



Marshalltown  
IowaWORKS  
Welcomes  
New Veterans  
Representative

**IowaWORKS**  
IowaWORKS Central Iowa  
Successful 2013 Career and  
Resource Expo held in April



IowaWORKS Southeast Iowa  
holds Skilled Iowa Job Fair in  
Fort Madison

# Iowa Workforce NEWS

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## Workers Memorial Day Honored Iowans Who Lost Their Lives in the Workplace

Friday, April 26, 2013, Iowans paid respect to Iowa workers who lost their lives while working in 2012.

“Workers Memorial Day is a day to honor and remember Iowans who in the past year have died in Iowa’s workplaces and serving in our Military. This is also a day to reflect on the lives that were lost and to renew our commitment to workers’ safety and health in the workplace,” said Iowa Labor Commissioner Michael A. Mauro.

Unions of the AFL-CIO set aside a day each year as Workers Memorial Day. Labor Commissioner Michael Mauro and Iowa Workforce Development Director Teresa Wahlert spoke during the event as did President Mark Cooper, SCIFL, AFL-CIO and

President Ken Sagar, IFL, AFL-CIO. Reverend Kenneth Stuber gave the invocation. Also, state and local public officials, representatives from various labor organizations and the public were in attendance to honor those that have lost their lives.

During calendar year 2012, 46 Iowans died from injuries sustained while working and five Iowans lost their lives while serving their country in the military. Additionally, untold numbers of Iowans are injured from exposures in the workplace. The family and friends of the deceased were invited to this annual ceremony.



## William Penn and Virtual Access Technology

William Penn University added the Virtual Access Point technology on all of their campuses. Sherill Whisenand, Enrollment Representative, sent the following letter.

“So many of our students (and the community) utilize the services and report positive results. On a regular basis, my colleagues and I visit your other satellite sites throughout the state where we meet with potential students and patrons. IWD employees are always generous with their facilities — and many are students of ours, too.

When I arrived at work this morning I found a gentleman, asking to use the kiosk! It works!

Thank you for all you do and the immediate follow-through.”

# Message from the Director

Governor Branstad announced on May 2 that Des Moines County is the first area in the state to achieve Skilled Iowa Community status by meeting all of the metrics for both business commitment and workforce certification.

“Iowa cities and regions that take steps to become a Skilled Iowa Community are boosting their efforts at economic growth by upgrading the skills of their local workforces,”

Governor Branstad said. “We commend Des Moines County leaders for taking this important step and becoming the first Skilled Iowa Community in the state.”

The Skilled Iowa Initiative helps develop the workforce by encouraging workers to earn the National Career Readiness Certificate (NCRC). Through an assessment, the NCRC measures basic workplace skills. Skilled Iowa encourages employers throughout the state to recognize the certificate and recommend it to job applicants. The benefit for employers is that it can help them

evaluate job candidates and find the right worker for their needs, as well as reduce turnover and training costs.



**Teresa Wahlert**  
IWD Director

We are preparing workers of all ages and skill levels to fill open positions. Participation at the community level from local workers, businesses, elected officials and educational institutions will benefit the state as a whole.

Skilled Iowa aims to have ten percent of businesses in

Skilled Iowa Communities support the program by hiring certified workers and recommending the NCRC to job applicants, accounting for 20 percent of total employment in the area. In those communities, Skilled Iowa sets a goal of five percent of the current workforce becoming certified through the NCRC and 20 percent of the “transitioning” workforce — those receiving unemployment insurance or other specified IWD services — becoming certified.



## IowaWORKS North Iowa Office Participates in NIACC Job and Internship Fair

Representatives from the IowaWORKS North Iowa office in Mason City recently participated in the North Iowa Area Community College (NIACC) Job and Internship Fair in March. Overall, 29 individuals signed up for NCRC testing and 5 individuals took the test onsite during the event.

The Mason City office is already planning for another event in late summer/early fall.



## Marshalltown IowaWORKS Welcomes New Veterans Representative



Amy Harms began working as a part-time Veterans Representative at the Marshalltown IowaWORKS office on April 5.

Harms enlisted in the Iowa Air National Guard as an Aerospace Medical Technician in 2002. After training, she began a nursing career and was deployed to Iraq in 2008. She is now in her 11<sup>th</sup> year serving in the Iowa Air National Guard and excited to be part of the team in Marshalltown.

## IowaWORKS North Iowa Mason City office Success Story

Vickie recently sent in an email to thank the IowaWORKS North Iowa office staff in Mason City. Below is a portion of her letter.

“I wanted to take this opportunity to thank Heather, and the other staff members at the Mason City Workforce Development office. As you know, my position was eliminated last September and every day since then has been difficult as I’ve searched for employment. Everyone on staff there has been so helpful, supportive and started me off on the right foot by making me aware of the tools available to assist me in my search for employment. I signed up for every class,

the practice interview video-stream and met with you several times for feedback/support on what I could do to improve my skills and make me more marketable. One of the obstacles I encountered was I didn’t have any experience or knowledge of QuickBooks. Heather helped me overcome that bump by getting me signed up for a QuickBooks class at no expense to me.

I am so excited and wanted to let you know I can’t begin to tell how happy I am - not only because I’ve found employment, but also because I found new friends in the Mason City Workforce Development team.”



## Lieutenant Governor Kim Reynolds presents Union County students with NCRC Certificates

Students from Creston and East Union school districts recently participated in the Skilled Iowa initiative by taking part in the National Career Readiness Certification (NCRC). Lieutenant Governor

Kim Reynolds presented certificates to more than 45 students. A roundtable was held after the event to discuss in more detail what Iowa politicians are doing to improve Iowa's workforce.



## IowaWORKS Southeast Iowa holds Skilled Iowa Job Fair in Fort Madison

IowaWORKS Southeast Iowa held a Skilled Iowa Job Fair in Fort Madison on April 24.

In total, nine businesses and 52 job seekers attended the event.

The National Career Readiness Certificate (NCRC) assessment was given to 14 participants. Five of those were job seekers who attended the event. The remaining nine were Fort Madison high school students who were at risk and did not know what track they were going to follow after high school. Four students earned a bronze certificate and two earned silver certificates. Three students did not attain a certificate.





## Successful 2013 Career and Resource Expo held in April

IowaWORKS Central Iowa hosted the 2013 Career and Resource Expo at the FFA Enrichment Center on the DMACC Ankeny Campus.

In total, more than 80 companies participated including 27 Skilled Iowa employers, including employers from Story City, Newton, Creston and Marshalltown.

The over 1,400 attendees included many graduating DMACC students and Veterans. Three high school groups attended, including a group of 12 students from Boone High School. The students participated in various workshops, learned more about the National Career Readiness Certificates (NCRC) and also had the opportunity to speak with employers.

Overall, nine workshops were presented on the following topics:

- Leadership in the Workplace

- Training for Careers in Biotechnology
- The Registered Apprenticeship System
- Secrets from the Search Committee
- Using Social Media to Aid your Next Job Search
- Career-Seeking Approaches for Seasoned Professionals
- Resources for Reserve Component Service Members
- StartUpCity Des Moines Business Incubator
- Six Steps Orientation

A Net2Work event took place on-site immediately prior to the Expo.

Ten people participated in the NCRC assessments resulting in:

- one Platinum certificate
- four Gold certificate
- five Silver certificate

## Southeast Iowa Students Attend Skilled Iowa Events

During the Spring semester, three Southeast Iowa schools participated in Skilled Iowa Events hosted by IowaWORKS, Southeastern Community College, Keokuk Chamber of Commerce and Fort Madison Chamber of Commerce. Students from Keokuk, Fort Madison and Central Lee High Schools were invited to Southeastern Community College for part of the day. In the morning they took the National Career Readiness Certificate assessment. Once all students were finished and received their scores, they ate lunch and had the opportunity to attend the job fair



held on campus. Students were also able to speak with local employers to find out more information on available jobs, desired employee qualities and how the NCRC is used for employment. In all, 62 students participated in the events held in Fort Madison and Keokuk and 53 students earned their certification.

## Des Moines ECI Hosts Unemployment Law Workshop

The Des Moines Area Employers Council of Iowa (ECI) will host a workshop to help employers understand how to effectively handle unemployment insurance claims. Unemployment Insurance Law: Effectively Handling Unemployment Insurance Claims will be held June 11, 2012 from 11:00 am to 1:00 pm at the Raccoon River Park Nature Lodge in West Des Moines.

Chief Administrative Law Judge Joe Walsh will be the presenting the following topics:

- What constitutes misconduct: Quits vs. Discharges
- Requirements for admissibility of drug testing results
- Part-time and temporary assignments
- Preparation for the fact findings and appeals hearing
- The top four mistakes that employers make
- What judges look for in regards to evidence and documentation

Registration for the workshop is \$25.00 and includes lunch. To register or to get more information, visit [www.desmoinesmetro.com/events](http://www.desmoinesmetro.com/events). HRCI has approved 1.5 credits for this workshop.

The Des Moines Area (ECI) is a local business group supported by IowaWORKS Region 11 and is part of the statewide Employers' Council of Iowa system. This group addresses workforce issues, and provides both educational and networking opportunities for business people and human resource professionals. For more information, visit [www.iowaworkforce.org/eci/](http://www.iowaworkforce.org/eci/).

# Tips to Help Insure a Fun, Healthy Summer of 2013

## *from the Safety and Health Committee*



The thought of summer brings visions of cookouts, bike rides, farmer's markets and sun tans. But summer can also present seasonal hazards. This article provides you with tips to help insure the summer of 2013 will be a fun and healthy season.

First, the human body responds to heat with a variety of physiological responses. Normally, you will look flushed and the body will begin to sweat if you get hot. Sweat helps to cool the skin. Much of modern day sportswear is manufactured to assist in evaporating sweat.

Health problems that can develop from too much exposure to heat include:

- Heat rash (also known as prickly heat or diaper rash) occurs when moisture is not easily removed from skin. Eventually sweat ducts get clogged and a rash develops. Proper clothing and personal hygiene can alleviate this condition.
- Heat fainting happens because insufficient blood is reaching the brain. Fainting normally occurs when you suddenly get up from a seated position or if you stand motionless in one place. Periodic movement of the body by using large muscle groups will assist in the circulation of blood.
- Heat cramps occur when the electrolyte balance of muscles is disrupted as a result of profuse sweating or large intakes of water. A slight increase in salt intake and the use of electrolyte (sports) drinks can assist in preventing this uncomfortable malady.
- Heat exhaustion can be a serious condition which involves the large loss of fluids and electrolytes through sweating. Symptoms may consist of dizziness,

nausea and headache. You may appear pale or flushed and have clammy skin. You should immediately move to a cool or shady location, hydrate yourself and apply cool water to the skin.

- Heat stroke is a potentially deadly condition that occurs when the core temperature begins to rise uncontrollably. Symptoms include a lack of sweat and being delirious, confused, convulsing or unconsciousness. Take immediate action to help the person by calling emergency medical personnel, moving them to a cool area, removing clothing, applying moisture to the skin and vigorously fanning them.

Your body will adapt to the heat over the summer. As this happens, dehydration can also occur. On a hot day you can lose up to one and a half gallons of sweat during vigorous activity. A good way to monitor for dehydration is through urine color. You should increase fluid intake if your urine starts to become more yellowish in color.

Sunscreen should be applied frequently whenever you are outdoors in order to minimize exposure to ultraviolet (UV) sunlight and the risk of skin cancer. The sunscreen

should have a minimum SPF rating of 15. In addition, limit the amount of time spent outside when UV exposure is highest, between 10:00 am – 4:00 pm. Wide brimmed hats can help keep sunlight off the head and neck.

UV light has also been associated with eye cataracts. If you are out in bright sunlight, regardless of the season, should wear sunglasses that block 99-100% of UVA and UVB radiation. Sunglasses which totally preclude light entry (wraparound) are preferred. Polycarbonate lenses provide excellent UV protection and are also impact resistant.

Summers arrival also brings the arrival of tick and mosquitoes that may carry diseases such as lime disease, Rocky Mountain spotted fever or West Nile virus. To minimize your chance of being bitten, use chemical repellents, tightly woven clothing or avoiding damp, brushy areas. If you are in an area where ticks are likely, a full body check should be done – specifically the groin, underarm and scalp areas.

This article was developed by the Safety and Health Committee. The Safety and Health Committee is comprised of Deb Shepherd, Ed Wallace, Brent Camery, Eddie Sauls, Kasey Friedrichsen, Sharon Wolfe, Rich Hill and Don Peddy.



# Workers' Compensation

Workers' compensation reforms have been played prominently in industry news lately, as reform legislation was signed in both Tennessee and Oklahoma. These reforms are just the beginning as legislation is complemented by regulatory and administrative changes within a system. During these times, it is critical for the industry to come together and share effective practices, discuss recent reforms and evaluation metrics, and learn from each other's successes and failures. In April, representatives from twenty-six jurisdictions, including participants from Australia, Canada, and Germany, came together for the IAIABC Forum 2013 in Des Moines, Iowa to do just that.

The IAIABC provides a unique opportunity for jurisdictional administrators and industry stakeholders to come together for dialogue on challenges in the system and issues that may be on the horizon. The 2013 Forum focused heavily on medical issues including treatment guidelines, opioids, and the primary care physician shortage. During the IAIABC Medical Committee meeting, guest presenter John Ireland from the California Workers' Compensation Research Institute presented recent research on compound drugs and physician dispensing. This resulted in discussion on how opioid and prescription use is controlled around the world, with attendees from Canada, Australia, Germany and the U.S. sharing insights.

The 2013 Forum also presented an opportunity for the IAIABC's EDI committees to discuss and resolve issues related to the IAIABC Claims,

Proof of Coverage, and Medical data reporting standards. The EDI Claims Committee tackled the difficult issue of acquired claims, which presents reporting issues for jurisdictions and third party administrators following organizational mergers and buy-outs. In addition, the EDI Proof of Coverage committee discussed jurisdictional implementation plans for POC Release 3.0. The EDI Medical Committee was busy updating the IAIABC e-Billing Model Rule and Companion Guide and discussed strategies to assist jurisdictions who are implementing or interested in implementing e-Billing initiatives

Other IAIABC Committees also addressed important issues, including the difficulties of benchmarking across jurisdictions, coverage challenges for independent contractors and telecommuters, and educational needs of workers' compensation adjudicators. The Disability Management and Return to Work Committee had an energetic discussion on the influence of culture in return to work outcomes. Jurisdictional administrators recognized the need for a paradigm shift by employers, employees, and workers' compensation service providers for a singular focus on return to work following occupational injury or illness. These discussions and more served to address the IAIABC's mission to "advance the efficiency and effectiveness of workers' compensation systems around the world."

After long hours in committee meetings and auxiliary programs, attendees participated in evening social events at two unique Des Moines venues,

West End Architectural Salvage and the Embassy Club. Attendees appreciated experiencing the local culture and were charmed by the city's vibrant arts, cultural and food scenes.

The IAIABC would like to thank the Iowa Workers' Compensation Division and Iowa Workers' Compensation Advisory Council for hosting the conference and helping advance workers' compensation systems around the world. The 2013 Forum was generously supported by Mitchell Workers' Compensation Solutions, ISO, and Safety National, and NCCI.

The IAIABC Forum 2014 will be held April 7-11, 2014 in Coeur D'Alene, Idaho. More information about the forum and upcoming IAIABC programs can be found at [www.iaibc.org](http://www.iaibc.org).



# Noteworthy Employee Acknowledgements and Accomplishments

We appreciate the feedback we get from our customers. Here are a few noteworthy comments we've received:

- Antonio Adger sent an email note to **Ted Hall** to thank him for his help and dedication to helping Veterans. "You are a great asset to all Veterans. You are not only highly spoken of but you are highly

thought of also. Thanks for your tireless service."

- Margie Burton with Spectrum Sales sent an email to share the wonderful experience she had working with **Trudi Snyder**. Snyder works customer service for the Unemployment Insurance Tax Division and MylowaUI. Burton shared that after trying to add her accounting company information to the website, she

needed further assistance. "I got Trudi on the phone and I absolutely loved her attitude, knowledge, kindness and generosity with her time. I wanted to let you know what a great reflection she is on your division."

- Vickie Olson wrote to thank **Heather Stubbe** and other staff members of the Mason City IowaWORKS office. "Everyone on staff there has been so helpful and supportive in starting me off on the right foot." Olson will be starting a

new job soon thanks to the efforts on the Mason City staff. "The tools, feedback and moral support I received kept me going when I like giving up."

- Mary Conrath sent in a note thanking **Amy Reed** who goes above and beyond daily to provide assistance. "She finds answers to difficult questions that no one can seem to be able to find."

If you would like to send us your noteworthy comment, send it to: [kathryn.hommer@iwd.iowa.gov](mailto:kathryn.hommer@iwd.iowa.gov) or 515-281-5407.



## Employee News

### March/April Anniversaries

\*Anniversaries from May 2012 are also included.

#### 5 Years

Kathleen Callahan  
Mark Fielder  
Jonathan Linnenbrink  
Amy Gruelke  
La-Tica Watson  
Glen Houts

Denise Aigner

Alma Barajas

#### 10 Years

James Bengtson  
Karin Campbell

#### 15 Years

Jolene Ridgway  
Theodore Robinson

Tonia Abell

#### 25 Years

Sharon Helle  
Gwenda Naylor  
Carlos Vega  
Jerry Yates  
Karen Pfab  
Sophia Stewart  
Kathy Wampler  
Stephen Slater  
Everlue Harris

Terra Levell

Maria Long  
William Meyers  
Stephanie Windust  
Marilyn Butcher  
Patricia Stewart

#### 30+ Years

Kathy Foster  
Donella Gould  
Joe Bervid  
Shashi Patel

### New Hires

Amy Harms  
Shelly Moore

### Retirements

Mark Heiny

### Transfers/Recalls

Kelly Hart  
Sherry Tate

## Iowa Workforce NEWS

1000 E. Grand Ave., Des Moines, IA 50319  
(800) 562-4692

For Deaf or Hard of Hearing, call Relay 711

**Terry Branstad**  
Governor

**Teresa Wahlert**  
Director

**Kerry Koonce**  
Communications Director

**Kathryn Hommer**  
Marketing/Communications Coordinator

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