

Teamwork



NEWS

Summer 2004

A NEWSLETTER FOR EMPLOYEES OF THE TENNESSEE DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT



Chatting before the GED graduation ceremony in Rutherford County are (from left) Hope Lancaster, Marva Doremus, Ryan Gooch, and Commissioner James Neeley.

Governor proclaims Adult Education Week

The Adult Education Division of the Tennessee Department of Labor and Workforce Development and Governor Bredesen announced the first week of August as Adult Education Week.

Tennessee Department of Labor and Workforce Development Commissioner James Neeley kicked off the week by speaking to 120 GED Graduates at Blackman High School in Rutherford County on August 1.

"GED candidates recognize the value of education in today's soci-

ety," said Neeley. "There are still thousands of Tennesseans who have not tapped into this opportunity to get the GED and improve their lives." In fact, the U.S. Census shows of those Tennesseans age 25 and older, 1.2 million do not have their high school diploma.

In addition to the proclamation of Adult Education Week, the Adult Education Division is launching an awareness campaign

(Continued on page 3)

TDLWD's emergency suggestion to be adopted by Elevator Safety Board

A fire at a Nashville nursing home in September 2003 took the lives of many, but may not have been so tragic if the elevators had been operational. The Boilers and Elevators division of the Department of Labor & Workforce Development aims to help prevent such a tragedy in the future.

Grant Padgett, elevator inspector for the department, has spearheaded a proposal to have lock boxes in commercial buildings that will contain all important keys in one place.

"When the fire department responds, firemen will have a master key that will open an emergency box located in the lobby," said Padgett. "That box will have a fire service key for phase one and phase two manual control operation of the elevators, a hoistway door key, and a machine room equipment key. All emergency keys will be centrally located."

Regulations will specify that the metal box must be a certain size and must be located in the entrance area of every public building that has an elevator.

"The fireboxes are especially

(Continued on page 6)



The new lighted divisional banners set off the departmental displays at the recent Safety Congress.

TOSHA Congress draws 2,000 delegates

Record attendance highlighted the 27th Annual Tennessee Safety and Health Congress this year, which is co-sponsored by the Tennessee Occupational Safety and Health Administration and the Tennessee Chapters of the American Society of Safety Engineers. The event took place at the Gaylord Opryland Resort and Convention Center July 25 – 28.

The conference featured safety experts leading more than 60 workshops on safety and health management, industrial hygiene issues, TOSHA update, health care, and construction issues.

Governor's and Commissioner's Awards of Excellence were issued to 11 companies for outstanding records of safety and health.

The **Governor's Award for Workplace Safety and Health** went to the following companies: **Lochinvar Corporation**, Lebanon **Magnum Manufacturing**, Erin **MacDermid Printing Solutions**, Morristown

Nashville Chemical and Equipment Company, Nashville

Zachry Construction, Old Hickory

Owens Corning, Jackson

Douglas Dynamics, Johnson City

Performance Pipe, Knoxville

Receiving the **Commissioner's Award** were

Alltrista Zinc Products, Greeneville

Modine Manufacturing, Lawrenceburg

Teskid Aluminum Foundry, Dickson

Counties added to Call Center service

Wilson and Trousdale counties were added to the telephone claims program beginning on August 16. Residents in those counties are now able to file claims for unemployment insurance by telephone.

The complete list of counties for which residents now file claims by telephone is as follows: Cheatham, Davidson, Dickson, Hickman, Houston, Humphreys, Lewis, Macon, Marshall, Maury, Montgomery, Perry, Robertson, Williamson, Wilson, Stewart, Sumner, and Trousdale. Residents of these counties are no longer required to travel to a Department office to file their claims. Claims may now be filed by telephone, by Internet at www.tennessee.gov/labor-wfd or by mail.

Claimants are able to complete much of the benefit application via touch-tone phone. Callers are guided through a series of questions they answer by pressing numbers on the telephone keypad. They are then routed to a departmental interviewer who will complete the claims taking process. The claimant's handbook, other helpful information, and any follow-up documentation are sent through the mail.

Sonya Campbell, interviewer, dies

Sonya Sheree Campbell, 47, died August 4, 2004, in Johnson City. She was a 25-year career employee of the TDLWD. In August 2003 she was diagnosed with leukemia.

A graduate of East Tennessee State University, she was an interviewer for the Northeast

(Continued on page 6)

Adult Education Week (Cont.)

called "GED NOW." The division is getting the word out to potential GED candidates about GED preparation classes offered all across the state; posters, flyers, brochures, and news releases will be sent to every county. State vehicles will carry car magnets advertising the campaign in September. Materials will be disseminated to the Department's marketing team for distribution among business and industry. A new website, www.gednow.info, has been created so that adults can gain information about their local program information via computer.

"We know that those without a high school diploma or its equivalent are two times as likely to be unemployed," said Phil White, Administrator for Adult Education. "So it's important to create that safety net as soon as possible before you really need it."

For more information on Adult Education Programs call 1-800-531-1515 or find information on the Internet at www.gednow.info.

More than 600 attend Adult Education training

The Division of Adult Education recently sponsored the Academy for Instructional Excellence, a comprehensive professional development event attended by more than 600 adult educators from across the state. In a letter to Academy participants, Governor Bredesen referred to Adult Education as "one of Tennessee's great treasures."



Here's the GED Now campaign logo designed by Jeff Hentschel of the Communications Office.

Commissioner Neeley wrote to adult educators, "You are making a positive impact on the lives of thousands of Tennesseans and their families by making Tennessee a better place to live, work, and raise our families."

The Academy, held July 13-15 in Gatlinburg, featured more than 100 sessions to help Adult Education teachers and administrators prepare for higher standards and greater accountability and to learn the latest and best instructional and program

In the news . . .

During Adult Education Week, 57 articles on Adult Education appeared in state newspapers as a result of the Communications Office's news release announcing the observance. Thanks to the Adult Education Division for working closely with the Communications Office to promote the event. The several-month advance notice contributed to a successful campaign.

management approaches in order to assist adults who lack basic skills, English language skills, or a GED diploma.

Implementation of the Tennessee Professional Development and

Tracking System has shown Tennessee to be a national leader in supporting quality professional development. This system allows adult educators to earn a level credential and gain recognition and incentives for participation in training. Tennessee is recognized nationally as a benchmark for training initiatives such as ESOL in the Workplace, Diversity, and Quality Management based on Baldrige criteria.

"This Academy," said Phil White, AE administrator, "focuses solely on our mission, which is to provide quality educational programs for the adult learner. We continue to strive to find ways to better educate our instructors so that our students will receive the level of education they deserve."

AE Employees Appointed to TCPE Board of Examiners

Two Department of Labor and Workforce Development employees were recently appointed to the Tennessee Center for Performance Excellence Board of Examiners for 2004. As examiners, **Ryan M Gooch**, Planning and Continuous Improvement, and **Paul Heard**, Performance Accountability, Division of Adult Education, will be responsible for reviewing and

(Continued on page 6)

Carl T. Anderson Scholarships for 2004 awarded

The Tennessee Chapter of IAWP is proud to announce the three recipients of the Carl T. Anderson Scholarship for 2004:

- **Jason Daniel** will enter Pellissippi State Technological Community College this fall. He is the son of **Mike** and **Pat Daniel** of Joelton. Mike works in our Job Service Program Support division. Jason's English teacher from Davidson Academy writes of his involvement in tennis and football and his being part of the Fellowship of Christian Athletes. Apparently, Jason is very well liked and is described by classmates as someone who is fun to be around.
- **Alex Dowlen** is currently attending the CCAF (Community College of the Air Force) where he can complete his AA degree in his chosen field of electronics. Alex's math and physics teacher from Sycamore High School in Pleasant View writes that Alex is capable of understanding very complex materials. He believes Alex will make an excellent Airman in the US Air Force. Alex is the son of **Gerald** and **Joan Dowlen**. Joan heads up the agency's Procurement section.
- **Kathryn Layne** will enter East Tennessee State University in August after transferring there from Chattanooga State last year. Kathryn worked this past year as a student intern at Innovation Lab at ETSU, where pre-professionals are prepared for careers in technology-related business. She has worked for Gap for five years and is preparing for a career in fashion merchandising. Kathryn is the daughter of **Pam** and **Rick Layne** of Chatta-

nooga. Pam is our Dislocated Worker coordinator in the Chattanooga office.

The recipients of this scholarship must have a parent or a grandparent who has been an active member of IAWP for at least two years prior to application to qualify. The value of the CTA scholarship is \$500.

Donations to the Carl T. Anderson Scholarship were generous in 2004. We were in a position to award a total of six this year, but only three applications submitted. As of now, we will be able to award at least three in 2005. The scholarship is funded by donations in one's memory or in one's honor. For more information, contact your sub-chapter president.

R&S is host to BLS regional training conference

Research and Statistics' Current Employment Statistics (CES) unit hosted a regional training session June 22-24, 2004, on the ACES (Automated Current Employment Statistics) program. The automated system is a set of display/update screens and computer programs used to collect employer survey information and produce monthly industry employment estimates. It is used by all states and operates in a service center environment.

An ACES Users Group consisting of 12 members (six Bureau of Labor Statistics [BLS] national and regional office staff and six state representatives, one from each of the BLS regions) was established last year. Linda Davis, a statistical analyst supervisor in R&S, was selected to represent the Atlanta BLS region. One of the priorities of the group was to develop a three-day training course for state CES staff on using and running the ACES.

At the request of the Atlanta BLS, Tennessee staff agreed to

schedule and host the first training session for this region. Participants were from Alabama, Florida, Kentucky, North and South Carolina, and the Atlanta BLS office. **Linda Davis** and Jonathan Allen (BLS Atlanta) were the instructors. Other Tennessee staff attending were **Mattie Miller**, CES supervisor, and **Amy Hakola**, Nashville area analyst.

The training received high marks from the participants and they were also quite impressed with the department's computer lab. There is already talk of another session being scheduled in Nashville.

New employees

Edward Clark, ES interviewer 2, Field Operations, Dandridge, part-time

William T. Edwards, ES interviewer 1, Nashville Call Center

Vicky Ferguson, ES interviewer 1, Field Operations, Maryville, part-time

Keith Gore, auditing associate, Employer Accounts, Nashville

Mary Greene, secretary, Employer Accounts, Knoxville

Charles Hensley, Workers' Comp specialist 2, Workers' Comp, Nashville

Jeffrey Holmes, Workers' Comp rep, Workers' Comp, Nashville

Maria Veronica Hoffman, ES interviewer 1, Knoxville, part-time

Tracey Jenkins, secretary, Employer Accounts, Nashville

Rodney Martin, ES interviewer 1, Nashville Call Center

Joi A. Mitchell, ES interviewer 1, Nashville Call Center

Susie Morgan, Workers' Comp rep, Workers' Comp, Nashville

Floyd Murphy, mine rescue worker, Mines, Caryville

Lisa Myatt, ES interviewer 1, Field Operations, Talbott

Cathy Pardue, administrative secretary, Labor Standards, Nashville

(Continued on page 6)

Employee commendations

To: **Northeast TN Career Center**

From: An applicant

"I was laid off in January 2002; I reported to work at my current job on July 14, 2003. In the time between those two dates, I had the good fortune of be able to make good use of the resources of the Career Center in Johnson City.

July 14 of this year marks my first anniversary at work after being laid off for almost 18 months. This time last year my wife and I were excited and anxious about our move from northeast Tennessee to Maryland. This year we are established in our new home and much more comfortable with our new location. My job is going well; I am enjoying what I am doing, and I feel that the work is beneficial to our country.

I wanted to express my appreciation to you all for the help you gave me during my job search and the structure you gave my life by having a place to 'report to' during the time I was looking for work. I must especially want to thank you for your friendship and the encouragement you gave me when I was feeling low.

We are sorry that we are not able to be there to say thank you in person, but we hope that you will think of us and be assured that we are thinking of you. We hope all is and will continue to be well with you and your families.

We wish you well in all that you do! Keep up the good work."

To: **Sandra Malone,**
McMinnville Field Operations

From: An applicant

"I want to express my thanks to a lady who offered her time, support, and encouragement. While the entire process seemed stressful and unsure, **Ruby Bezanson** in the Lewis County Career Center in Hohenwald did what she could to guide me through. Please commend her on a job well done."

To: **Commissioner Neeley**
From: An applicant

"I recently found myself in a place I thought I would never be – unemployed at the age of 39. I cannot express to you the feelings one goes through when he becomes unemployed. I was as low as I had ever been. I was embarrassed and felt so ashamed, especially when I went to my local employment office to file for benefits. I had never had to rely on any kind of help from the government, but here I was – and in such an emotional state.

Then I started talking with **Yvette Livingston** in the Cookeville office, and she made my day. She talked to me, not **down** to me, and she explained everything with such patience and understanding. I left the employment office with a little of my dignity back, and I actually felt good about myself – something I had not felt since I lost my job. I have spoken with Ms. Livingston on several occasions, and she is always so nice and helpful, not matter how many times I call. I wish there could be an Yvette Livingston in every employment office across the state."

To: **Jim Dyer,** Jackson Labor Standards
From: Paul Ayers, University of Memphis

"I want to take this opportunity to thank you for your assistance with our recent Work-Based Learning Coordinator training. The information you provided to our participants will be invaluable to them in making decisions within their respective WBL programs. It is our hope that teachers

took away the knowledge and skills to meet the needs of their students and that your information on child labor laws and liability issues for businesses will help them create well-designed safe programs of study for students with disabilities. Thanks again for all of your help, and I look forward to working with you again in the future."

To: **Karen Lien,** Anderson County Career Center
From: A claimant

"I would like to take the time to thank you for all the help that **Mahalia Griffith** has provided me. She has conducted herself in a very professional way, and her quick responses and dedication have been very helpful to me during my layoff. I wanted you and your department to know that it's been a pleasant experience knowing people do care."

To: **Diana Tarlton,** Northeast TN Career Center
From: An applicant

"I want to thank you for helping me procure funding from PROVET/Workforce Essentials to obtain my Comp TIA Project Manager's Certification, which was accomplished last week.

The five-day course took place in the Knoxville branch of New Horizon, and I followed it up with five weeks of practice exams and study at New Horizon's Tri-Cities branch. All of the people at New Horizon were most helpful – something I want you to be assured of for your future dealings with them.

Beginning last week, I put the certification credential on

(Continued on page 6)

Lockbox (Cont.)

important for facilities like nursing homes, which have a high percentage of residents who are physically or mentally impaired," said Padgett. "Had the elevators of the nursing home fire in Nashville been under manual control, some lives might have been saved." Firefighters had to carry out patients or roll them out in wheelchairs at the time of the Nashville fire; eight were killed and 20 critically injured. In that instance, the elevators were recalled to the lobby floor with the doors open. The fire was away from the elevators and on the third floor; the key was on the fourth floor.

The emergency lockbox proposal was presented at the 36th Annual Conference of the Tennessee Fire Chief Association in July. A member of the group from Nashville said that this would have saved them at least five minutes, and in an emergency situation time is of the essence.

The lockbox has been endorsed by the Elevator Safety Board and is to be adopted by the board at its quarterly meeting on September 8, 2004. At that time, the board will decide whether to promulgate rules.

TCPE appointments (Cont.)

evaluating applications submitted in the award process. The Center's Award Program annually recognizes organizations demonstrating excellence in business operations and results. The Board of Examiners comprises experts from all sectors, including business, industry, education and health care organizations, professional and trade associations and government.

Established in 1993, the objective of the Award Program is to promote economic development by helping companies grow more competitive in today's global marketplace. The program is patterned after the Baldrige National Quality Award, recognized as the national standard.

Comprehensive Career Centers, the Divisions of Adult Education, Employment and Workforce Development and Employment Security are all pursuing formal recognition in the Tennessee Center for Performance Excellence Award Program. Seventy local Adult Education Programs and two Comprehensive Career Centers have been recognized through the Center's Award Program through 2003.

Campbell (Cont.)

Tennessee Career Center in Johnson City. She began her career in the Elizabethton Employment Security local office in 1979 and worked in the Johnson City local office prior to her appointment at the Career Center in 1999.

Commendations (Cont.)

my résumé, and I am busy trying to find the right job for my skill level. I must say that I feel more confident being a certified project manager. Thanks again for all that you have done to help bring this about."

New employees (Cont.)

Terry Randolph, Workers' Comp program coordinator, Workers' Comp, Nashville

Deborah Rolan, Workers' Comp rep, Workers' Comp, Knoxville

Vanessa Span, ES interviewer 1, Field Operations, Talbott

Kimberly Stoner, Labor Standards inspector, Labor Standards, Knoxville

Narketta Walker, ES interviewer 1, Nashville South Career Center, part-time

Calendar

September 8, 2004
Elevator Safety Board meeting
Nashville

September 9-10, 2004
State Workforce Board meeting
Jackson

September 19-25, 2004
National Older Workers' Week

September 16, 2004
August state unemployment figures released

September 23, 2004
August county unemployment figures released

October 21, 2004
September state unemployment figures released

October 28, 2004
September county unemployment figures released

November 11, 2004
Veterans' Day
Offices closed

November 17, 2004
October state unemployment figures released

November 24, 2004
October county unemployment figures released

November 25-26
Thanksgiving holidays
Offices closed

Teamwork News



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Phil Bredesen
Governor

James G. Neeley
Commissioner

Milissa Reiersen
Communications Officer

Martha Deacon
Editor