

# The Pulse

Quarterly News

## Workforce Professionals ND Chapter

July 2020

Volume 6, Issue 3

### Communications Team

- Cindy Lynk
- Deanna Saragosa
- Pat Kelly

## Member Spotlight by Deanna Saragosa



Our IAWP member spotlight this quarter features Cindy Lynk. She has worked for Job Service for 20 years and is currently a Project Manager. Cindy has received the Pride in Performance award and the Chapter award three times. She has won the District Award once and she has been nominated for the Governor's award three times!

Cindy has been an IAWP Member for 20 years and has served on our IAWP board in one capacity or another since 2006 including Central Office Rep, President for two terms and Executive Secretary two times. She has also served on communication, conference and fundraising committees.

Throughout 20 years with IAWP, Cindy has countless memories but a couple of

things that stand out is attending the international conference in Rapid City, SD and the 2008 district conference held at Prairie Knights here in North Dakota where she also served on the planning committee. Both of these events, she learned the most. Once as a participant and once as an organizer.

Cindy served as squad leader for the Mercer county ambulance for 8 years. She won the Volunteer of the Month award through KXMB for her work on the PTO with an elementary school. She's received two awards from the American Red Cross. And those are just to name a few! As you can probably tell, Cindy has always put volunteering as a priority in her life.

For the last 10 years, Cindy has been a member of the handbell church choir and practices every Wednesday.

She and her husband Mike have been married for 37 years! They have two sons; William, who is an electrician and James is a home builder. Cindy and Mike also have a growing Rhodesian Ridgeback puppy named Teddy.

Cindy and her husband love to travel and their preferred method is by car so they can appreciate the scenery. They have visited every state except 5. They had planned on crossing Alaska off their list this year but Covid19 had other plans. If you're curious, the other 4 states are Alabama, Mississippi, Louisiana, and Arkansas.

## An Action Plan for Staying Calm in the Midst of Chaos By Alex Droske | May 31, 2020 | Pretty Loaded Blog

What does it take to come up with a plan? I'm going to break down what to do into three stages, the preparation phase, implementation phase, and the tactical withdrawal phase of the operation. Each phase will require preparation and planning that should be done as

soon as any indication that civil unrest may occur is seen in the populous. Hopefully this is never needed but as always, when it comes to a safety plan, it's better to have and not need than to need and not have.

### Preparation Phase

This is going to be the part that will make or break the plan that you develop.

[Read the full blog here.](#)

### In This Issue

|                           |   |
|---------------------------|---|
| President's Chat .....    | 2 |
| Cybersecurity .....       | 2 |
| USERRA.....               | 3 |
| Retiree's Corner .....    | 3 |
| Reduce Stress .....       | 6 |
| Committee or a Team.....  | 6 |
| Job Seeker Match.....     | 7 |
| UI Nationwide Scam.....   | 7 |
| IAWP Webinars .....       | 7 |
| Learning Tree Funds ..... | 8 |
| Committee Members.....    | 8 |

### Special Points of Interest

- Congratulations to our June gift card winners: Teresa Ferrier, \$25 Vintage Point in Fargo and Amanda Blomberg, \$25 Boneshakers Coffee in Bismarck
- IAWP is moving to Teams. Watch for more information to come.



Break time and reading rejuvenates your mind; so take a break, and read The Pulse today!

## President's Coffee Chat by Brenda Cornell

Wow, what an unusual spring and probably summer ahead of us as we define a new normal. Many of us never thought we would be working from home or spending our days supporting the UI call center. We have worked through many new challenges and opportunities.

We welcome Barry Glum as a new member to our IAWP Board. The Board held a strategic planning session for the

upcoming year to plan for events and learning opportunities for our members. Our new MOU with the agency was signed and we continue a great working relationship with our executive team.

We have tabled a Fall Conference but have not totally ruled it out. We are waiting on the guidance from the governor and the CDC as the State moves forward. Of course, we have not ruled out a virtual option. We also want our members to be comfortable with our training options. Please let any of the

Board members know if there is a particular subject that interests you and we can explore the training opportunity.

We will be creating or adding new committee opportunities with our organization. If you would like to become a little more involved, please reach out. We welcome new ideas and members to any of the committees we have, such as the Learning Tree, Membership, Training, Conference, Communication and Retirees.

## Cybersecurity and Consumer Fraud ND Response

Physical and online safety are more important now than ever. All North Dakotans are encouraged to exercise caution when researching COVID-19 information online and engaging in any online activity. Malicious actors are exploiting the pandemic for monetary gain, to steal personal information, and/or to intentionally mislead the public.

[Read about COVID-19 Cyber Threats](#)

When pitched an investment, investors should always ask if the salesperson and the investment itself are properly licensed or registered. This information can be confirmed by state and federal securities regulators.

[Click here to read about Investment and Consumer Fraud](#)

**Get up-to-date information about COVID-19, Cyber Security, Public Alerts and more:**

[NDResponse.gov](https://www.ndresponse.gov)

## Shopping Local - Quarterly Fun Giveaways by Cindy Lynk

The executive board decided to continue with our quarterly fun giveaways but wanted to find a way to support our locally owned businesses; especially during these difficult economic times. Members were solicited for ideas of local businesses in their communities that they would like to support, and receive gift cards from if they



were the lucky winner. The response was fantastic. We received 41 recommendations for locally owned businesses from around the state.

Teresa Ferrier was one of our winners and she selected Vintage Point in Fargo. When the gift card was being purchased I

explained to the individual what we were doing. She got a little choked up and was very impressed with our support of locally owned businesses. I received a nice thank you email that included the note "We love your creativity!"

While it was just a short note, it reminded me how much our local businesses depend on us and that we should shop local whenever possible.

# COVID-19 Impact Uniformed Services Employment and Reemployment Rights

During these challenging times, our nation's Guardsmen and Reservists are answering the call to duty to protect the health and well-being of all Americans. We owe a duty to them to ensure full compliance with the employment and reemployment rights of the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). The Veteran's Employment and Training Service (VETS) interprets

and provides guidance on USERRA and investigates complaints filed under this law. VETS offers the following frequently asked questions and answers:

See the FAQ on pages 4 and 5 of this newsletter.



**Questions relating to reemployment rights under USERRA may be referred to Mariys Morgenstern at [morgenstern.mariys.a@dol.gov](mailto:morgenstern.mariys.a@dol.gov)**



## Retiree Corner by Ann Seifert, Retiree from MN DOL

Happy summer! I hope you and yours are staying well during these unusual times. Many of you will remember Ann Seifert, one of our past District Directors. I reached out and asked her to tell us about her years as an IAPES/IAWP member. I truly enjoyed reading about her awesome tenure with the organization.

IAPES/IAWP afforded Ann amazing opportunities. I think her years would be a great example to use in attracting new members. Thank you, Ann, for your dedication and contribution!

Merlin Beto

### Oh, the Places You'll See and the People You'll Meet!

When I started my 36-year career with the state of Minnesota I was asked to join IAPES. From the annual cornfield, statewide conferences and meetings, professional development, holiday parties this group did it all. I am convinced that we did lots to improve worker morale and maybe a promotion or two.

In 1971 the International convention was in St. Paul which I helped host even though I could not attend during the day but did my best to show the out of towners the best of my city after hours. The first out of town convention I attended was in Atlanta in 1976. What an impression that made. Most of the Minnesota delegation was "old" so I sought out the younger set, some who remain friends to this day. It's great to be in touch with people from New Jersey, Georgia, South Carolina, Oregon, Ohio, Indiana, Wisconsin and North Dakota! Many of us meeting at MSP and flying together to the convention city. RIP Mike.

In all I have attended 28 conventions. Some were in cities I may never have visited such as Wichita, KS, Palm Springs, CA, San Juan, PR, as well as Toronto and Montreal, Canada. I even turned 40 in Bismarck!!

I held a variety of official positions with the Minnesota chapter and was the district representative to the International Executive Board, twice since retirement. One of the most interesting committees was Legislative where we were able to educate those in DC...we could not "lobby" but it was interesting to educate them about what we do with the funds they give us and see government in action. Of the six-member committee that I was part

of, three went on to be International Presidents.

An important part of the convention week is the daily newsletter, the Flash. For many years I was part of the staff. Attending workshops and general sessions, speakers and social events and writing newsletter articles. I guess it brought out my inner Lois Lane!

Many of these life friends have been very supportive as I fight breast cancer. With one more chemo session scheduled, I am hopeful that I will be cured and can move on with my life.

Thank you for listening and letting me represent you on the IAWP board of directors.

Ann Seifert



## ***COVID-19 Impact Uniformed Services Employment and Reemployment Rights***

During these challenging times, our nation's Guardsmen and Reservists are answering the call to duty to protect the health and well-being of all Americans. We owe a duty to them to ensure full compliance with the employment and reemployment rights of the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). The Veteran's Employment and Training Service (VETS) interprets and provides guidance on USERRA and investigates complaints filed under this law. VETS offers the following frequently asked questions and answers:

### **Does this factsheet create new USERRA rights and obligations in light of COVID-19?**

No. The statute and regulations still govern USERRA rights and obligations. This factsheet addresses some scenarios that might arise from the application of USERRA in the context of this pandemic.

### **Does a member of the National Guard or Reserves who is called to active duty in response to the COVID-19 emergency have employment and reemployment protections under USERRA?**

- Yes, if called to duty under federal authority. National Guard or Reserve duty under federal authority (such as Title 10 or Title 32) is covered by USERRA.
- National Guard duty under state authority, commonly referred to as State Active Duty, is not covered under USERRA. However, members of the National Guard serving on State Active Duty may have similar employment protections under state law and should contact the appropriate state office for assistance.
- Note that the authority under which orders are issued can change, even in the course of a service member's performance of service.

### **Can a service member be furloughed or laid off upon return from uniformed service?**

- Yes, if it is reasonably certain that he or she would have been furloughed or laid off had he or she not been absent for uniformed service.

**May an employer delay a service member's reemployment out of concern that the service member's service in a COVID-19 affected area may have exposed him or her to COVID-19?**

- No. If the employee satisfies the prerequisites to reemployment, the employee should be promptly reemployed in the job position that he or she would have attained with reasonable certainty if not for the absence due to uniformed service.
- Promptness generally depends on the length of time an individual was away, ranging from the next day after returning from duty, if the deployment was relatively short, to up to fourteen days in the case of a multi-year deployment.
- When reemploying a service member who might have been exposed to COVID-19, an employer must make reasonable efforts in order to qualify the returning employee for his or her proper reemployment position. This can include temporarily providing paid leave, remote work, or another position during a period of quarantine for an exposed reemployed service member or COVID-19 infected reemployed service member, before reemploying the individual into his or her proper reemployment position.

**Where to Obtain Additional Information:**

Important USERRA-related resources and compliance assistance materials for employees and employers are available through the Veterans' Employment and Training Service website at [www.dol.gov/agencies/vets/programs/userra](http://www.dol.gov/agencies/vets/programs/userra), which contains a USERRA elaws Advisor, FAQs, fact sheets, and links to the statute and implementing regulations. Our toll-free information and helpline, available 8:00 a.m. – 8:00 p.m. Eastern Time, is 1-866-4-USA-DOL (1-866-487-2365). The Department of Defense's Employer Support of the Guard and Reserve also provides resources available at [www.esgr.mil](http://www.esgr.mil).

U.S. Department of Labor  
200 Constitution Ave NW  
Washington, DC 20210

1-866-4-USA-DOL  
TTY: 1-877-TTY-5627

# Reduce Stress at Work and Prevent Burnout - a Psychologist Explains How

Sarah Tottle | Government Executive | The Conversation | February 12, 2020

How did those New Year’s resolutions work out for you? Old habits will have already returned for many—you’re not alone if you’ve already stopped using that new gym membership. Similarly, you’re in good company if 2020 is already stressing you out.

Stress, and more chronic exhaustion such as burnout, is commonplace within the modern workplace. People are sinking under the pressure of an attendance culture that glorifies being present at work at the expense of their health. But why exactly does this happen and what can you do to prevent it?

Presenteeist cultures, which see employees working longer hours, have been linked to higher rates of burnout. This is the opposite of absenteeism.

People attend work when sick, or even overwork, and it is a habit that is more common than we think. Employees feel they’re unable to challenge this culture because they see everyone else doing the same thing.

People that go to work when ill or work longer hours than expected often work at less than their full capacity. Studies show this results in a decline in productivity.

One study in the Netherlands looking at a variety of jobs found that presenteeism may appear to be profitable for companies at first because of the reduced absence of employees. But in the long term, presenteeism resulted in higher levels of sickness and absenteeism later on.

Other studies have found that presenteeism can cause a decline in productivity in the individual employee by at least one third and is more costly to the employer than its counterpart, absenteeism. It is also what makes employees sick.

The World Health Organization officially classifies burnout as an “occupational phenomenon”. It is defined as “a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed”. And it is characterized by feelings of energy depletion or exhaustion, negative and cynical feelings towards your job, and a decline in performance.

[Read the full article here.](#)

## Are we a Committee or a Team? by Cindy Lynk

With the strategic plan finalized for the upcoming year, the board will now work towards establishing our chapter committees. However, I’ve often wondered if committee is the right term; or are we more of a team? I was curious as to the difference between a committee and a team, so I did a little research. I found this comparison at likeateam.com that I thought was very informative.

| Committees  | Teams   |
|---|---|
| Strong leader   | Shared leadership   |
| Individual accountability                                   | Mutual accountability   |
| Committees purpose same as the broader organizations        | Specific team purpose that the team itself delivers                 |
| Efficient meetings  | Encourage open-ended discussion and active problem-solving sessions |
| Measure effectiveness indirectly by its influence on others | Measure performance directly by assessing collective work products  |
| Discuss, decide, and delegate                               | Discuss, decide, and do real work together                          |

I like to believe that we are a team or a group of people working cooperatively towards our vision; *Provide educational and training opportunities for our membership, to enhance the workforce development profession and to ensure the success of our respective agencies/organizations.*

This is your opportunity to join a team that will provide benefits to yourself and the rest of the membership. If you are interested in joining one of these teams, let your board representative know.

Membership, Training, Conference, Communication, and Retirees.

I look forward to working with each of you over the next year and hopefully beyond.



# Virginia Creates Website to Match Job Seekers with Openings

Andrew Westrope | Government Technology | June 25, 2020

More than 800,000 Virginians filed unemployment claims since state lockdowns started, officials with the Virginia Employment Commission told media on June 11. The *Washington Post* reported the state had almost as many unemployment claims during the pandemic as in the last five years combined.

Fortunately, prior investments in digital services left the state with some options. Before end of business on June 12, Virginia had launched a new online

portal for handling job applications, along with a dashboard of data analytics. Built upon the state's existing relationship with data analytics company Qlarion, the Virginia Career Works Referral Portal processes job applications and coordinates training and certifications for the thousands of suddenly-unemployed. Data analytics come in a separate Virginia Career Works Dashboard, a public database of charts and graphs about the state and regional labor markets, unemployment rate, wages, supply and demand, workforce program outcomes and

other metrics.

Qlarion CEO Jake Bittner said his company oversaw the project and built the data analytics component, while the front-end portal was done by Pairin, which makes skills-matching software, and the data trust component was done by the data networking company BrightHive.

[Read the full article here.](#)

# Unemployed Workers Face New Delays and Paused Payments as States Race to Stamp Out Massive Nationwide Scam

Tony Romm | The Washington Post | June 12, 2020

State and federal investigators are scrambling to stop scammers from stealing millions of dollars in unemployment benefits, imposing a raft of new restrictions that have inadvertently deprived some out-of-work Americans from receiving much-needed payments for weeks.

The broad, national crackdowns began in May, following reports that organized criminals had set their sights on local labor agencies at a moment when they're trying to manage the worst economic

crisis since the Great Depression. States including Maine, Michigan, Pennsylvania and Washington each have reviewed scores of past applications, while halting some current unemployment payments, hoping to thwart fraudsters before they could sap any more funds.

The aggressive actions have helped some of these states identify tens of thousands of suspicious claims filed by alleged criminals, many of whom had relied on personal information stolen from

unsuspecting workers to obtain benefits they were not eligible to receive. But these states' aggressive interventions have also swept up many people who have nothing to do with the scams. Some out-of-work Americans who had properly filed for help — and weathered long delays to obtain checks in the first place — have been baffled and frustrated to find their benefits are now unexpectedly paused.

[Read the full article here.](#)

# IAWP Webinars for Members July 22nd at noon -Vicarious Trauma

*Vicarious Trauma - Resilience for those who help others* is the next upcoming live webinar, July 22, at noon on [iawponline.org](http://iawponline.org). This course is designed for anyone who is in a role of helping others who are experiencing a high degree of stress and trauma in their life. A special emphasis for this course is placed on those in the workforce development profession.

Past webinars are recorded and available for you; on your own schedule. While there is a definite advantage to being able to participate in the live webinar, we know that everyone's schedule is extremely hectic right now. So if you don't have an opportunity to participate in the live webinars, be sure to check out the past ones. Past topics include: Digital Self Defense, Experiential Learning, What is

Labor Market Information, and Use Linked In Like a Pro just to name a few. These training opportunities are a benefit of your International dues; paid for by the chapter. Be sure to take advantage of them.





IAWP  
 1000 E Divide Ave  
 PO Box 5507  
 Bismarck, ND 58506-5507  
 Phone: 555-555-5555  
 Fax: 555-555-5555  
 Email: someone@example.com

We're on the Web!  
[iawpnd.com](http://iawpnd.com)

### Member Benefits At-A-Glance

- ◆ Conferences
- ◆ Education
- ◆ Networking
- ◆ Professional Development/Recognition
- ◆ Publications/Newsletters
- ◆ Learning Tree (funds for training and personal or professional development)

## Board of Directors

- Brenda Cornell, President
- VACANT, President-elect
- Tammy Barstad, Treasurer (temp)
- Cindy Lynk, Exec Secretary
- Barry Glum, West Area Representative
- Becky Lankow, East Area Representative
- Elaine Wentz, Central Representative
- Merlin Beto, Retiree Representative
- Nathan Kimball, Webmaster
- Tammy Barstad, Past President

### Our Mission

*The North Dakota Chapter of the International Association of Workforce Professionals (IAWP) is dedicated to providing networking and professional development opportunities for members to seek solutions to workforce issues.*

### Our Vision

*To provide educational and training opportunities for our membership, to enhance the workforce development profession and to ensure the success of our respective agencies/organizations.*

### \$\$ Learning Tree Funds Available \$\$

The learning tree committee has funds available for educational and professional development. Remember, educational funds are available to members *and* their families. Applications are available on our website



<http://www.iawpnd.com/learning-tree.html>

## Committees

#### Communications:

Cindy Lynk, Deanna Saragosa, Pat Kelly

#### Conference:

Deanna Saragosa, Brenda Cornell

#### Membership:

Tammy Barstad, Paula Jo Jesser,  
Dusty Hillebrand

#### Retirement:

Merlin Beto

#### Learning Tree:

Elaine Wentz, Mary Houdek, Nathan Kimball

#### Training:

Becky Lankow, Marlys Morgenstern,  
Danica Chaput