in 2006 will be held at the new conference center and Phoenix Grand Hotel in Salem Oregon **May 4<sup>th</sup> and 5<sup>th</sup>, 2006**. President's reception will be held at the conference center May 3<sup>rd</sup> at 6:00 p.m. Send all registration forms directly to Registration Chair: Ron Sohnrey, Central Office, 875 Union St NE, Salem, OR 97311. For more information call (503)947-1250. Logon to the Oregon Chapter web site ([www.OregonIAWP.org](http://www.OregonIAWP.org)) for registration materials and agenda.



Salem Conference Center – photo by RK Productions

## Tentative Conference Agenda

### May 4, 2006 Thursday

7:30 - 8:00 Registration  
 8:00 - 9:00 Opening Ceremonies  
 9:00 - 9:20 IAWP District XIV Director –  
 Kathy Bilanko  
 9:20 - 9:50 Workforce Legislation  
 9:50 - 10:00 Break  
 10:00 - 11:00 Workshops  
 11:05 - 11:25 Laurie Warner - Employment  
 Department Director  
 11:30 - 1:30 **Awards Luncheon**  
 1:30 - 1:40 Break  
 1:40 - 3:40 Team Dynamics - Joe Estey  
 3:40 - 4:00 Networking Break  
 4:00 - 4:30 IAWP Session - Kathy Bilanko &  
 Craig Keyston  
 4:20 - 4:30 Wrap-up

### May 5, 2006 Friday

7:30 - 8:00 Registration  
 8:00 - 8:25 Morning Session  
 8:30 - 9:30 Workshops  
 9:30 - 9:40 Break  
 9:40 - 10:50 Panel Discussion (Getting to know a variety  
 of OED Sections)  
 10:50 - 11:00 Break  
 11:00 - 11:30 Red Cross  
 11:30 - 1:00 South of the Boarder Lunch & Business  
 Meeting  
 1:05 - 2:05 Workshops  
 2:10 - 3:20 General Session  
 3:20 - 3:30 Break  
 3:30 - 4:00 Closing Session

**See you in Salem!**

## Innovation a Benefit to Department & Customers (continued from page 1)

In 1995, electronic deposit (ED) payments became an option for claimants with checking or saving accounts. Electronic deposit is the Department's attempt to mitigate identity theft. In addition to ED, Redeterminations processes all applications for Reliacard® Visa® (together with US Bank) which allows claimants to receive weekly benefit payments using a pre-paid debit card. Oregon was the first state in the nation to introduce this type of service. Advantages to claimants using the Reliacard® Visa® include:

**Cost Savings** – reduce agency disbursement expenses by replacing costly paper checks with an electronic payment. Funds are transferred into the account through the Automated Clearing House (ACH) thereby avoiding the high cost of check-cashing facilities. There is no waiting for checks in the mail as it also negates weekly trips to the bank. A US Bank checking or savings account is not necessary for claimants to take advantage of this program.

- **Worldwide Acceptance** – the card is accepted anyplace that Visa® is accepted including ATM access.
- **Security** – The card is protected with Visa's Zero Liability policy. The Employment Department does not issue nor see claimant's statements (this is processed by the bank).
- **Accessibility** – Claimants can track their accounts either by phone or online.

The Reliacard® does have bank service charges such as ATM transaction, over-limit, and inactivity fees. However, given the above factors, this program is proving to be a benefit to both the Department and our customers.

The **Records** side of "R&R" is also very important to the successes of the Department. Benefit's mail is routed to records staff in Central Office and then made available to all staff that require access to those documents. This type of central document routing has put "R&R" in the forefront of business technology.

In 1992, Tom Byerley, Assistant Director for UI, traveled to Washington D.C. for a Government Imaging Workshop to investigate a system of digital imaging for the Employment Department. He met with Unisys, a company defined as a worldwide technology business solutions provider. Mr. Byerley brought the wizardry of Unisys and our Information Technology department together and created a system of operations we would find hard to live without today: Infomage.

(story continued on page 5)



Records & Redeterminations Section – photo by Craig Spivey

## Updated Web Site Look

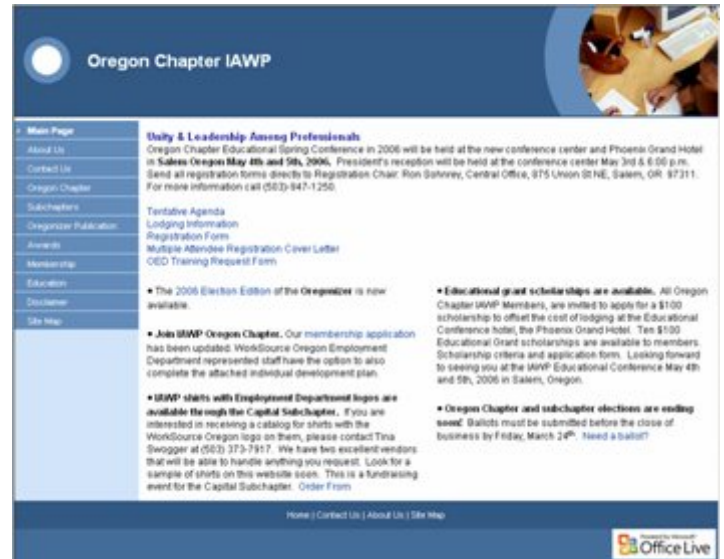
Have you visited the Oregon Chapter IAWP web site lately? Its look has changed! Visit us at our new address: [www.OregonIAWP.org](http://www.OregonIAWP.org). Using a new web site development system from Microsoft called Office Live, the Oregon Chapter's site has been redesigned with a new look. Office Live is not only a site development tool, but also a content management system. Content management means changes to the web site can be made by anyone with enough skills to operate a word processor from any place that has an internet connection.

Office Live is currently in beta testing. In order to try the new system, businesses and web developers must submit an application and be approved by Microsoft.

Greg Pelton, the Oregon Chapter's online editor submitted an application on behalf of Oregon Chapter in February and was approved a few weeks later. He got busy learning how to use the new system, developed an improved version of the Oregon Chapter website, and had a completely new web site ready the first week in March. Because Office Live is still in beta testing, Greg's had the opportunity to submit quite a few bugs to Microsoft. Maybe they'll fix them, maybe they'll leave them in the production version as "features".

The new web site and the content management features are at no additional cost to the Oregon Chapter. Not only do we get a free web system, but we also have access to web site traffic analysis and reporting tools that we didn't previously have access to. For instance, on Friday, March 24, there were seven unique visitors to [www.OregonIAWP.org](http://www.OregonIAWP.org) and they viewed an average of five pages each. There's even the possibility to add additional services such as an online store, product catalog, forms, and an online workspace to share information and work with others more efficiently.

Content-managed web sites are an effective way for an organization to disseminate information keeping members up-to-date. If you have any information to post on the web site, please send it to the online editor.



## Oregon Chapter History 1939 - 1941

### Editor's note:

This history is a brief portion of the Oregon Employment Department research performed by the Communications Section and the Training and Employee Development Team. Much of this information comes from oral record and documents from the cubicles of pack rats. IAWP was once known as IAPES, or International Association of Personnel in Employment Securities.



Social stigmas of unemployment in the 30's & 40's. - photo by John E. Allen, Inc.

According to the November 1953 publication of Oregon IAPES News when Dave Cameron was president, a special committee headed by Harry L. Cash traced the history of IAPES in Oregon. Although no documentation was found, it was believed H.A. Ketterman was the first Oregon member of IAPES.

J. Richard Smurthwaite, Jr., a Veterans Employment Representative, became a national member while in Washington D.C. in 1937. In 1938 he began to interest others that year. In 1939, National President Len Maloney officially appointed him president of the Oregon group, which had no chapter. He was appointed vice chairman of the credentials committee of the National Convention in Kansas City, MO in 1940 and was appointed chairman of that committee in 1941.

(continued in the next edition of the Oregonizer)

## Congratulations!

The IAWP Oregon Chapter elections have been finalized with the assistance of Meloni B. The following members will be officers, taking over on July 1st.

- Charlene Grafton as President-Elect
- Ron Sohnrey as Vice-President
- Stephanie Stevens as Treasurer
- Craig Keyston as District XIV Director-Elect

The Oregon Chapter would also like to congratulate the winners of the Educational Grant scholarships to offset the cost of lodging at the educational conference hotel, the Phoenix Grand.

- Tracy Olander
- Marilyn Crossgrove
- Barbee Williams
- Pamela Pogorelc
- Debra Reid
- Charlene Grafton
- Sandy Watkins
- Tammy Schroeder

## Innovation a Benefit to Department & Customers (continued from page 3)

What is imaging? Imaging is the digital capture, storage, manipulation, and delivery of copies from analogue originals (i.e. paper documents) in an electronic file format that can be viewed as bit-mapped graphics or thumbnails.

What is the purpose of imaging? I talked to Tony Nelson, who is the supervisor for "R&R," and he said very simply that there are two reasons for imaging: to make documents available for present work and to archive them for historical reference. The first purpose for imaging is when all mail comes into "R&R;" it is sorted and prepared and scanned into imaging allowing employees who need these documents to be able to view them from their computer screens. The turnaround time for this process is one day and the bulk of mail processed includes: Administrative Decisions, Notice of Claim Filed (220), and claimant/employer letters requesting services. The second purpose for imaging is archival retrieval and recordkeeping purposes, similar to how microfilm was used.

Imaging is an important records management technology because it allows the combination of paper and electronic information in one place. It provides access to those records simultaneously and to a large number of people even at remote locations. Imaging stores documents on a "platter" or disc. All platters are stored in what is called a "jukebox." As an employee needs, for instance a Notice of Claim Filed form, they query the document by social security number or other required information and the jukebox searches for that particular record and brings up the thumbnail of the form on the computer.

There are three ways documents are brought or imported into the Infolmage system. The first way converts paper into electronic images. Each UI Center and CO has a PO Box to which all mail is delivered. The incoming mail is sorted, prepared and scanned. Through the scanning process the images are imported into the Infolmage system. The second way to import documents into the Infolmage system is to create a work-item and attach an image using the PEERNET software. The Department purchased PEERNET and modified it to suit our business needs. PEERNET allows you quick and easy conversion of office documents, spreadsheets, web pages into an image. Anything you can print from your PC can be imported via this application. The third way to import documents into the Infolmage system is by faxing to one of the designated faxes. The documents are stored as digital images when they are received.

The Employment Department has gone to great lengths to make sure that all digital documents are safe from prying eyes. Two initial strategies to protect the digital documents are a firewall and anti-virus software. Other forms of protection include access control such as authentication via passwords and advance approval before downloading files onto local computers. All data and software essential to the continued operation of the Department is backed-up nightly. In the event of an unforeseen catastrophic occurrence, all archived files are stored offsite thus securing data.

What is the future of imaging? Advancements in technology are happening all the time. Perhaps information stored on smaller devices, colored images, wireless access, ability for customers to submit documents via the web or e-mail, ability for customers to access their own information, or sharing information with other agencies.

"Progress lies not in enhancing what is, but in advancing toward what will be."

**-Kahlil Gibran**

## IAWP Membership Profile

This issue's membership profile is about Lonnie Martinez, Business and Employment Specialist 2 from the Beaverton office.

### How did you get your start as a workforce professional?

I got my start with my role as a Career Services Specialist in the Vocational Education environment assisting career changers with interviewing skills, resumes, cover letters, and professional presentation of themselves in their pursuit of a new career after gaining the training needed to do so. I transitioned to WorkSource Oregon Employment Department in Beaverton, Oregon where I continue to grow and learn as a workforce professional.

### How long have you been a workforce professional, what is your current role?

I have been a workforce professional for 5 years. My current role is a Business Service Representative for WorkSource Oregon Employment Department, Beaverton, Oregon. My primary function is to educate and inform business customers, employers, and job seekers in the pre-paid services available from their local WorkSource Oregon Employment Department partners and local field offices.

**What's the favorite part of your job?** My favorite part of the work I do is the great people I get to work with. I have a great support system in my local field office from Bruce Powers, my office manager to my immediate supervisor, Christina Aranda. I have a great lead worker as well, Jennifer Ryan-Jauregi. I think my co-workers are probably my greatest support system in that I get to go out to the Beaverton community with confidence knowing that when I encounter an employer that needs our services, we will deliver the level of service promised to fill their needs. I cannot do what I do without my co-workers. I am also very fond of the networking I get to do. I get to meet some fascinating people who own and operate business in our community. I get a lot of satisfaction when an employer asks me for a resource for a service or organization and I can deliver a name and contact to fill their needs. I am learning about the economic challenges and progress that apply to the economic stability of our community and how our agency is an integral part of the process.

### What resource(s) do you most often use to help you perform your job? (web site, book, co-worker, etc)

I would have to repeat that I get a lot of help from the people that work in my office as well as other Metro area Business Services Representatives. People are an extremely valuable asset to any organization. One should never underestimate the value of the human resource. I have made it a priority to surround myself with successful people so we can use each other as resources to perform our respective jobs.

**Do you have any tips for your fellow workforce professionals?** When what you do every day becomes work or is no longer fun... It's time for a change. Surround yourself with successful people and you will inevitably be successful as well. Never underestimate the value of the human resource.



Lonnie does the Oregonoid - photo by Greg Pelton



Kentucky State Capitol,  
from the Louisville hill overlook

## International Conference Held in Kentucky

Louisville, June 18-23, 2006

The 93rd International Educational Conference invites you to join them. Panels, workshops, activities, and speakers for a variety of workforce professional topics are scheduled throughout the conference. Three of the speakers include Helen Parker, Regional Administrator for USDOL ETA, Lee Foley, IAWP Educational and Legislative Liaison, and Laura Owens, the Kentucky Department for Workforce Investment Commissioner.

Next year's international conference will be held in Boise, Idaho on June 3rd -7th, 2007. Because of reduced travel costs, Oregon Chapter members are encouraged to attend this event and support their fellow northwestern chapters.

## Technology Corner

### PowerPoint Tips

One of everyone's pet peeves is a boring PowerPoint presentation. Nothing could be more life-sucking than having a stuffed shirt read text from a screen. These days, it seems PowerPoint is a necessary evil. For what it does, nothing is as effective as a PowerPoint type of slide show. However, if your message isn't on point, making the words dance around in color won't make your presentation any more bearable. Here are some tips to avoid common PowerPoint deadly sins:

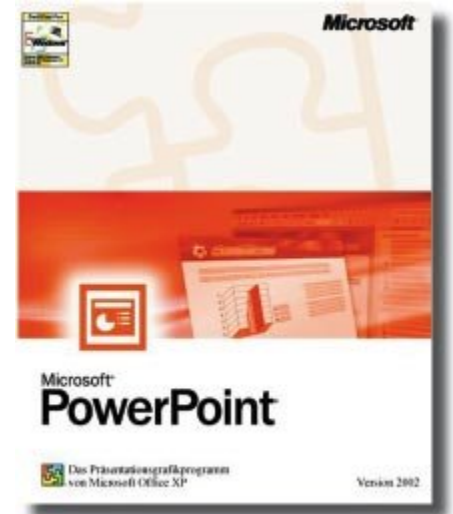
**Use Animation Sparingly & With Caution:** Animation is like a bad joke. Just because you know one, doesn't mean you have to tell it. Audiences will quickly begin to find obsessive use of animation trite and dislike you for it. Even animation surprises are cliché. The only acceptable use of animation would be to simulate some type of real-life motion as part of an example such as the direction of wind current over an air foil.

**Use All of the Slide:** A wise grade school teacher once taught me when making a graph, use as much of the white space as possible. Same is true with PowerPoint slides. Make pictures fill the screen and put ample space between lines of text. White space in PowerPoint slides is not refundable and is not tax deductible – so why keep it?

**Use a Large Font:** Presentations are meant to be viewed by people from a distance. Don't make your audience squint to read your text. As a rule of thumb, I never use any font size smaller than 12 point with 18 point being my standard.

**Use Dark Contrasting Colors:** Presentations are meant to be displayed to a group of people using a projector. Some projectors are too dim or not very good at displaying minor color discrepancies. When using color to make a point, stay away from light colors that are hard to make out with a dim projector and stay away from closely matching color variations. Reds, dark blues, dark greens, purple, and black make good colors for fonts. If you're listing several lines of text, use alternating colors that contrast, it's easy on the eyes. Example, alternate between lines of red and blue font color.

**Make Handouts Readable:** Most people want handouts of your presentation as either a keepsake for further studying or to read along. Saving trees is good but making slides too small to read is even worse. The more information on the slides, the fewer you can have printed per page. Try not to have more than 3 slides per handout. Even better, print one slide per handout and use a copy machine that can double-side them (duplex). Don't forget to number your slides!



"I asked you here to tell you I like the job you're doing. It's just too bad you don't work for this company."

## Next Issue:

- Pictures and highlights from the Educational Conference in May.
- 2005 IAWP Oregon Chapter Award Winners Announced.
- More technology corner articles - helping workforce professionals achieve efficiently through technology.
- Oregon Chapter History (40's & 50's)
- More IAWP member profiles.

# OREGONIZER

## Writers Needed

**Requires:** Interest in journalism or education or any equivalent combination of experience and/or training. Knowledge of English, spelling, grammar and punctuation, journalistic writing and editing procedures and skill in the use of Microsoft Word preferred.

**Duties:** Write articles and features based on research and interviews; conceive ideas for content; arrange for content from other sources; and select and edit photos and artwork to benefit the educational and professional interests of Oregon Chapter IAWP members.

**Pay:** The gratitude and admiration of your fellow Oregon Chapter IAWP members and the joy of seeing your name in print.

**How to Apply:** Submit articles or express interest by e-mail to Greg Pelton at [Gregory.M.Pelton@state.or.us](mailto:Gregory.M.Pelton@state.or.us).

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