

# GOVERNOR'S SUMMIT ON WORKFORCE DEVELOPMENT



WYOMING'S WORKFORCE in 1929 - building our future. Photo courtesy of the Wyoming State Archives.

SNOW KING LODGE • JACKSON, WY • JUNE 3 - 4, 2004

SPONSORED BY THE WYOMING WORKFORCE DEVELOPMENT COUNCIL  
IN PARTNERSHIP WITH THE WYOMING DEPARTMENT OF WORKFORCE SERVICES



**REAL BUSINESS SOLUTIONS  
FOR WYOMING**

[WWW.WYOMINGWORKFORCE.ORG](http://WWW.WYOMINGWORKFORCE.ORG)

# WELCOME

Welcome to the first Governor's Summit on Workforce Development. Your decision to be here not only will help your business and customers -- you're also investing in the future of Wyoming's workforce and economy. We appreciate your commitment.

We encourage you to take advantage of this unique opportunity to share your business concerns with experts gathered here for your benefit. Please be sure to connect with the Department of Workforce Services (DWS) staff that are here to help you.

You'll also meet members of the Wyoming Workforce Development Council – people who volunteer their time to bring business, labor, and the public sector together to shape strategies to best meet workforce and employer needs. DWS supports the council's mission to create and sustain a higher skill, higher wage economy. The WWDC advises and makes recommendations regarding the coordination of workforce development activities and services among state agencies. The council operates in conjunction with DWS and acts as Wyoming's Workforce Investment Board under the federal Workforce Investment Act.

We're here to listen. Please give us your thoughts on how we can continue to work for you.

## WWDC MEMBERS

**BUSINESS SECTOR:** John Boreczky, Byan Systems Inc., Lusk; Bruce Brown, Devils Tower Forest Products, Hulett; Dr. Ray Fleming Dinneen, Fleming Associates, Cheyenne; Jim Engel, Engel & Associates, Rozet; Ron Fabrizius, Star Tech Corp., Riverton; Jeff Heilbrun, Teton Pines, Jackson; Bret Pizzato, FMC, Rock Springs; Leonard Scoleri, Oregon Trail Bank, Guernsey; Dave Scriven, Western States Mining Consultants, Casper; Phil Van Horn, Wyoming Student Loan Corporation, Cheyenne; Charles Ware, Wyoming Contractors Association, Cheyenne.

**LABOR SECTOR:** Alan "Rocky" Anderson, International Brotherhood of Electrical Workers, Casper; Ron Johnson, Pacific NW Regional Council of Carpenters, Casper; Jim Gear, Plumbers and Pipefitters, UA Local 192, Cheyenne.

**LEGISLATIVE REPRESENTATION:** Sen. Larry Caller, Wyoming State Senate, Rock Springs; Sen. Cale Case, Wyoming State Senate, Lander; Rep. Becket Hinckley, Wyoming House of Representatives, Cheyenne; Rep. Tony Ross, Wyoming House of Representatives, Cheyenne.

**PUBLIC SECTOR:** Gov. Dave Freudenthal, State of Wyoming, Cheyenne; Dr. Trent Blankenship, Wyoming Department of Education, Cheyenne; Kathy Emmons, Department of Workforce Services, Cheyenne; Tucker Fagan, Wyoming Business Council, Cheyenne; Dr. Richard Gilliland, Wyoming Community College Commission, Cheyenne; Dr. John Jackson, University of Wyoming, Laramie; Rodger McDaniel, Department of Family Services, Cheyenne; Dr. JoAnne McFarland, Central Wyoming College, Riverton; Cynthia Pomeroy, Wyoming Department of Employment, Cheyenne; Peggy Sanders, Superintendent, Carbon County School District #1, Rawlins.

## SPEAKERS

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**WYOMING GOVERNOR  
DAVE FREUDENTHAL**

### *Governor Dave Freudenthal*

**D**ave Freudenthal was born in Thermopolis in 1950, the seventh of eight children. He grew up on the family farm, north of town. He earned money for college by working construction during the summers. His jobs included building tanks as a member of the National Brotherhood of Boilermakers and Blacksmiths Union.

After graduating from Amherst (Massachusetts) College in 1973, he permanently returned to Wyoming to take a position as an economist for the Wyoming Department of Economic Planning and Development. Governor Ed Herschler appointed him State Planning Coordinator in 1975. As a graduate of the University of Wyoming College of Law, Dave opened his own one-man law office in Cheyenne

in 1980. The office grew into a general practice firm, representing individuals and businesses. In 1994 he was appointed United States Attorney for Wyoming, a position he held until May 2001.

Over the years, Dave actively participated in a wide variety of civic activities. Among other things, he has been Chairman of the Greater Cheyenne Chamber of Commerce; a founding director of the Wyoming Student Loan Corporation; a member of the Education Policy Implementation Council; a member of the state Economic Development and Stabilization Board; a member of the Laramie County Community Action Board; and a lay reader in his church.

Dave and his wife Nancy have four children, ages 27, 23, 22, and 17.

## SPEAKERS



STACY ALLISON

## Stacy Allison

**A**t the age of 21, Stacy attempted her first major climb, Mt. Huntington in Alaska. Her climbing partner broke his ice ax only 200 feet from the top and they turned around. Although she did not summit, the undaunted desire to climb big mountains began in earnest. "Our ability to respond positively to setbacks, fuels our creativity and lays the foundation for future successes." The following year, Stacy did reach the top of Mt. McKinley, and was part of the first successful women's ascent of Ama Dablam, the 22,495 foot peak known as Nepal's Matterhorn. While far from minor, Stacy saw these accomplishments as part of the groundwork that would enable her to scale more challenging mountains.

Stacy was the first American woman to top Pik Communism, at 24,600 feet, the tallest peak in the Russian Pamir Range.

As a member of the North Face American Mt. Everest Expedition, Stacy did not summit. She describes the challenge: "The worst storm in forty years moved in trapping us in a snow cave at 23,500 feet for five days." Turning back can be the most difficult decision of all, particularly when the effort represents the consummation of a lifetime of dedication and hard work. Stacy reflects, "If you see yourself as trying to beat the mountain, eventually the mountain will win. You don't conquer mountains, you cooperate with them."

Stacy returned to Mt. Everest with the Northwest American Everest Expedition. On September 29, 1988, after twenty nine days on the mountain, Stacy became the first American woman to reach the summit of Mt. Everest, the world's highest mountain at 29,028 feet.

Stacy then went on to become the leader of a successful K2 expedition, the world's second highest mountain, considered to be the most difficult peak on Earth to climb. Three of the team of seven made it to the top; after an accident to the third, in keeping with her view of teamwork and leadership, Stacy and the others descended. "In any endeavor, leaders should inspire members of the team with a passion for success," Stacy says, "but within the framework of team effort. One of the most crucial things to realize, feel and remember, is that when one team member succeeds, the entire team succeeds."

Stacy's mission is to encourage people to move beyond limitations and reach for their dreams. She challenges her audiences to lay the foundation for risk taking by accepting full responsibility for their lives. She also emphasizes the importance of recognizing and valuing everyone's contribution as a team member in life's pursuits.

Stacy recounts the Everest challenge in her book, *Beyond The Limits: A Woman's Triumph on Everest*. It is a suspenseful, triumphant adventure story—a primer for anyone who has ever faced a mountain, physical or metaphorical, and reached for its summit. Her new book, *Many Mountains to Climb: Reflections on Competence, Courage and Commitment* is an exciting anecdotal account of climbing struggles with tips, cautions, alerts, suggestions, and planning ideas that will help you plot your way more surely to professional and personal success.

In addition to speaking, Stacy owns and operates Stacy Allison General Contracting, a residential building company. She and her team of builders specialize in the restoration and remodeling of older homes. Stacy lives in Portland, Oregon with her husband, David, and their two young sons.

## SPEAKERS

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**DIANA ENZI**  
U.S. Department of Labor  
Advisory Committee on  
Apprenticeship

## *Diana Enzi*

**D**iana was born in Sheridan, WY and graduated from the University of Wyoming, in 1992 with a bachelor of arts in social science. She received a Masters from the University of Wyoming, in adult education as well.

Diana was appointed by Secretary of Labor Elaine Chao to serve a two year term on the Advisory Committee on Apprenticeship (ACA). The committee advises the Secretary on matters concerning policy and legislation affecting apprenticeship, on preparing the American workforce for sustained employment and on measures that will foster quality work places that are safe, healthy and fair. She also serves as president of the International Neighbors Club #4, is the former president of the Congressional Club and is a member of the Senate

Spouses Club. Diana managed the family business, NZ Shoe Stores, since her marriage to Mike Enzi until they sold the stores before moving to D.C. While in this capacity, she was actively involved in business-oriented organizations. She was president of the Gillette Chamber of Commerce; served seven years on the Wyoming Private Industry Council which is involved in job training in the state and as its vice chairman; served six years on the Wyoming State Council on Vocational Education and a term as its chairman; and was Chairman of the Hear of Gillette, the downtown association.

Diana is also working hard to save lives. In partnership with the Marshall Legacy Institute, she is working to provide countries infested with land mines with specially trained land mine detecting dogs and handlers to find and eliminate the mines. Diana started the CHAMPS or CHildren Against the Mine Problem program. School children across Wyoming gave a quarter and helped raise enough money to send a dog, aptly named "Wyoming," to Sri Lanka.

Diana and Mike Enzi have been married for 34 years and have three children. Diana has taught Sunday School, served as Sunday School Superintendent, a deacon and an elder. While their children were in school, Diana was room mother for the children's classes, a Brownie leader, a Cub Scout Den mother and served on the school's advisory council.

## SPEAKERS

**FREDERICO JUARBE, JR.**

Asst. Secretary of Labor  
for Veterans Employment  
and Training

## Frederico Juarbe, Jr.

**F**rederico Juarbe Jr. was nominated by President George W. Bush to be Assistant Secretary of Labor for Veterans Employment and Training. He was sworn in on November 9, 2001 and heads the Veterans' Employment and Training Service (VETS), an agency within the Department of Labor since 1982. Juarbe is the principal advisor to the Secretary of Labor for all employment and training issues relating to veterans. VETS assists veterans making the transition from military to civilian life by providing employment and training services leading to good, career building, jobs. In addition, VETS enforces laws which protect the employment and reemployment rights of veterans, reservists, and National Guard members and ensures that they receive any preference they may have earned when applying for Federal employment.

Before entering government service, Juarbe served as Director, National Veterans Service, Veterans of Foreign Wars (VFW) of the United States from 1978 to 2001. He was Assistant Director, National Veterans Service from 1974, and VFW Department Service

Officer for the state of New Mexico when he started his career in March 1971.

At the VFW he managed a national network of professional veterans' advocates, located at Department of Veterans Affairs (VA) facilities, which provided representation and assistance to veterans in applying for entitlements and benefits. He also provided representation for veterans at the national level through staff located at the Board of Veterans Appeals and the US Court of Appeals for Veterans Claims, as well as the discharge review and records correction boards of the four branches of service and the Department of Transportation. During his last year with the VFW, he expanded outreach to the major military discharge points, providing assistance for military personnel who are transitioning to civilian life through the VA's Benefits Delivery at Discharge program.

Among the many hallmarks of his career in serving America's veterans some that stand out are the creation in 1980 by Congress of an Assistant Secretary of Labor to head the nation's efforts for veterans' employment and the establishment by executive order of the Office of Assistant Secretary for Veterans Employment and Training, an independent agency within the Department of Labor. Other milestones of his career include recognition of post traumatic stress syndrome as a compensable disability, the unprecedented granting of benefits for children of Vietnam veterans with spina bifida, and his role in the consortium of veterans service organizations that since 1988 have produced the Independent Budget for funding veterans programs.

Born in Puerto Rico, Juarbe was raised in Brooklyn, New York, joined the Army after high school graduation, and served as a medical corpsman with the 82nd Airborne Division during the deployment to the Dominican Republic until his discharge in October, 1965. He worked as a management trainee and with a subsidiary of the Dale Carnegie Leadership Training Institute until he joined the VFW as a Service Officer in 1971. He attended the University of New Mexico from 1971 to 1973, and has received training in organizational management, team dynamics, public speaking, human relations and strategic management and planning.

Juarbe and his wife Nana have two daughters, Kimberly Hyland and Melissa Pratt, and ten grandchildren.

## SPEAKERS

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**EMILY STOVER DEROCO**  
Asst. Secretary of Employment  
and Training Administration  
U. S. Department of Labor

## Emily Stover DeRocco

**E**mily Stover DeRocco was nominated by President Bush to be Assistant Secretary for Employment and Training on June 21, 2001. After being confirmed by the U.S. Senate, she was sworn in on August 3, 2001.

As Assistant Secretary for Employment and Training, Ms. DeRocco is responsible for managing a \$11.1 billion budget that funds the country's public workforce investment system, which includes a number of important programs to America's workers and businesses. Ms. DeRocco has made it her purpose to develop a "demand driven." workforce investment system, which links employment, education, and economic development. Her belief is that only by effectively equipping workers with the skills that are needed by employers, and better understanding the workforce needs of business, can we create the high-skilled workforce needed to maintain a globally competi-

tive workforce in the 21st century.

Ms. DeRocco brings a wealth of experience to her position. In addition to high level federal positions serving the Cabinet officers at the U.S. Department of the Interior and the U.S. Department of Energy during the Reagan Administration, Ms. DeRocco spent over ten years as the Executive Director of the National Association of State Workforce Agencies.

Assistant Secretary DeRocco is a native of Pennsylvania. She graduated from Pennsylvania State University with a bachelor of arts degree in journalism and received her juris doctorate degree from the Georgetown Law Center in 1982. She was admitted to the Bar of the District of Columbia in 1983.

**SPEAKERS**

**WYOMING SENATOR  
MIKE ENZI**

## *Senator Mike Enzi*

**M**ichael B. Enzi was sworn in as Wyoming's 20th United States Senator on January 7, 1997, replacing Alan Simpson, who retired after 18 years. Enzi has worked to balance the federal budget and see that it stays balanced. As the only accountant in the U.S. Senate he has been a leader in the effort to create a tax system that is simple and fair to the American people. He is also the only certified Human Resources Management Professional in the United States Congress. He is working to bring more of the powers of the federal government down to their rightful place, the local level, and to create an environment of reduced regulation to spur economic growth.

Enzi was born in Bremerton, Washington while his father was serving our country in the naval shipyards during World War II. Enzi and his family moved to Thermopolis, Wyoming shortly after his birth where he attended elementary school. He graduated from Sheridan High School and continued his education in Washington, D.C. at George Washington University. After completing his accounting degree in 1966, he went on to the University of Denver where he earned a master's degree in retail marketing in 1968. Enzi is a Rapport Leadership Institute Master Grad. Enzi and his wife Diana moved to Gillette, Wyoming where they started their own small business, NZ Shoes, with stores later in Sheridan, Wyoming and Miles City, Montana. Gillette has been his home ever since. He served as president of the Wyoming Jaycees (1973-1974). At age 30 he was elected twice to four year terms as Mayor of Gillette, providing leadership as the city more than doubled in size.

He served on the Department of Interior Coal Advisory Committee (1976- 1979), traveling to Washington, D.C. to give advice on coal leasing and other coal issues. He has served his county and state as a State Representative, elected three times beginning in 1987 and a State Senator (1991-1996). Enzi also served his country in the Wyoming Air National Guard (1967-1973), and he is now cofounder and chairman of the U.S. Air Force Caucus for the U.S. Senate. He was president of the Wyoming Association of Municipalities (1980-1982), a member of the Energy Council Executive Committee (1989-1993, 1994-1996), a commissioner of the Western Interstate Commission for Higher Education (1995-1996) and served on the Education Commission of the States (1989-1993). He was a member of the founding board of directors of First Wyoming Bank of Gillette (1978-1988) and an employee of a small business, Dunbar Well Service (1985-1997), where he worked as accounting manager and computer programmer. He was a director of the Black Hills Corporation (1992-1996), a New York Stock Exchange Company. Enzi was a spokesperson for WyBett, an organization which successfully opposed gambling in Wyoming. Mike is a champion of small business and community service.

## SCHEDULE AT A GLANCE

### THURSDAY, JUNE 3

8:00 am	Registration	SNOW KING LOBBY
8:00 am - Noon	Workforce Development Training Fund Seminar	LODGE
9:00 - 11:00 am	Reducing Health Insurance Costs for Small Business Seminar	GRAND
Noon - 2:00 pm	Lunch Program	PAVILION
Noon - 1:00 pm	The State of the Workforce ~ Governor Dave Freudenthal	PAVILION
1:00 - 2:00 pm	Wyoming Business Roundtable	PAVILION
2:30 - 3:45 pm	Business Solutions Workshops	
3:45 - 4:00 pm	BREAK	
4:00-5:15pm	Business Solutions Workshops	
5:30 - 7:30 pm	Reception	PAVILION

### FRIDAY, JUNE 4

7:30 - 8:30 am	<i>Emily Stover DeRocco</i>	PAVILION
8:30 - 9:30 am	<i>Stacy Allison</i>	PAVILION
9:30 -10:30 am	National Workforce Initiatives Panel	PAVILION
10:45 -11:45 am	Business Solutions Workshops	
Noon - 2:00 pm	Lunch Program	
12:30 - 12:45pm	<i>Frederico Juarbe Jr.</i>	PAVILION
12:45 -1:00 pm	<i>Diana Enzi</i>	PAVILION
1:00 - 2:00 pm	Wyoming Workforce Investment Panel	PAVILION
2:30 - 3:45 pm	Business Solutions Workshops	
3:45 - 4:00 pm	BREAK	
4:00-5:15pm	<i>Senator Mike Enzi</i>	PAVILION

*An exhibit area featuring vendors from around the state will be located in the Pavilion.*

## SCHEDULE - JUNE 3

8:00 am	Registration	SNOW KING LOBBY
8:00 am - Noon	Workforce Development Training Fund Seminar	LODGE
9:00 - 11:00 am	Reducing Health Insurance Costs for Small Business Seminar	GRAND
Noon - 2:00 pm	Lunch Program	PAVILION
Noon - 1:00 pm	The State of the Workforce ~ Governor Dave Freudenthal	PAVILION
1:00 - 2:00 pm	Wyoming Business Roundtable Mick McMurry ~ Energy Sector Keith Marcott ~ Industry Sector Jeff Heilbrun ~ Tourism Sector	PAVILION
2:30 - 3:45 pm	<b>BUSINESS SOLUTIONS WORKSHOPS</b>	
	• Creating a Quality Intern Program for your Business ~ Dr. John Jackson and Lanny Stevens	JACKSON
	• Swing and Baby Boomer Generations: Wyoming's Untapped Resource ~ Edna Vajda, Peggy Aufer, and Wenlin Liu ~ Buck McVeigh - moderator	LODGE
	• Reducing Employee Turnover and Improving Employee Retention ~ Jane Whitmore	GRAND
	• Recruiting Skilled Workers for your Business ~ David Griffin and Jacques Robertson	TETON
	• Entrepreneurship: How to Turn Innovation into Profit ~ Tedd Ladd and Diane Wolverton	SUMMIT TWO
	• Small Business Financing for Wyoming Businesses ~ Ben Avery and Pete Lawton	COUGAR
4:00 - 5:15 pm	<b>BUSINESS SOLUTIONS WORKSHOPS</b>	
	• How to Access Guest-Worker Programs ~ Colleen Dubbe, Mary Truchot, Debbie O'Neil, and Ben Graham	JACKSON
	• Business Opportunities for Wyoming Women ~ Dr. Mary Gatta and Amy Lea	LODGE
	• Business Performance: How to Improve Employee Productivity ~ Kim Bernier	GRAND
	• Site Selection: How to Attract Light Manufacturing ~ Robert M. Ady	TETON
	• Entrepreneurship: How to Turn Innovation into Profit ~ Tedd Ladd and Diane Wolverton	SUMMIT TWO
	• Internet Marketing: New Markets for Small Business ~ Aliza Sherman and Jimmy Orr	COUGAR
5:30 - 7:30 pm	Reception	PAVILION

## SCHEDULE - JUNE 4

7:30 - 8:30 am	<i>Emily Stover DeRocco</i> , Assistant Secretary, Employment and Training, U.S. Department of Labor	PAVILION
8:30 - 9:30 am	<i>Stacy Allison</i>	PAVILION
9:30 -10:30 am	National Workforce Initiatives Panel ~ <i>Ellen O'Brien Saunders</i> - Washington ~ <i>Luke Weisberg</i> - Minnesota ~ <i>Jeannine LaPrad</i> - Michigan ~ <i>Illyse Schuman</i> - moderator, Senator Enzi's Office	PAVILION
10:45 -11:45 am	<b>BUSINESS SOLUTIONS WORKSHOPS</b>	
	• How Small Businesses Can Reduce the Cost of a Drug-Free Workplace ~ <i>Ed Wigg</i> and <i>Elena Carr</i>	JACKSON
	• Reducing Employee Turnover and Improving Employee Retention ~ <i>Jane Whitmore</i>	LODGE
	• Reduce your Health Insurance Costs ~ <i>George Bryce</i> , <i>William Lindsey</i> , and <i>Lloyd Wilder</i>	GRAND
	• Business Training Grants: Wyoming Workforce Development Training Fund ~ <i>Dave Teubner</i> and <i>Glenna Campagnaro</i>	TETON
	• Develop Your Workforce with the Wyoming Community College System ~ <i>Dr. Richard Gilliland</i> , <i>Dr. Miles LaRowe</i> , <i>Loree Hart</i> , <i>Peter Reis</i> , and <i>Kelly Schramm</i>	SUMMIT TWO
	• Internet Marketing: New Markets for Small Business ~ <i>Aliza Sherman</i> and <i>Jimmy Orr</i>	COUGAR
Noon - 2:00 pm	Lunch Program	
12:30 - 12:45pm	<i>Frederico Juarbe Jr.</i> , Assistant Secretary, Veterans' Employment and Training, U.S. Department of Labor	PAVILION
12:45 -1:00 pm	<i>Diana Enzi</i> , Board Member, U.S. Department of Labor Advisory Committee on Apprenticeship	PAVILION
1:00 - 2:00 pm	Wyoming Workforce Investment Panel ~ <i>Dr. Trent Blankenship</i> , <i>Kathy Emmons</i> , <i>Tucker Fagan</i> , <i>Dr. Bill Gern</i> , and <i>Dr. JoAnn Mcfurland</i> ~ <i>Ilyse Schuman</i> - moderator,	PAVILION
2:30 - 3:45 pm	<b>BUSINESS SOLUTIONS WORKSHOPS</b>	
	• Creating a Quality Intern Program for your Business ~ <i>Dr. John Jackson</i> and <i>Lanny Stevens</i>	JACKSON
	• Managing Risk and Reducing Your Workers Compensation Costs ~ <i>Cindy Pomeroy</i> and <i>Mike Todd</i>	LODGE
	• Business Performance: How to Improve Employee Productivity ~ <i>Kim Bernier</i>	GRAND
	• Accessing Apprentice and Training Programs ~ <i>Karen Swindells</i> and <i>Louis Nagel</i>	TETON
	• Site Selection: How to Attract Light Manufacturing ~ <i>Robert Ady</i>	SUMMIT TWO
	• Small Business Financing for Wyoming Businesses ~ <i>Ben Avery</i> and <i>Pete Lawton</i>	COUGAR
3:45 - 4:00 pm	BREAK	
4:00 - 5:15pm	<i>Senator Mike Enzi</i>	PAVILION

## BUSINESS SOLUTIONS WORKSHOP LEADERS

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**ROBERT M. ADY** is former president of PHH Fantus Consulting who regularly appears as an expert witness for economic development issues. The International Economic Development Council acknowledged Ady's professionalism and expertise by awarding him the 2003 Edward DeLuca Lifetime Achievement Award. Ady is frequently quoted in the national media on topics such as global competition, business location trends, and future workforce availability and incentive negotiations. Ady's areas of expertise include corporate location assessment, incentive negotiations, strategic planning for economic development organizations, economic development marketing strategies, and the role of consultants in the site location process.

**MARGARET A. (PEGGY) AUKER** is a Certified Workforce Development professional with over 13 years in workforce services with Experience Works Inc., formerly Green Thumb. Auker holds a bachelor of science degree in psychology, and a master's degree in public administration. She advocated on behalf of older worker issues while serving on the Wyoming State Workforce Advisory Council; she also was appointed by county commissioners to serve on two workforce councils in northern Colorado, representing the Senior Community Service Employment Program grantees. She is a member of the technical assistance and consultation workgroup with the U.S. Department of Labor. In July 2004, she was appointed as the regional director for Wyoming, Idaho, and Montana with Experience Works, a national non-profit organization.

**BEN AVERY** joined the Wyoming Business Council on Feb. 15, 2001, after working in the banking industry in Wyoming and Colorado for over 22 years. Avery is a fourth-generation Wyoming native, born and raised in Lander. Graduating from the University of Wyoming in 1972, Ben received a bachelor of science degree in economics and is a 1983 graduate of the Colorado School of Banking. He is responsible for developing procedures/relationships with Wyoming bankers and bond underwriters to market financial tools facilitating expansion, retention, and recruitment of businesses for the State of Wyoming. Avery is a member of the Council of Development Finance Agencies and was "Small Business Advocate of the Year" for 2003.

**KIM BERNIER** is a senior performance consultant with The Center for Effective Performance, helping organizations turn their workforce into a competitive advantage. Bernier applies her extensive project management, design, and development skills to performance improvement projects in a variety of industries. She was selected by Dr. Robert Mager to serve as the lead course manager for the world-renowned Criterion-Referenced Instruction and Instructional Module Development Workshops and the Training Director Workshop. She has also worked in training for Marriott International and served as a speaker at many meetings and international conferences on a variety of performance improvement topics.

**DR. TRENT BLANKENSHIP** was elected to his first term as Wyoming's Superintendent of Public Instruction in November 2002. As chief executive officer of the State Department of Education, he oversees public education in Wyoming and also serves with the governor, secretary of state, treasurer, and auditor on the State Land and Investment Board, the State Board of Deposits, and the State Building Commission. He and the governor are ex-officio members of the University of Wyoming Board of Trustees and Community College Commission. Blankenship earned his bachelor's, master's, and doctorate degrees at the University of Wyoming. Blankenship has taught at the University of Wyoming, and served as a school principal, district superintendent in two Wyoming districts, and teacher and coach for the Department of Defense Schools. He is a member of the Wyoming Association of School Administrators, Association for Supervision and Curriculum Development, National Council of Staff Development, and International Educational Facility Planners. He and his wife, Shana, have three children.

**GEORGE BRYCE** began his career as a group and pension manager for Lincoln National Life, managing employee benefit programs in seven states. He is currently licensed in Wyoming, Montana, Colorado, South Dakota, Nebraska, Idaho, and Texas. Since 1984, George has been a licensed insurance consultant in Wyoming, involved in employee benefit, estate, and retirement investment plans. He is a registered investment advisor for Lincoln Financial Advisors, working primarily with mutual funds and annuities for retirement accumulation. His life insurance experience is both with individuals and employer groups.

## BUSINESS SOLUTIONS WORKSHOP LEADERS

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**GLENNA CAMPAGNARO** is the assistant administrator for the Business Training and Outreach Division of the Wyoming Department of Workforce Services. Campagnaro has worked for the State of Wyoming for 25 years. During the first 23 years, she was responsible for work programs for welfare and other economically disadvantaged clients. She served for five years as a member of the Wyoming Job Training Commission (Private Industry Council) and served as a board member and regional representative of the International Association of Personnel in Employment Security. She is a graduate from the University of Wyoming with a bachelor of science degree in speech pathology and audiology.

**ELENA M. CARR** is a program analyst in the U.S. Department of Labor (DOL) Office of the Assistant Secretary for Policy. She also directs DOL's Working Partners for an Alcohol and Drug-Free Workplace program. From 1994 to 1997 Carr served as director of the Substance Abuse Institute at the George Meany Center for Labor studies and she is also the former director of Workplace Programs for the Corporation Against Drug Abuse. Carr has a master's degree in industrial/organizational psychology from George Mason University.

**COLLEEN DUBBE** has served as the manager of the Department of Workforce Services' (DWS) Jackson Workforce Center since 1999. The Jackson Workforce Center has coordinated the Alien Labor Certification Program for the State of Wyoming since 2001. She holds a bachelor's degree in community health from Minnesota State University and a master's degree in social work from Southern Connecticut State University. Dubbe joined the Jackson Workforce Center in 1995 after two years in Arlington, Va., as a social worker for the therapeutic foster care program. While living in Connecticut, she worked for the Department of Mental Retardation as a social worker and for the New Haven Project for Battered Women as a child advocate. She also was a social worker in Arizona for the Pima Maricopa Indian Community, in Minnesota as a child protection worker for Scott County Human Services and in Wyoming as a social worker for what is now the Department of Family Services.

**KATHY EMMONS** was appointed director of the Wyoming Department of Workforce Services (DWS) in February 2003. The agency's mission is to link human and economic resources for Wyoming's future. Before joining DWS, Emmons served as the executive director of the Wyoming Children's Action Alliance in Cheyenne, which provides education, advocacy, and leadership regarding issues impacting children and families in Wyoming. She has a bachelor's degree in political science from the University of Nebraska at Kearney and a master's degree with double majors in career/vocational guidance and guidance and counseling from Chadron State College. She moved to Wyoming and administered programs for children as well as the summer migrant program for children in Torrington. She was also the children's program manager for the Wyoming Department of Health for six years.

**DIANA MARIE ENZI** was appointed by U.S. Secretary of Labor Elaine Chao to serve a two-year term on the Advisory Committee on Apprenticeship. The committee advises the Chao on matters concerning policy and legislation affecting apprenticeship, on preparing the American workforce for sustained employment, and on measures that will foster quality work places that are safe, healthy, and fair. She was president of the Gillette Chamber of Commerce; served seven years on the Wyoming Private Industry Council; served six years on the Wyoming State Council on Vocational Education and a term as its chairman; and was chairman of the Hear of Gillette, the downtown association. In partnership with the Marshall Legacy Institute, she is working to provide countries infested with landmines with specially trained landmine detecting dogs and handlers to find and eliminate the mines. Enzi earned her bachelor's of science degree from the University of Wyoming in social science and her master's degree from the University of Wyoming in adult education. Diana and Mike Enzi have been married for 34 years and have three children.

**TUCKER FAGAN** is the chief executive officer for the Wyoming Business Council (WBC). WBC is comprised of 15 board members and a staff of 59 employees with responsibility for agribusiness marketing, travel and tourism promotion, business and industry development, minerals, energy and transportation, telecommunications, and the Investment Ready Community program. Business expansion and recruitment are integral parts of the WBC strategic plan. Fagan was director of the Wyoming Department of Commerce. He retired in 1998 from the United States Air Force after 30 years.

## BUSINESS SOLUTIONS WORKSHOP LEADERS

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**DR. MARY GATTA** is director of Workforce Policy and Research at the Center for Women and Work at Rutgers University. She holds a Ph.D. in sociology from Rutgers University, a master of arts degree in sociology from Rutgers University and a bachelor of arts degree in social science from Providence College. Gatta currently teaches courses on gender and work issues in the Department of Labor Studies at Rutgers University. She also directs a research team that will evaluate a pilot program funded by the U.S. Department of Labor that links low-wage women in New Jersey to skills-training programs via online learning. Her book, *Juggling Food and Feelings: Emotional Balance in the Workplace* was released in 2002. Gatta is a staff member for the New Jersey Gender Parity Council in Labor and Education, where she studies the role of gender equity in different occupational fields.

**DR. WILLIAM A. GERN** is vice president for research at the University of Wyoming, serves as the state EPSCoR committee chairman, and is a member of the Executive Board of Directors for the EPSCoR States Coalition. He also is a member of the board of directors of the Wyoming Industrial Development Corporation, is chairman of the board of the University of Wyoming Research Corporation, serves as an oversight member of the Venture West Network, and serves on the Board of the Wyoming Technology Business Center Corporation. Gern is a professor of zoology and physiology and served as department head for nine years.

**DR. RICHARD GILLILAND** is executive director of the Wyoming Community College Commission. He was a consultant for the University of Florida, Gainesville, and several non-profit organizations around the country, and was president of Metropolitan Community College in Omaha. He also served as interim vice chancellor for educational services in San Mateo County Community College, Calif. He currently is on the Datatel Foundation Scholars Board of Directors and vice president of the Association of World Educators Board of Directors. He received his bachelor of science degree from the University of Tennessee, and his master's of education and education doctoral degrees from the University of Florida.

**BEN GRAHAM** was born and raised in Layton, Utah. He attended Weber State University in Ogden, Utah, before moving to the Jackson, Wyoming, area in 2001. He has worked for Evans Construction or its affiliates since 1996. Graham has been the human resource director for Evans Construction Company since 2001. During this time, he has designed a comprehensive employee-training program that has increased employee productivity and decreased many of the risks that new employees face on the job site.

**DAVID GRIFFIN** is the administrator for the Employment Services Division of the Wyoming Department of Workforce Services (DWS). Griffin served as the administrator of the DWS Program and Policy Division and was the manager of the Cheyenne Workforce Center. He has over 23 years experience with the State of Wyoming, starting with the Division of Manpower Planning, Job Training Administration and Department of Employment. Griffin earned his undergraduate degree in business administration from the University of Colorado.

**LOREE HART** is one of two coordinators in the Business Training and Workforce Development office in the Community Education Division of Laramie County Community College. A native of Texas, Loree moved to Wyoming in January of 2001 with her husband and two children and joined the LCCC staff in June of that same year.

**JEFF HEILBRUN** grew up in Cincinnati and graduated with bachelor of science and art degrees from the Ohio State University in 1980 and is a certified club manager. He moved to Jackson Hole in 1987 and has since worked in the ski and golf industries. Heilbrun spent a year in Alaska with Alyeska Resort and the Westin Alyeska Prince Hotel, and served on the Kenai Peninsula Tourism Marketing Council and Winter Subcommittee for the Alaska Tourism Marketing Council. He has worked in many capacities for Teton Pines Resort and Country Club over the last 17 years, including resort manager, director of sales and marketing, and assistant director of golf. For the past eight years, Heilbrun has been general manager for Teton Pines.

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**DR. JOHN H. JACKSON** is professor of management at the University of Wyoming and is co-author of the best selling human resources text, *Human Resource Management*. Born in Alaska, he received his bachelor's of business administration and master's of business administration degrees from Texas Tech University. He completed his doctoral studies at the University of Colorado. Jackson has written seven other college texts and over 50 articles and papers. At the University of Wyoming, he serves as department head in the Department of Management and Marketing. He designed one of the first classes in the nation on business environment and natural resources. In addition to teaching, Jackson serves on the Wyoming Workforce Development Council.

**FREDERICO JUARBE JR.** was nominated by President George W. Bush to be assistant secretary of labor for Veterans Employment and Training. Before entering government service, Juarbe served as director, National Veterans Service, Veterans of Foreign Wars (VFW) of the United States from 1978 to 2001. He was assistant director, National Veterans Service, from 1974, and VFW Department Service Officer for the state of New Mexico. Born in Puerto Rico, Juarbe was raised in Brooklyn, New York. After graduating from high school, he joined the Army and served as a medical corpsman until his discharge in 1965. Frederico and his wife, Nana, have two daughters.

**TED LADD** co-owns Hewitt Ladd Inc, a management consulting firm specializing in marketing and technology strategies for small businesses. His experience includes consulting to U.S. Air Force centers for technology transfer and four years at Palm Inc., where he was a consumer marketing manager and company spokesman. Ted holds a bachelor of arts degree from Cornell University; a master of arts in economics from the School of Advanced International Studies at Johns Hopkins University; and master's of business administration degree from the Wharton School of Business at the University of Pennsylvania. He is also a member of the Board of Directors for the Community Foundation of Jackson Hole.

**JEANNINE LA PRAD** is vice president at the Corporation for a Skilled Workforce (CSW), a national workforce development research and consulting firm based in Ann Arbor, Mich. LaPrad is responsible for organizational leadership and development work at CSW as well as expanding its portfolio of federal, state, and local policy research and development projects. She also co-manages a national learning network of workforce board directors and is the co-director of a project focused on developing workforce policy innovation networks in the Midwest. She has a master's degree in higher education policy from the University of Michigan, with an emphasis on post-secondary education and public/private investments in education and training.

**DR. MILES LAROWE** assumed the Northwest College presidency in June 2003. LaRowe previously served as the president of Eastern Idaho Technical College in Idaho Falls, Idaho, and worked at Dodge City Community College, in Kansas and Laramie County Community College in Wyoming. Miles earned his bachelor of science degree in business administration from the University of Denver, his master of arts degree in counselor education from the University of Wyoming and his doctoral degree from the University of Northern Colorado. Miles and his wife, Elizabeth, have two grown daughters.

**PETE LAWTON** is a native of Jackson and graduated from the University of Wyoming with a bachelor of science degree in finance in 1987. Further banking education includes: the National Commercial Lending Graduate School, University of Oklahoma, 1992; Pacific Coast Banking School, University of Washington, 1996; and the University of Chicago Graduate School of Business - Executive Development Program, in 2001. His career includes 17 years of banking in Laramie and Jackson. In 2004, he was promoted to president of Jackson State Bank and Trust.

**AMY LEA** is the Individual Development Account (IDA) program director for the Wyoming Women's Business Center, and has been part of the Women's Business Center team since 2001. She teaches the Wind River Development Fund's Strengthening and Growing Entrepreneurs class, a 10-week, 50-hour business planning class in Fort Washakie, and provides engaging training on a variety of business topics around Wyoming. She holds a bachelor of science degree from Cornell University and she was the U.S. Small Business Administration's 2003 Women in Business Small Business Advocate of the Year for Wyoming.

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**WILLIAM LINDSAY** is a principal with Benefit Management and Design, Inc. in Denver. His extensive background within the field of health care and insurance has placed him within the sphere of the national health-care policy and financing debate. Lindsay has published and coauthored numerous articles and white papers on insurance, employee benefits, health care and health care reform. He frequently serves as a speaker and panelist for the National Council of State Legislatures, national insurance companies and national industry associations and has testified before the U.S. Congress.

**WENLIN LIU** earned his master of arts and doctoral degrees in agriculture and resource economics from Colorado State University in Fort Collins, Colo. Liu began his career with the Wyoming Department of Administration and Information's Economic Analysis Division in 1992. Over the years, he has been working on demographic and economic projects such as county population projections, the "Wyoming Economic Forecast Report" and "Wyoming Sales, Use, and Lodging Tax Report." Liu prepares and delivers reports and presentations on state and local demographic trends and their implications on public policy. Liu and his wife, Shuyeh, have a daughter and a son.

**KEITH M. MARCOTT** has over 20 years experience as a professional geologist and environmental manager. He is a licensed professional geologist and certified hazardous materials manager who also holds a degree in business administration. Marcott's present role as vice president and an owner of TriHydro Corporation in Laramie, Wyo., keeps him responsible for the marketing and business development group, as well as the company's west coast operations. Prior to joining TriHydro, he was manager of remediation for a Fortune 500 company based in the Chicago area, where his responsibilities included management of a \$50 million environmental reserve fund and overall responsibility for the largest portfolio of hazardous waste corrective action sites in the nation.

**NEIL "MICK" MCMURRY** is the president of Nerd Gas Company LLC, an exploration and production company headquartered in Casper, Wyo. After graduating from the University of Wyoming in 1968, Mick served for two years in Vietnam. McMurry and his brother, Vic McMurry, owned and operated McMurry Brothers Company from 1970 to 1990. After selling McMurry Brothers in 1990, he established Nerd Enterprises Inc. and purchased a working interest in the original Jonah Field leases in 1992. Nerd sold the Jonah Field interest to Alberta Energy Co. in 2000. In November 2001, Nerd Energy sold its remaining Sublette County oil and gas leases to a large multi-national energy company. In 2000 Mick and his wife, Susie, co-founded the McMurry Foundation, a philanthropic foundation whose mission is to serve the youth, the underprivileged and civic institutions of Natrona County and Wyoming.

**BYRON J. "BUCK" McVEIGH** is the administrator of the Economic Analysis Division of the Department of Administration & Information, and the executive branch co-chair of the State's Consensus Revenue Estimating Group (CREG). He has held both of these positions since May 1998. Buck was born and raised in Cheyenne. He is a graduate of the University of Wyoming, where he earned a bachelor of science in agricultural business/agricultural economics in 1979. He has worked for the State of Wyoming for twenty-four years in the field of economic and statistical analysis. He has worked in four different state agencies including the Department of Agriculture, Department of Administration & Information, State Auditor's Office, and the Public Service Commission.

**LOUIS H. NAGEL** is originally from Pittsburgh, Pa., and has been a Colorado resident since 1981. He retired from the U.S. Air Force in 1987 with 24 years of active service. After leaving the Air Force, he worked for the Colorado Department of Corrections at its Buena Vista Correctional Facility. In 1988, he was offered a position with the U.S. Department of Labor as an apprenticeship and training representative in Colorado. In October 1999, he was promoted to the position of Colorado state director for the Bureau of Apprenticeship and Training. In 2001, he was also appointed as the state director of Wyoming.

**JIMMY ORR** is the White House internet news director and a spokesman for the White House. Orr directs the content of the White House web site and oversees the team that programs and designs the site. Recently named one of the top 25 who are changing the world of internet and politics at the fourth annual World Forum on E-Democracy, Orr and the web team have focused their efforts to make the White House more accessible to the public through interactive features such as "Ask the White House," and a strong offering of video and unique content. Prior to working for President Bush, Orr was the press secretary for Wyoming Governor Jim Geringer, deputy director of communications for U.S. Senator Malcolm Wallop, and staff assistant for U.S. Sen. Al Simpson. Orr graduated from Principia College with a bachelor of arts degree in political science.

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**DEBRA O'NEIL** is the international staffing manager for Grand Teton Lodge Company. She has worked with the Wyoming Department of Workforce Services, Federal Department of Labor, and United States Citizenship and Immigration Services. Through her efforts, the Lodge Company has been able to bring approximately 150 foreign employees in on visas each year. The effect is that the company has trained, qualified returning staff for its busy season in positions that it finds impossible to fill with U.S. citizens.

**CINDY POMEROY**, a native of Big Piney, was appointed director of the Wyoming Department of Employment in 2003. Prior to that, she was the president and general manager of First American Title Company. Pomeroy also served as president of the Wyoming Land Title Association and was a member of the American Land Title Association Education Committee. She was co-chairman of the Governor Herschler reelection committee in 1992 as well as chairman of the Freudenthal for Governor campaign in 2002. She was appointed by Governor Dave Freudenthal and is a current member of the state's Information Technology and Oversight Panel, Prison Industries Board, and Workforce Development Council. Pomeroy received a bachelor of science degree from Utah State University.

**PETER REIS** joined the Wyoming Business Council in 1999, bringing expertise in compensation benefits, organization design, performance management, training, employment, and labor relations. Peter worked as the director of human resources for Saab USA for 10 years and served as the director of personnel services and corporate manager of compensation while working for North American Philips Corp. for 20 years. He received his bachelor of science degree in business management and industrial relations at Wilkes University in Wilkes-Barre, Pa.

**JACQUES ROBERTSON** is assistant administrator for the Employment Services Division of the Wyoming Department of Workforce Services. His duties include interpretation of federal policy and implementation of state employment programs, budget development, and program development. Jacques has a bachelor of arts degree in administration of justice, master of arts degrees in business administration and sociology, and a doctoral degree in sociology.

**ELLEN O'BRIEN SAUNDERS** became executive director of the Washington state Workforce Training and Education Coordinating Board (Workforce Board) in September 1992. The Workforce Board is charged with planning, coordinating, evaluating, and performing policy analysis for the state's workforce development system, comprising more than 18 programs and more than \$880 million in annual expenditures. She currently serves on Gov. Gary Locke's Joint Economic Vitality Cabinet. Saunders is also vice president of the National Association of State Directors of Career and Technical Education Consortium and serves on the Board for the Washington State Quality Award. She has served on the National Assessment for Vocational Education's Independent Advisory Council and is leading a multi-state performance management project funded by the Department of Labor, the Integrated Performance Information Project.

**KELLY SCHRAMM** joined the Wyoming Workforce Alliance as program manager in September 2002. Schramm, a graduate of Casper College and the University of Wyoming, brings to this partnership more than 11 years of experience in program development, and project management. He holds degrees in communications and social sciences, with an emphasis in journalism and public relations. Prior to joining the Wyoming Workforce Alliance, Schramm worked as executive director for the Natrona County Chapter of the American Red Cross, and as the training program Supervisor for the Wyoming Department of Employment.

**ALIZA SHEMAN** is an Internet pioneer with over 15 years of online experience. She was also presented the "Spirit of Enterprise" award, a national award representing innovation in entrepreneurship given by Avon, for her internet endeavors. She is pursuing various entrepreneurial projects including BigHornMarketing.com, a site with free marketing tips, and is working on her sixth book. Her latest book is *Power Tools for Women in Business*.

**ILYSE SHUMAN** is the staff director for U.S. Senator Mike Enzi on the Senate Subcommittee on Employment, Safety and Training. Previously, Shuman was a senior counsel with Navistar International Transportation Corp. in Chicago and an associate at Skadden, Arps, in New York. Shuman received her law degree from Georgetown University Law Center and bachelor of arts degree in political Science from Tufts University.

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**LANNY M. STEVENS** is director of internship program at the University of Wyoming (UW) College of Business and as assistant lecturer in management, marketing, and business plan development UW. Stevens earned a bachelor of science degree in management and master's of business administration degree from UW. He also has 25 years in the property and casualty insurance claims field.

**KAREN SWINDELLS**, apprenticeship and training representative, is originally from Huntington, Ind., and became a Wyoming resident in July 2000 when she accepted the U.S. Department of Labor's Apprenticeship and Training representative position in Cheyenne. She has been involved in the apprenticeship arena for the past 16 years and has 30 years of federal government service with various employers. She holds a bachelor of science degree in computer information systems from Columbia College.

**DAVID TEUBNER** is the administrator of the Business Training and Outreach (BTO) Division of the Wyoming Department of Workforce Services. BTO delivers services critical to the development of Wyoming's workforce, including the Workforce Development Training Fund, Temporary Assistance to Needy Families Employment and Training for Self-Sufficiency Fund, Adult Basic Education, General Educational Development testing, Senior Employment Services, and communication programs. Teubner was a member of the core team that developed the agency's legislation, vision, and planning. He holds a bachelor of science degree from the University of Wyoming and completed his internship with an industrial-scale company in Massachusetts, specializing in business development and process management.

**MIKE TODD** is a risk-management consultant for the Wyoming Workers' Safety and Compensation Division. His primary function for the division is to provide education about risk management, workers' compensation, and the resources available from this division. He attained the designation of certified risk manager in 2003. His experience ranges from owner/operator of an aggregate crushing operation to power generation and oilfield work. Todd was raised in Gillette and is a University of Wyoming graduate.

**MARY TRUCHOT** has worked for Wyoming Department of Workforce Services for over two years as an employment specialist. She serves as the Alien Labor Certification program coordinator, working with employers around the state who are filing for temporary or permanent alien labor certification and works with the U.S. Department of Labor on case management.

**EDNA V. VAJDA** is a certified gerontologist with over 30 years in the field of aging. She holds a bachelor's degree from St. Xavier University in Chicago, a master's degree in psychology and a master's certification in gerontology from University of Northern Colorado, Greeley, Colo. She is a designated certified grants specialist by the National Grant Writers Association. She is a former board member for Wyoming/Colorado/Utah Green Thumb, now Experience Works Inc., former director of a three-county senior citizen program in Wyoming, and former program representative and deputy administrator at the Wyoming Division on Aging, Vajda has been an advocate for older workers and older worker issues.

**LUKE WEISBERG** has served as executive director for the Minnesota Governor's Workforce Development Council (GWDC) since August 2000. The GWDC brings the voices of business, labor, education, and community-based organizations, as well as state agency and legislative leaders, to advise the governor on workforce development issues in Minnesota. Previously, Weisberg held leadership and management positions in nonprofit organizations focused on employment and housing issues in Chicago, New York, and Philadelphia. He was a Hubert Humphrey Policy Fellow at the University of Minnesota in 2002-03 and is a graduate of the Evans School of Public Affairs at the University of Washington, Seattle, and Haverford College.

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**JANE WHITMORE** is a manager in the area of alliance partnerships and strategic channels. She develops and manages DDI's reseller partnerships with educational institutions. She works closely with community colleges and technical schools across North America who choose to represent DDI curricula to small and mid-size businesses in their geography. Whitmore develops and manages those relationships by initiating contracts and training the college staff to represent and sell DDI products. She has a master's degree in education from Pennsylvania State University and a bachelor of science degree from the University of Maryland.

**EDWARD J. WIGG** received a bachelor of arts degree from Hastings College, Nebraska, with a double major in business administration and economics. He received a master's of business administration degree from the University of Nebraska-Omaha, and spent the first 13 years of his professional career in corporate America. His most recent position was vice president of operations for a division of a Fortune 500 company located in Minneapolis. Since 1999, Wigg has been the executive director of the Curran-Seeley Foundation, the local community substance abuse center, working with clients throughout Teton County, Wyo., and surrounding areas. He is a Wyoming licensed addictions therapist, a past board member of the Wyoming Association of Addiction Specialists, a member of the National Association of Alcohol and Drug Abuse Counselors, and is a member and president-elect of the Wyoming Association of Mental Health and Substance Abuse Centers.

**LLOYD WILDER** has over 33 years experience in the health insurance industry, having had a 24-year career with the "Blues" prior to joining the Wyoming Insurance Department. Since joining the department, he has served as State Health Insurance Assistance Program (SHIP) project director and is responsible for the overall administration of the federal grant. He oversees the volunteer network maintained by the SHIP's sponsor, the Wyoming Senior Citizens, Inc., conducts training, and provides one-on-one counseling. Wilder has a master's degree in public administration from the University of Northern Colorado and holds the nationally recognized insurance industry professional designation, Fellow, Life Management Institute. He is an accredited insurance examiner and is a member of the Insurance Regulatory Examiners Society. Wilder and his wife, Kathy, have been Cheyenne residents for 26 years, as transplants from Ohio.

**DIANE WOLVERTON** is the state director of the Wyoming Small Business Development Center, a position she has held since 1995. Her business experience includes ownership of the *Bridger Valley Pioneer*, a community newspaper in Lyman, Wyo. She holds a bachelor's degree in English/journalism from Azusa Pacific University, a master's degree in adult education from the University of Wyoming, and is working on a doctoral degree. She is a 2001 graduate of Leadership Wyoming, has been an active member of the National Association of Small Business Development Centers, and served two terms as chair of the association board. She is the author of the recently released book, *Return of the Yin: a Tale of Peace and Hope for a Troubled World*.