

California Workforce Connection



LOCAL CHAPTER HANDBOOK

References:

- [CWC Bylaws](#)
- [CWC Operating Procedures](#)
- CA Website : www.californiaworkforceconnection.org

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CODE OF ETHICS

As a member of the California Workforce Connection, I will:

- support the standards of my profession (INTEGRITY)
- search continually for new truths, methods, and techniques (OBJECTIVITY)
- keep myself fully informed of all developments in workforce systems (COMPETENCE)
- assert myself to discharge these obligations (PROFESSIONAL BEHAVIOR) and
- ACCEPT membership in this organization as a personal responsibility

Vision Statement

The California Workforce Connection will transition professionals for evolutionary leadership changes and demographic partnerships.

CWC Mission Statement

The California Workforce Connection empowers individuals with the skills to be successful through mentoring, coaching, visionary leadership, and educational training

OATH OF OFFICE

I hereby promise that I will faithfully perform, to the best of my ability, the duties of the office to which I have been elected or appointed.

I will carry out the objectives of **CWC**, observe the Code of Ethics, and promote the professional status of personnel in my profession.

I will promote the standards of my profession and keep myself fully informed of all developments in workforce systems.

(For Local Chapter officials, the oath normally is administered by the Immediate Past President, the District Director, or a current or past State Officer. The person administering the oath is encouraged to make opening remarks charging the new officers with their duties and responsibilities.)

CWC GOALS

- ❖ To build individual capabilities through CWC activities.
- ❖ To stimulate the interest of employees in workforce development programs in pursuing their professional development.
- ❖ To advance educational programs at local, district, and state levels for improving competency, knowledge, and motivation of workforce development employees.
- ❖ To recognize outstanding contributions of CWC members and others in the workforce development field.
- ❖ To provide an outlet for members through which they can share experiences.

CWC ORGANIZATION

The CWC has four districts and twelve chapters. Between annual conventions, the affairs of the CWC are administered by the CWC Board of Directors. The Board is comprised of:

The CWC Officers:

- President
- First Vice President (Chapter Activities and Finance Committee Chair)
- Second Vice President (Awards/Recognition Chair)
- Immediate Past President
- Treasurer
- Membership Coordinator
- Secretary
- District Directors of each of the four districts
- Local Chapter Presidents
- Karl E. Bybee Foundation Board Chair

All the above are members of the CWC Board of Directors and vote in meetings. Some Standing Committee Chairpersons are appointed by the President; (*except for the PPA and the Executive Office)

Standing Committee Chairpersons appointed by the President:

- Annual Convention/Conference
- Bylaws, Operating Procedures and Resolutions
- Education
- Marketing
- Membership
- Retirees
- *Past Presidents Association
- *Executive Office

Chapter Geography

CHAPTERS WITHIN THE DISTRICTS

DISTRICT I

Sacramento Chapter

Fresno

DISTRICT II

East Bay Chapter

Silicon Valley Chapter

DISTRICT III

Cabrillo Del Rio Chapter

Los Angeles Chapter

Los Compadres Chapter

Los Tres Condados Chapter

San Gabriel Valley Chapter

DISTRICT IV

Inland Empire Chapter

Orange Empire Chapter

Puerto Del Sol Chapter

LOCAL CHAPTERS

1. Need and Purpose

The geography of California and size of membership therein creates a need for Local Chapters to provide a vehicle for direct member participation in CWC activities on a continuing basis. Such activities include educational, award, social and other programs which members of a chapter can plan and participate in at the local level to advance their professional status and improve the administration of workforce development programs.

2. Definition

As stated in Article VI of the CWC By-Laws, a Local Chapter is an organization of members of the CWC covering a prescribed geographic area. Local Chapters are chartered by the CWC.

Note: Local Chapters are sometimes referred to as "Chapters"

3. Formation and Chartering of Local Chapters Refer to **OP 6.00**

4. Requirements:

a. Conformity

Local Chapters are required to accept and comply with applicable provisions of the CWC By-Laws and Operating Procedures.

b. Name

1. Local Chapters must operate under, and be known by, the name approved by the CWC Board of Directors.
2. Local Chapters have full and complete charge of all business matters, programs and activities of local interest which are not in conflict with the objective and goals of the CWC.

LOCAL CHAPTERS CONT'D.

c. Public Positions

Local Chapters may not take a public position on matters of **local**, statewide, or national concern.

d. Elections and Terms of Officers

1. Each Local Chapter must hold an annual election of officers and it should not be less than 30 and no more than 90 days prior to the annual state conference
2. All elected officers take office on July 1 and serve through the following June 30. ~~It~~

e. Membership

All members of Local Chapters are members of the CWC. Local Chapters cannot exclude from their membership any person eligible for membership in the CWC. CWC Board of Directors approval is required for California Life Membership. Members have the right to choose where they maintain their membership – it could be related to the distance from work, home, or preference.

f. Proxies

Local Chapters must adhere to the proxy rules in the CWC By-Laws and Operating Procedures. The proxy form is in the Operating Procedures manual and or website: californiaworkforceconnection.org

Local Chapter President Duties and Responsibilities

Appropriate duties and responsibilities may be delegated to other Local Chapter officers or committee chairpersons. When delegated, the president is responsible for insuring their performance.

1. Immediately following the annual election of Local Chapter officers, submits written credentials to the CWC Secretary for the president designee and any other elected delegates to the CWC Board of Directors.

NOTE: Such credentials are for the new administrative year. The outgoing president (or his/her designee) represents the Local Chapter at the CWC Board of Directors meeting prior to the Annual State Convention. (See CWC Operating Procedures (OP 5.03.)

2. Prior to the first meeting of the CWC Board of Directors in the administrative year:
 - a. Plans educational and other programs for the administrative year.
*NOTE: Grants may be requested from the **Patricia M. Thornton Education Grant and/or Education Fund Grant Program** for sponsorship of a seminar, training or similar activity which clearly relates or contributes to the professional advancement of participants.*
 - b. Prepares a calendar of events planned for the administrative year.
 - c. Appoints committee chairs.
3. Organizes and conducts the programs planned for the administrative year.
4. Maintains regular communications with members, publicizing chapter activities and programs.
5. Conducts an active membership recruitment campaign.
6. Financial Reports
Ensures that the Local Chapter Treasurer submits reports in accordance with Local Chapter Treasurer duties on **page 10**.
7. Promotes member participation in local, district, and state programs.
8. Promotes nomination of, and/or nominates, candidates for CWC officers, and member of the Karl E. Bybee Education Foundation Board.
9. Participates in the District Executive Committee.
10. Participates as a member of the CWC Board of Directors.

- a. Prior to each meeting, obtains membership views on known business to be transacted and determines whether the membership wants any other business introduced.
 - b. Prepares written **report** of chapter activities **quarterly** for submission to the CWC Board of Directors.
11. Participates in the Annual and any Special State Convention. Prior to any Annual State Convention, obtains membership views on known business to be transacted and determines whether the membership wants any other business introduced.
 12. Submits articles and pictures on Local Chapter activities to the Executive Office for publication in the CAL-LIOPE.
 13. Keeps local EDD managers informed of chapter activities during the administrative year.
 14. Obtain a Dishonesty Bond for your Executive Board through the Dimirak Companies. Contact Kathy Rodriguez, 760-806-8200 kathy@dimirak.com.

CHAPTER BUSINESS MEETINGS

Start and stop on time.

Follow Robert's Rules of Order

Suggested Order of Business

1. Call to order
2. Approve Agenda
3. Approve Minutes
4. Old Business
5. New business
6. Adjournment

SAMPLE: SUMMARY OF LOCAL CHAPTER OFFICER DUTIES

Local Chapter President

- Schedules and presides at Board Meetings and at General Membership Meetings.
- Attends CWC Board of Director Meetings.
- Prepares one documented package of quarterly local chapter report and presents with oral highlights at Directors meeting.
- Local Chapter Presidents have a vote on California Board.
- Past chapter officers are mentors and advisors. You are not expected to do it alone!

First Vice President

- Acts as President when president is unable to attend a meeting.
- Arranges for location and speakers for General Membership meeting.
- Coordinates educational training and provides information to local office representatives.
- Attends July/August Officers' training.
- Assists in preparing the quarterly report.

Second Vice President (if applicable)

- Assumes duties of President or first vice in their absence.
- Arranges for membership activities and events, including fundraisers.

Treasurer (see next page)

Secretary ○ Appointed or elected and attends local meetings to record minutes. ○
Assists with preparation of the quarterly report.

All officers must be CWC members of the corresponding local chapter.

LOCAL CHAPTER TREASURER DUTIES AND RESPONSIBILITIES

1. Has custody of and is responsible for all funds of the Local Chapter.
2. Deposits funds in the name of the Local Chapter in a financial institution as selected by the treasurer and approved by the Local Chapter Board of Directors. All accounts must be opened and have the CWC federal identification number. Contact the State treasurer or accountant for the number.
3. Receives dues reimbursement(s) from the CWC, monies from chapter meetings, fund-raisers, etc., and promptly deposits funds in a financial institution.
4. Disburses funds at the direction of the Local Chapter Board of directors.
5. Keeps full, true and accurate account of the receipts and disbursements of the Local Chapter together with supporting vouchers and statements. This includes the check register.
6. Identifies all receipts by source and budget category and all disbursements by recipient and budget category.
7. Prepares reports on the financial condition of the Local Chapter to the following:

Local Chapter Board of Directors: Prepares and submits a report on account balances and expenditures to the local Board of Directors.

Prepares and submits to the CWC Treasurer and Accountant copies of bank statements and check register quarterly (by mail, e-mail or fax the quarterly reports to the treasurer and accountant). **LOCAL**

CHAPTERS WILL NOT BE ISSUED THE BI-ANNUAL PAYMENT FOR DUES UNTIL THE PROPER REPORT IS SUBMITTED.

July – September	Report due	November 1
October – December	Report due	February 1
January – March	Report due	May 1
April – June	Report due	August 1

8. Reconcile monthly bank statements with Local Chapter President.
9. Closes the books at the end of the fiscal year which is June 30.
10. At the expiration of his/her term of office, or in case of resignation or removal, delivers to his/her successor or the Local Chapter President, all original documents. If you need any assistance, please call the CWC Treasurer. The treasurer's number is listed in the Cal-Liope and on the roster.
11. Need any assistance, please call the CWC State Treasurer; info is listed on the Roster.

MEMBERSHIP APPLICATION PROCESS

Membership Dues

- Dues are \$98.00 per year for all active members and \$36.00 per year for retired members
- EDD pays \$50.00 of the membership dues for all Bargaining Unit 1 and 4 employees, and 100% of the dues for employees in supervisory/managerial classifications.
- EDD employees (BU 1 and 4) may elect to pay their share of the yearly dues (\$48.00) through payroll deduction (\$4.00 per month).
- Employees of other EDD bargaining units **or** other State agencies may have their dues (\$98.00) automatically deducted from their paycheck (\$8.17 per month)
- EDD and other state employees can also pay their share of the dues with a personal check **or** money order.
- Non-state members **must** pay their dues in full (\$98.00) with a personal check or money order.

New Members (Payroll Deduct)

- Complete membership application
- EDD employees must sign authorization for State Controller to deduct dues from payroll check
- Make sure that the application is accurate and legible
- Must have complete SSN in order to authorize state controller to begin payroll deduction and invoice EDD for its portion of the dues
- Applications with incomplete SSN numbers will be returned to the recruiter
- Mail or e-mail completed application to membership coordinator

Cash Paid Members

- Personal check or money order must accompany application
- Membership applications will not be processed if the dues check is not mailed along with the application. The application will be returned to the recruiter.
- Mail dues check, and completed application to membership coordinator

Transfers

Requests to transfer membership from one chapter to another must be made by the member personally via email to cwcworkforceconnection@gmail.com . The email should include Name, old chapter and the new chapter. Transfer requests will not be accepted from chapter officers on behalf of the members. However, a forwarded message from member to chapter officer to coordinator is acceptable.

Cancellations

Members may cancel their CWC membership by making a written request to cancel their payroll deduction to the Membership Coordinator at: cwcworkforceconnection@gmail.com

The request must include their full name and last four # of SSN.

Promotion to Managerial Classifications

A member who is an employee of the Employment Development Department (EDD) should notify their Local Chapter President as well as the Membership Coordinator right away when they are promoted to a full-time managerial classification. EDD pays 100% of the membership dues for all managers. CWC does not have a process to refund dues.

Membership Coordinator Duties

- Processes membership applications.
- Sends payroll deduction authorizations to Controller's office
- Maintains membership database
- Mails welcome letters and CWC lapel pins to new members
- Responds to questions from members and the **CWC** Executive Office

Membership Coordinator:

P.O. Box 7858 Oxnard, CA 93031
cwcworkforceconnection@gmail.com

(805) 827-0505 Cell
(805) 575-6074 Work

MEMBERSHIP REPORTS

CWC Membership List – a complete list of active and retired members. Local Chapter Presidents should review the list for accuracy and send all corrections to the membership coordinator. Update all addresses that are incorrect or missing.

Report Legend

BU = Bargaining Unit

- 00 – Managers and exempt employees
- 01 – EPR/DIPR
- 04 – Clerical

CATEGORY = Membership category

- ACTIVE = State Employees and Non-state employees (formerly associate members)
- RETIRED = Retired CWC Members

SINCE = Date individual became a member

OFC = Member's ARU

Chapter Membership Activity Report – a detailed report of all membership activity in a given month. It also shows the total new members for each quarter *and* the cumulative year-to-date numbers.

COMMUNICATION

Cal-Liope Articles

The Cal-Liope is published six times a year. Each publication contains news about local chapter activities as well as articles on a variety of state activities. This is your opportunity to tell your members and the rest of the state about your local chapter achievements. Submit your articles to **Violeta Velazquez** as an attachment to your e-mail caworkforceconnection@gmail.com and cc to Val Moeller retire2k07@aol.com.

The format for submitting Cal-Liope articles and pictures is on our website.

E-mail or Intranet

Remember that EDD e-mail use is limited to educational announcements only.

FLYERS

TIPS:

- If the flyer is for a District Event, make sure your chapter's name is listed
- Include on the flyer: handicap accessible image or wording, name of speakers or trainers, complete date, and location (name of building/office & address), starting and ending time, name of chapter/logo.
- Originality
- For posting on the Website, prior to the event send copies to BJ Sims at: mktg.cwc@gmail.com

Local Chapter Newsletters

- For posting on the Website, prior to the event send copies to BJ Sims at: mktg.cwc@gmail.com

Social Media

- For posting on the Website, prior to the event send copies to Wendy Lomeli at: cwcsocialmedia2022@gmail.com

CWC WEBSITE – www.californiaworkforceconnection.org

Purpose

The California Website is an information sharing system, a means of communicating information to all our members. This Website has been effectively designed to meet the needs of CWC members. Contact the Website Administrator to obtain your Members Only Access.

Please share the Website address with all of our members via your newsletters, at chapter meetings, and at any single point of contact. Include the Website address on any business cards you develop as CWC officers.

Description

Each page has information all members can refer to, including links to documents that they can print and use, including the Bybee grant application form, and the CWC membership application (see website). The Contact page has phone numbers and e-mail addresses for individuals that members might need to contact. In addition, members can obtain information on upcoming activities on the Event page, which has a calendar with additional links on the dates that activities are occurring.

Schedule for Updating Website

The Website is updated weekly. The following information is needed to be able to update the Website:

From Chapter Presidents:	July	List of Chapter officers, contact information for President
	August	A copy of your activity calendar
	On-going	Notice of each new activity not previously on your activity calendar
	On-going	Pictures of activities with individual release to be posted on website
From District Directors:	July	Contact information
	On-going	Notice of each activity (District meetings, training sessions, etc.)
	On-going	Picture of self with release

MARKETING

CWC PROMOTION

Here are some *examples* of activities that can be done that promote membership and publicize the objectives of the organization:

- CWC Day (usually on Friday)
- Host a Webinar or Training
- Organize a lunch walk
- Utilize social media
- Presentations at meetings

WEBSITE POSTINGS

Here are some examples that promote communication through the website:

- New Elected Chapter Officers
- Flyers of Events
- Training Announcements
- Chapter Newsletters
- Conferences
- Seminars
- Zoom Meeting Announcements, etc.
- Calendars of Coming Chapter Events

BYBEE EDUCATIONAL GRANT INFORMATION

Purpose: This program is designed to provide financial assistance to the CWC members who want to enhance their skills, knowledge, and abilities in the field of workforce development.

Eligibility: An applicant must be a member of the CWC for at least one year.

- For Individuals: Courses such as Microsoft Excel, Technical Writing, Communication Skills, etc. are usually accepted; please contact the Bybee Board with questions on acceptable courses.

Awards: Bybee trustees can approve grant requests **up to \$750** or two grants per member, per fiscal year, whichever is less. Any request over that amount must be approved by the executive board of the CWC.

Procedure: Once a training course has been completed, application forms with required documentation are to be submitted by the applicant (member or chapter) to all three Bybee trustees. You can mail, e-mail (scanned documents with signatures), or fax the application and supporting documents. Two of the three trustees must approve the grant request. In special situations, a Bybee trustee may give tentative approval of the training course prior to completion. No payments will be made until after the course has been completed and the board has received proper documentation.

Payment: The CWC Treasurer makes payment for an approved educational grant.

Exceptions: Grants may not be used for institutes, conventions, books, or college matriculation purposes to obtain a degree. The number of grants available is based on the solvency of the Bybee Trust Fund.

Application is available on the website www.californiaworkforceconnection.org under WHAT WE OFFER/EDUCATION tab.

See CWC Operating Procedures 9.00 for additional information.

E-mail completed application, or questions to the Bybee Board of Trustees at: cwc.bybee@gmail.com

CWC Patricia M. Thornton Group Education Grant

The CWC offers the Patricia M. Thornton Group Education Grant to Local Chapters who provide training at the local level to their members.

Eligibility - Available to active local chapters to use in supplementing their educational activities. Requests must be made by the local chapter president and must be submitted within 30 days of the educational activity.

Each local chapter may apply once within the administrative fiscal year; the maximum authorized is \$300.

This grant is not available to individual members (they may apply through Karl E. Bybee).

Review the grant application for eligibility requirements; please adhere to all items, and special attention to #8.

[Application, and all applicable documents for the CWC Patricia M. Thornton Group Education Grant, are located on the Members Only Tab.](#)

(More information can be found under "Capacity Building" on the California website)

E-mail completed application, or questions to the Bybee Board of Trustees at:
cwc.bybee@gmail.com

CHAPTER ACTIVITY POINTS & QUARTERLY REPORT

Background

Chapter activity is the area where we recognize all the work the Local Chapters accomplish. Scoring from Local Chapter reports is done on a calendar quarter basis. Points are given in numerous categories - and remember these key details:

- One event may be scored in more than one category.
- **If it is not documented in the report, it did not happen!**
- Quarterly Summary page is due two weeks before the Board Meeting

Responsibility

The CWC First Vice President is responsible for scoring Chapter Activities reports. The points are awarded on the basis of the report and documented activities of the Local Chapters. Questions about scoring and points received should be directed to the First Vice President. Reports are typically due at the State Board meetings; however, the First Vice President may provide other instructions and/or an extension. Late submissions of quarterly reports will receive **zero** points.

Scoring

Local Chapters are separated into three size categories: small, medium and large chapters. Fewer than 75 members is a **small chapter**, 76-150 is a **medium chapter**, and 151 up is a **large chapter**. The category of your chapter is based on your chapter membership at the beginning of the calendar year, and your chapter remains in that category throughout the Award Year. An increase in membership during the year will not cause a chapter to be elevated to the next category until the following year.

Categories of Chapter Activities

There are nine (9) categories of chapter activities:

- | | |
|-----------------------------------|------------------------|
| 1. Local Chapter quarterly report | 6. Marketing |
| 2. Chapter functions | 7. Conferences |
| 3. Communication* | 8. Membership |
| 4. Education* | 9. Chapter Development |
| 5. Awards/Recognition | |

Prepare Two **(2)** copies of your quarterly report for the:

1. CWC First Vice-President
2. Your File
3. CWC Second Vice-President receives one color copy of newsletters and flyers.
4. Templates for summary and scoring sheet are on the website.

CWC Awards Program

(Period covered for awards program January – December)

➤ **Award of Distinction**

(member or non-member – individual and group)

The **Award of Distinction** recognizes outstanding contributions to the association or to workforce development programs. The recipient(s) must be from a private sector or non- governmental, or a non-profit organization.

➤ **Meritorious Service Award**

(member – individual and group)

The **Meritorious Service** Award recognizes outstanding service or achievement beyond normal expectations or job requirements, which benefits CWC and the workforce development field.

➤ **Customer Service Award**

(member or non-member – individual and group)

To recognize exceptional service to customers served throughout the workforce system including, but not limited to work with job seekers, UI claimants, businesses, schools, vocational rehabilitation clients, veterans, people with disabilities, former felons, co-workers, youth, welfare recipients, and job training participants. A non-member must be nominated by a CWC member.

➤ **Services to Veterans**

(member or non-member – individual and group)

The Services to Veterans Award recognizes an outstanding, innovative program of awareness and furthering of veterans' interests and rights in the workforce. A non-member must be nominated by a CWC member

➤ **Retiree Award**

(Member – individual)

The Retiree Award recognizes continued outstanding commitment to the association's objectives following retirement.

➤ **Employee Performance Awards (EDD & Partner Staff)**

(member – individual and group)

Given to a person or group who has demonstrated outstanding conscientious service rendered through excellence in, and the diligent dependable and trustworthy performance that is above and beyond assigned duties.

➤ **Fostering Partnership Award**

(member or non-member – individual and group)

This new award was created to promote the partnerships between various organizations and client in the workforce development system. The award will be given to a person or group who has demonstrated diligent efforts to partner with the EDD and/or CWC to better services to the public or members. A non-member must be nominated by a CWC member (**VAL- 3 flyers & Newsletter**)

Award of Distinction

CRITERIA (*member or non-member individual and group*)

One or more of the following achievements is required for the Award of Distinction.

A. Promoting Legislation

Performed outstanding work in promoting legislation to improve and strengthen workforce development programs, or for the welfare of workforce development personnel.

B. Specialized Customer Services

Displayed a great interest and performed outstanding services in specialized customer fields, including, but not limited to, vocational training, welfare-to-work, and people with disabilities, unemployment insurance/compensation and youth.

C. Health and Working Conditions

Demonstrated outstanding leadership in the improvement of health and working conditions for workers in general, or for those in workforce development programs.

D. Professional Advancement

Performed outstanding service in connection with an educational or related program directed toward professional advancement or improved professional competency of staff in workforce development programs.

E. Community Awareness

Performed outstanding work in encouraging either employers or potential customer groups to use workforce development services, thus enhancing the relationship between workforce development services providers and the community. **(Available on the website)**

Meritorious Service Award (*member individual and group*)

The Award of Merit recognizes outstanding service or achievement, beyond normal expectations or job requirements, which benefits CWC and the workforce development field.

CRITERIA

An individual or group nominee should have significant achievements in one or more of the following areas:

A. Advancing CWC Objectives

The nominee must have demonstrated accomplishments that resulted in advancing the objectives of CWC. Accomplishments may be demonstrated by the results the individual or group achieved in the leadership role and/or positions (not restricted to chapters) such as board members, committees, forums, teams, special projects, and initiatives. The accomplishments should be above and beyond the normal expected duties and accomplishments of the CWC leadership position held.

1. Benefits Derived from the Achievement

Results in increased public use of the agency program **OR** was an outstanding achievement for CWC activities.

B. Promoting Workforce Development Programs or Initiatives

The results of the nominee's efforts to enhance the awareness, knowledge, skills, and/or performance of workforce development professionals (e.g., increased productivity; impact on performance; impact on research, development; advancement of workforce development theories; cost savings; etc.).

1. Promotion of CWC and Workforce Development Agency Programs

Leadership displayed in furthering the understanding and/or practice of workforce development programs or initiatives. Promotes two or more programs of the agency **OR** increases CWC participation.

2. Individual Initiative Displayed

Individual initiative taken by the nominee beyond the job responsibilities and hours of work.

3. Originality/Creativity

The idea was completely original in both concept and application.

4. Potential Use by Others

Could be used by most similar Workforce Development agencies or by all CWC Chapters.

ELIGIBILITY

Nominations that fail to meet each of the eligibility requirements, including membership, will be disqualified.

- CWC membership is required in both the year during which the activity occurred (2020) and the year in which the nomination was submitted (2021).
- In the case of group nominations (two or more individuals working on the same project as a team), two-thirds (66%) of those in the group must meet the membership requirements.
- Only activities that occurred during the calendar year prior to the year in which the award is presented will be considered for recognition.
- Each local chapter may submit only one individual and one group nomination.

Send nominations by March 1 to: CWC Awards Chairperson (Second Vice President)

Customer Service Award (member or non-member – individual and group)

To recognize exceptional service to customers served throughout the workforce system including, but not limited to work with job seekers, UI claimants, businesses, schools, vocational rehabilitation clients, veterans, people with disabilities, former felons, co-workers, youths, welfare recipients, and job training participants.

CRITERIA

One or more of the following achievements is required for the Workforce System Customer Service Award.

A. Customer Services

Demonstrated exceptional devotion and performed outstanding services for the betterment of workforce system customers which made a difference in a customer's life.

B. Resource Promotion

Performed outstanding work in encouraging customers to use workforce system services, which enhanced the relationship between workforce system providers and the community.

C. Partnering

Collaborated with an organization or appropriate audience to act on critical issues concerning workforce development for customer groups.

D. Creativity/Innovation

Initiated a program idea or innovation that creatively solved a problem or challenge, or improved the delivery of workforce services to customers

E. Improved Operational Efficiency

Performed outstanding work in improving the operational efficiency of a workforce program, which resulted in increased customer service/satisfaction. Examples include improving goals, reducing costs, improving use of technology, staff development, outstanding leadership/management, etc.

ELIGIBILITY

Nominations that fail to meet each of the eligibility requirements, including membership, will be disqualified. Send nominations by March 1 to: CWC Awards Chairperson Second VP

- Nominees need not be a CWC member if nominated by one.
- Only activities that occurred during the calendar year prior to the year in which the award is presented will be considered for recognition.
- Each chapter may submit only one individual and one group nomination.

(This judging sheets are available on the California Website.)

Services to Veterans Award

(member or non-member – individual and group)

To recognize those who have done the most to assist veterans and promote interest in their rights in the workplace. To recognize an outstanding, innovative program of awareness and promotion of veterans' interests and rights in the workforce.

CRITERIA

One or more of the following achievements should apply to the Services to Veterans Award nominees:

A. Specialized Needs Awareness

Successfully engaged audiences in a productive examination of the workforce development issues relevant to veterans to include TAP training and veterans' employability skills workshops.

B. Resource Promotion

Performed outstanding work in encouraging either employers or potential client groups to use workforce development services, thus enhancing the relationship between workforce development providers and the community.

C. Creativity/Innovation

The individual or group initiated a program idea or innovation that creatively solved a problem or challenge, or improved the delivery of workforce services to veterans.

D. Customer Services/Outreach

Demonstrated exceptional and outstanding services for the betterment of veterans groups including homeless veterans and special disabled veterans.

E. Partnering Collaborated with veterans' service and/or other organizations to take action on critical issues concerning workforce development and veterans.

ELIGIBILITY

Nominations that fail to meet each of the eligibility requirements, including membership, will be disqualified.

- Any nominee for the individual award must be a veteran.
- Nominees need not be a CWC member if nominated by one.
- Only activities that occurred during the calendar year prior to the year in which the award is presented will be considered for recognition.

Send nominations by March 1 to: Service to CWC Awards Chairperson (Second Vice President)

Retiree Award (*member – individual*)

The Retiree Award recognizes continued outstanding commitment to **CWC** objectives following retirement.

CRITERIA

The nominee should have significant achievements in one or more of the following areas:

A. Advancing CWC Objectives

Accomplishments that advanced the objectives of **CWC**: Accomplishments may be demonstrated by results the individual achieved in a leadership role on a board, committee, forum, team, special project or initiative group, etc. (not restricted to **CWC** chapters). The accomplishments should be above and beyond the normal expected duties and accomplishments of the leadership position held.

B. Education

Activities and accomplishments that contribute to furthering **CWC** educational opportunities.

C. Membership

Activities and accomplishments that further **CWC** membership recruitment or retention goals.

A. Legislative

Grassroots legislative activities that support and further the legislative efforts for workforce development programs.

B. Communication

Activities and accomplishments that further **CWC** communicative efforts (newsletters, Website, printed materials, phone calling, e-mails, letter writing, etc.)

C. Non-dues Income

Activities and accomplishments that increase **CWC** non-dues income.

D. Mentoring

Activities that established and maintained positive mentoring relationship with another **CWC** chapter leader.

E. Community

Activities and accomplishments that further the member's local community.

ELIGIBILITY

Nominations that fail to meet each of the eligibility requirements, including membership, will be disqualified.

- The nominee must have, at some point in time, retired from their employment position. Nominees who have since gone back to work remain eligible.
- The nominee's membership status may be retired.
- **CWC** membership is required in both the year during which the activity occurred and the year in which the nomination was submitted.
- A major part of the activity/performance to be considered must have occurred during the calendar year prior to the year in which the award is granted.

Send nominations by March 1 to: CWC Retiree Chairperson

EMPLOYEE PERFORMANCE AWARDS (EDD/PARTNER)

CRITERIA: The individual or group must have demonstrated outstanding conscientious service rendered through excellence in, and the diligent, dependable and trustworthy performance *above and beyond* assigned duties. Consider factors which demonstrate outstanding achievement that contribute significantly to the smooth performance of operations

In addition, provide examples for all of the following areas (see judging sheet for details):

- 1) Customer Service
 - 2) Resource Promotion
 - 3) Partnering
 - 4) Creativity/Innovation
 - 5) Improved Operational Efficiency
-
- 1) The position held by the person considered for this award must be one that is subject to accepted methods of quantitative and qualitative evaluation.
 - 2) The performance to be judged must be in evidence for no less than one year and immediately prior to the award deadline.

EDD BRANCHES: (*member - individual and group*)

Eligibility: The nominee must be a member of **CWC** when the nomination is submitted for this award. For groups, two-thirds must be members. Non-members will be recognized at the discretion of the 2nd Vice President as Awards Chair.

- | | |
|----------------------------------|--|
| A. Workforce Services Branch | F. Information Technology Branch |
| B. Unemployment Insurance Branch | G. Policy, Accountability, & Compliance Branch |
| C. Disability Insurance Branch | H. Public Affairs Branch |
| D. Tax Branch | |
| E. Administration Branch | |

PARTNER AGENCIES: (*member - individual and group*)

CWC also recognizes the work of Partner organizations such as the Department of Rehabilitation, Workforce Investment Act Partners, the Small Business Administration,

Employment Advisory Councils, Chambers of Commerce, governmental agencies, etc. They all play an important role in the workforce system and employment security, so **CWC** would like to acknowledge them accordingly.

ELIGIBILITY

Nominations that fail to meet each of the eligibility requirements, including membership, will be disqualified.

Only activities that occurred during the calendar year prior to the year in which the award is presented will be considered for recognition.

Send nominations by March 1 to: CWC Awards Chairperson (Second Vice President)

Fostering Partnership Award (member or non-member – individual and group)

This award was created to promote the partnerships between various organizations and client in the workforce development and employment security system. This new award will be given to a person or group who has demonstrated diligent efforts to partner with the Employment Development Department (EDD) and/or CWC while collaboratively delivering valuable and innovative services to meet the evolving needs of members, employers, workers, and job seekers.

Partner organizations such as the Department of Rehabilitation, Workforce Investment Act Partners, the Small Business Administration, Employment Advisory Councils, Chambers of Commerce, Businesses, governmental agencies, etc. all play an important role in the workforce system and employment security, so CWC would like to acknowledge them accordingly – whether they are members or non-members.

CRITERIA

A. Resource Promotion

Performed outstanding work in encouraging customers to use workforce system services, which enhanced the relationship between public and private workforce system providers within any of the nine EDD Branches and the community. Promoted the Local or State Chapter CWC services, grants, conferences, activities, etc.

B. Partnering

Collaborated with an organization or appropriate audience to take action on critical issues concerning workforce development for customer groups. Assisted the EDD in its educational efforts of the employment community. Partnership activities may include, but are not limited to, joint-effort job fairs or events, joint meetings, collaboration for job placement or tax seminars, combined training, marketing assistance, combined presentations, etc. Provided combined training for job seekers, employers and claimants and collaborative activities with other public and private agencies. Worked with the CWC to provide educational opportunities to members and other activities.

ELIGIBILITY

Nominations that fail to meet each of the eligibility requirements will be disqualified.

- Nominees need not be a CWC member if nominated by one.
- Only activities that occurred during the calendar year prior to the year in which the award is presented will be considered for recognition.

Send nominations by March 1 to CWC Awards Chairperson (Second Vice President)

The following Awards may be presented at the State Conference / Convention Awards Luncheon: Flyer of the Month, Flyer of the Year, and Newsletter of the Year.