



Dear Friends:

I am pleased to welcome you to Missoula, Montana's Garden City, for the 2018 National Association of Government Labor Officials Conference. Whether you are visiting from another country or one of our neighboring Rocky Mountain states, this week is a great opportunity to share strategies and develop new ideas for strengthening our workforces.

Throughout the week, you will hear from workforce development leaders from around the world, and we look forward to learning about the strategies other states use to support their labor forces. Here in Montana, it is a great time to be a worker. Unemployment is at a low of 3.9 percent, there are more people working now than ever before, and new business and employment opportunities continue to develop at impressive rates.

Montana will showcase a number of our own successful strategies. The Montana Apprenticeship Tax Credit gives a financial incentive to employers who provide on-the-job training to employees. Free, state-sponsored safety trainings increase workplace safety awareness across the state. The Montana Office of Outdoor Recreation enhances our focus on the outdoor recreation industry, a vital piece of Big Sky Country's economy. We have fostered partnerships between workforce and education to promote data-driven decision making, established a process for the licensing of contract workers, and so much more. This conference is an excellent opportunity for us to continue learning from each other and exchanging success stories with colleagues around the country, ultimately leading to greater economic success for us all.

I hope you will leave Missoula feeling inspired by what you learn and motivated to apply new knowledge to your workforce systems at home. Together, we can lift our nation's economy to new heights by empowering tomorrow's workforce today.



Sincerely,

A handwritten signature in blue ink, which appears to be "S. Bullock".

STEVE BULLOCK  
Governor

## SUNDAY, JULY 22

2:00 p.m. – 5:00 p.m.	<b>Registration</b> Downstairs Atrium - Hotel
4:30 p.m. – 5:30 p.m.	<b>Executive Board Meeting</b>
5:30 p.m. – 8:00 p.m.	<b>Welcome Reception</b>



## MONDAY, JULY 23

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|-------------------------|--|
| 8:00 a.m. – 9:15 a.m.   | <b>Breakfast/Registration</b><br>Downstairs Atrium - Hotel   |
| 9:15 a.m. – 9:30 a.m.   | <b>Call to Order and Introductions</b>   |
| 9:30 a.m. – 10:00 a.m.  | <b>Welcome Message</b> <ul style="list-style-type: none"> <li>• <i>NAGLO President Mark Butler, Commissioner, Georgia Department of Labor</i></li> <li>• <i>Galen Hollenbaugh, Commissioner, Montana Department of Labor &amp; Industry</i></li> <li>• <i>Lin, San-Quei, Vice Minister, Ministry of Labor, Taiwan</i></li> </ul>                     |
| 10:00 a.m. – 11:00 a.m. | <b>Opioid Use and Return to Work - What are states doing to assist in combating the opioid epidemic?</b><br>Mark Pew, Senior Vice President, PRIUM   |
| 11:00 a.m. – 11:15 a.m. | <b>Break</b>   |
| 11:15 a.m. – 12:15 p.m. | <b>Creating a Culture of Safety</b><br>Jessica Berglund, Senior Manager, Prevention Field Services, WorkSafeBC   |
| 12:15 p.m. – 1:30 p.m.  | <b>Lunch and Learn: Economic Development in Missoula</b> <ul style="list-style-type: none"> <li>• <i>Jennie Graff, Economic Development Director, Missoula Economic Partnership</i></li> <li>• <i>Barb Neilan, Executive Director, Destination Missoula</i></li> </ul>   |
| 1:30 p.m. – 2:00 p.m.   | <b>Break</b>   |
| 2:00 p.m. – 3:00 p.m.   | <b>Aiming Analytics at our Unemployment Insurance Problem</b><br>Jim Guszczka, PhD., FCAS, US Chief Data Scientist, Deloitte Consulting  |
| 3:00 p.m. – 4:00 p.m.   | <b>Outdoor Recreation Industry Panel</b><br>Moderated by Ryan Thompson, Mayfly Media <ul style="list-style-type: none"> <li>• <i>George Gaines, Founder, Chilton Skis</i></li> <li>• <i>Blake Ludwig, CFO Sun Mountain Sports</i></li> <li>• <i>Evan Tipton, Founder, TOMIS</i></li> <li>• <i>Rob Arnaud, Montana Board of Outfitters</i></li> </ul> |
| 4:00 p.m. – 5:00 p.m.   | <b>NAGLO Business Meeting and Roundtable</b>   |
| 6:00 p.m. – 8:00 p.m.   | <b>Dinner and Social</b><br>Plonk – 322 N. Higgins, Missoula   |

## TUESDAY, JULY 24

- 7:30 a.m. – 8:30 a.m.      **Breakfast**
- 8:30 a.m. – 9:30 a.m.      **Janus Supreme Court Decision Panel**  
Moderated by Anne MacIntyre, Presiding Officer of the Montana Board of Personnel Appeals
- *Peter G. Finch, Partner at Davis Wright Tremaine, LLP*
  - *Raph Graybill, Chief Legal Counsel, State of Montana, Governor's Office*
  - *Gregory McGillivray, Partner at Woodley & McGillivray LLP*
  - *Labor Union Representative*
- 9:30 a.m. – 10:30 a.m.      **Entrepreneurial Panel**  
Moderated by Paul Gladen, Director, Blackstone LaunchPad, University of Montana
- *Michael FitzGerald, Founder/CEO, Submittable*
  - *Michelle Huie, Founder/CEO, Vim & Vigr*
  - *Tom Snyder, Founder/CEO, Five on Black*
- 10:30 a.m. – 10:45 a.m.      **Break**
- 10:45 a.m. – 11:45 a.m.      **USDOL Wage and Hour Compliance Update**  
Teresa Wilde, Community Outreach and Resource Planning Specialist, U.S. Department of Labor, Wage and Hour Division
- 11:45 a.m. – 12:30 p.m.      **Current Labor Market Trends – Challenges and Policy Response**  
Ministry of Labor, Taiwan
- 12:30 p.m. – 1:45 p.m.      **Lunch and Learn: Missoula Chamber of Commerce  
Childcare Project**  
Moderated by Clint Burson
- 2:00 p.m. – 5:00 p.m.      **Neptune Aviation Tour**
- 5:00 p.m.      **Dinner on your own**





## WEDNESDAY, JULY 25

(Joined by NASWA and NGA)

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|-------------------------|---|
| 7:30 a.m. – 8:30 a.m.   | <b>Breakfast</b>  |
| 8:30 a.m. – 8:45 a.m.   | <b>Opening and Welcome</b><br>Galen Hollenbaugh, Commissioner, Montana Department of Labor & Industry   |
| 8:45 a.m. – 9:45 a.m.   | <b>Gig Economy Panel</b><br>Moderated by NGA <ul style="list-style-type: none"> <li>• <i>Cynthia Forland, Assistant Commissioner and CIO, Washington State Employment Security Department</i></li> <li>• <i>Peter Creticos, President and Executive Director of the Institute for Work and the Economy (Chicago)</i></li> <li>• <i>Judy Bovington, Chief Legal Counsel, Montana Department of Labor &amp; Industry</i></li> </ul>   |
| 9:45 a.m. – 10:00 a.m.  | <b>Break</b>  |
| 10:00 a.m. – 11:00 a.m. | <b>Changing Face of Workforce Development Panel</b><br>Moderated by Montana Department of Labor & Industry <ul style="list-style-type: none"> <li>• <i>Kim Vitelli, Director, Office of Workforce Investment, United States Department of Labor</i></li> <li>• <i>Jeff Brown, Director, Workforce Services, Virginia Employment Commission</i></li> <li>• <i>Rhonda Huseby, Job Services Operations Bureau Chief, Montana Department of Labor &amp; Industry</i></li> <li>• <i>Kyle Sickman, Colorado State Workforce Board Chair and Vice President, First Bank</i></li> </ul> |
| 11:00 a.m. – 11:30 p.m. | <b>National Labor Exchange Presentation</b><br>Charlie Terrell, Director, NLx, National Association of State Workforce Agencies   |
| 11:30 a.m. – 1:00 p.m.  | <b>Out to Lunch – Caras Park</b><br>Downtown Missoula   |
| 1:00 p.m. – 3:00 p.m.   | <b>Transport to Bonner</b><br>Bonner Mill Tour  |
| 3:00 p.m. – 5:00 p.m.   | <b>Keynote Event/KettleHouse Amphitheater</b> <ul style="list-style-type: none"> <li>• <i>Seth Bodnar, President, University of Montana</i></li> <li>• <i>Lin, San-Quei, Vice Minister, Ministry of Labor, Taiwan</i></li> <li>• <i>Mike Cooney, Lieutenant Governor, State of Montana</i></li> <li>• <i>Steve Bullock, Governor, State of Montana</i></li> <li>• <i>Patrick Pizzella, Deputy Secretary, United States Department of Labor</i></li> </ul>   |
| 5:00 p.m. to 8:00 p.m.  | <b>Social/KettleHouse Amphitheater</b>  |

### **Mark Butler, President**

Georgia Department of Labor, Commissioner

Mark Butler has been the commissioner of the Georgia Department of Labor since January 2011. As the first Republican to head the Georgia Department of Labor, Commissioner Butler is committed to reshaping the operations of a labor department. The agency administers Georgia's unemployment insurance, employment service, provision of workforce information to the public and private sectors and oversight of child labor issues. Prior to taking office, Commissioner Butler served eight years in the Georgia General Assembly, representing House District 18, comprised of Carroll and Haralson counties. During that time, he served as the Chairman of the House Appropriations Human Resources Sub-Committee, which oversees all operations of the budget for several of the largest state agencies.

### **Eric Strauss, First Vice President**

Montana Department of Labor & Industry, Employment Relations Division, Administrator

Eric Strauss is the Administrator for the Employment Relations Division in the Montana Department of Labor & Industry which provides a wide variety of service and regulation related to the employer – employee relationship. This includes issues involving workers' compensation coverage and claims, human rights claims, workplace safety and health, wage and hour claims, prevailing wage claims, and public sector collective bargaining. The Montana Department of Labor & Industry also consists of the Business Standards Division, Unemployment Insurance Division and Workforce Services Division. Eric's background includes an array of experiences ranging from operations management consulting to healthcare administration.

### **Brad Avakian, Second Vice President**

Oregon Bureau of Labor and Industries, Commissioner

Commissioner Brad Avakian has spent more than 20 years fighting to expand economic opportunity and ensure equality for all Oregonians. Early in his career, as an employment and civil rights attorney, Brad gave voice to workers who were seeking fair wages, better working conditions, and freedom from discrimination in the workplace. Later, as a state legislator, he passed laws to expand collective bargaining rights, crack down on predatory lending, and prohibit discrimination based on sexual orientation. Since 2008, Brad has served as Commissioner of the Bureau of Labor and Industries where he has stepped up enforcement of Oregon's civil rights laws and partnered with Oregon's business and labor communities to strengthen workforce development efforts.

**Ken Peterson, Secretary/Treasurer**

Minnesota Department of Labor, Commissioner

Ken Peterson has served as commissioner of the Minnesota Department of Labor and Industry since 1988. Peterson has served in other leadership roles at the state and city levels. He served as deputy attorney general at the Minnesota Attorney General's Office; was deputy commissioner for utility regulation of the state Department of Public Service; directed St. Paul's Planning and Economic Development Department and was chief of staff for St. Paul's mayor. In addition to public service, Peterson has worked in private law practice and as an associate professor of management at Metropolitan State University.

**William McKinney**

Massachusetts Department of Labor Standards, Director

Bill McKinney was appointed Director of the Department of Labor Standards (DLS) on June 2015 as part of the Administration of Governor Charlie Baker. DLS is tasked with providing oversight of many Massachusetts labor laws, including minimum wage, prevailing wage, public sector employee health and safety, registered apprenticeship, lead and asbestos licensing, and registering employment and staffing agencies. Prior to joining the Baker Administration, Bill was the CFO for the Town of Weymouth, MA. He also served in the Administration of Mitt Romney as Commissioner of the Metropolitan District Commission (MDC), which is now known as the Department of Conservation and Recreation (DCR). Bill also worked at State Street Corporation for many years prior to joining the public sector.

**Ray Davenport**

Virginia Department of Labor, Commissioner

Mr. C. Ray Davenport was appointed Commissioner of the Virginia Department of Labor and Industry by Governor Terry McAuliffe in April 2014. Mr. Davenport previously served as Commissioner of the Department from 2002-2009 in Governor Mark Warner and Governor Tim Kaine's administrations. He has most recently served as Secretary-Treasurer of the Virginia AFL-CIO, one of two executive officers of the organization.

Ray is a product of Virginia's registered apprenticeship program graduating as a journeyman crane operator, and was later elected as Business Manager of the International Union of Operating Engineers, Local 147.

### **Anna Hui**

Anna Hui, Midwestern Regional Coordinator

Anna Hui was appointed as Director of the Department of Labor and Industrial Relations in March 2017, making her the first Asian-American to serve in the governor's cabinet in Missouri history. For more than two decades, Anna has worked in numerous senior positions in both state and federal government. Anna started her public service career working for Illinois Governor Jim Edgar as the Special Assistant to the Governor for Asian-American affairs and then for Governor George Ryan, as a senior-member of the Washington, D.C. policy management team. In President George W. Bush's Administration, Anna served as Associate Deputy Secretary of Labor at the U.S. Department of Labor, where she coordinated major domestic and international programs and activities on labor and workforce safety and standards issue. After leaving federal service in 2009 and until she returned to Illinois in 2015, she was Chief of Staff to former U.S. Department of Labor Secretary Elaine Chao at the Heritage Foundation. From 2015 to 2017, Anna served as Assistant Director and later as Acting Director of the Illinois Department of Labor.

### **Dr. Sam Mabini**

Sam Mabini, Western Regional Coordinator, Guam Department of Labor, Director

Dr. Shirley "Sam" Mabini was born and raised in Guam and currently serves as the Director for the Guam Department of Labor. She has a M.Ed. in Work, Community and Family Education, and a Ph.D. in Work and Human Resource Education. She is also an adjunct Assistant Professor for the University of Maryland University College teaching Diversity Awareness, research and college success. Prior to her role at the Guam Department of Labor, Dr. Mabini was the Provost, V.P of Academics & Advancement at the Pacific Islands University. Dr. Mabini was the first Filipino-American woman to hold a Senatorial seat in the Guam Legislature, serving from January 2010 to December 2012. As a Senator, she worked diligently on numerous initiatives, focusing on the areas of education and workforce development, to improve and enhance the livelihood of Guam citizens.



**Galen Hollenbaugh**

Commissioner, Montana Department of Labor & Industry

Commissioner Galen Hollenbaugh has been working for the State of Montana for over 20 years and has been with the Department of Labor & Industry since 2012. A Missoula native, Hollenbaugh, age 49, received a B.A. in Political Science and a Masters of Public Administration from the University of Montana. In addition to his tenure with multiple state agencies, Hollenbaugh also served 4 terms in the Montana House of Representatives, representing the southcentral area of Helena.

**Mark Pew**

Senior Vice President, PRIUM

Mark Pew, senior vice president of product development and marketing for Preferred Medical, is a passionate educator and agitator. Known as the RxProfessor, Mark is focused on the intersection of chronic pain and appropriate treatment, particularly as it relates to the clinical and financial implications of opioids, benzodiazepines and other prescription painkillers, along with the evolution of medical marijuana. He is a strong champion for the workers' compensation industry to #CleanUpTheMess, a movement he created to drive attention to the importance of individualized appropriate treatment for injured workers. Mark is a vocal advocate of the BioPsychoSocialSpiritual treatment model.

**Jessica Berglund**

Senior Manager, Prevention Field Services, WorkSafeBC

As the Senior Manager of Prevention Field Services at WorkSafeBC, Jessica provides advice, direction and guidance to close to 300 occupational health and safety (Prevention) officers and their managers. Through education, consultation and enforcement, Prevention officers assist workplace parties to achieve sustainable compliance in a timely way so that British Columbia workplaces are safe and work-related risks are effectively managed. The goal of WorkSafeBC's enforcement activities is to reduce the risk of workplace injury and illness through compliance with the Workers Compensation Act and Occupational Health and Safety Regulation.

Jessica received her J.D. from the University of Victoria Faculty of Law in 1997 and was called to the B.C. Bar in 1998. She practiced civil litigation for 5 years before joining WorkSafeBC in 2002 as an Investigations Legal Officer and has worked on many high-profile workplace fatality investigations and related enforcement activity. Prior to her current position, Jessica worked on the development of WorkSafeBC's enforcement model and principles and trained officers in these concepts.

**Barb Neilan**

Executive Director, Destination Missoula

### **Jim Guszcza**

PhD., FCAS, US Chief Data Scientist, Deloitte Consulting

Jim is the US chief data scientist of Deloitte Consulting, and a member of Deloitte's Advanced Analytics and Modeling practice. Jim has extensive experience applying predictive analytics techniques in a variety of public and private sector domains. He has also spearheaded Deloitte's use of behavioral nudge tactics to more effectively act on model indications and prompt behavior change. Jim is a former professor at the University of Wisconsin-Madison business school, and he holds a PhD in the Philosophy of Science from The University of Chicago. Jim is a Fellow of the Casualty Actuarial Society and on its board of directors.

### **Jennie Graff**

Economic Development Director, Missoula Economic Partnership

Jenni Graff is the Economic Development Director for Missoula Economic Partnership (MEP). In her role, she implements economic development initiatives for Missoula county in an effort to grow and diversify the local economy. She serves as the main point of contact for expanding businesses in high-growth sectors.

Prior to her current position, Jenni worked in sales and marketing roles in a variety of industries including healthcare, travel/leisure, fine art, and event planning. Jenni completed her MBA at University of Montana with emphasis on strategic management and business analytics, and holds a BA in Communications and Anthropology from UM. Jenni is also an active member of the Missoula community, serving on various boards and advisory councils. Outside of work, Jenni can be found running trails and adventuring.

### **Lin, San-Quei**

#### **Current Position**

Vice Minister, Ministry of Labor, Taiwan

#### **Academic Background:**

- M.A., Labor and Industrial Relations, College of Social Science, Michigan State University, USA
- M.A., Department of Labor and Human Resources, Chinese Culture University
- B.A., Department of Labor and Human Resources, Chinese Culture University

#### **Professional Experience:**

- Chairperson, Institute of Labor, Occupational Safety and Health, Ministry of Labor
- Director General, Bureau of Employment and Vocational Training, Council of Labor Affairs, Executive Yuan
- Deputy Director, Economic Division, Taipei Representative Office in the EU and Belgium
- Director General, Department of General Planning, Council of Labor Affairs, Executive Yuan
- Director, Deputy Director General, Bureau of Employment and Vocational Training, Council of Labor Affairs, Executive Yuan
- Labor Attaché, Taipei Representative Office in the U.S.A.
- Officer, Executive Officer, Section Chief, Council of Labor Affairs, Executive Yuan

**Teresa Wilde**

Community Outreach and Resource Planning Specialist, U.S. Department of Labor, Wage and Hour Division

Teresa Wilde is the Community Outreach and Resource Planning Specialist for the U.S. Department of Labor – Wage & Hour Division (WHD) in the Salt Lake City District Office. The SLC District Office has jurisdiction over federal labor laws in Montana, Utah, and Wyoming. A key component of Teresa's position is to assist stakeholders in understanding their obligations and requirements under federal labor law. Teresa began her career with the Department in 2000 as a Wage & Hour Investigator and transferred to the Outreach position in 2014.

Teresa attended the University of Utah earning a Bachelor's Degree in Sociology and Criminology and a Master of Public Administration (MPA) degree. Teresa's personal interests include gardening, food and nutrition, music, and hiking.

**Che-Shang (Jason) Huang**

Senior Officer of Labor Affairs, Taipei Economic and Cultural Representative Office in the United States (TECRO)

Che Shang (Jason) Huang was born in Taoyuan County, Taiwan on 1973. He majored in Sociology at Soochow University and got Master's Degree. After graduating from school, he served in army for two years. For helping people in need to have a decent way of living, he attended national examination and got the certificate of civil servant for working in the Department of Social Welfare of Taipei City Hall. At that time, he was mainly in charge of providing subsidies to low income families. Then he changed his job to Presidential Office for dealing with press release tasks after his staying in Taipei City Hall for three years.

Though working in the Presidential Office broadened his horizon, he decided to change his job again to Council of Labor Affairs (CLA) on 2008. At the beginning of his career in CLA, he was doing international labor affairs. However, CLA revised three labor laws (Labor Union Act, Collective Agreement Act, Act for Settlement of Labor-Management Disputes) and had unfair labor practice mechanism implemented in Taiwan on 2011, Jason Huang transferred to the ULP section and got a promotion at the same time.

Due to government restructuring in Taiwan, CLA elevated into Ministry of Labor (MOL). Jason Huang transferred his position to Department of General Planning and became the section chief of international division on 2014. Being the Taiwan counterpart of labor attaché in the US for two years, he was designated to be new labor attaché in the US for following years.

**Charlie Terrell**

Director, NLx, National Association of State Workforce Agencies

Charlie Terrell serves as the NLx Director where he manages all aspects of this unique public-private partnership with DirectEmployers Association. He also manages a USDOL-funded WIOA IGO Technical Assistance project at NASWA. Charlie is the staff liaison to the NASWA Technology Committee and America's Job Link Alliance. He has held a variety of positions at NASWA including Staff Assistant, Program Assistant and Operations Manager of the National Labor Exchange. Charlie is involved in workforce employment and training programs, workforce technology, Veterans employment, international activities and NASWA member services.

### **Willis Enterprise Tour**

Montana has 20 million acres of forested land not counting Wilderness and our national parks. The Bonner chip plant provides a market for woody material such as small trees, dead trees, rotten trees and crooked trees that when removed from our forests help to enhance wildlife habitat, protect watersheds and improve forest health, while also reducing forest fuels to decrease the effects of wildfires. The Bonner chip plant brings in the forest harvested product and produces wood chip materials used for a variety of purposes. The Willis Enterprises was awarded the very first **Montana Governor's award for Innovation in the use of Forest Products**. Come see the treatments and process of how the wood chips are created.

### **KettleHouse Brewery**

The Bonner Brewery, referred to as "K3" is the third, and newest, brewery KettleHouse Brewing Company has opened. K3 is situated on 18 acres of the former Stimson Lumber Co. mill site. At the end of 2017, the first two brewing facilities produced 20,000 barrels combined. K3, alone, has the ability to brew 30,000 barrels per year. KettleHouse Brewing Company is excited to have the expansion of space, additional fermenters and additional brew tanks. See for yourself the expansive business that has rejuvenated Bonner.

### **Coaster Cycles**

Coaster Cycles fabricates the best quality three-wheeled, pedal powered vehicles made in America. Coaster Cycles taps into the increasing interest and demand for bike powered cargo delivery in a variety of applications. Whether the cargo is package delivery, ice cream vending, coffee bike, beer vendor or a specialize custom project, Coaster Cycles has you covered and will fabricate the bike for you. Come see the variety of unique bikes and how they are fabricated.

### **ALCOM Trailers**

In February of 2010, ALOCM opened this state-of-the-art 70,000 sq. ft. manufacturing facility optimized for modern aluminum trailer production. ALCOM services more than 500 dealerships in 51 States and Provinces, China, India and Kuwait. This facility can manufacture 160+ standard trailer models and has the ability to customize a lineup of open and enclosed units that address the dealer's exact needs, based on region, budget and localized competition. ALCOM is excited for the opportunity to show you everything they have to offer.

### **Restoration Economy Presentation**

In 2008, the future for historic preservation in the Bonner area looked bleak. The mill was shuttered and equipment was to be auctioned off. Bonner was convinced it could restore the location into a major economic driver in the community. It has since been transformed into a thriving industrial park with 17 different companies operating. Join Harley Harris, program manager of the Montana Department of Justice's Natural Resource Damage Program, to learn about the restoration efforts and the economic impact of those efforts.