

# News & Views online

Vol. 61 No. 7, August 2004

The monthly employee newsletter of the West Virginia Bureau of Employment Programs ♦ Available online at [www.state.wv.us/bep](http://www.state.wv.us/bep)

## UC Status Determination Unit



News & Views photo by Judy Howard

Front row, from left: Iris Clifford, Suzanne Farley, Sharon Chapman, Marilyn Fedonick, Missy Comer. Back row, from right: Beverly Stalnaker, Jonathan Reynolds, Marilyn Ratliff, Patti Hardin, Danita Allen, Brenda Goodall (acting supervisor), and Ken Williams.

Check out all that finger-pointing in the above photo. Think they are laying blame on one another? Not quite. They are pointing out that everyone is important in the group to make their unit work well. These are the people who give their unit, UC Status Determination, the complexity of services that make up the simply named unit. Let's take a few minutes to get to know them.

Their tasks are varied and important to our employer community. For example, Ken Williams handles the non-liable accounts sent to him by the State Tax Department. Ken gathers the information necessary to make a final determination of eligibility. Retiring October 15 with 20 years of service, he plans to travel and will spend 6-weeks in Ocala, Florida, in November and December. He also enjoys troubleshooting computer problems, photography, and he sings in his church choir.

Brenda Goodall is the acting supervisor of the unit. She takes on the difficult cases and determines tax liability for those state employers. After hours, Brenda enjoys antiques and gardening. She has a booth at the Capital Flea Market, dealing in antiques. Brenda has one son, 22, who is finishing his last year in college, working toward a computer science degree.

When it comes to determining liability and help for new employers, reopened businesses or growing businesses, the people to ask for are Danita Allen, Marilyn Ratliff, Marilyn Fedonick, Beverly Stalnaker, Missy Comer, Sharon Chapman, and Iris Clifford. These seven ladies take care of all of our employers.

Danita likes to cook, read, golf and swim. She has two grown children and a 4½-year-old grandson, Cameron. Danita also likes to travel—her favorite vacation spot is Aruba, and she loves spending time with her family.

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## ES TAA Section



News & Views photo by Judy Howard

Seated, from left: Carla Scott, Janie Claytor-Woodson, Doris Reynolds. In back, from left: Carolyn Stiltner and Daureé Coleman. Not pictured: Sherron Jones and Linda Davis.

The ES TAA Section is very unique in that they administer a program that is somewhat different than regular unemployment. TAA stands for Trade Adjustment Assistance, and is commonly shoved in with the UC part of the program, TRA or Trade Readjustment Allowance. TAA is a program that protects workers who have lost their jobs due to foreign import competition. The program offers qualified workers an extra 26 weeks worth of benefit payments, up to 104 weeks of approved training, qualified transportation costs, subsistence allowance and several other benefits differing from regular unemployment benefits.

This program sees waxes and wanes in activity, depending on what goods are being imported. Currently, there are 40 active petitions (federally approved requests) and 575 customers being served. Federal mandates and rules for TAA and TRA are very specific and compliance must be assured. An ATAA program is also available. Alternative Trade Adjustment Assistance helps folks who have found other jobs within a qualifying time period, but are earning much less than they had previously, and are over 50 years of age. As you can see, this is a complex, but necessary program.

Sounds like a difficult job, doesn't it? It is. And only six employees, plus an intern, handle all the mounds of regulations, laws and paperwork it takes to serve our clients.

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## NASWA fights for Funding

The bill to provide spending for Department of Labor programs was referred to committee as Congress broke for its summer recess beginning the week of July 26.

The bill would cut funding for Employment Services by \$91 million. Additionally, the bill would flat fund Adult training programs at \$900 million, increase funding for Youth programs by \$5.9 million and increase funding for Dislocated Worker training programs by \$96.4 million.

The House bill provides no new funding for the Administration's Community College Initiative (\$250 million requested), PRA's (\$50 million requested) and Prisoner Re-Entry Program (\$40 million requested) in FY 2005. Additional information on the House bill is available in NASWA's *July 9 Bulletin* and a listing of spending levels in the bill is available in a House produced table posted on the **Workforce ATM** located on-line at [www.icesa.org](http://www.icesa.org).

NASWA President Catherine Leapheart sent a letter this week to House Appropriators urging the restoration of the \$91 million cut to ES.

## Leadership Tools

Use the power of the pen. Recognition is the number one motivator. A simple thank you note is more important than money to most people. Break out the fancy pen you got for your birthday and say thanks to the people who helped you get there.

Understand the importance of emotions. Feelings are part of daily life and daily business. When people get hurt feelings they become poor performers, so make sure you deal with these issues sooner rather than later.

Great leaders have one thing in common—passion! If you're not excited about what you are doing, your team won't be either, so show them that you are enthusiastic and watch them get fired up.

## Copy of Letter from NASWA's Catherine Leapheart

July 14, 2004

Honorable C.W. Bill Young, Chairman  
House Appropriations Committee  
2407 Rayburn House Office Building  
Washington, DC 20515

Dear Chairman Young:

On behalf of the National Association of State Workforce Agencies (NASWA), I am writing to urge you to restore the \$91 million cut to grants to states for employment services for fiscal year 2005 reported by the Subcommittee on Labor, Health and Human Services, and Education.

NASWA opposes this 12 percent cut in appropriations for labor exchange services in the Nation's one-stop career system because:

It will cost our economy about \$2 dollars for every \$1 saved in the federal budget.

It will lead to more unemployment - as much as 7 more weeks of unemployment for workers who will not receive needed labor exchange services.

It will make it harder for the employment service to continue achieving an entered employment rate for its customers of 61 percent, a full three percentage points above its goal of 58 percent under the Government Performance and Results Act (GPRA).

It means states likely will have to close some local offices, freeze hiring of replacements, and lay off state employment service employees at a time when employers and workers alike need labor exchange services to find suitable job matches. Mr. Chairman, NASWA believes labor exchange services rank with the most effective government services provided anywhere. They lead to increased employment, reduced unemployment, lower unemployment insurance costs, lower employer unemployment taxes, and more taxes paid by workers earning more wages. There is no good reason to cut appropriations for labor exchange services.

Please restore the \$91 million cut to grants to states for employment services and instead, substantially increase these appropriations. If you do, employers, workers, government budgets, and our economy will be better for your actions.

Thank you for your consideration.

Sincerely,

Catherine B. Leapheart  
President

Communication is the most important thing in any business relationship. If you don't use effective business communication skills, you are leaving money on the table and not getting the most out of your people. Don't be afraid to take a brush-up course and listen to hints from those who are in the positions you want. Chances are they got there because they're great communicators.

—Barton Goldsmith, Ph.D

## News of Note

**The bureau filed** injunctions recently against the following employers whose accounts with the bureau's Unemployment Compensation Division are in default. F. W. Newton, Inc, a Wood County data processing firm, currently owes back taxes, interest and penalties totaling \$5,047.96. Stover's Home Improvement, Inc., a Kanawha County home improvement business, currently owes back taxes, interest and penalties totaling \$11,776.28. Jack F. Jochum, doing business as Jack Jochum Truck Service, an Ohio County trucking company, currently owes back taxes, interest and penalties totaling \$62,444.99. CBS, Inc., doing business as WV Carpet, a Kanawha County carpet sales business, currently owes back taxes, interest and penalties totaling \$17,063.57. Ohio Valley Insulating Company, Inc., a Kanawha County insulation installation contractor, currently owes back taxes, interest and penalties totaling \$149,543.93. MGT, Inc., a Raleigh County retail food service business, currently owes back taxes, interest and penalties totaling \$5,685.40. Lee Sartin Trucking Co. Inc., a Mingo County trucking company, currently owes back taxes, interest and penalties totaling \$21,642.82. Innovative Screen Technology, LLC, Logan County, engages in the sale of vibrating screen equipment to mineral processors, currently owes back taxes, interest and penalties totaling \$6,469.58. According Acting Commissioner Quetta Muzzle, the bureau will continue initiating litigation involving delinquent businesses throughout the state to help assure everyone pays their fair share.

**Approximately 25 former** employees of Elkem Metals, Inc. are eligible to apply for cash benefits and other assistance under the federal Trade Act. The Trade Act provides aid to workers who have lost their jobs due to foreign competition. Bureau officials emphasize that these benefits are in addition to regular unemployment compensation benefits. All workers who became unemployed on or after June 25, 2002 at Elkem Metals, Inc. are eligible to apply for Trade Act assistance. The bureau has contacted those potentially eligible individuals whom it has identified.

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Bob Wise, Governor  
 Quetta Muzzle, Acting Commissioner  
 Mark Miller, Deputy Commissioner for Administration  
 Judith L. Howard, Editor  
 Contributors include: David Adkins, Joe Baldwin, Randy Bare, Linda Cooper, Bunny George, Judy Harper, Sherron Jones, Rocky McCoy, Mark Miller, Betty Sue Redden, Wanda Smith, Don Watts, and Richard Westfall

Deadline for *News&Views online* is the 1st day of the month.

## Future security measures—the ears have it

Recently Britain's University of Leicester and K9 Forensic Services Limited in Northampton ran a trial on ears. Fifteen-hundred ears were scanned and each one of them were found to be unique. That is why "ear prints" might be the up and coming security measure of the future. They work something like fingerprints—with ears 18 points are compared. So what's the benefit? Ears can be viewed at a distance by security cameras, say in airports, and in time a global database of ears could be gathered and built. This method of identification will work at high speed and likely be very accurate. So potentially we might be lining up for photos of our ears in the future.

—adapted from *BuisnessWeek*

## Looking Forward to September

**Be Kind to Editors and Writers Month.** Sept. 1–30.

A time for editors and writers to show uncommon courtesy to each other.

**International Self-Awareness Month.** Sept. 1–30.

To draw attention to the value of knowing oneself.

**National 5-A-Day Month.** Sept. 1–30.

To encourage all Americans to increase the amount of fruits and vegetables they eat to five or more servings per day, to better their health and reduce their risk of cancer and other chronic diseases.

**National Food Allergy Awareness Month.** Sept. 1–30.

A month for all to learn about the seriousness of food allergies.

**International Enthusiasm Week.** Sept. 1–7.

Display genuine enthusiasm to every person, every project, every possibility that comes your way. It will change your week, your month, your year, your life.

**National Assisted Living Week.** Sept. 12–18.

A weeklong observance designed to raise awareness of the role assisted living plays in serving the nation's elderly.

**Banned Books Week—Celebrating the freedom to read.** Sept. 18–25.

Brings to the attention of the public the importance of the freedom to read and the harm censorship causes our society.

**United Nations: International Literacy Day.** Sept. 8.

An international day observed by the organizations of the United Nations system.

**First Day of Autumn in the Northern Hemisphere.** Sept. 22.

Autumn begins on this day with the autumnal equinox.

**Family Health and Fitness Day—United States.** Sept. 25.

To promote family health and fitness.

## Doing what you love

While most jobs will include tasks that you love, they will also include other tasks that are not quite so pleasant to accomplish. How does one go about accomplishing the work that needs to be done?

According to Napoleon Hill, you can accomplish almost any amount of work if you are doing work that you love or work for a person whom you love.

Therefore it will probably pay off for you in your life if you seek out work that you are at least partially fond of. This will make you a much more productive person at work. And you will feel better about yourself and what you accomplish.

When you are selecting your work or place of work, make sure you ask yourself: Will I like this work? Do I like what this work is meant to accomplish? Do I like the person I will be working for?

Answering these questions will help you make a decision that will ultimately make you happier not only at work, but in your life in general.

—adapted from *The Law of Success*  
by Napoleon Hill

I read this article. It said the typical symptoms of stress are eating too much, smoking too much, impulse buying and driving too fast. Are they kidding? This is my idea of a great day!

—Monica Piper

I've been on a constant diet for the last two decades. I've lost a total of 789 pounds. By all accounts, I should be hanging from a charm bracelet.

—Erma Bombeck

## Dealing with Difficult People

Barton Goldsmith, Ph. D.

We all encounter difficult people every day. Sometimes, all we have to do to see one is to look in the mirror. Maybe you have a person in your life or business who gets what he or she wants by raising their voice and being intimidating. Then there's the person who never follows through or who is never happy no matter what. If you have to deal with (or act like) any of these Difficult Types, here are some sure fire methods for understanding and communicating with them.

**The Combative:** These people can be aggressive, intimidating, and even threatening. To deal with them appropriately, start by listening to what they have to say. Avoid engaging in arguments and be proper when conversing with them. If you are succinct and precise with your comments, acting rather than reacting. It may also be wise to have someone else in the room with you.

**The Dissident:** They can be subversive, critical and sarcastic, which can hurt. Nothing ever seems to be good enough for these people. Focus on the issues and don't acknowledge the sarcasm. Don't overreact, remember that they are trying to make you feel bad or get you angry. Remember the first person to get mad loses.

**The Indifferent:** This type of person can be cold, closed, difficult, and have a hidden agenda. They avoid controversy at all costs and never let you know where they stand. Ask open-ended questions (not yes or no), be quiet and wait for the person to say something. It helps to be patient and warm. Indifference can be very painful when directed at an individual so brace yourself.

**The Arrogant:** Their ego runs them, and anyone else who gets caught in their trap. They are know-it-all's and act superior every chance they get, but when they're wrong they tend to pass the buck. To deal with them, make sure you know what you are talking about and it helps if you have documentation to back it up. Agree when possible, ask powerful questions and listen deeply. Disagree only when you know you're in the right.

**The Grouch:** Everyone knows a complainer, they are usually cynical as well as rigid, and sometimes a downer. To deal with them effectively, don't allow them to start complaining and keep the focus on solving the problem. Force the grouch to think through the complaint and prove it is valid by telling them they can complain only if they also have a solution.

**The Windbag:** These gabby people are so busy listening to themselves they seldom hear others. To put a lid on it, keep reminding them to stick to the point. Don't be afraid to interrupt a talker, and it's always a good idea to tell them you "only have a minute."

**The Slouch:** Everyone can be lazy, but loafers tend to also be manipulative and will put more work into getting out of things than it takes to do them. Do not cover for him or her and be sure that everyone else follows this lead. Confront the problem head on by having them create a list of what they need to accomplish.

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**The Procrastinator:** This type of person can be very frustrating. They meant to get around to it, but something else came up (like a rerun of "Friends"). They are unfocused, confused, and disorganized. To deal with them, set firm time-lines and emphasize the importance of meeting them. Be sure they know there are consequences if the timelines are not met. This will help to eliminate any excuses that you can think of, but be prepared for them to create some others. Make sure they give you a firm commitment and follow-up, follow-up, follow-up.

**The Adversary:** These people actually like to argue. They can also be controlling, critical and even intimidating. Keep calm when dealing with them and ask questions to clarify and defuse the argument. Humor can help, but use it sparingly. Focus on how to solve the problem, not on their personality, and don't engage them if you can help it.

**The Stockpiler:** These people hold on to everything, and it's very hard to come to terms with someone who holds you responsible for something that happened ten years ago. They are grudge bearers and are not good team players. They tend to live and work best in isolation. Take the pre-emptive approach before you start, clarify that you are not present to re-hash old conflicts. If past conflicts begin to surface, cut the stock-piler off quickly and return to the issue at hand.

Dealing with difficult people is an art form. Those who are good at it tend to be successful in life and business (or they become therapists). Knowing how someone is likely to behave is helpful, and will give you the upper hand in an uncomfortable situation. Trust your instincts and don't let them grind you down.

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## Older Workers

The years 1997 through 2002 saw increases in the proportions of people 45 years old and over as well as those 65 years old and over in the West Virginia work force, the U.S. Census Bureau reported recently. The analysis of West Virginia's older workers is based on a new Census Bureau program called Local Employment Dynamics.

The bureau is the cooperating state partner for West Virginia in this project through our RIA Division. The report, *A Profile of Older Workers in West Virginia*, highlights the age composition of the state's work force; job gains and losses for older workers by industry; industries in which older workers are concentrated and their job stability and earnings. This report can be accessed at [www.state.wv.us/bep/lmi](http://www.state.wv.us/bep/lmi) or <http://lehd.dsd.census.gov/led/00>.

The LED program combines standard and new data sources with demographic information to show how the work force changes each quarter within the state and in substate areas, in what industries the changes occur and the characteristics of workers involved in changes.

Some highlights from the West Virginia report:

In 2002, industries in which more than 1-in-5 workers were 55 years old and over were membership organizations, real estate and personal services.

Industries where workers 65 years old and over were most likely to be employed were in health services, business services, social services and eating and drinking places.

Health services was an industry with a low turnover rate for workers 55 years old and over, while business services had a high turnover rate. Among industries in 2002 that employed more than 500 people age 65 and over, the highest paying was health services at \$2,561 per month.

The industry with the highest average monthly earnings in 2002 for workers 65 and over was primary metal industries at \$4,906, but the number of such workers was only 64. On average, among workers age 65 and over, 918 jobs were created and 1,342 were lost in 2002.

The LED consists of individual partnerships between 29 states and the Census Bureau. The Census Bureau will release reports for its partner states on a variety of topics and the state Bureau of Employment Programs will begin posting of state and work force investment area quarterly work force indicators over the upcoming months.

In addition, quarterly work force indicators such as job creation and new hires are currently available for the state of West Virginia and several other partner states for selected years, age groups and geographic areas, as well as for men and women at <http://lehd.dsd.census.gov>.

Because the statistics come from a variety of sources, including state industry, employment and wage records and basic demographic information, they are not directly comparable with statistics from household surveys such as the decennial census long form, the American Community Survey and the Current Population Survey. Industries currently are organized under the Standard Industrial Classification (SIC) System, but will soon move to the North American Industry Classification System (NAICS).

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Marilyn Ratliff scuba dives, and likes many other outdoor activities. She also likes being with friends and family, but a second job makes that difficult. She wants to be financially secure in 10 years, but she focuses on the moment. Marilyn has a dog, Kaci Jo, that she adores. Plus, she loves going to Myrtle Beach to relax.

Marilyn Fedonick says she does the same job as the others, but she has been at it a lot longer and has answers to some of her newer coworkers' questions, due to those many years of experience. When it comes to her job, she likes knowing what she is doing; Marilyn also loves the people with whom she works. After hours, she likes scrap booking, shopping at primitive and country stores, and watching HGTV. Her dream vacation would take her to Nova Scotia and Ireland. She says she is going there when she wins the lottery. In the meantime, Marilyn likes to visit her sister in Alabama, brother in Florida and in-laws in upstate New York.

The best parts of working in the unit for Beverly Stalnaker are the people and the job duties. She says it is much easier to come to work when you work with a good group of people. She has lived in several states, and other than West Virginia, Washington and Virginia were her favorites. Beverly has two children and has taken in a third. She likes to read, camp and travel. Beverly also thinks working for Habitat For Humanity would be fun and she may look into that. A few years ago, she got a wish she had long been hoping for—she got to see the Grand Canyon, and loved it, though she says she would always want to live in West Virginia.

A three-year veteran of the unit, Missy Comer most enjoys the people with whom she works. She explains it as her "little work family." She has an Associates Degree in Office Administration. Missy loves outings with her husband and 2-year-old son, Blayne. When she was younger, Missy had the opportunity to go along with her long-haul truck driver father on some of his trips. She has been to 36 states, Canada and Mexico. Missy loves to take pictures and her favorite vacation spots are Smith Mountain Lake and Myrtle Beach.

## Retiree News

Don Watts, retired from Huntington Job Service, wrote to *News&Views* recently. According to Don, he can't believe 14 years have passed since he retired. His retirement has been so full of activity the time has just flown by. Since leaving BEP, Don has become an Outsider Artist, having works displayed at the Huntington Museum, Ashland Art Gallery, Southern Ohio Museum of Art, French Art Colony, Parkersburg Art Center, Greenbo State Park, and Drinko Library at Marshall University. Don has sold some of his works in Huntington and out-of-state. Don is also a published poet, having his poem, *Time*, published in a book titled *The Colors of Life*. Other poetic works by Don can be found on the Internet at Poetry.com. In his spare (?) time Don and his wife, Mary Lee, run an Avon business. Don says his most fervent wish is that those who retired and who will retire do not go home and sit down in front of a television all day long. "Use those talents, skills and training we received with the department to help build your community and to share with others your talents to make your town a better place to live," Don suggested. "Staying busy keeps you healthy and alive."

Okay, retirees, let us hear from many more of you. Your legacy is what we continue to build upon at BEP.

Sharon Chapman is also a long-time Bureau employee. She is spending her days right now glowing about her new grandson, Kellen Matthew McKay, who was born August 1. At this moment, nothing else is of much interest to her.

The challenge of getting the job completed is what Iris Clifford most likes about her job, along with dealing with employers. She loves to read mysteries and horror stories. Having traveled extensively, with Ireland, Aruba, Puerto Rico, Jamaica and the Bahamas as some of her destinations, Iris says her favorite place to visit is Aruba, because it has clean, white beaches and is hot and breezy. The only problem with vacationing is that she has to leave her beloved cat, Tessa, when she travels.

For duties that are a bit different, we look to Patti Harden, Jonathan Reynolds and Suzanne Farley. Patti checks for unreported wages from unemployment claims and handles problems. She is always busy. Her off-time activities include working in her flower garden, playing violin and singing in her church choir. Sometimes they even ask her to sing a solo. Patti has two daughters—both married to ministers, and a son. She has five grandchildren with another on the way. Patti would like to go to North Carolina to see her granddaughter, but she is currently caring for her nearly 90-year-old mother. Patti comes from a very large family and currently has ten living siblings.

Jonathan Reynolds investigates compliance issues, working closely with the IRS. He also serves as an EO counselor for the Bureau. He teaches military science and history at a couple of local universities, and should finish up his masters in criminal justice in a few months. Jonathan also teaches anti-terrorism at colleges and for the military. He is currently 1<sup>st</sup> Sergeant for Delta Company, an Army Reserve Unit based along Corridor G (U.S. Route 119). When asked about his off-time interests, Jonathan said he loves gardening, listening to books on tape when driving, military history and teaching. He enjoys working for BEP and "works with a unique group of people."

Suzanne Farley, works with the Secretary of State's corporation list. She checks to see if companies on the list are registered with BEP, and if not, assists them in doing so. Suzanne is also a long-time Bureau employee, having worked here for 26-years. She first worked in the Initial Claims Unit, then the Combined Wage Unit and then to UC Contributions. She best likes finding the information for which she is looking—solving the puzzle as it were. In her off time, she likes to swim, bike, watches challenging game shows on television and likes helping others. She is looking forward to her next visit to her cousin's home in Hornell, New York, a quiet, woody area.

## Continued from page 1

Daureé Coleman, a long-time state employee, reviews and approves all TAA Waivers, which protect a customer's eligibility for TRA payments. She also reviews all financial applications for TAA. Her biggest effort is to help her customers see that a job loss is not an end, but maybe an opportunity for change. Daureé says she is seeing many Baby-Boomers having job problems right now, and she just loves seeing all her customers become successful. On her off hours, Daureé loves to read, listen to good music, and spend time with her nieces and nephews. She also works with the nursery at Grace Bible Church. Her favorite vacation spot is Aruba, but if she could go anywhere in the world, she would like to go to Africa to help those who are starving—if we get the starving taken care of here in the U.S. Daureé praised God for her good fortunes. She says she owes much to her late father, who taught her to accept people as they are, and to her mother for teaching her to tell it like it is. Daureé is one of five children, though one of her brothers passed away in 2001.

Though Linda Davis is currently out of the office, she handles what is known as HCTC Bridge Grant. The HCTC Bridge Program grant provides temporary health insurance coverage payments, which will allow eligible dislocated workers access to health insurance coverage. The program pays 65% of the monthly health insurance coverage for eligible workers enrolled in qualified health plans. These workers will be responsible for paying the remaining 35% of their monthly health insurance coverage premium.

In Linda's absence, intern Carla Scott is handling the program, which requires her to work closely with FAM Accounting. Carla says she is still learning the program. She attends WVSU and will start her senior year in January. She is working toward a psychology degree.

Doris Reynolds is secretarial support and all round gopher for the unit. She does whatever needs done, such as helping with petitions, reviews applications and prepares reports. Her favorite part of her job is helping the participants. Doris is working on a BA Degree in Business Finance, having already earned an associate's in medical office administration. She loves playing basketball and her dream is taking a Pacific cruise to Hawaii.

Carolyn Stiltner logs in all the TAA applications and works with the database. She loves the variety of work offered by her job. On her off time, Carolyn enjoys reading. Her perfect vacation spot is at home relaxing. She says going places takes a lot of work!

Sherron Jones is the assistant director charged with the overall operation of the section. She deals with the USDOL and agency users concerning TAA issues. She is also responsible for obtaining the HCTC Bridge Grant. Sherron is active in her church, loves to travel and enjoys spending time with family.

Being responsible for the day-to-day operations of TAA and for field operations (TAA counselors statewide) falls to Janie Claytor-Woodson. She also trains staff on programmatic changes. Janie enjoys the variety of responsibilities her job

## Drink when you're thirsty, hide the salt shaker and bring on the bananas

According to new research, people should be less concerned about drinking more water, and worry more about reducing sodium levels and increasing potassium levels in their diets. The study was conducted by the U.S. government's Institute of Medicine and Canadian scientists.

The study determined that it is not true that you need to drink eight glasses of water a day. Most people get enough fluids by simply drinking when they are thirsty. And it's not just water that can provide enough fluids for the body. The study confirms that most people can let their thirst regulate how much they drink. The exceptions to this advice are for people who are very physically active or when the weather is very hot or very cold.

Now that that is all straightened out, let's look at sodium. According to previous studies, people who live in industrialized countries consume way too much sodium. People ages 19 to 50 should only have a sodium intake of about 1,500 milligrams per day (that's about two-third's of a teaspoon). The upper limit would be about 2,300 milligrams per day (that's a little more than a teaspoon). Now here's the scary part: 95 percent of American men and 75 percent of American women exceed that upper limit every day. Three-quarters of our sodium intake comes from processed and restaurant foods. Now why should we be concerned with this? Well, high sodium intake is known to contribute to high blood pressure. And most people in industrialized nations eventually end up with a blood pressure problem.

Potassium on the other hand helps regulate blood pressure, and guess what? People in industrialized nations don't get enough potassium. So you can see the health problems starting to snow ball. High blood pressure is almost nonexistent in people from nonindustrialized nations. However, when people from those nations move here, they often develop blood pressure problems.

The advice: People should consume about 4,700 milligrams of potassium. Americans usually only get half that much potassium in their diets. You should get your potassium from fresh sources of food and not from potassium supplements, as too much of a supplement can be dangerous and cause abnormal heart rhythms.

—adapted from *University of California, Berkley, Wellness Letter: The newsletter of nutrition, fitness, and self-care*

provides and finds it very gratifying in being successful with her dealings with participants. She says the absolute best part of being in the TAA Section is the team spirit and camaraderie she finds with her coworkers. Janie is active with her church youth group and loves spending time with her grandchildren. She loves reading a variety of works, and finds flower arranging relaxing. Her dream trip would be to go to Ethiopia, since it is now recognized as the birthplace of humanity. She would have that trip to include the Holy Land and other parts of the Middle East to see if she can tune in to what life was like those thousands of years ago.

**Departures**

Mary Ashley, employment programs office manager 2, New Martinsville UC; Barbara DeMary, employment programs office manager 3, Fairmont JS; Janice E. Palmieri, employment programs office manager 3, Morgantown UC; Leslie Jo Ventura, employment programs manager 1, ES Business Service Team Unit.

**Title Change**

Wanda S. Smith, administrative secretary, FAM Administration.

**Name Change**

Vivian G. Fields to Vivian G. Cartwright, UC Contributions.

**Milestones**

25 years – Sandra L. Bruton, Charleston JS; Cathy S. Green, FAM Administration; David Lee Pekar, RIA Bureau of Labor Statistics Programs.

20 years – Barbara Goldsmith, Clarksburg UC.

5 years – David M. Piercy, Clarksburg JS; Elizabeth Stollings, UC Contributions; Lori L. Turner, Morgantown JS.

**Bereavement**

Karen Blethen, wife of former MIS information systems manager 3 Larry Blethen, died August 2 in Charleston.

**Oops! Our slip is showing.** In last month's issue, we erroneously listed Joe Baldwin and Betty Carola as Employment Programs Managers 3. What we should have said is Employment Programs **OFFICE** Managers 3. Please excuse our slip.

**They love our work!**

To Whom It May Concern: [Huntington JS]

I would like to express my thanks not only to the two individuals that helped me today, but also to WorkForceWV for having such good staff to assist the public.

I required assistance in updating my information with Job Service and met with Jenny [Frazier]. Jenny not only helped me more than I can explain, but was also extremely kind and caring with her assistance. As a currently unemployed individual, I find it very difficult to go to someone for assistance because I am unable to find a job on my own. Jenny made me feel very comfortable today and comfortable with the idea of coming back anytime if I required any more help.

After returning home and completing an Internet search, I then telephoned Christy [Payne] and spoke with her regarding a few postings I had seen. Christy was also extremely helpful and friendly.

I want to extend my appreciation to both of these lovely women for their assistance today and the Job Service for having truly good people such as these two working for them. Thank you.

A Job Service Customer

Darrell Nutter, Parkersburg JS

I spoke with Charles Coleman from Benson Trucking this morning and I wanted to pass along how happy he was with the apps that you brought out yesterday, as well as with the presentation you did regarding veterans. He said that you did an excellent job, and that he could see many doors opening for future services. Just thought you would like to hear that.

Gina N. Huffman, Program Specialist  
Workforce Investment Board Mid-Ohio Valley

**Happy Internal and External Customers**

Judy Harper, Summersville UC

I just wanted to thank you for giving such a professional and informational presentation at the Summersville Job Service Quarterly West Virginia Employer Advisory Committee meeting on June 14. The handouts you provided were full of useful information for all the employers in attendance, and you created a very relaxed atmosphere which put everyone at ease and was conducive to a valuable question and answer session.

I appreciate that you took time out of your busy schedule to provide such a valuable service to our area employers. You are a master of unemployment laws and regulations and a very gifted presenter.

Margaret Talbert, Summersville JS

Margaret Talbert and Judy Harper, Summersville

I, too, would belatedly add my note of gratitude for the fine presentation we enjoyed for the quarterly WVEAC meeting. The ins and outs of unemployment compensation are difficult for many employers.

Again, fine work, Judy. Margaret thanks for suggesting the topic and presenter.

Bob Johnson, Mayor, Richwood, West Virginia

**Spotlight**

In a recent article in the Region 4 Mid-Ohio Valley's *One-Stop \* Many Ways* second quarter publication, Sally Hannan was singled out for the One-Stop Star Award. According to the publication, Hannan, a TAA Counselor, is very dedicated ". . . and is a prime example of an employee who takes the extra step to meet the needs of the clients. . . All your hard work and outstanding customer service is recognized and appreciated."