



## Opportunities and Headwinds in the Tech Labor Market

By: Phil Dwyer, CA

Richard Holden, Assistant Commissioner for Regional Operations, U.S. Bureau of Labor Statistics (BLS), Pacific Region, shared the purpose of BLS, statistics about STEM jobs, the Gig economy, and then countervailing forces and developments. The difficult part of employees who are trying to find jobs for those unemployed is making labor markets match in a time of change.

The Bureau of Labor Statistics measure labor market activity, working conditions, and price changes which is used by business and government agencies for a variety of purposes. Industry and occupational projection nationwide provide a basis for state and local projections which support local workforce boards, and then assist job seekers and hiring employers.

STEM jobs are approximately 6 % of all jobs in the nation. They range from engineering, biological to computer software. The high tech service jobs are growing at a fast rate while the high tech manufacturing jobs are decreasing. These jobs provide above average wages, with San Jose leading the country in wages.

Assistant Commissioner Holden shared the new developments in statistical

measurements from BLS. The projections in industry and occupations will be issued annually instead of every 2 years beginning this October. This will better capture dynamics in labor market conditions. Gig economy which measures alternative and contingent employment is being measured this year for the first time since 2005. The Social Security Administration has requested an Occupational Requirements survey. The way BLS measures separation is also changing. This new method of measuring job growth, separation, and job openings will be used beginning in October. The data should show a higher separation and lower average tenure in occupations than the previous method.

The Gig economy is hard to measure with no clear definition. Alternative arrangements such as independent contractors, on call workers, temporary help agencies, and contract firm workers are a growing part of the labor force but have not been measured since 2005 by the BLS. A private survey done by Katz Kruger showed that the Gig economy has grown from 10.1% to 15.8% of jobs from 2005 to 2016.

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## Chapter Night Harbor Cruise

By: *Steve Corwin, OR*

The advertisement in the conference program was for "Dinner, dancing, drinks, and a beautiful sunset..." We got all that and more. The food was delicious, the servers smiling, courteous, and very helpful. We got to view mile after mile of small medium and large yachts, sail boats, and unique homes all crowding the

shores of the bay.

Crews of outrigger canoe rowers plied the water alongside of us, practicing for races, and we shouted encouragement to them. Boats full of other revelers greeted us and we waved back. The music was perfect for the occasion and true to IAWP form, dancers hit the floor to celebrate.

We were agog at the vision of John Wayne's venerable yacht, the Wild Goose, moored next to the slip of our vessel Endless Dreams. It was a night to remember with lots of laughing and peaceful reflection while the sun dipped to the horizon, illuminating quiet sails gliding across the water.

### Interesting Discovery's:

Yesterday I introduced myself to Troy McMillan from Illinois as we were stepping outside to warm up. To my surprise she said she used to live in Maryland. When asked what part of Maryland she indicated Harford County. That is where I also lived and worked! Long story short, our paths had crossed back in the late 80's, early 90's when she was a career advisor at the local community college and I was in job service with staff out stationed in a career center at the college. The small world of IAWP! Sharon Mike

**You can't have a good day with a bad attitude, and you can't have a bad day with a good attitude.**

-Positivelifetips.com

## Hidden Job Market to Job Seekers

By: *Troy McMillan, IL*

Hi, I'm Troy from Illinois and I attended DIVA (Dynamic, Intelligent, Vivacious, Awesome) Amber Drake's extended workshop session. Amber delivered an engaging, enlightening and energetic presentation. As a session participant I became aware that Ms. Drake is a subject matter expert in the world of career development but maintains that she is not an expert on theory but a practitioner who helps her clients overcome the sometimes frightening and often uncertain components of the world of work job search arena.

Amber engaged our group with several interactive activities – one in which we had to give life (and a name) to a fictitious job seeker. She stated that by doing this

we were adding a person to the room which would enable to us create a more realistic and holistic approach to helping that "person."

We were enlightened as we uncovered the hidden job market though several exercises that created heated (but friendly and respectful) discussions among some of the California, Georgia, and Maryland attendees. There was a total A-HA moment when we realized that we were thinking traditional job search methods while using hidden job market tools. You. Had. To. Be. There. It was Hilarious.

And finally, DIVA Amber though her energetic facilitation created a job fair ice

breaker activity in which we were given name tags and had to write on them (no not our names) the job we want, the company we want to work for, and the place we want to live. Then she set us loose to mingle and make connections. I for one, plan to take this new tool back to Illinois and give it to our Employment Services team!

In conclusion, one of my many session takeaways is that to access the hidden job market and make it relevant to our job seeking clients we need to help them NIWDVT – Network, create Informational interviews, Watch for trends, Develop employment proposals, Volunteer, and Talk to folks you don't know. Thanks Amber for a fantastic workshop session!



# Opportunities and Headwinds in the Tech Labor Market

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The SSA has requested an Occupational Requirements Survey (ORS) to update the Dictionary of Occupation Titles which was last updated in 1991. BLS surveyed employers to measure what were the physical and cognitive demands, training and educational requirements for a variety of occupations. This will be used by SSA for disability adjudications. The ORS can be viewed at [www.bls.gov/ORS](http://www.bls.gov/ORS). The data will be updated again in November.

Some of the countervailing forces and developments in today's economy include automation and robotics. Many

occupations are declining in number due to automation and robotics, such as telephone operators and welders. This has affected many manufacturing jobs. But the service economy is also being affected now with self-driving cars and self-service checkout. A study showed that 78% of predictable physical work could be replaced with robotics. Jobs with low potential of being replaced by robotics include occupations with much human contact and managers.

Richard Holden stated the takeaways from his presentation are that STEM jobs are a large and growing part of the

economy, the high technology job growth recovered faster than other parts of the economy, the Gig economy is a new layer of the labor force, and automation is creating more opportunities.

He ended his presentation with predictions from 25 years ago that came true:

- Workers will live and work longer
- More people will work for themselves
- Robots will replace humans in the workplace

Who knows what will happen in the next 25 years? Will there be a partnership between humans and machines.

## Daily "Terri"ism

Seriously!!  
We're not  
done yet...



Photo by: David Slimp, OK

## District Meeting Locations Tuesday 5:15—6:15

District 1 - Balboa Bay 1  
(CT, DE, ME, MA, NH, NJ, NY, RI, VT)

District 2 - Pacific 1  
(DC, MD, NC, PA, SC, VA, WV)

District 3 - Pacific  
(AL, FL, GA, MS, PR, TN, VI)

District 4 - Room 752  
(IL, IN, KY, MI, OH, WI)

District 5 - Avalon  
(IA, KS, N, MO, NE, ND, SD, WY)

District 6 - Pacific  
(AZ, AR, CO, LA, NM, OK, TX, UT)

District 7 -  
Emerald Bay 1 (AK, HI, ID, MT, NV, OR, WA)

District 8 - Emerald Bay 2  
(CA)

## Retiree Brunch

By: Mary Archer, CA

This is my second conference as a retiree and I am astounded at the number of retired who continue to attend the conference on a regular basis, including California's own Ben Takesh'ta, who retired in 2000 and has attended 50 International conferences, 17 of these as a retiree. This year there were 42 retirees in attendance and all appreciated the informative and fun speaker Penny Lambert who gave us all tips for "Clutter Cleaning".

We were reminded that we retirees tend to hoard stuff but if we reduce our stuff by 80 % we would reduce stress which can cause depression and make us feel ashamed. A great example of her method was so simple even I felt it was doable. (I

am a consummate hoarder or collector of stuff and have every excuse in the book for not clearing out the clutter). See what decorations remain unused after decorating the home and the yard for the Christmas holiday, these items can then be repurposed, donated or simply put into the trash.

Use E-Bay to assist you in valuing your treasures, use what you want to keep, do not save them for a special occasion. If you find you have boxes of stuff belonging to your children, return to your children, if they say that they do not want them then send to Goodwill or similar non-profit.

The basis for clutter is within your mind, so clear your head, be realistic, set a

holiday as a date for a specific area to be cleared or resorted, this will break down the project into smaller segments, even 15 minutes per day can be allocated to sort through paperwork.

At the end of the session we were presented with our homework, a 22 page packet which included pages to assist in valuing your used treasures. They can be attached with donation receipts to use for tax purposes.

The final gem of wisdom shared today was to get your name removed from automatic mailing lists, magazines, preapproved credit cards and solicitations.

Wow, less junk mail equals less clutter and more time to sort out the guest room!

## Millennials: Love em' or Hate em' They are Here to Stay

By: Fabian Valencia, a Millennial of CA

Nancy Fink, Maryland Professional Outplacement Assistance Center, presented a concurrent session. The audience consisted in mostly Traditionalists, Baby Boomers, Generation X and only two Millennials. We started with a quiz with the following sample questions:

- If you leave the house without your phone, you legitimately have a minor panic attack.
- You have taken a selfie sometime in the past month.
- You can multi-task.
- Your anxiety level increases as your phone's battery charge decreases.

- You use your smartphone for at least three of these functions: Email, social media, gaming photography videography, creative expression, communication, checking the time, checking the weather, watching movies, or television shows, talking crap about the word "millennial."

If you answered yes to the majority of the questions, you are secretly a millennial. The audience learned to identify similarities rather than the differences. In which later, the speaker presented YouTube videos about the stereotypical "millennial." It was an informative interactive session. *Communication*, a major problem! Frankness sometimes perceived as insubordination. There are times, millennials shared too much about

personal life. The speaker provided the elements of communication exist in 7% words, 38% tonality, and 55% body language. She pointed out 80% of the Employers research candidate on social media. "Forget the resume, Son. Let's just take a look at what you have posted on your Facebook instead."

We learned an important lesson. Delete your Facebook and/or unfriend your boss, if you are looking for a job/promotion. Managers, screen your candidates using social media. Program Compliance Representatives skiptrace your accounts by utilizing what your delinquent case owners posted on the web.



# Networking for Introverts

By: Steve Corwin, OR

Vicki Zimmerlee of Maryland presented this workshop and you would never guess that she is an introvert. She said her first International conference was in 1993 at Portland, Oregon. She approached the doorway to the first event and froze. She saw people in the room conversing with each other and wanted to turn and run away. Fortunately, Nick Guarriello came to her rescue by introducing her to the people in the room.

Networking is defined as having regular communications for mutual benefit, so it is important for introverts to engage in this advantageous yet stressful activity. Introverts actually have strengths that can help them in networking, but we seldom think this is so.

First, though, we need a working definition for introverts. A simple way to define introversion is to compare it to its opposite. Extroverts get energy from other people, while dealing with other people often leaves the introvert feeling drained. They will need time away from the maddening crowd to recharge their batteries before they feel comfortable engaging with a large group of people once again.

Some myths about introverts is that they are arrogant or snobs, not intelligent, shy and don't like to talk to people, and are not social. By the way, that not intelligent thing is because they don't respond well off the cuff, or offer immediate feedback in meetings or brainstorming sessions.

The key to getting them to participate in group discussions is to send out the agenda a few days in advance. This gives them time to mull over the possibilities and their responses before attending the meeting.

Knowing about introverts is kind of important for extroverts, too. They need to understand how to interact with introverts for the best results. Nothing drives this home like the fact that 4 of 10 executive managers are introverts. If the extrovert is working or interviewing with one of these managers they better know how they tend to operate.

Forty (40) percent of the world's population are introverts. They are often writers, composers, inventors, accountants, engineers, and in information technology jobs. Some famous introverts are Bill Gates, Warren Buffet, JK Rowling, Steven Spielberg, Julia Roberts, Charles Schwab, Isaac Newton, Johnny Carson, and Barbara Walters.

Introverts' strengths are in preparation and research. They are good listeners, organized, think before speaking, prefer to know people well, have strong written communication skills, and have follow through skills.

**BEFORE THE EVENT:** When networking, introverts need to list out their skills and accomplishments before the event. They should read articles and news about the industry or occupation beforehand. Develop a list of open-ended questions to

ask. Create a thirty (30) second self-introduction, or as it is often called: elevator speech. This can really be one to two minutes in duration. Because people talk at a rate of about 150 words per minute, the introvert can use a word processing program's word count feature to pare this introduction statement down to the right amount.

**DURING THE EVENT:** It may be most comfortable to seek out other introverts to converse with first. They may be found in the corners or other out of the way spots in the room. Eventually, though, the introvert should seek to talk with a variety of folks.

Since introverts are such good listeners, they can get stuck talking with one person, when the object of the networking event is to mingle and meet a variety of new people. Close a conversation with the person's name and by thanking them. Get their business card and then move on to another person.

Introverts should set a goal of how many people to talk with, be prepared, arrive early and volunteer to help, or arrive late to be inconspicuous. Those last two are a choice the introvert has to make.

Think of a key question or statement to get the other person's attention. An example is "If they were to make a movie about me it would be..." See Alison Doyle's website [thebalance.com](http://thebalance.com) for additional tips. - *Continued on page 6*



# Networking for Introverts

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**AFTER THE EVENT:** Write a trigger fact about the people you meet onto the back of their business card. This is anything that stood out to you as an interest or memorable attribute of the person. You can use that info when writing them a follow-up or thank you note. This should be done right away, within two days.

Remember, networking is about gaining and then maintaining relationships with

new people. Connecting every week or two with these new contacts is important. Always thank them if they give you a referral of another person to contact.

Review your email address to make sure it is professional. Have a complete profile and update it at any place you have posted it online, like LinkedIn.

Make sure any picture on your profile is professional (pictures with your pet are

not).

Do not use abbreviations like LOL in your profile or written communication with networking contacts. Make blog posts or profile posts, so that others will see you as an authority in your field of work.

Most important: never say anything online or in written communications that you would not say in person. Keep your comments or statements positive and professional.

## UI Discussion Group

BY: Verna Wade, NC

The Unemployment Discussion session was facilitated by Mary Rogers of Kentucky who has performed numerous functions in the unemployment division.

The Unemployment Discussion session consisted of participants from the states of California, Kentucky, Ohio, Oregon, Illinois, North Carolina, Maryland, New York and Washington State.

The discussion was so successful, that before you knew it our time was up. One element that is clear once again is that we all share similar experiences. Some states went through what others are currently experiencing and others are just going through it.

States have gone from having over 50 centers that include Unemployment to having only two call centers that serve the entire state with only one having 5 call centers from the group present. Very few centers still see claimants to actually process their claims. All states have an online/internet processes and some level in which the claimant can call

in to a call center to get their claims filed or processed.

Almost all of the states have gone away from processing paper claims based on legislation or statutes in their respective states. One state

shared that in May, all claimants had to sign up so that the claims log-in process would now be done with an email address versus the social security number which will now become a part of the background. Therefore, everyone must have an email in order to file a UI claim as a standard for the filing process. If there is a problem, they may call the Customer Call Center for assistance but will still have to log on with an email address in order for them to continue with the claim filing process. They must also be registered for work with the employment services division or they will not be able to do their weekly certification. Some states use 800 numbers for claimants to call their claims in and others do not.

It was also noted that some states are

going through transition with their tax compliance, fraud investigations and employer accounts processes when it comes to cross training and staff performing multiple functions. Concerns or just input from subject matter experts (SME's) in the room as to the potential impact and/or lessons learned from other states was very valuable. Ultimately, success in one area still may lead to backlog or problems in other areas.

As a result, this session reconfirms one of the true valued benefits of being a member of the International Association of Workforce Professionals and that is that we have resources available to us of best practices and lessons learned by making a phone call or sending an email.

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# Unemployment Insurance (UI) 101 for Non-UI Staff

By: Steve Corwin, OR

Allan Alt started as an itinerant location weekly claims taker for Wisconsin. Then he moved up to adjudication and then to business analyst work for the state. Now he works for NASWA's (National Association of State Workforce Agencies) ITSC (Information Technology Support Center).

He can speak of the value of the Unemployment Insurance system from the personal level and the systems level. For instance, he recalled interviewing a hulking claimant in person with his manual typewriter and carbon paper regarding his discharge for stabbing a knife through a coworker's car hood. It was a little intimidating, Allan stated.

On the other hand, during the Great Recession every \$1.00 spent on Unemployment benefits created \$2.00 of economic activity. This was something the economy sorely needed during those years. Without it, workers could not have spent, bought, or paid bills. It also allowed companies to retain skilled workers in the community through the extended "off season," when claimants could collect over 90 and 100 weeks of benefits.

**THE TAX SIDE:** UI is a unique Federal and state partnership. Federal dollars pay for administrative costs, while states pay out the benefits. Only three states have workers pay into the system: Alaska, New Jersey, and Pennsylvania. All other states rely solely on taxes levied on employers.

The UI system was created by the Wagner Peyser Act in 1933 and the Social Security Act of 1935 provided the authority to collect taxes to pay for the system. State law governs the tax rates and successorship rules for when one

business takes over for another.

"Subject" employers, those which must pay UI taxes, must have one or more employees in each of 20 weeks and pay \$1,500 or more in wages. New "contributory" employers are those which must pay the mandated at least 1% tax rate, which is then adjusted to an "experience" rating after three years.

Experience refers to the number of claims and their value that employees have filed and collected from the business' UI account during the last three years. In the realm of taxes, businesses are just as much the "customer" of the UI system as are claimants.

"Reimbursing" employers are primarily non-profits and government entities. They only have to pay UI taxes when an employee files a claim and is awarded benefits. Then they have to pay the value of the claim dollar for dollar I taxes. Because of this burdensome cost, many reimbursing employers elect to pay into the system on a regular basis rather than reimburse upon successful claim filing.

The quarterly wage reports filed by businesses are a treasure trove of data that is mined by a great number of agencies beyond the UI system. It provides a huge amount of workforce and economic information for policy makers.

Some employers elected to play a shell game to decrease their unemployment tax charges, by moving employees in mass from one business entity to another. To combat this trend, the SUTA (State Unemployment Tax Act) Dumping Prevention Act of 2004 requires field audits of suspect non-paying businesses, or those pretending their workers are

independent contractors.

**THE CLAIMS SIDE:** The State Information Data Exchange System, or SIDES, allows for payment of claims when workers have worked in more than one state, move from one to another state, and prevents multiple claims by one individual. Allan explained the differences between Initial Claims (IC's), Additional Claims (AC's), and Reopened (RO) claims.

He also went over Benefit Year Ending dates, Benefit Years, Weekly Benefit Amounts, and Maximum Benefit Amounts. Also, the fact that filing a claim is only the start of things. A claim must meet both monetary and non-monetary eligibility requirements. Allan also covered "standard" and "alternate" Base Year claims eligibility.

Monetary eligibility requires a claimant to have worked and earned a certain amount of wages to qualify. Non-monetary eligibility hinges upon the claimant being out of work through no fault of their own. In addition to eligibility for a claim, claimants must qualify for benefits in each week that they certify that they are unemployed. In short, they must be able, available, and actively seeking work. This is often referred to as "Triple A" internally by claims staff.

There are a great number of types of claims. They include Combined Wage Claims (CWC) where the claimant worked in multiple states; UCX for separated military members; UCFE for Federal employees; Interstate claims where the person earned wages in one state, but moved to another before filing a claim; and "Joint" claims which are a combination of those listed above.

- To Be Continued Tomorrow



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**8:30 –9:45 Welcome and General Session**

**9:45 –10:00 Break**

**10:00—11:15 Concurrent Sessions**

**11:15—1:00 Lunch and IAWP Awards Ceremony**

**1:00—2:30 Concurrent Sessions**

**2:30—2:45 Break**

**2:45—4:45 General Session: Innovation Panel**

**4:45—5:00 Afternoon Brain Boost**


**5:15—6:15 IAWP District Meetings**



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8			7	3		2		

Level: NORMAL

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