



PROUD PROFESSIONAL PROFILES

Greetings IAWP members!

Here is our sixth monthly International Association of Workforce Professional (IAWP) **Proud Professional Profile**.

I contacted our active member **Steve Ruggles**. He is currently the Administrator for the Spokane Claims Center. He first became a member of IAWP in 1992 when he started at the Colville Job Service Center. Steve has held IAWP positions as Jurisdictional Representative, Sub-Chapter Treasurer, Sub-Chapter President, State Chapter Educational Chair, State Chapter Awards Chair, State Chapter Vice President, State Chapter President, International UI Committee Chair, and International Conference Chair.

- 1. What was your first impression of IAWP?** I was an IAWP member for a few years before I attended my first educational conference. That first event has left a lasting impression on me. At this event, I met and talked with two individuals from Japan who shared how their Country provides unemployment insurance and reemployment services to their citizens. I was so impressed. Not necessarily with what Japan was doing, but rather that I had the opportunity to learn how another country provided workforce services. That led me to wanting to learn more about how other states provide services and how other countries serve their citizens.
- 2. What would you say are some of your strongest beliefs about IAWP?** IAWP is a great opportunity to provide an avenue for lifelong learning. The delivery of workforce services is ever changing and to provide the best service to our customers, we've got to continue learning and finding new and innovative ways to meet their needs. By attending IAWP conferences and educational events, you have an opportunity to learn the latest trends and best practices, as well as creating a network of colleagues who are willing to help you and the service you provide to your customers. IAWP also has a formal awards program that allows us to recognize our staff or processes, both statewide and nationally.
- 3. Tell me about someone who has influenced your decision to work with IAWP?** When I first started working for ESD, my Operations Manager and a co-worker (Joanne Hawley and Jim Wallace) were very involved and dedicated to IAWP (IAPES at that time). I found them to be extremely hard workers with great integrity and work ethics. They were my mentors, and I respect them immensely. Their dedication and devotion to IAWP, and our customers, has guided me throughout my career and I am forever grateful to them.
- 4. What would you tell someone who is thinking about (donating, volunteering, etc.)?** Whether it is IAWP or another cause, it is very rewarding to serve others selflessly. Belonging to an organization that has the same or similar interest allows for

knowledge sharing, greater comradery, gives you purpose and value, and a great sense of pride for helping others.

5. What do you do when you aren't (working, volunteering)? Well, that is a loaded question. My outside activities often revolve around family, friends, or traveling. We have four children and four grandchildren. Fortunately all the grandchildren live close to us. However, that also means that two of our children do not live close. We travel fairly frequently to Austin, Texas where our oldest daughter lives and now our youngest daughter is stationed in Boston with the US Navy. We travel to see them, and then we also try to explore new places. Some places we've traveled to over the past ten years are: Mexico, Canada, France, Sweden, New York, Chicago, Florida, Atlantic City, and many places within 3-4 hours from Spokane.

Thank you **Steve** and all your help to make the **IAWP** a better association. He is an asset to our organization and we appreciate all of our great members and volunteers.