

Buddy's Business

Serving others is a key element in the work we do

Our role within the Office of Employment and Training and within the Kentucky Career Center is to serve others.

I know some days we do that with ease and then we have days where it is more difficult to do.

With that said, I truly believe that we all do come to work to make a difference and to help those who need it.

I recently came across "100 Ways to Serve Others" from the website LearnThis. The site was created by Mike King, a person like all of us, who works for a living. However, he truly has found his calling to live a service-oriented life.

So I thought what better way but to share some of his 100 ways to serve others:

1. Smile.
2. Hold the door open or get the door for someone.
3. Help someone achieve a goal.
4. Teach something specific that you know about.
5. Always let others speak before you.



6. Volunteer in your community.
7. Donate money to a charity.
8. Be a mentor to someone.
9. Compliment someone.
10. Encourage people.

The above 10 are just a sample. To see all 100 suggestions, go to <http://learnthis.ca/2010/02/100-ways-to-serve-others/>.

See how many you can implement into your work day not just on one day, but every day.

As this year comes to end, let me just say "thank you" for serving and most importantly, thank you for caring.

May 2015 bring many blessings to each one of you.

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To submit to **The Career Connection**, email susan.riddell@ky.gov.



Jennifer Troke, of the U.S. Department of Labor, offers closing remarks at the Opportunity Youth Summit on Nov. 18.



Miss Kentucky Ramsey Carpenter



David Park of America's Promise Alliance

Opportunity knocks

Summit a huge success as stakeholders answer the call to help Kentucky youth

First off, thanks to everyone who helped make the first ever Opportunity Youth Summit such a big success.

It was a great event filled with hard-working staff, knowledgeable speakers and presenters, ready-to-learn attendees and a wonderful host in the Louisville Marriott East Hotel.

In all, there were 200 attendees, and we got rave reviews from them. Many commented afterward in a survey that they especially appreciated the moving words of keynote speakers: First Lady Jane Beashear, America's Promise Alliance's David Park and Jennifer Troke of the U.S. Department of Education.

"Great conference," one attendee said. "GREAT hotel and staff. Very informative overall. The speakers were interesting, and I gained a lot of knowledge on several different topics. I definitely would attend next year and will encourage my colleagues as well."



We also got great recommendations on how to make the conference even better next year.

Some attendees want to be able to hear more of the track presentations and especially more of the Hot Topic sessions. Both of those were very well received.

Others said they want to see more youth and more school teachers involved.

So thank you all again for contributing to the success of this event. It was great to see everyone having fun, learning more about the work we do and networking with other stakeholders who are focused on workforce investment.



Hot Topic presenter Sharon Johnston



First Lady Jane Beashear



Clockwise from top right: Lynn Rippy explains the Culinary Apprentices Program; Ed Bowman leads a session; Interpreter Missy Briery signs for Kentucky Department of Education's Leslie Slaughter as she presents on the Individual Learning Plan; Attendees listen to David Park speak about America's Promise Alliance; Newly appointed Deputy Secretary Beth Brinly, right, leads the WIOA panel as Jacqueline Korengel listens. Attendees celebrated when called upon during Jennifer Troke's closing remarks on Tuesday.



"Just taking a few extra minutes to listen to someone on the phone can make all the difference in the world."

- Melissa Beasley

Interim Unemployment Insurance (UI) Director Melissa Beasley, seated, along with Haley Presley, left, and Katie Houghlin.

Spotlight on UI

Interim Unemployment Insurance (UI) Director Melissa Beasley has worked in UI for almost 25 years, and in that time, she has built up a lot of admiration for the program and the people associated with it.

"I fell in love with the program and never left," she said. "I continue to be blown away every day by the dedication and the passion our coworkers show for their customers."

Beasley, who joined state government in 1986 with the Department of Revenue prior working for UI, said great customer service is at the heart of what makes UI work well.

"We run the gamut of customer service here in UI from helping a claimant online or on the phone to completing what we need to in order to issue a benefit check," Beasley said. "We will sit down at an employer's kitchen table to help him or her file their quarterly tax reports if that's what is needed. Our people do what is necessary to take care of our customers."

With the economic downturn in the past few years and budgets tightening all over the country, like others in the Commonwealth, UI is forced to do more with less, Beasley said. And as difficult a task as that is, UI staffers do their absolute best every day to take up the slack, she added.

"I'm encouraged daily that even in the midst of our own daily stresses with increased workloads, I constantly hear people taking a few minutes to just listen," Beasley said. "Just taking a few extra minutes to listen to someone on the phone can make all the difference in the world to them when they are desperate to just be heard."

The upcoming year will prove to be a busy one for Beasley and her team.

Appeals has implemented Phase 1 of a two-phase project in HP Exstream, a multichannel customer communication management system.

"This is helping to streamline the appeals process to help get claimant appeals written and released faster," Beasley said.

UI also is in the final stages of implementing an automated Interstate Reciprocal Overpayment Recovery Arrangement system that will help all states recover overpayments.

"We continue to improve processes in the Adjudication Branch and have successfully migrated Disputed Claims Investigator functions from the mainframe system. As funds are available we will continue to work toward minimizing our mainframe dependency."



From left: Julie Copeland, Jemeka Stray, Andrea Phelps, Shannon Carson and Sonya Nance, all staffers at the Kentucky Career Center in Paducah.

Paducah: A lot is happening

We've had a busy fall here at the Kentucky Career Center in Paducah. We have settled into our temporary location but are excited to move back to our "home" offices this week so we can enjoy the renovations.

Our veterans representative, Randy Tinsley, participated in many events throughout the region. He co-sponsored a Suicide in our Military Awareness Night on Sept. 25 with more than 30 veterans and their families in attendance.

On Sept. 30, Tinsley collaborated with the Marion VA, the Red Cross and other service agencies to sponsor Veterans Stand Down event at Noble Park in Paducah. This event was an outreach to homeless veterans in the region. The 20-plus who attended were provided information on community resources, social services and veterans benefits counseling. Tinsley also attended the Fort Campbell National Veterans Job Fair Dec. 10 with the Hopkinsville veterans representative.

OET staff has also been busy with community events. On Oct. 16, staff attended the annual Paducah Chamber of Commerce Trade Show at the Julian Carroll Convention Center (two pictures attached). This event is always a great opportunity to network with a large number of employers in the local area. Many of the staff members from our partnering agencies were able to stop by our booth and help out.

Rhonda Quarles, workforce development specialist, attended the Close the Deal event at Livingston County High School on Oct. 29. Also in attendance was former Lt. Gov. Jerry Abramson. The Close the Deal initiative creates a college-going culture in select high schools for students who aren't yet considering higher education. The state-wide program, now in its third year, supports high school counselors and engages the businesses and postsecondary communities in helping these students attain further education past high school.

Workforce Development Specialist Julie Copeland was invited to conduct training on Focus Career at the Merryman House, a local women's shelter on Oct. 14. Participants were given information on how to effectively use Focus Career for their employment needs. OET staff was invited back for future trainings.

Finally, all of the staff at the Kentucky Career Center in Paducah would like to wish our colleagues across the state happy holidays and the hope for a prosperous new year.

Important branding reminders

Here are some examples of best practices for using the Kentucky Career Center's branding strategies.

Please make sure you keep these in mind when sending out information both internally and externally.

Don't: The Covington Career Center
Do: The Kentucky Career Center in Covington.

Don't: jobseekers
Do: job seekers
Do: job-seeker services

Don't:



Do:



Don't: 8:00 AM
Do: 8 a.m.

Don't: December 17, 2014
Do: Dec. 17, 2014

 Kentucky Career Center

What's happening in Madisonville: Roadshow offers invaluable resources for job seekers in Kentucky



Marsha Ball, a Workforce Development Specialist with the Office of Employment and Training, and Tim Cunningham with the Disabled Veterans Outreach Program, pose by Kentucky Career Center resources recently.

Job seekers were given the opportunity to polish their job seeking skills recently at Parkway Plaza Mall as dozens of agencies and organizations gathered for the Community Workforce Resource Showcase.

Job seekers could refine their resume, participate in a lively speed interview competition (with prizes) and tips on how to dress for job interviews during a “Do’s and Don’ts Style Show.”

Patricia Wiles, president of the Hopkins County Job Expo Committee, said the showcase is designed to help anyone experiencing a period of unemployment or under-employment.

“There are many resources available in our area for people wishing to improve their employability skills. We want to help people discover these resources,” Wiles said. “Our committee has been seeking ways to highlight these agencies. When we learned there was a grant available to fund such an event, our committee (members) knew this was the opportunity we’d been looking for.”

Stan Hill, workforce development operations administrator for the Kentucky Career Center in Madisonville and former president (now vice present) of the Hopkins County Job Expo Committee, said the event was geared to streamline the job-seeking process.

“We at the Kentucky Career Center strive to serve job seekers in our area. In doing so, we realize they face many different obstacles and barriers when seeking, obtaining and maintaining full-time employment,” Hill said. “In an effort to better serve our area job seek-

ers and help diminish the obstacles they may face, the KCC - along with numerous area partners - have collaborated in order to showcase and promote the various services and resources available to them while seeking employment.”

The Hopkins County Job Expo’s mission is to create a collaborative atmosphere that matches high quality employers with highly qualified job applicants in order to positively impact the economic growth of local communities. The committee is a consortium of members from the Kentucky Career Center, Madisonville-Hopkins County Chamber of Commerce, Madisonville-Hopkins County Economic Development Corporation, Madisonville Community College, ACE2 Adult Education, Mid-West Kentucky Society for Human Resource Management, employer representatives, Office of Vocational Rehabilitation, Murray State University and West Kentucky Workforce Investment Board.

Vendors at the showcase included several community partner agencies and programs including Goodwill Industries, Kentucky Farmworkers Program, Muhlenberg County Job Corps, Experience Works, Habitat for Humanity, Salvation Army, Door of Hope, Family Advocacy Center, Daymar College, Baptist Health and United Way of the Coalfield.

The showcase is a preparatory event for the 2015 Hopkins County Job Expo, planned for April 2015 at Madisonville Community College, and is funded by an Operation Workforce Grant from the West Kentucky Workforce Investment Board.

Quick hits: Here's more news to share



At the recent Kentucky Workforce Investment Board meeting, **Pat Murphy**, left, is sworn in as a new board member by State Representative **Larry Clark**.



At that same meeting, Secretary **Thomas Zawacki**, right, recognizes the work of resigning board chairman **Ed Holmes**.



Gov. Steve Beshear has appointed **Beth Kuhn** as the new commissioner of the Department of Workforce Investment. Kuhn has served as the Sector Strategies director and also worked in the Office of Employment and Training. She has assisted with the design and implementation of policy processes in addition to collaborative sector-based approaches to workforce and economic development.



The Joseph U. Meyer Center for Workforce Development held its ribbon cutting and unveiling ceremony Friday, Nov. 7, at the Kentucky Career Center in Covington. In the ribbon cutting photo from left are Jason Ashbrook, Barbara Stewart, Jeanne Schroer, Covington Mayor Sherry Carran, Meyer and Deputy Secretary Beth Brinly.





Get healthy to start the new year off right

There's a reason most gyms offer enrollment specials in January. That's because one of the most popular New Year's resolutions people make is to get back in shape, lose some weight and just be healthier.

These healthy lifestyle choices are great to make. It is important to stick with your goals and be as healthy as you possibly can be.

While some people need to recharge mentally, the majority of people wanting to be healthier are looking to do so physically. On this page, you'll find information about monthly kyhealthnow promotional campaigns for January and February.

For January, the information focuses on healthy lifestyle choices, and for February, the focus is on preventative dentistry.

Don't ignore your teeth

- from go2dental.com

What is preventive dental care?

Preventive dental care is all the things you do (or should do) to take care of your teeth and gums: brushing, flossing, eating a healthy diet and seeing your dentist regularly to help avoid dental disease.

Why is preventive dental care important?

When it comes to the health of your teeth and gums, preventive dental care is smart. Brushing and flossing help to remove plaque from the surfaces and in between teeth, keeping your teeth looking and feeling clean. A healthy diet, one low in sugar and other refined carbohydrates, helps keep your whole body,

continued on next page

Bring your 2015 workouts back to life

1. Get over your fear of being one of the bigger people at the gym.

2. Carve out the time to work out. It's hard, but this is the biggest thing holding people back.

3. Trade some cardio time for weights. Cardio is important, but it's the weights that help you tone and drop the inches.

4. Consider a session or two with a personal trainer.

5. Netflix your workout: Netflix has a decent selection of workout videos available in both streaming and DVD-by-mail versions, and there are a few on Hulu too. Check out your cable package's "free on demand" section as well.

6. There's an app for that: Pick your pleasure ... yoga, running, weights, whatever, and you can find apps with workout ideas and/or motivation.

7. Reward yourself.

8. Avoid boredom: Once the excitement of a new healthy routine wears off, it can get awfully hard to get yourself off the couch for the same old thing all the time. Take a new class, ask friends at the gym or experiment with a new piece of equipment.

9. Set a goal: Train for a race that supports a cause you believe in, or even decide that by your vacation this summer, you will be able to walk all over the city you're visiting without a rest.

10. Have fun: Believe it or not, exercise is a blast when you find something you really enjoy.

- from blogger Amy Kuras

Dental health is important

from previous page

including your teeth and gums, in good shape. And routine dental exams and regular cleanings may help prevent the incidence of higher-cost treatments such as periodontal surgery, root canals, extractions and fillings. After all, early detection and prevention are key to minimizing your need for more serious dental treatment.

- from dentalhealth.org

What can you do at home?

It is very important that you keep up a good routine at home to keep your teeth and gums healthy. It is recommended that you:

- Brush your teeth for two minutes twice a day with fluoride toothpaste - this will mean brushing in the way your dentist or hygienist will have shown you.
- Clean in between your teeth with 'interdental' brushes or floss - brushing alone only cleans up to about 60 percent of the surface of your teeth.
- Use a mouthwash - this can help to freshen your breath. Many mouthwashes contain antibacterial ingredients to help prevent gum disease, and fluoride to help prevent decay.



Ben Mentzer, left, and Deshaun Pettway recently delivered canned goods and food to local service organizations. The items were collected from Kentucky Career Center staff members who were allowed to wear jeans to work.

Collection drives help local service organizations

Deshaun Pettway and Ben Mentzer of the Kentucky Career Center Helpdesk dropped off 14 boxes of food and canned goods from the Jeans Day Food Drive to the Frankfort Women's Shelter and Simon House.

Thank you to everyone who brought in food and a special thank you goes to Brenda Parker, Pettway and Mentzer for handling everything recently.

KCC employees have another opportunity to support the community with its annual toy drive. Those who bring in a toy may wear jeans to work on Thursdays. Donated toys will go to Simon House.

Simon House provides a home for homeless women, age 18 and over, who are pregnant or have children up to age 12.

Families come primarily from Franklin County and surrounding counties in central Kentucky. Besides providing a residential setting for qualifying homeless women, the Simon House provides specific strategies and training designed to develop personal and family stability.

Its purpose is to enable mothers in crisis to become self-sufficient and able to obtain permanent housing and employment. The residents are also encouraged to develop coping and parenting skills necessary for a stable, successful and independent family life.



Happy holidays

'Twelve Days of a KCC Christmas'

In honor of the holiday season, we've changed the lyrics to this classic. Enjoy!

- 1 - A brand new WIOA act
- 2 - SIDES options
- 3 - State agencies
- 4 - Calling claimants
- 5 - .3 percent unemployment in the state
- 6 - and Cedar in the 'ville
- 7 - Staffers who've quit smoking
- 8 - Heroes hired
- 9 - directors dancing
- 10 - Local WIAs
- 11 - Sector Strategies
- 12 - New Work Readies

*The Kentucky Career Center branding team does not support the use of a Santa hat on its green arrow or the use of red text overlay.

Work Ready workshops help job seekers

The Kentucky Career Center in Maysville and other partner agencies have held Work Ready Workshops to assist job seekers in various components of securing employment. Workshop topics include: networking, resume development, interviewing skills, change management, presentation skills, leadership for the job search, Internet job searching and much more.

Speakers come from partner agencies, business and industry. Each speaker offers his or her knowledge and wisdom in a relaxed atmosphere that provides opportunities for participants to ask questions and learn information that they may have never thought about when searching for a job or career.

Fifteen sessions of the Work Ready Workshops have been held at the Maysville Community and Technical College. Businesses have also donated funds to offer a free lunch to each participant. Business sponsors have included Hospice of Hope, Stober Drives, Meadowview Regional Medical Center, Fleming-Mason Energy, US Bank, Maysville Nursing and Rehabilitation Center, Maysville-Mason County Chamber of Commerce, Primary Plus, Nestle, Comprehend, Inc., Maysville Community and Technical College and the Mason County school district.

New managers can be great leaders

Profiles International offers sound advice for new managers. Even if you aren't new to your managerial role, you still can practice these tips.

1. Accept that you still have a lot to learn. You have worked hard for your promotion, but be prepared to learn from others, including your new team.

2. Communicate clearly. Always keep your team fully informed of project goals, priorities and those all-important deadlines.

3. Set a good example. Demand from yourself the same level of professionalism and dedication that you expect from others.

4. Be decisive. A good leader should make decisions and stick to them.

5. Help your team see the "big picture." Take time out to explain to your team how their assignments and projects fit into the company's larger goals and overall objectives.

6. Encourage feedback. Ask for opinions on issues such as support, training and resources while maintaining an open door policy so that your team knows that you are willing to listen to their concerns and ideas.

7. Offer recognition. By publicly recognizing the efforts and achievements of your team, you not only build up their confidence, but also encourage future contributions and effort.

8. Create an environment of constant learning and development. Encourage your team to explore new methods for reaching their individual goals and those set by the company.

9. Provide professional guidance. A good manager and leader also will mentor.

10. Be patient with yourself. Developing strong managerial skills takes time - especially as you adjust to your new position.