



President Tom Meyer Presents Awards

Chapter development takes a leap with 15 state award winners; seven international winners By Chapter Development Chair Rich Vincent

I am very pleased to write this article for the incoming editors of the SD IAWP Messenger, Duke Goodell and Brenda Luedtke. As Chapter Development Chair for 2006-2007, I would like to let everyone know about the awards presented at the SD IAWP Educational Conference in Rapid City on April 12. Also, to inform our members of the International awards that will be given out at the 94th IAWP International Educational Conference in Boise, Idaho June 3—7. We can all be proud of the recognition being received by those in South Dakota who do a tremendous job in the area of workforce development. My only regret is we were not able to announce the international winners in Rapid City, but it is still wonderful the news we received the week after the conference.

Before I list the award winners, I want to again publicly recognize the committee members who worked on the award nominations for South Dakota. This truly was a group endeavor. Without these members **“Who Make a Difference”** we would not have the success in recognizing deserving award winners.

- | | | | |
|------------------|----------------|--------------|----------------|
| Shannon Bintliff | Sue Bogen | Dennis Coull | Twila Ferguson |
| Duke Goodell | Jane Husman | Greg Johnson | Lisa Johnson |
| Todd Kolden | Brenda Luedtke | Tom Meyer | Robin Wallum |
| Bonnie Zachman | | | |

Inside this issue:

Rapid City to Host 2009 IAWP International Conference	2, 4
Presidents' Message	3
Huron Hosts Reception	3
District X Report	4
Education Report	4
Conference Summary	5
Retiree News	5, 6
International Development Report	6
Black Hills Report	7
Editor's Blog	7
New Hire Training	8
Membership Report	9

The SD IAWP winners awarded this year were:

- Service to Veterans Individual - Ken Moon
- Service to Veterans Group - Rapid City Career Center
- Award of Merit Individual - Graham Smith
- Award of Merit Group - Sioux Falls Management Group: Greg Johnson, Gary Gregerson, Danyell Skillman
- Citation Award Individual - Colleen Stratton
- Citation Award Group - Sioux Empire SHERM
- Unemployment Insurance Individual - Betty Timm
- Unemployment Insurance Group - SD Department of Labor - Unemployment Insurance Division Benefits Section
- Specialized Customer Services Individual - Tom Lowther
- Specialized Customer Services Group - Career Learning Center of the Black Hills
- Public Policy - Governor M. Michael Rounds
- One Stop - Northern Hills Career Center Spearfish
- Retiree of the Year - Paul Rehfuss



South Dakota IAWP Award Winners for the 2007 Educational Conference line up for photo L—R: Greg Johnson, Tom Lowther, Lisa Johnson, Gloria Pluimer, Todd Kolden, Sharon Schnabel, Penny Kutz, Judy Eden



Messenger

May/June 2007
Vol. 8, No. 1

President

Shannon Bintliff
shannon.bintliff@state.sd.us

Communications Co-Chair

Newsletter Editor

Duke Goodell
duke@rap.midco.net

Communications Co-Chair

Webmaster

Brenda Luedtke
bluedtke@clc.tie.net

South Dakota IAWP Messenger is published six times a year in May/June, July/August, September/October, November/December, January/February, and March/April. It is made available for viewing online at www.iawp-sd.com.

Members who do not have Internet access may request a print copy from editor Duke Goodell. All members and workforce development professionals are encouraged to submit news, letters to the editor, or content suggestions to editor Duke Goodell. Submissions for publication are due by the Friday closest to the middle of May, July, September, November, January and March.

- *E-mail* to duke@rap.midco.net
- *Mail* to Duke Goodell
2780 143rd Ave. Lot 1
Rapid City, SD 57701
- *Phone* inquiries/suggestions to
(605) 390-2976

www.iawp-sd.com

Chapter Development Takes a Leap

Continued from page 1

Of these state winners, the following will receive International recognition in Boise, Idaho:

- Public Policy - Governor M. Michael Rounds, First Internationally
- Specialized Customer Services Group - Career Learning Center of the Black Hills, First Internationally
- Unemployment Insurance Individual - Betty Timm, Second Internationally
- Unemployment Insurance Group - South Dakota Department of Labor— Unemployment Insurance Division Benefits Section, Second Internationally
- Service to Veterans Group - Rapid City Career Center, Second Internationally
- Award of Merit Group - Sioux Falls Management Group - Greg Johnson, Gary Gregerson, Danyell Skillman, Second Internationally

The 2006-2007 SD IAWP President, Tom Meyer, also recognized two special IAWP members with President's awards. They were Marcia Hultman and Penny Kutz.

There was also another international award we recently found out about that was judged separately from those that were reviewed in Lexington, Kentucky in March. Thelma Hill, the Immediate Past President for IAWP International, had the responsibility and honor to review the nominations submitted for the IAWP International Lifetime Achievement award. The 2007 winner is another deserving recipient from South Dakota, **Duke Goodell**.

I am proud to be associated with a great group of IAWP members. Not only those truly deserving of their hard work and efforts but the members who take time out of their precious schedules to recognize others for their efforts in workforce development by working on the award nominations.

Congratulations to the award winners! Thank you to the award committee!

Rapid City to host 2009 IAWP International Conference

By Local Arrangements Chair Andy Szilvasi

We're two years out, but the time will pass quickly between now and June 14, 2009, when Rapid City has the honor of hosting the 2009 IAWP International Conference. The conference will be held at the Rushmore Plaza Holiday Inn and the Rushmore Plaza Civic Center June 14 -18, 2009.

It is an honor for me to be named the Local Arrangements Chair (LAC) for the 2009 event. This position is primarily responsible for coordinating planning staff, and acting as a liaison between SDDOL administration, the IAWP state chapter, and the IAWP International office.

Planning for an event like International is a daunting, and sometimes nerve-racking, task. But, when a Central Planning Committee is formed with experience in hosting the 2005 NASWA National Conference held in the same locale, the task becomes much easier.

An enthusiastic and eager local planning staff in Rapid City and Spearfish will make the outcome of this event one that will be remembered for some time to come!

Continued on page 4



President's Message

By Shannon Bintliff
South Dakota Chapter
President

Hello, to all my fellow IAWP members. As I have said before, I consider it a privilege to have been chosen as this year's president, and with everyone's help I look forward to all the good things that we will be accomplishing this year and in our future years.

This year has been so exciting already. At this year's conference that was held in Rapid City, it is wonderful to see all the awards given to such hardworking people we have in our association. Big congratulations to all the individuals and groups that were presented awards. I also need to give congratulations to the people who have won awards on the International Level. I know all of the individuals who will be attending the International Conference in Boise will be very proud to say we are from South Dakota.

This year at the International Conference that will be held in Boise, Idaho, on June 3 – 8, we should have about ten people representing South Dakota. South Dakota will be sponsoring a booth promoting the International Conference that will be held in Rapid City in 2009. There will be a large group of individuals who will be helping out.

I would like to share a few of my goals I have set for this year, some will just continue on and some will be new.

- Plan for the 2009 International Conference to be held in Rapid City and our pre-conference promotions for the Boise and Richmond International Conferences to boost attendance and showcase Rapid City and the Black Hills as the location for the conference.
- Continue Chapter Development and make it even stronger under the leadership of Rich Vincent.
- Build leadership by making sure many new faces are on the committees so that we build a base of leadership for the future and maximize the talent in the organization.
- Increase our membership under the leadership of Marcia Hultman.
- Submit more sub-chapters educational programs and articles for the newsletters so we make sure to maximize the points for the Chapter Development Educational Award along with emphasizing the goal of IAWP which is personal and professional educational growth.
- Continue on with producing six newsletters throughout this year. Duke Goodell and Brenda Luedtke will be in charge of this.

These are just a few things we will be working on this year; I know this will be an exciting year for IAWP. Thank you again for letting me serve you this next year.

Shannon



Graham Smith and Betty Timm

Huron hosts reception honoring award winners

By Judy Eden

The Huron South Dakota Career Center held a potluck on April 30, 2007, to honor Betty Timm and Graham Smith. Betty and Graham were Award Recipients at the 2007 State IAWP Conference which was held in Rapid City. Neither Betty nor Graham could attend the annual conference, so our office decided to honor them locally by hosting a potluck. We invited individuals around the state and family members to attend this special event. Betty Timm received the State UI Individual Award and took Second Place at the National level. Graham Smith received the State Individual Award of Merit. The Potluck was a Success!

Don't forget to check the website for updates on upcoming events.

www.iawp-sd.com

District X Report

By Linda Glorfield—District X Director

It has been my pleasure to serve as your District Director this year. The International Board has been working on several items:

Education—We are currently working to create a certification associated with the WPDP. It is envisioned that this certification would use the WPDP as the educational component and would also require years of service documentation and letters of reference, similar to other professional certifications.

Marketing—We are currently working to provide tangible marketing resources to the Chapters to assist in membership and outreach efforts. We envision this potentially including a video (South Carolina has developed a marketing video that we may be able to reproduce for the Chapters), possible updating of the Association pamphlet, and updating the Association website.

Legislative—This Spring your Association filed comment with the Department of Labor opposing the Notice of Proposed Rulemaking issued by the Employment and Training Administration that would have eliminated the merit staff requirement for Wagner-Peyser programs. A new document called “Workforce News” was created by Daniel Hays, Chair of the Legislative Steering Committee, whereby a weekly email is issued by the Administrative office containing links to newspaper articles of interest to those in the workforce system.

Membership and Recruitment and Recognition—This year at the Conference in Boise, all individuals who recruit at least one member will be recognized including a special designation on their name badge to show their effort and contribution to the Association.

The Kansas Chapter has chosen to have Life Members only at this time and they have five lifetime members. Missouri has offered to carry any of the Kansas members that want to continue to be active.

North Dakota Chapter will elect a District Director Elect. Laurie Ilisko, Nebraska, will be the new District Director and

will be installed into office at the International meeting. The District meeting will be held in Grand Island, Ne on October 25 and 26, 2007.

Iowa, Nebraska and South Dakota have held their Spring meetings and new officers have been elected.

At this time, there are 374 members in District X.

Education Report

By Twila Ferguson and Jerid Maskovich
Education Co-Chairs

Once Again IAWP-Black Hills Sub Chapter presented an educational, uplifting and informational training at the Rapid City Career Center staff meeting. This will be the third time this year. Other offices were invited to attend. January 18, we had a video titled “40hrs a week, Invest in Yourself” and “Fun is Good”. On February 8, we watched “The Pickle”. These have all been a good investment in office moral and fellowship. On May 3, “For Goodness Sake 2” was the entertainment for this week, and we partook in bagels and fellowship afterwards.

Twila

I was on hand at the Experience Works re-certification training here at the Pierre Career Center on May 3. I had informed them about Career Center services, labor market information and also the Department of Labor website. There were eight participants present from the program including the regional supervisor, Todd Kolden with SDDOL, Rehab Services and the local Experience Works staff member. On May 9, we also had an IAWP sponsored training which included donuts and an overview of Pierre Career Center policies and then watched a video on generations in the workplace. I offered pamphlets on IAWP membership information also. We are looking at doing more trainings here at the Career Center for staff. I am due to go out to the South Dakota Womens’ Prison to promote the SDDOL and talk about Job Search Assistance Topics.

Jerid A. Maskovich

Rapid City to Host 2009 IAWP International Conference

Continued from page 2

Much more will be learned in the next month as Deputy Secretary Marcia Hultman and I will be in attendance at the 2007 IAWP International Conference in Boise along with a contingent of SD IAWP members. There, we will work closely with the Boise and International IAWP planners to find what works and what doesn’t so the best possible conference for Rapid City can be planned. Several special events are already in the works for the Rapid City conference, but the very minor details that can sometimes be overlooked will be discussed and watched for in Boise.

As the months progress, I will be keeping in touch with you to bring you up to speed on the progress of the planning committee.

Andy Szilvasi— 2009 IAWP International Conference LAC

2007 SDIAWP Education Conference Summary

By Duke Goodell

The Spring Conference held in Rapid City on April 11-13 was a combined training event. The first day of training was for Department of Labor new hires and the next day and a half was for IAWP members and others interested in the program or those interested in joining IAWP including new hires.

Pam Roberts, Secretary of the Department of Labor, kicked off the IAWP Conference this year updating members on the Department of Labor. Secretary Roberts highlighted Dakota Roots, Governor Rounds' workforce development initiative created to bring former South Dakotans back to our state—to live, grow, and build. It is a joint partnership between the Departments of Labor, Tourism and State Development, and the Governors Office. It aims to fill high-need and professional positions with key businesses in South Dakota.

Marcia Hultman, Deputy Secretary of the Department of Labor, spoke on the current progress with the 2009 International Conference that will be held in Rapid City. Marcia spoke briefly about the conference but indicated her commitment was to make sure this was a great international conference in Rapid City.

This years program focused on "Workforce Diversity and Changing Attitudes" with special emphasis on people with disabilities. One topic handled by Sgt. Darrell Welch of the Highway Patrol, "Your Canine Workforce", showed how law enforcement use dogs in the workforce as a valuable ally in drug enforcement.

Dr. Phares, a 30 year clinical psychologist with the VA, dealt with "A Recovery Model on Mental Health." This workshop showed people do recover from mental health issues to retake positions in the workforce as truly valuable employees.

Jim Dickerson did a great job talking about the fact "you are in control of your attitude and showing that attitude is a key factor in success" in another part of his presentation on "Becoming a Person of Influence."

Phyllis O'Connor "Meeting a Legend" maintained her usual charm, grace and humor as a speaker. She is 92-years-old with 55 years of membership in IAWP.

Linda Jo Lockner and her panel did a great job dealing with the many facets of Americans with disabilities in the workforce. The panel answered many question from audience.

Priscilla Noble did a great breakout session on "Who moved My Cheese." This was popular with the attendees and Priscilla did a great job of making this workshop relevant, lively, educational and enjoyable.

On Friday, Director of Field Operations Mike Ryan did a great update on the Department of Labor.

Special thanks to **Larry Bell** and **Bill McEntaffer**.



Retiree News

By Retiree Chair Dennis Coull

Once again, it was good to hear from several of the retirees for this newsletter. It looks as if they are keeping busy and enjoying the retirement years. Here what is going on with them.

From Connie Benson:

I want to thank the Black Hills Chapter of IAWP for a great institute. The program was very good. It's always good to see everyone and get caught up on the news of the active members and see the retirees again. **Phyllis O'Connor** was superb as usual. She's my idol and keeps me going and believing we're only as old as we allow ourselves to feel.

I lost a very dear friend who was like a brother to me for the past 40 plus years. My folks took he and his brother to live with us while in high school. He only lived about three weeks after a cancer diagnosis.

We are looking forward to a busy summer as we have two grandchildren coming to spend the summer.

From Dorothy Kaiser:

I became great grandmother to Ayden Lester Kaiser born on St. Patrick's Day in Prescott, AZ, to Toby & Teresa Kaiser. This makes three great grandsons. I'll see him for the first time in June when they come back to Hot Springs for the wedding of Toby's brother on June 9. My grandson, Andy, will be married to Nicole White on June 9 here at our church. They both reside in Prescott now and have jobs. She'll continue her education there when she has her residency established.

My son, Ben, has a son, Austin, about 5, and when they come for the wedding, Austin will stay with me for a few days and then he'll go to visit my granddaughter in Rapid City.

That household has a lot more activity than mine as her boys are five and nine-years-old.

Retiree News

Continued from page 5

From Vi Salles:

Spring is in the air...now we just have to take time to smell the roses. Was nice seeing everyone at the Spring IAWP Conference. Hopefully next time it rolls around I won't be so busy and can attend more of it. This time of year finds Sonny and I busy with yard and garden, plus church flower beds, and other planters which we care for. At this writing I have most of the garden planted, not sit back and wait...now for hail. I also continue working part time a little gift shop in town. Hope to get out camping one of these week ends. This summer is our son's 30th class reunion and my 50th class reunion is later in September. Hope everyone has a great summer.

From Duke Goodell:

Currently I am working on IAWP things: 1) the planning committee for the 2009 International Conference to be held in Rapid City, and 2) putting out the SD IAWP Newsletter. Brenda Luedtke and I are going to put out the newsletter, and I have a lot to learn about working with the software, composition etc. We may have to abandon that publishing software for more simple software if I am going to do well in this venture. The chance to work with people that have advanced skills both on the planning committee and the newsletter is always a great privilege and experience highlighting the fact that professional and personal education is on-going and what IAWP is all about.

I had the pleasure again of spending a few days with **Greg Peterson** in Deadwood over the last weekend. It was a great time and Greg sends his best.

We have no concrete plans for the summer but imagine we will just continue to enjoy this great playground called the Black Hills that we live in and stay pretty close to home. Naturally at least one trip to see the Grandchildren is in the offing with the hope that they will get a chance to come experience the Black Hills for some part of the summer. Here is wishing you all a great summer.

*Congratulation to **Duke** on receiving the International 2007 Lifetime Achievement Award. What an honor for Duke. Duke remains a hard worker for the IAWP organization. You can tell that by seeing what he is doing as SD prepares for the 2009 International Conference.*

Congratulations Duke. DC

From Paul Rehfus:

There was a nice article in our local paper (Yankton Press) last week regarding the Job Corps Program our local office hosted. Was really surprised to read that you (Dennis) are now the SD Job Corps Program Specialist.

Skipping all the details of how that came about, they made a fine selection in having you help out a great program. Good luck with your latest challenge.

I was really pleased to have received the State IAWP Retiree Award. Dennis, **Marilyn** and **Bob** all had great things to say about the IAWP Conference that they attended.

I do recall that Rapid City did host an Int'l IAPES Conference in the 1950s or 60s. **Phil O'Connor** is probably the only living retiree that even remembers or was around for that conference. Hosting the 2009 Int'l IAWP Conference will really be exciting.

*Congratulations to **Paul** on being selected the Retiree of the Year for SD. It was a well deserved award. All I can say after seeing all that Paul is involved with in his home area is that it is a good thing that he is retired. There would not be enough time in a day to do all the things he is doing and still work 40 hours per week. Congratulations to you Paul. DC*

From Marilyn Huntley:

The State IAWP conference was again just great. It seems like I say that almost every time but this time was exceptional. I enjoyed the speakers, the hospitality was outstanding. My husband came with me this year, he has a brother in Rapid and so had a chance to spend some time with him, but he was amazed at the food and fun in the hospitality room. He managed to attend that both nights! I thought the hotel accommodations were very nice but thinking ahead to the International which will be held there 2009, they may have a problem with the elevators. But that is nothing new at those big conferences. Everything else was really nice. I have a busy schedule ahead. I will be going to Boise for the International. Roger and I will celebrate our 50th wedding anniversary in June and will be holding a little open house at the Waterfront Restaurant on June 10. In July, we are taking an Alaskan trip this is our way of celebrating 50 years. We will be gone 14 days and includes a little cruise, train and bus, etc. I will write something about that when we get home. The open house is our daughter's idea.

I want to congratulate Rich Vincent on the great job he and his committee did on awards this year. I understand we will be receiving some recognition at the International in Boise. That is just fantastic news. Congratulations to the winners also.

From Dennis Coull:

We now have one more granddaughter than we did the for the last newsletter. Our son and his wife are the proud parents of a baby girl, born in mid January. She joins two older brothers. Sometime in 2007, we are hoping to get to Virginia to visit our second daughter and her family in Norfolk. They are stationed there as her husband Chris is in the Navy. We are finally getting some very good rains. They are much needed in our area. I just heard that even the mighty MO is several feet higher in SD than what it has been for some time. It is still below what it should be but is headed the right direction.

The State IAWP Conference in Rapid City was a very good conference. As Connie said, it was good to sit in the session that Phyllis O'Conner held. It is good to hear her. It was good to see so many retirees there. Congratulations to **Don Aaker**. He was named the Salesman of the Month for April by the Real Estate Company where he works in Spearfish. Sounds like he is doing well in his second life. It was good to see him at the Conference also. Keep in touch everyone. Let me know what is happening in your life. Are you making plans for the International Conference in ID this year?

Dennis Coull

Retiree Chairman
6500 Cottonwood Crt
Black Hawk SD 57718
(605) 787-5321
slcdcc@rap.midco.net

International Development Committee

By Duke Goodell

The International Development Committee will be asked to meet after the Boise Conference so there will be time to research programs that will work best for South Dakota. Those members are Linda Jo Lockner, Tom Meyer, Rich Vincent, Judy Eden, Lisa Johnson, Penny Kutz and Kari Porch.

Black Hills Subchapter Report

By Black Hills Subchapter President Brenda Luedtke

The Black Hills Subchapter this year spent a great deal of time planning and implementing the IAWP Spring Educational Conference and helping with the planning of the new hire training with coordination at the state level. As each Subchapter knows, there is a lot of planning and coordination that goes into putting on a conference each year. While it is a lot of work, it also brings people together to solve problems, have fun and work as a team.

The attendance was great this year with around 36 attending the entire conference, another 14 attended for one day, and another five or so attended the awards lunch only. So having 50 people attend the conference is a clear sign the program was of professional interest to attendees.

I was the Chairperson this year and coordinated activities and called the meetings. Because I am the webmaster, I was able this year to get online registration and credit card pay implemented through the Pay Pal system.

I would also like to thank all of the following for their work on the conference and for their dedication to IAWP and fellow workers.

Duke Goodell and **Penny Kutz** were in charge of arrangements and budget and certainly had their work cut out for them this year and did a great job of getting facilities lined up and making sure the budget worked along with making changes with the facility on the dates of the conference when a conflict arose with another Department training. Thanks for all of the hard work.

Bonnie Zachman and **Linda Jo Lockner** were in charge of the program and did a great job from creating a theme to getting all of the elements of the program together. This is a daunting set of tasks but Bonnie and Linda Jo brought us a great conference program. Thanks for all of the hard work.

Pricilla Noble, **Shannon Bintliff** and **Tom Lowther** were on the program committee and publicity committee. Pricilla was key in making arrangements for Jim Dickerson to be a speaker, and Shannon and Pricilla did a lot of publicity about the conference which was responsible for increasing attendance. Tom helped get Dr. Phares and the Disabilities Panel. Thanks for all of the hard work.

Fred Dieken and **Joy Rehfeld** did the hospitality planning and also manned the Hospitality Room for two nights. Fred and Joy have been doing this for several years, and always do a great job with out much recognition. I would like to make sure everyone thanks them for working when the rest of us get to socialize. Thanks for all of the hard work.

Lisa Johnson and **Twila Ferguson** were responsible for the registration. Lisa did a great job of working with the new online registration and keeping all of the money straight through the new non-profit. Twila as always was involved in a host of activities including hospitality where her decorating and cooking skills cannot be matched. Lisa, Twila and Shannon were in charge of the registration table most of the time. Thanks to both of theme for the hard work.

Marcia Hultman and **Andy Szilvasi** were invaluable to the planning group by providing guidance, coordination and help with the entire conference and also with the new hire training. Thanks for all of the hard work.

Ann Matheny made the beautiful quilt that was raffled off. Thank you Ann, even though Duke was the one to take it home and not me.



Shannon and Lisa working the registration table.

Editors' Blog

This is the first of what we hope will be six successful issues of the Messenger for the 2007 and 2008 year. You will notice the May-June edition starts the new Volume 8 and Edition #1. We hope that you will email or call Brenda or myself with your suggestions for changes or enhancements to the newsletter. We are open to changing things and hope that over the year we can get good enough to make the newsletter better than ever.

Congratulations to all of the award winners and especially to Rich Vincent that made this all happen. My hat is off to Rich – great work.

D&B

New Hire Training

By Duke Goodell

The first day of the conference was Department of Labor training for those relatively new to the Department. This was a chance to be exposed to IAWP and will hopefully over time bring more great members into SDIAWP.

It is great when new members get a chance to move into leadership positions with IAWP and begin to develop new and important skills transferable and desirable no matter what Division of the Department is home.

For the 20 newly hired Department of Labor employees from throughout the state of South Dakota (The Class of 2007) Andy Szilvasi, Todd Kolden, and Dawn Dovre from the Central Office in Pierre, along with Tom Meyer from Technical Services in Aberdeen presented a workshop defining who we are as workforce professionals. Areas covered were departmental structure, along with policies that apply to communications, veterans, and Career Center operations.

Tom Meyer, Management Analyst, presented the essentials to SDWORKS Wednesday to the newly hired employees. He touched on areas of job seeker registrations, job postings, and information needed for job searching and Performance Measure attainment. He also covered some “tips and tricks” for data entry & searching.

Darla Bockorny provided a great workshop on “Customer Service in the 21st Century is not like the Old Days”. This was a two hour interactive agenda. It began by completing a Life Events Stress analysis participants filled out to determine what “they were bringing to the workplace every day and how it affected customer service.” They moved on to discuss how technology has changed our role with customers and identified challenges in meeting the needs of internal and external customers. In addition to those changes, the group looked at the differences in the four generations in the workplace now and how they have clash points around how they think as it relates to career goals, job changing, feedback and training. Having been enlightened a little by becoming aware of these differences they could apply this knowledge to some customer service basics: How to make customers feel important; Five phrases you should never use; Rules for listening (and practicing); and How are we as a customer (dealing with internal customers). The group then participated in table discussions solving issues taken from submitted questions in a customer service question box. The final task for each was filling out a small quiz.

A session of Career Center services was presented by Shannon Bintliff—Job Corps; Stana Blackwell-SDC; Bonnie Zachman—WIA; Joe Waggoner-Job Development, Food Stamps, Veterans Services, WOTC and Job Club; Carol Bottomley—Placement and Business Services. Other services included Temporary Assistance for Needy Families (TANF), Food Stamps, Placement, Workforce Investment Act (WIA) training programs, Skills Development Center and Job Corps. Most of these services are available in each Career Center with the exception of the Skills Development Center which is unique to the Rapid City Career Center

The Labor Market Information Center (LMIC) is part of the Workforce Services Division of the DOL along with Media and Public Relations, TANF and Technical Services.

LMIC collects, analyzes and provides valuable labor market information to the public, including Labor Availability, Employment Levels, Labor Force Demographics, and Wage and Earning data.

Bernie Moran is the administrator of the LMIC and heads up a crew of Economic Analysts, Information Specialists and clerical staff who find and compile information from a variety of sources. Once the information is collected it is provided via the web and publications. Melodee Lane detailed the publications and other sources of information including email publications.

To contact those valuable recourses here are some ways.

- www.sdjobs.org/lmic
- 1-800-592-1881
- 1-605-626-2322
- melodee.lane@state.sd.us

Melodee passed out LMIC bags full of useful literature.

THE NEW HIRE CLASS OF 2007

1. Devon Bartscher, Mitchell SDCC
2. Lorena Rodriguez, Rapid City SDCC
3. Cindy Wilczynski, Rapid City SDCC
4. Bruce Rook, Rapid City SDCC
5. Cindy Rentschler, Sioux Falls SDCC
6. Shelly Disbrow, Sioux Falls SDCC
7. Natalie Lizakowski, Sioux Falls SDCC
8. Andrea Modec, Boxelder Job Corps
9. Joan Clement-Moysis, Yankton SDCC
10. Deb Heyd, Aberdeen SDCC
11. Lea Pathammovong, Sioux Falls SDCC
12. Amber Wieser, Sioux Falls SDCC
13. Marlaina Wendland, Sioux Falls SDCC
14. Tess Lee, Pierre—Administrative Services
15. Julie McClelland, Pierre—Labor and Management
16. Lyn Hussey-Dillon, Rapid City SDCC
17. Camille Morgan-Eagle, Rapid City SDCC
18. Mavis Madison, Rapid City SDCC
19. David Maurer, Rapid City SDCC
20. Jamie Garhart, Sioux Falls UI Tax

Membership Report

Compiled by editors

2007 SDIAWP has 104 members. Following is the breakdown of the of membership along with dues information provided by our database manager Tom Meyer.

Membership Status	Number of Memberships	Membership Dues – paid by member	State Portion of Dues	Int'l portion of Dues
Full-regular	71	\$62.00	\$20.00	\$42.00
Full-honorary	3	\$0.00 (to the members)	\$0.00	\$42.00 (Paid by Chapter to Intl)
Retiree-regular	24	\$31.00	\$10.00	\$21.00
Retiree - State lifetime	5	\$21.00	\$0.00	\$21.00
Intl Lifetime	1	\$0.00	\$0.00	\$0.00
TOTAL Members	104			

Relay For Life—June 15 and 16, Pierre, SD

Jerid Maskovich, Education Co-Chair for SD IAWP, will be taking part in the Relay For Life in Pierre this year. He is a team member with the Department of Labor and will be camping on the grounds of Hollister Field with teammates.



You can buy luminarias “in memory of”, “in support of”, or “in honor of” those whose lives have been touched by cancer. The luminaria lighting ceremony will take place a 9 p.m. with a reading of names immediately following. The candles line the track and are left burning throughout the night to remind participants of the incredible importance of their contributions.

If you or someone you know who would like to donate to this cause, please email jerid.maskovich@state.sd.us.