

# Update

## AHRMA On Us

Austin Human Resource Management Association

November, 2004

### WELLNESS DAY!

It is more evident now than ever, that healthy employees have an impact on an organization's success. They have a profound impact on productivity, efficiency, health plan costs and staffing plans, just to name a few. Because wellness has become such an important part of strategic organizational planning, AHRMA has decided to dedicate its November monthly meeting on Wednesday November 17th, 2004, to providing you with invaluable information you can use in setting your wellness strategies. Let wellness-based companies give you information regarding employee health and wellness at our Luncheon Vendor Fair! The vendor fair will feature Austin-area businesses ranging from health clubs to wellness consultants, and everything in between. As always, our table vendors will be offering some fabulous door prizes. **Don't miss it!**

### LUNCHEON

#### Building Endurance In Your Company



We have reached our goals as a society - effortless transportation, endless food supply, and sedentary, air-conditioned work environment. The by products: a country made up of people who are getting diseases due to lack of exercise, over-eating, poor nutrition, lack of sweat-

ing and lack of fresh air. What we know is that strong, healthy people make for strong, healthy organizations. So what can we do about it? Attend the November luncheon program and find out!

Paul Richard Carrozza, Owner of RunTex, Inc. will present, "Building Endurance in your Company." Mr. Carrozza's mission is to teach the steps from eating anything, driving everywhere, being out of shape to fitness, wellness and endurance. He is an entrepreneurial business owner with a passion and commitment to promoting health and fitness in the community and around the nation. An accomplished all-American athlete and seasoned World Class coach, Mr. Carrozza is a strong communicator and motivational speaker. He is an Executive Committee Member of President Bush's Council of Fitness and Sports and Co-Chair of Governor Perry's Advisory Council on Fitness for the State of Texas. Mr. Carrozza graduated Cum Laude from Abilene Christian University in 1985 earning his BA.

Mr. Carrozza established RunTex, Inc. in 1988. RunTex, Inc. is comprised of much more than retail business. RunTex University provides

a variety of programs and coaching and RunTex Events and produces some 100 organized runs attracting participants from all over the world. RunTex Foundation's (RTF) mission is to improve the fitness of our City, State and Nation through cause-related events and training programs. The RTF also provides running shoes for at-risk youth who commit to becoming physically active and eating better foods, but can't afford the shoes. In 2000, RunTex, Inc. was named Outstanding Philanthropic Corporation of the Year.

**Help make your organization healthy, strong and successful by *rsvp'ing* to the November luncheon today!**

### WORKSHOP

#### Wellness, You Can't "Live" Without It!



Don't miss this session, your "living" could depend on it! Ron Frank, is a nationally recognized speaker that focuses on the Spirit, Mind & Body. Learn how to take O W N E R S H I P of your own "wellness" instead of relying on rapidly diminishing "Health Benefit" plans that really only manage "illnesses" with pills and surgical procedures. Current trends indicate that the present "health" industry will fail due to its own spiraling costs. Growth in Wellness

Programs for both Companies and Individuals is inevitable!

Mr. Frank shares simple ideas, "little things," people can do that will have "big results"... so they will quickly experience something positive... feel the benefits, marvel over them, get excited about their new energy... and expand their personal wellness program. As Mr. Frank says, "Spirit, Mind and Body are the three legs of the proverbial stepping stool to fulfillment...to be all we can be. Without a healthy body, you can't really "live," or be personally or professionally successful." By the time the session is over, you will have a sense of power and purpose for a more fulfilled life. This fun, colorful presentation covers:

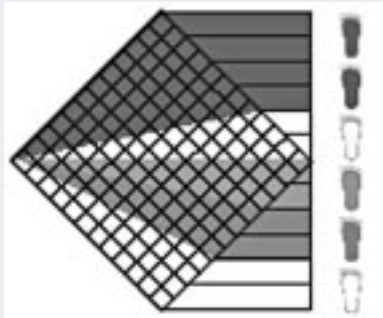
The Problem - The high cost of our "Sickness" oriented health system will cause an inevitable paradigm shift toward wellness programs by companies and individuals. Wellness will be the next \$Trillion business, joining the food and present "health" industries.

**Continued on next page**

## Workshop Continued

The Solution, WellnessWorks - Take OWNERSHIP of our own Wellness. Treat yourself right and let your body take care of itself. Routine care and maintenance to avoid breakdowns. Introducing ChangeWorks – A simple, effective method for managing personal and organizational changes. Learn how to “Pay Attention to Tension” and learn why and when people are likely to take action rather than be apathetic. What can you and your company do? Start a Triple “A” (AAA) Program to Awaken, Advocate, Assist. Mr. Frank will discuss elements of Corporate and Personal Wellness Programs. Mr. Frank will show you his WellnessWorks approach that is the foundation for taking **OWNERSHIP** of our own lives. He first shows “why,” then gives you “skills” and then shows you “what action steps to take” to assert OWNERSHIP of your own life in a few fundamental areas:

Oxygen (AIR)  
Water  
Nutrition  
Exercise, energy  
Rest/Relaxation  
Stress  
Healing  
Integrity  
Purpose



Mr. Frank is recognized nationally as a leading authority in the development of human potential. He has presented hundreds of keynotes and seminars in major cities all across the United States. He is one of those rare, dynamic individuals with a powerful gift of presence that draws people to listen. His no-nonsense, skill-packed programs stimulate immediate changes with long-term results.

Mr. Frank shares his expertise in applied psychology, leadership development and human asset strategy in his various programs. He draws from lessons he learned in his various successful careers; from Baseball Player, to Professional Engineer, to Speech Writer for a Senator on Capitol Hill, to Vice President of a large national association, to Partner at KPMG Peat Marwick, to Entrepreneur, to Chairman of the Board. Mr. Frank has been such an effective problem solver that he has become known as “The Designated Hitter for the Corporate League.”

Mr. Frank is on the Board of Advisors for the Certified MasterStream Instructors. MasterStream is a change management concept that has been used in nearly 2,500 customized programs for organizations around the world. A client list includes over 300 major companies representing virtually every industry, including: Sony, Bosch, Detroit Edison, IBM, General Motors, State Farm and American Express Financial Services.

He currently serves the Austin community as the President of the Board of the Austin Community Access Center which provides the community of Austin with public access television and also has served on the Board of the Austin ASTD Chapter.

**Get the right tools to make your wellness program successful – RSVP today!**

## PROFESSIONAL DEVELOPMENT SESSION

### Improving The Workplace By Reducing Stress



Eighty percent of workers feel stress on the job and nearly half say they need help in learning how to manage stress, according to the 2000 annual “Attitudes in The American Workplace VI” Gallup Poll sponsored by the Marlin Company. Also, research shows that job stress is more strongly associated with health complaints than financial or family problems, according to the National Institute for Occupational Safety and Health.

We know that stress impacts the bottom line through health care costs and decreased productivity. What can be done to decrease stress in the workplace? Find out at the November Professional Development Session entitled, “Improving the Workplace by Reducing Stress,” presented by Jamie N. Hodge. You’ll learn more about managing stress at work, how yoga, an ancient system of wellness, can help, and learn steps to consider when implementing a wellness program in the workplace. Be sure to wear comfortable clothes that allow for movement because Ms. Hodge will lead us through a gentle yoga introduction after her presentation.

Ms. Hodge is the outreach coordinator and a teacher at Yoga Yoga. Her passion for yoga stems from her experience of the immense physical, mental and spiritual benefits of yoga. She emphasizes breath and body awareness in her classes. Ms. Hodge’s earned her yoga teacher certification from Barefoot Yoga Studio in Little Rock, Ark., in March of 2002. She is a registered yoga teacher at the 200-hour level with the Yoga Alliance.

**Experience relaxation yourself at the November PDS and take that mantra back to your organization. RSVP today!**

## AHRMA 2004 OFFICERS

**President**  
Toni Borthayre, PHR  
t.borthayre@austin.rr.com

**President Elect**  
Cathy Wodarski  
cwodarski@venturipartners.com

**VP Annual Conference**  
Peggy Mason, PHR  
fpmason@att.net

**VP Diversity**  
Kimberlee Flores  
kimberlee@greenmountain.com

**VP Career Development**  
Kaye Kieffer  
kayek@dawson-dawson.com

**VP Communications**  
Sandra Turner, PHR  
sandra.turner@tmlieb.org

**VP Finance**  
Allan Milder, SPHR  
amilder@austin.rr.com

**VP Membership**  
Mary Griffin, PHR  
mary.griffin@sematech.org

**VP Programs**  
Diana Prewitt, SPHR  
dprewitt@insurancecouncil.org

**Immediate Past President**  
Gail Nichols, PHR  
gail-nichols@tmlt.org

**Advisor Emeritus**  
Betty Bartley, PHR  
betty@tml.org

**Executive Director:**  
**SatSundri Khalsa**  
PO Box 9669  
Austin, Texas 78766  
Voice: 512-249-5677  
Fax: 512-249-5688  
www.austinhumanresource.org

Articles of interest, comments or submissions can be made via e-mail to our Chapter Executive Director. It will be at the discretion of the Communication Committee as to what will be printed and when it will be published. All material in this publication is offered for informational purposes only, and not intended to provide legal advice. Always consult an attorney before proceeding in a legal situation.



**Who Is AHRMA?** AHRMA is the premier association driving the Human Resource Profession to a position that is critical to organizational success. We develop professionals and provide opportunities to contribute to each other, our organizations, and our communities.

**AHRMA Focus: P I N**  
**P** – Professional Development  
**I** – Information, Inclusion  
**N** – Networking



**Toni Borthayre**  
President

## Words from the President

Dear AHRMA Members,

In September, we voted on the additional Board of Directors position titled Vice President of Legislative Action. In October, we voted on the 2005 Slate of Officers. What an exciting time of year this always is for our organization! We are already planning an exciting 2005.

The voting isn't over just yet. The United States Presidential election is this month and I encourage everyone to get out and cast your vote. Abraham Lincoln once said, "**Elections belong to the people. It is their decision. If they decide to turn their back on the fire and burn their behinds, then they will just have to sit on their blisters.**" Let your voice be heard – go out and vote.

This month, we will also have a team of "racers" racing for a cure. On Sunday, November 7, the AHRMA team will gather at the starting line of the Susan G. Komen Race for the Cure. A big "thank you" goes to Jennifer Hoffman and Jeff Mayer for coordinating such a wonderful group of supporters. If you'd like to join us, you can still sign up at the race. Contact team captain, Jennifer Hoffman ([jennifer.hoffman@marsh.com](mailto:jennifer.hoffman@marsh.com)), for more information on the meeting location.

Our November monthly meeting, PDS, and Workshop will be one that you will not want to miss! We are focusing on wellness and wellness programs for employees. The holiday season is the perfect time of year to keep fitness in the forefront of our minds. I hope to see everyone there!

If you'd like to get involved in the 2005 planning process, do not hesitate to contact Cathy Wodarski, President 2005, or any of the 2004 or 2005 Executive Committee. We would love to have you get involved.

Have a great month everyone!

**Toni**



## JOIN THE AHRMA RACE TEAM ! Come Participate With Us In The Komen Austin Race for the Cure

**Sunday, November 7, 2004**

**Join the AHRMA Race Team and help fight breast cancer by signing up online at <http://www.komenaustin.org>**

Please invite your friends and family to sign up online or at the Race and run or walk with us. Our goal to support the cure is \$10,000!

On race day, please wear a red bandana (any way you would like) to identify you as an AHRMA Race Team member. We will meet in the Threadgills parking lot at 6:30 am.

If you can't make the race, you can still support the AHRMA Race Team by making a pledge on AHRMA's behalf. (Information can be found on the Race for the Cure web-site under the AHRMA team.)

for more information contact: Jennifer Hoffman-AHRMA Team captain  
Marsh USA Inc., Phone: (512) 306-5427, Fax: (512) 306-5401,  
Internet: [jennifer.hoffman@marsh.com](mailto:jennifer.hoffman@marsh.com)

# November Calendar of Events

- 1 **Newsletter articles and pictures**  
Send to Sandra Turner, PHR at [sandra.turner@tmliebp.org](mailto:sandra.turner@tmliebp.org)
- 3 **AHRMA Executive Committee**  
5:00 p.m. at TMLT
- 3 **Volunteer Placement Committee Meeting**  
12:00 p.m. at Prominent Pointe Bldg (8310 Capital of Texas Hwy, 1st floor conf room)
- 7 **Race for the Cure**  
For more info or to join the AHRMA Team, email [jennifer.hoffman@marsh.com](mailto:jennifer.hoffman@marsh.com)
- 9 **Member Mixer**  
Location: Renaissance Hotel, 6:00 p.m.
- 10 **Communications Committee Meeting**  
11:30 a.m. – 1:00 p.m. at TGI Friday's in the Arboretum. Contact Sandra Turner at [sandra.turner@tmliebp.org](mailto:sandra.turner@tmliebp.org) for additional information
- 16 **International Forum Roundtable at DBM**  
Email Debi Dault at [debi.dault@themigroup.com](mailto:debi.dault@themigroup.com) for more information
- 17 **AHRMA Monthly Meeting –WELLNESS DAY!**  
Location: Austin Country Club
- 26 **HR Roundtable at Drake Beam Morin**  
Contact Nita Peebles at 795-0480 to RSVP.
- 30 **Volunteer Appreciation Event**  
6:00 – 8:00 p.m. at Dave and Busters

## Looking Ahead:

### December

- 4 **SPHR Crash Course**  
For more information visit the AHRMA website
- 4 **AHRMA Leadership Event**  
8:30 a.m. – 1:00 p.m. at BMC Main Office
- 16 **AHRMA Monthly Meeting – Holiday Celebration and Installation of Officers**  
Location: Austin Country Club

# November Luncheon and Program

- 9:00 am to 11:00 am **PROFESSIONAL DEVELOPMENT SESSION**  
**Improving The Workplace By Reducing Stress – Jamie N. Hodge,**  
Outreach Coordinator, Yoga Yoga
- 10:30 am to 11:00 am **REGISTRATION FOR LUNCHEON**
- 11:00 am to 1:00 pm **NETWORKING, VISIT SPONSORS & LUNCHEON PRESENTATION**  
**Building Endurance in your Company - Paul Richard Carrozza,**  
Owner of RunTex, Inc.
- 1:00 pm to 4:00pm **Afternoon Workshop**  
**Wellness, You Can't "Live" Without It! – Ron Frank**

## AHRMA MONTHLY MEETING, THURSDAY, NOVEMBER 17, 2004

Austin Country Club • 4408 Long Champ Drive

Program	Time	Members	Non-Members	Students
PDS Morning Workshop	9 – 11a.m.	\$12.00	\$12.00	free
Networking Luncheon Only	11a.m. – 1p.m.	\$23.00	\$30.00	\$10.00
Afternoon Workshop Only	1 – 4 p.m.	\$40.00	\$58.00	\$30.00
All (PDS, Luncheon, Workshop)		\$75.00	\$100.00	\$40.00

**PAYMENTS & TERMS:** Reservations and Cancellations must be made by 12 noon on the Monday prior to the meeting. Members and non-members with reservations who do not attend will be billed. No credit cards accepted. \$25.00 return check fee charged. Call 512-899-2552 to RSVP for AHRMA events.

**DIRECTIONS:** From Loop 360 (Capital of Texas Highway) go east on Westlake Drive. Go north (left) on Long Champ Drive. Austin Country Club located at end of street. Follow signs for banquet parking. Handicap parking and building access is available at the front entrance to the club. Should you have a special assistance request, please let us know when submitting your RSVP.

**Appetizer:** Traditional Waldorf Salad

**Entrée:** Roasted and Stuffed Pork Loin Filled with Sun-Dried Cranberries, Served with Port Wine Demi, Polenta and Sautéed Seasonal Vegetables

**Dessert:** Black Forest Cobbler, Sweet Dark Cherries Mixed with Chocolate topped with a Chocolate Cake Streusel

For those who have special dietary requests, the chef offers the following options (requested in advance):

**Vegetarian Entrée:**

Chef's choice, but usually a meatless variation of the regular menu.

## WELCOME NEW MEMBERS



## SEPTEMBER 2004

First Name	Last Name	Cert.	Company	Work Tel.	E-Mail
Adamo	John		Texas Dept. of Family & Protective Services	512-719-6153	<a href="mailto:john.adamo@dfps.state.tx.us">john.adamo@dfps.state.tx.us</a>
Booth	Khymberly	PHR	Humana	713-513-4960	<a href="mailto:kbooth@humana.com">kbooth@humana.com</a>
Carroll	Michael			512-295-9055	<a href="mailto:michael_f_carroll@msn.com">michael_f_carroll@msn.com</a>
Carter	Tammy	PHR	Greater Texas Federal Credit Union	512-323-4729	<a href="mailto:tammy.carter@gtfcu.org">tammy.carter@gtfcu.org</a>
Dyke	David		The Adkins Group	512-916-2306	<a href="mailto:david@theadkinggroup.com">david@theadkinggroup.com</a>
Hood	Robin		North Austin Medical Center		<a href="mailto:robin.hood@stdavids.com">robin.hood@stdavids.com</a>
Kronenberger	Gregg		Jenkins & Gilchrist, P.C.	512-499-3838	<a href="mailto:gkronenberger@jenkens.com">gkronenberger@jenkens.com</a>
Martin	Leslie-Anne		Dell Financial Services	512-728-6596	<a href="mailto:leslie-anne_martin@dell.com">leslie-anne_martin@dell.com</a>
Oelklaus	Nancy		Entrepreneurial Systems	512-454-0353	<a href="mailto:nancy@thesuccessaccelerator.com">nancy@thesuccessaccelerator.com</a>
Puryear	Dawn		Sysco Foods	512-388-8018	<a href="mailto:puryear.dawn@aus.sysco.com">puryear.dawn@aus.sysco.com</a>
Trice	Holly		Trice Consulting	512-301-8897	<a href="mailto:hollytrice@hotmail.com">hollytrice@hotmail.com</a>
Worthen	Kimberley		LCRA	512-369-4575	<a href="mailto:kworthen@lcra.org">kworthen@lcra.org</a>
Young	Lani	PHR		512-680-1690	<a href="mailto:laniyoung@hotmail.com">laniyoung@hotmail.com</a>



## MEMBERSHIP STATISTICS: SEPTEMBER 04 REPORT TOTAL MEMBERS: 739

SHRM Members	388	55%
Affiliate	55	7%
PHR	209	28%
SPHR	123	17%
CCP	19	2%
<b>Total</b>	<b>739</b>	

## In Memory of

**Jim Grey**, one of our long-term members and Past Presidents passed away at the beginning of October. Mr. Grey began his career with AHRMA, then APA, during the early years and was President in 1973. He was instrumental in defining the organization and helping to continue to lay a path for our successes that we've celebrated over the past 54 years. Our deepest condolences go out to his family and friends.

The Austin Human Resource Management Association has made a donation to the SHRM Foundation in Mr. Grey's honor for the essential role he played in our organization.

## Coats for Kids

The holiday season is the time for giving for to those less fortunate than ourselves. This year AHRMA is participating in the "COATS FOR KIDS" project. Please bring you slightly used or new coats to the November Monthly Meeting. Thank you to all who help AHRMA give back to the community!



# Manager As A Coach

by Corliss McGinty, SPHR  
Director of People, Hire.com

Manager or coach? We hear about the need for managers to be more of a coach, but what does that really mean?

The manager and coach roles are very different and no matter which role a manager is in, they still have special and distinct management responsibilities they need to accomplish in conjunction with coaching their employees. This article will discuss the differences of each role.

It is common to downplay the boss role when coaching, yet this can create confusion unless it is clear which hat the manager is wearing at any given time—manager or coach. There is a complexity that is created by these dual roles! Role clarity and the effective sequencing of role responsibilities are two areas every manager needs to be aware of when they coach their employees.

Let's look at these roles and what needs to come first. The Boss holds people accountable for *results*. A Coach helps people *increase their skills* to achieve the results. A Boss-Coach both mandates the goal and then helps people develop the ability to accomplish it. Remember, coaching is not a substitute for performance management! There is a balance here and distinct and sequential tasks that need to be done with any employee:

- # 1 Communicate performance expectations and make sure there's employee commitment to accomplish them (this HAS to be done prior to #2)
- # 2 Coach and grow people to accomplish these expectations.

## THE BOSS ROLE

When communicating the performance expectations, make sure you are not wasting anyone's time by being clear from the beginning on expectations. Do not rely on the "read-my-mind" school of management! The employee needs to know exactly WHAT needs to be accomplished, by WHOM, by WHEN and the last but not least—how much DECISION-MAKING AUTHORITY the employee has to accomplish the goal. Do all of these and you dramatically increase the employee's chances of success! Equally important is to get the employee's commitment. This is shown by the employee when they:

- Understand the goal (not necessarily agreeing with it!)
- Emotionally commit to the goal (taking ownership, responsibility and consequences)
- Take some sort of initiative towards the goal (spending some energy addressing the issues and bringing their own ideas to the manager's attention).

Without these three items in place, coaching an employee is premature. Having them in place will also ensure less resistance down the road.

While we will not get into performance issues here, it is important for a manager to understand what may be at play when an employee resists:

- A lack of skill to accomplish the goal
- Legitimate organizational obstacles or other urgent priorities
- An unproductive manager-employee pattern that distracts the employee from the goal

The first is a legitimate coaching issue that can be addressed in the # 2 sequence, but the last two must be addressed during #1 manager task before moving on to coaching. Remember the Situational Leadership model Ken Blanchard developed in 1985? This model outlined different leadership styles from two independent variables of the employee: The **skill or competence** to do a work task and the **willingness, confidence, or commitment** to do that task. Sound familiar?

Managers are responsible for making sure employees get the training needed to develop the skill needed for the task. Also, whether they want to hear about it or not, organizational obstacles need to be addressed if the employee can really succeed, even with high motivation. Often these objections can improve the organization and lead to an appropriate readjustment of the manager's expectations. The manager needs to be clear about what he or she will do to better structure the project so the employee can accomplish the mandate. And finally, there could be an unintentional but ingrained habit of relating with each other that could increase the employee's resistance to the manager's direction. There are many patterns that we won't go into in this article, but know that expectations do not exist in a vacuum but within relationship. The manager-employee relationship pattern can make it difficult to give straightforward performance expectations. Often an outside coach may be employed to work with the manager on identifying these patterns.

## THE COACH ROLE

Coaching for increased performance can follow the path of most coaching engagements: contracting (what are the specific challenges and the part of the employee plays in it), planning (help the employee identify their pattern, organizational alignment and next steps), live-action coaching (from observer to stop-action intervener) and debriefing (evaluating effectiveness, with the coach self-accessing *his* effectiveness openly and honestly as a coach first). Remember, coaching is optional and this optional approach positions the employee motivation where it belongs—*with the employee!* If coaching is requested, there could be many opportunities to use immediacy where the manager gives feedback on his experience of the employee here and now as an example of the very thing the employee struggles with around a business goal, which is an excellent way for the employee to see their own pattern of behaving that may be getting in the way. Note: instead of problem-solving the situation, the manager helps build ownership in the *employee* finding solutions. That is the essence of coaching!

*In conclusion, distinguishing between the advice-giving/problem-solving aspects of management and empowering employees to solve problems can be the core issue in managers coaching employees. Rather than advice-giving, it is a staff development activity. Coaches convey their belief that the employee has the resources and ability to solve the problem. So instead of giving answers, coaches share their viewpoint or ask great questions that provoke and expand the employee's thinking about the issue. The manager will always need to ask himself when it is appropriate to step out of the coaching role and act within his authority as the manager. Making the role clear to the employee is critical.*

*If you would like to hire a coach or BE a coach, visit ICF.org (International Coaching Federation).*

**UPDATE ON US is a monthly newsletter distributed to AHRMA members as a benefit of membership.**

### Deadlines

1st of the month for the next months' newsletter. All articles, including pictures, should be sent to [sandra.turner@tmliebp.org](mailto:sandra.turner@tmliebp.org) or call 512.719.6557 with questions. Articles are subject to editing.

**Sandra Turner, PHR** – Editor

**Jennifer McCabe** – Communications Chair

Committee Members:

**Kathryn Edwards • Staci Stewart • Tracy Bunnell**

Featured Columnists:

**Toni Borthayre**

**Robert Loughran**

**Corliss McGinty**

# Summer of 2004: For Immigration Agencies, Procedural Changes Have Been in Season

By Robert Loughran



## CONGRESS EXTENDS BIOMETRIC PASSPORT REQUIREMENT FOR VISA WAIVER PROGRAM PARTICIPANTS; Visa Waiver Travelers To Be Enrolled in U.S. VISIT

On July 22, 2004, Congress passed a bill to extend the previously mandated deadline for countries participating in the Visa Waiver Program to issue

biometrically-enabled passports. President Bush signed the bill into law on August 9, 2004.

In the Enhanced Border Security and Visa Entry Reform Act of 2002, Congress mandated the issuance, by October 26, 2004, of biometrically-enabled, machine-readable passports by countries participating in the Visa Waiver Program. Because many Visa Waiver Program countries are experiencing difficulty issuing biometrically-enabled passports by the deadline, and because international travel would be significantly interrupted without an extension of this requirement, Congress has extended the biometrics requirement.

Visa Waiver travelers should distinguish between the requirements for biometrically-enabled and machine-readable passports. While the deadline for issuance of biometrically-enabled passports has been extended for one year until October 26, 2005, the *October 26, 2004 deadline remains in place* for issuance of machine-readable passports. This means that Visa Waiver travelers who have machine-readable passports without biometric data may continue to enter visa-free until October 26, 2005. Travelers without machine-readable passports, however, may no longer use the Visa Waiver program for visa-free entry into the United States after October 26, 2004. These travelers must apply for and obtain B visas for travel to the United States, even if they are citizens of countries participating in the Visa Waiver Program.

Most U.S. Consulates now require all nonimmigrant visa applicants to appear in person for interviews prior to visa approval and issuance. The appointments are now used to collect biometric data, fingerprints and photographs, which will appear encoded on the machine-readable visa which is issued. The length of time between scheduling an appointment and the actual appointment date can vary from a day or two to several weeks. Therefore, it is important for Visa Waiver travelers without machine-readable passports to plan ahead for visa application well in advance of travel to the United States.

To address perceived security-related issues with postponement of the biometrics requirement for Visa Waiver country passports, the Department of Homeland Security (DHS) will begin enrolling Visa Waiver travelers in the U.S. VISIT program on or shortly after September 30, 2004. During enrollment in U.S. VISIT, upon a traveler's entry into the United States, U.S. Customs & Border Protection will capture the visitor's digital fingerprints and photographs upon entry into the United States. Please note that the recent Congressional action to extend the biometrics requirement is not indicative of leniency regarding immigration-related mandates. Rather, the action attempts to ensure that, whether upon passport issuance, visa issuance, or entry into the United States, travelers will

have their biometric identifiers captured and recorded in U.S. Department of Homeland Security databases, and that data will be available for reference and comparison upon future entries to the United States. Therefore, applicants who previously relied on incomplete government records of negative immigration history do so at their peril in the future.

## U.S. DEPARTMENT OF HOMELAND SECURITY AMENDS SPECIFICATIONS FOR PHOTOGRAPHS SUBMITTED WITH APPLICATIONS FOR IMMIGRATION BENEFITS

Effective August 2, 2004, the U.S. Department of Homeland Security (DHS), Citizenship & Immigration Services (CIS) announced a change in the specifications for photographs accompanying many applications for immigration benefits. Prior to August 2, 2004, the CIS required a three-quarter frontal view (showing right ear), passport-sized photograph. The new photograph specifications require full frontal view, passport-sized photographs, like those submitted with passport applications. The U.S. DHS has implemented this change as part of an effort to bring documents issued by U.S. CIS into conformity with international identification document standards.

## U.S. CUSTOMS & BORDER PROTECTION AUTHORIZES INSPECTORS TO GRANT ONE-TIME PAROLE ENTRY INTO THE UNITED STATES FOR CERTAIN LOW-RISK VIOLATORS OF THE VISA WAIVER PROGRAM

On August 12, 2004, U.S. Customs & Border Protection (CBP) Commissioner Robert C. Bonner announced that CBP Inspectors would now have the discretion to permit a one-time "parole" entry into the United States for Visa Waiver travelers who previously overstayed a Visa Waiver visit.

Entries pursuant to the Visa Waiver program are limited to 90 days. Failure to depart the United States in a timely fashion after a Visa Waiver visit disqualifies travelers from future Visa Waiver entries. **With the advent of more complete databases of entry and exit information since September 11, 2001, U.S. CBP has recently developed the ability to detect previous Visa Waiver overstays, often of only a few days, and as long ago as the mid-1990s. Because Visa Waiver travelers have been largely unaware of the penalty for overstays, and have successfully entered the United States under the Visa Waiver program even after previous overstays, many have been shocked to encounter difficulty and even summary exclusion during the past year when trying to enter the United States as visa waiver nationals.** Such individuals have been "turned around" due to their ineligibility for continued use of the Visa Waiver program after a previous overstay. Many times these individuals were handcuffed and detained overnight, or until the next available return flight to their home country.

In order to curb this embarrassing treatment of individuals who pose no risk to the United States, Commissioner Bonner has provided for the temporary, one-time "parole" into the United of individuals "who pose no risk for terrorism, criminality, or those who will become economic migrants." Commissioner Bonner advised CBP Officers that "enforcement must be tempered with common sense," and encouraged officers to favorably consider applicants who pose no threat and who overstayed for only a short period of time. He stressed that "minor violators, who are no threat to the security of the U.S., should not be denied entry and be subject to handcuffing and detention."

The parole is truly intended as a one-time, discretionary measure to avoid harsh treatment of travelers who were not aware that they would require a visa, due to a previous overstay, to enter the United States. After the one-time parole, such individuals will be on notice that their future travel to the United States, even for short business or leisure trips, will require a visa. Travelers who, after a one-time parole, attempt to enter the United States without the requisite visa can expect to be, at a minimum, "turned around" and forced to return to their home countries.

Those who ignore the fact that they have been previously granted a one-time

waiver of a previous overstay and continue to attempt to enter without a visa may be treated harshly upon future attempts to enter the U.S. in visa waiver status.

### **U.S. CITIZENSHIP & IMMIGRATION SERVICES TO IMPLEMENT INFOPASS APPOINTMENT SYSTEM NATIONWIDE BY SEPTEMBER 30, 2004**

U.S. Citizenship & Immigration Services (CIS) has developed an Internet-based appointment system, called INFOPASS, whereby applicants for immigration benefits may schedule appointments at their local CIS District Offices online. The CIS anticipates using the system to alleviate the inconvenience of waiting in line at a CIS District Office for multiple hours for information regarding new or pending applications. INFOPASS may also be used to schedule the requisite appointments for final in-person processing of many applications for immigration benefits, including some family-based Applications for Permanent Residency, and some Applications for Employment Authorization and Travel Documents.

The INFOPASS Appointment System has already been implemented at some CIS District Offices, including Baltimore, Boston, Buffalo, Dallas, Houston, Los Angeles, Miami, New Orleans, New York, Newark, Philadelphia, and Portland. The San Antonio District Office went online with its appointment system on August 30, 2004. Other District Offices nationwide are scheduled to implement the system during the month of September, so that all offices should be using INFOPASS by the end of the Fiscal Year on September 30, 2004.

Because of the limitations of the INFOPASS system, applicants should not use INFOPASS to address applications which are not pending with their local CIS District Offices, or for questions regarding applications that are pending with the Regional Service Centers of U.S.CIS.

### **U.S. DEPARTMENT OF HOMELAND SECURITY EXTENDS ADMISSION PERIOD FOR MEXICANS ENTERING USING BORDER CROSSING CARDS**

On August 13, 2004, the U.S. Department of Homeland Security published an interim rule providing for an extension of the period of admission for certain Mexican nationals using Border Crossing Cards (BCC). Previously, admission pursuant to a BCC has been limited to 72 hours. Effective upon its August 13, 2004 promulgation, the interim rule extended the period of admission from 72 hours to 30 days.

BCC entries remain limited to permissible visitor activity, and the geographic limitations on BCC entries remain the same. Individuals entering with a BCC are permitted to travel no further than 25 miles from the U.S.—Mexico Border. The geographic limitation is 75 miles within the State of Arizona. Like other visitors, individuals entering the United States using a BCC are not authorized for employment.

*Robert F. Loughran is the managing partner for the Austin office of Tindall & Foster, P.C., a firm devoted primarily to business-related U.S. immigration law, including the representation of companies seeking to obtain appropriate nonimmigrant or temporary working visa status for key employees in the United States and abroad. Mr. Loughran writes frequently on Immigration topics, is Board Certified in Immigration and Nationality Law, and serves as the Liaison between the American Immigration Lawyers Association and the San Antonio District Office of the Department of Homeland Security. Mr. Loughran heads the Emigration and Employer Sanctions practice areas of the firm and speaks frequently before legal, professional and academic organizations on the topics of U.S. and foreign work authorization, employer sanctions, maintenance of status and changing government proceedings.*

Mr. Loughran may be reached at [rloughran@tindallfoster.com](mailto:rloughran@tindallfoster.com) or at (512) 478-9475 ext. 2142.



## **VOLUNTEER SPOTLIGHT** **Peggy Mason**

By Kathryn Edwards

If you attended the recently held, AHRMA Annual Conference, Six Flags Over HR, you witnessed, first-hand, the effective leadership and volunteerism of this month's Volunteer Spotlight honoree, Peggy Mason. Peggy is the 2004 VP of Annual Conference.

Peggy joined AHRMA in 1989 when she was in banking and became active in 1992 with the membership committee. She did the "one-shot" volunteer effort with phone calling. Then in 1994, she helped with the Annual Conference. She also served on the membership committee, and chaired the Resume Bank, and Finance committee. Peggy said that volunteering with AHRMA has enabled her to enhance her leadership skills, team building skills, decision making, as well as maintaining and making friends with other HR professionals. And she has been able to give back by volunteering on several committees.

Peggy has been employed with the Texas NeuroRehab Center for more than three years now. She is the HR Director for the Austin facility and just assumed the HR Director role for the San Antonio facility (Compass Hospital).

Growing up, Peggy's parents owned an Italian family restaurant and when she was 13 she began working in the front with customers. She knew then that she wanted to work with customers; she just did not know where her niche would be. Shortly after she married, an HR Manager took a chance and hired her without any formal HR experience. As she moved around with her husband's job, she worked in other areas for various companies; she was an expeditor for Dupont, and in the sales area of a printing machine manufacturing company. But she always came back to HR whenever the opportunity arose. Peggy now has experience in oil/gas, manufacturing, high-tech, banking, and healthcare.

Peggy encourages other AHRMA members to get involved – even if you have an hour to help out. "Each committee is special and has great leaders. Pick one and have fun! The activities in AHRMA can be a fun, exciting, and learning experience if we would all open our minds and think outside the box. The Annual Conference is one of those examples. 2003 was wonderful and different, and this year was also exciting and different. And next year will be even better! Count on it!"

As far as what she does in her spare time, Peggy says that AHRMA has become her "hobby". Her husband tells her it is her "second job"....but she just enjoys the people, the change and the activities. She is always excited to see others enjoy the association as much as she does. She spends all her "other" spare time with her husband, children and their families.

Peggy's favorite quote is "Never say Never". She is not sure who said that but she has adopted that phrase. If you say "never", most likely it will happen. And she says that you don't want to limit your opportunities for growth and fun by saying "never".

AHRMA would like to sincerely express our gratitude to Peggy for all of her hard work and efforts. It is people like Peggy that ensure the success of our organization!



# Behind the Scenes

by Tracy Bunnell

AHRMA currently has close to 750 members!! Who is behind the committee that brings so many great, new members to the association? Mary Griffin, Membership VP, and her current team:

**Anne Ford**  
**Elisabeth Gaschot - SHRM Liaison**  
**Amy Goldenburg**  
**Stephanie Hilts**  
**Karen Klecka**  
**Kate McLagan**

**Nita Peebles**  
**Sherry Scott**  
**Laura Shebay**  
**Brandie Wheeler**  
**Madeleine York**  
**Ashley Zimmermann**

The Membership Committee strives to increase membership by developing and implementing strategies and activities, like the Fall Membership Drive, to retain current members as well as attract new members. It is also the team's mission to increase SHRM membership among AHRMA members, an activity led by Elisabeth Gashcot.

**'Night at the Movies:** AHRMA on the Big Screen' was held in March at the Alamo Drafthouse and targeted over 700 SHRM members. This event allowed SHRM and AHRMA members to mingle and learn about the benefits of AHRMA membership. All attendees were treated to a complimentary movie at the conclusion of the event.

In May, the committee launched the Ambassador Program. This program provides

a personal touch to the welcoming of new members. New members receive a phone call welcoming them to AHRMA, inviting them to the next monthly meeting to sit at the New Member Table that is hosted by the Membership Committee.

Mary and her team also serve as greeters at each AHRMA monthly meeting. They promote recognition of new members and guests, contact guests to provide more information regarding AHRMA and encourage past members to renew membership.

Also planned by the Membership Committee, are the three Member Mixers occurring this year. The Mixers are for new members, members who were not able to attend a previous mixer and those wanting more information on AHRMA. Each Member Mixer provides members not only with highlights of AHRMA and the committees formed within the association, but it also provides a great networking opportunity. All 2004 Mixers are held at the Renaissance Hotel from 6-8pm, followed by complimentary hors d'oeuvres. The next Member Mixer will be held on Tuesday, November 9<sup>th</sup>.

The Membership Committee is a hard-working, fun-loving and creative group that welcomes you to join them. For additional information, contact Mary Griffin at [ahrmamembership@yahoo.com](mailto:ahrmamembership@yahoo.com) or 356-3448.

Please thank Mary and the Membership Committee for all of the wonderful work they do for AHRMA. Please remember the Fall Membership Drive, 'Don't Leave Your Friends Behind', is continuing through November. Members have an opportunity to help introduce AHRMA to a colleague at a reduced rate and could potentially receive a complimentary Professional Development Session. You can visit the AHRMA website for more details...[www.austinhumanresource.org](http://www.austinhumanresource.org).

## HR 101

by Diana Prewitt, VP Programs

Thirteen attendees from a variety of work settings attended AHRMA's first HR 101 classes on October 11 and 12, presented by Jim Vance of Advanced Business Resources. This seminar focused on individuals new to the HR field, with special emphasis on the legal guidelines that effect our profession. Participants unanimously agreed that the presentation was interesting, clear, and provided valuable information that would be utilized in the near future.

Great feedback was given about the two-day seminar, as indicated by one attendee: "Provided strong grounding in HR from which to build on. Excellent for HR individual, big or small company, and for business owners [and] managers."

HR 101 will be held again February 28th and March 1st of 2005. Please go to the AHRMA website ([www.austinhumanresource.org](http://www.austinhumanresource.org)) for more information.

A special thank you is extended to St. Edward's University Professional Education Center for providing the wonderful building facility for this event.

AHRMA will present an additional seminar in early 2005 designed for the experienced HR professional. This two-day event, Relationship Management for the HR Business Partner, is loaded with relationship management tips used by expert consultants, counselors, mediators, coaches, and motivational specialists, and relates these skills to the HR function. Effective communication with your executive team in a performance-pressured business environment is one of the seminar's goals. Reserve your spot for March 2nd and 3rd of 2005 by going to the AHRMA website.

## FALL MEMBERSHIP DRIVE: DON'T LEAF YOUR FRIENDS BEHIND!

Here's your opportunity to help introduce AHRMA to your colleagues at a reduced rate AND to potentially receive a Complimentary Professional Development Session (PDS). Here's how . . .

1. Bring a friend to an AHRMA luncheon or afternoon Workshop during September, October, November . . . your guest participates at the member rate. The member rate is available one-time per individual during the Membership Drive. To Register your guest: Send an email including the guest's name, company name, phone, and email address to: [dawn@austinhumanresource.org](mailto:dawn@austinhumanresource.org) by Friday, September 17. After the 17th, please call the AHRMA office at 512.249.5677. To access information about the Monthly Meetings, go to: [www.austinhumanresource.org](http://www.austinhumanresource.org).

2. Refer a friend to AHRMA . . . If they apply for membership during September, October, November, and are approved as a Regular member, you receive a complimentary PDS. The non-member must be new to AHRMA or a former member prior to 2003. If the membership application is approved, you will be notified and provided with instructions on how to make reservations for your complimentary

PDS. To access the Membership Application Form, which includes space for the referral name, and Membership Categories Description, go to: [www.austinhumanresource.org](http://www.austinhumanresource.org), and then Click "Join AHRMA". Contact: Mary Griffin at [ahrmamembership@yahoo.com](mailto:ahrmamembership@yahoo.com).



PO Box 9669  
Austin, Texas 78766-0669  
512-249-5677

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