

THE WATCH



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COMMAND CENTER:
PART TWO**

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PWC

Professional Women Controllers, Inc.
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PWC Purpose: The purpose of Professional Women Controllers, Inc. (PWC) is to encourage women to enter the air traffic control profession; assist in professional and personal development; maintain accountability, responsibility, and professionalism; and promote a better understanding, cooperation and coordination among individuals toward the continual improvement of aviation safety.

PWC Vision: PWC's vision is to achieve a balanced workforce that reflects the demographics of society and creates a safe environment where all air traffic professionals have passion for their career, can excel, and feel a sense of community at work.

PWC Mission: PWC is a resource that provides support, training, encouragement, and camaraderie for all air traffic professionals. PWC advocates balancing work and family life, recruiting and retaining excellent employees, developing people, enjoying work, and maintaining a positive sense of community.

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View from the Tower

By Jenn Dempster, PWC President

¡Hola PWC!

Your Board of Directors are thrilled that we will be coming together to celebrate 45 years of Professional Women Controllers (PWC) in less than two months at our PWC National Training Conference! Our conference planning committee has been diligently working to ensure we will be surrounded by Caribbean Synergy in beautiful San Juan, Puerto Rico.

Registration this year is linked to the email that we have on file that you receive our communications. To make sure you get the member rate, please use that email. You may receive an error code if you have retired or are inactive in our system. If this occurs please contact Tawni Pettigrove, PWC Membership Director, to assist you in getting your membership to register correctly for the conference.

March 24th is the last date that the PWC Room Block will be available at the Caribe Hilton. We have a limited number of rooms available at a discounted rate. Please make your reservation as soon as possible. We are aware there have been a few challenges with making reservations through the room block. If you encounter challenges, please contact PWC National Conference Chair, Dawne Barrett and she will do what she can to help.

Will a guest or guests be joining you in Puerto Rico? Guest registration looks a little different from previous years to ensure they are treated with the best Caribbean hospitality possible. Guests have the option to join us “a la carte” throughout the week. Options include our exciting day trip, the opening reception, lunch daily, and banquet. Please **click here** to register your guest or click on the “guest registration” button on the PWC website.

Winter is almost behind us and we are seeing a new life that spring brings us each year. With the changes in seasons, we often see ourselves in new environments, with new faces and new life. I recently had the honor of attending another session with the next generation of air traffic controllers at Embry-Riddle University in Daytona Beach. I was met with a few familiar faces and was excited to see many new ones. Their excitement for air traffic and the questions they asked left me inspired and reflecting on how wonderful this career is. I must admit, it was invigorating to be able to see them in person this year and not via zoom.

I look forward to seeing many of you in San Juan in April and encourage you to join PWC for the events we have planned for Women’s History Month. Don’t forget we will be celebrating International Women’s Day with our annual toast on March 8th! Until then, take care PWC, and as always take care of yourselves.

Jenn



EDITOR'S NOTE

¡Bienvenidos! Welcome! The holiday season is over for most of us which may mean getting back into the routine. At home that may be school schedules, lessons, or home projects. At work, we may be participating in refresher training, handling amped up volume due to snowbird season or sporting events, and, conversely, a lull in traffic, gearing up for warmer months.

Our members can also look forward to participating in events throughout the National Airspace System like our Professional Women Controllers (PWC) Conference or the EAA Airventure Oshkosh. If you do attend, be sure to tag PWC on social media! We would love to see your experiences.

I am excited for this issue as we have tons of great content. Personal testaments involving the community, updates to aviation, sponsored articles and information about benefits to us as air traffic controllers fill the pages bringing us the information we need to be our best!

Alicia Barry Whitman

WATCH MANAGING EDITOR

SPRING 2023
SPRING 2023



IN THIS ISSUE

In this issue you will learn more about what to expect for our PWC Conference in Puerto Rico. If you plan on attending you can expect a themed night, day trip and banquet to accompany the guest speaker series, networking and training being offered. If you would like to write about your experience after attending the conference, reach out to me at pwinc.watch@gmail.com.



Clara Livingston: Aviation Legend of Puerto Rico

By Veneca Coulanges, Southern Regional Director

Clara Livingston lived in Dorado, Puerto Rico and spent many years spreading her love of aviation and making it more accessible to others. Livingston grew up on a grapefruit farm just west of San Juan. Born in 1900, she was coming of age at the dawn of aviation and was fascinated with flight. In 1930, she took flying lessons and became the 200th licensed woman pilot. With the death of her father, she inherited the farm, and built an airstrip on a portion near the shore. It is around this time Livingston became close friends with Amelia Earhart. On Earhart's last flight, she stayed overnight with her good friend Clara in Dorado after landing in San Juan. Livingston was one of the last people to see Earhart alive before her attempted world flight ended in tragedy.

Livingston trained to be a flight instructor right before the Japanese attack on Pearl Harbor. She enlisted in the Women's Army Corp (WAP) after the United States entered World War II (WWII). The U.S. at the time had a severe shortage of male pilots and women were used for domestic flight assignments. During the war, Livingston flew ferry flights for the US Army Air Corps. Fully committed to the war effort, she allowed the military to pave and utilize her airstrip in Dorado for operations. She later became a flight instructor to male pilots, in the War Training Service.

Once the war ended, Livingston returned home to Puerto Rico. In 1947 she started a civilian flight school to promote aviation and share her passion for flying with others. A few years later she joined the Whirly Girls in

her pastime and was rated the eleventh woman qualified to fly a helicopter. Even still, she was not satisfied and wanted to extend the reach of aviation further. She then helped initiate the development of a Puerto Rican branch of the Civil Air Patrol in which she would become the Wing Commander from 1947 to 1962. Livingston's Civil Air Patrol wing conducted search and courier missions that helped open the channels of aviation throughout the Caribbean.

Her legacy is imprinted on the island and throughout the Caribbean as a pioneer of aviation in the region. Her unpaved airstrip would go from military installation, to the Dorado Airport with Caribe and Eastern Airlines operating from the field before it was decommissioned in the 90's. She sold her home "Su Casa" to Lawrence Rockefeller who would turn it into the Dorado Beach Hotel in the 1960's. The Dorado Beach Hotel was later sold and today is a part of Ritz Carlton Reserve collection; it is a historical property and is still Livingston's original "Su Casa" structure.

This year we gather on the same shores in San Juan, Puerto Rico for our 45th National Training Conference. We come together to connect with other women in aviation and grow professionally. This is a great time to reflect on the accomplishments of Clara Livingston. We too are women in aviation and we too can carve our own paths, share our passions with others and leave a lasting legacy.



MEET THE NEW CHAIR OF THE NATCA NATIONAL BENEFITS COMMITTEE: JEN RIVERA

Jen Rivera (Indianapolis Center, ZID) became Chair of the National Benefits Committee in the fall of 2022, and has hit the ground running, coordinating new benefits for our Union brothers and sisters. Recently the Benefits Committee launched two new benefits, discounts for the SNOO Smart Sleeper Bassinet and Sylvan Learning Center that are exclusive to National Air Traffic Controllers Association (NATCA) members and their extended family.

Today we're highlighting Rivera in her new role, talking about becoming active as a NATCA member and leader in the Union.

How did you first become active in NATCA, or what was your first role serving on committees / as a rep?

I became active in NATCA at the local level, and it has only built from there. Indianapolis Center (ZID) is my first and only facility. I have been here for 14 years and the last seven I have served as the local

secretary. Over the last two and half years I have been on the Great Lakes Leadership Team where I manage the logistics for the team and the region. I have been active legislatively for many years. I have been a member of the Benefits Committee since 2020.

What do you hope to accomplish as you step up to lead the Benefits Committee?

My hope is to continue the great work of my predecessor John Bratcher (Fort Smith ATCT, FSM) and bring on new benefits that will serve our members and their families. In addition to adding new benefits, I also want our committee to continue to educate and promote to our membership what is offered and how to take advantage of their benefits. I feel privileged to step up and lead the National Benefits Committee.

Who are or have been your role models for leading NATCA's activism and efforts?

I have several role models. The first is my aunt,

Veronica Stein, retired from West Palm Beach ATCT (PBI). She told me when I was getting hired to join the Union, and that it would be the best money I would ever spend investing in my career. My grandpa, a former Professional Aviation Safety Specialists (PASS) representative, gave my aunt the same advice. I signed up as fast as I could out of the Federal Aviation Administration (FAA) Academy. From there, Marc Schneider (ZID) – who was a trainer, my Facility Representative (FacRep), and a fellow committee member – has been an excellent mentor and advocate for growing in NATCA. Erin Phelps (Minneapolis Center, ZMP) is the reason I became legislatively active. Just a simple chat with her got me hooked. Bratcher's enthusiasm and passion was infectious when it came to securing benefits for our hard-working members on the National Benefits Committee. Lastly, Great Lakes Regional Vice President Drew MacQueen has been an invaluable part of my growth and learning as I have taken on leadership roles locally, within the region and now nationally. He has always been a huge inspiration and motivator to progress within NATCA.

What has been the most pivotal or standout moment during your time advocating for NATCA members?

Working on a training review board (TRB) and knowing a person's career and livelihood are on the line, along with the safety of the flying public, is a standout moment for me. We are here to ensure the correct training process was followed. If the training process is followed and the person just can't do the job, we have to do what is right for everyone involved no matter how difficult. If the training process was not executed properly, we then have to make sure they go back and do it right. If we don't correct the process, then we would never know if that person had what it takes to be successful, and we're also saying the same can happen to someone else.

What advice do you have for NATCA members who are new to the Union or are just learning about how to serve on behalf of our members and profession?

Read the contract and understand what the Union can and cannot do for you. Read the emails and updates that are sent out. If you don't understand

something or want more information, ask (but read it first). Vote in all the elections – NATCA, local, state, and Federal. Every one of them will influence your job.

What would you like to share about yourself personally?

I come from a family of FAA employees: my grandfather and brother in Technical Operations, my great uncle was in the Flight Standards District Office, and my aunt and uncle were controllers. I appreciate the opportunities I have been given to make a difference in our workplace through NATCA and know that I wouldn't have had those opportunities if I wasn't a Union member. Now I look forward to hopefully making a difference in our members' personal lives through the benefits our committee can find for them and their families.



Santa Comes to ZNY

By Adrienne Anthony, Director of Resources

As we all know, November and December are the busiest times in the North Pole due to the workload for Santa, elves and reindeer. Santa has his biggest night on December 24th, however we never think about the mall and store appearances and finding suitable Santa representatives who get all the children's wish lists. In 2022, in a spirit of work life balance, Santa gave elves and reindeer Saturday, December 17th off. Unfortunately, after deciding to giving the day off, New York Air Traffic Control Center (ARTCC) requested a visit from Santa for the children of the air traffic controllers. Santa did not want to disappoint New York ARTCC especially since they keep him safe on his most important night of the year! It felt important that all the girls and boys were able to receive their presents.

New York ARTCC was able to come up with a solution with the help of Professional Women



Controllers (PWC) and National Air Traffic Controllers Association (NATCA). Though it wasn't quite a reindeer, New York ARTCC arranged for the transportation of Santa via a helicopter. Vanessa Shinnars, Vice President of PWC, participated as one of Santa's helpers. Adrienne Anthony, Director of Resources for PWC, helped with decorations and organization. Isaac Lind, New England Regional Director for PWC, agreed to take on the important role of standing in for Santa.

Once we had our roles, the work began! In minimal time Tia Moore (New York Center Staff manager), Travis Stockberger (New York Center Operations Supervisor), Vanessa Shinnars (New York Center Staff Manager), and Adrienne Anthony (New York Center TMC) started to decorate and turn a training room into a Christmas oasis. Prior to the event we had parents bring their kids a wrapped gift so they would receive a more personalized gift from Santa when they came to visit. Refreshments were provided with collaboration between NATCA and PWC. The event was made merry with gourmet cookies, donuts, coffee, hot chocolate and many other treats. We also had coloring books that educated the duties of air traffic control that were digestible for kids. We were excited it was going to be a hit!

Around 11:30 in the morning, the children and parents stood outside anxiously waiting for the arrival of Santa. Seemingly by magic, Santa and his elf flew by in a helicopter waving to the crowd, leaving them in awe. Santa flew by a second time before landing and leading the children into our Christmas oasis. Once inside, children ate, took turns sitting on Santa's lap, and received their curated gifts. There were merry children everywhere and our day was a success! We created a spectacular Christmas event without disturb the rest day at the North Pole!



PWC 2023 CONFERENCE

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April 25-28, 2023 at
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Puerto Rico

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THE END OF AN ERA: THE FINAL DELIVERY OF THE BOEING 747

By Theresa Parker, Northwest Mountain Regional Director



Photo Credit: Boeing

It was a major day in Washington state on January 31, 2023 as the last Boeing 747 rolled off the Everett, Washington production line. It was delivered to Atlas Air in a fittingly ceremonious conclusion to the “Queen of the Skies” production run.

The last delivery was marked by an epic celebration. Thousands of employees past and present were in attendance for the grand unveiling. The largest building by volume in the world therefore held the largest aircraft delivery in the world. The original design team, the Incredibles, were in attendance. Remarks were given by the Boeing CEO of commercial aircraft, Stan Deal, followed by John Travolta and a send off from Lufthansa CEO about the future of their 747 line.

The Boeing 747 made its debut to the aviation world in the 1960s and since then has had nearly a half a century of service. With its iconic look featuring a hump in the upper forward fuselage and an elegant second-story cabin, the 747 stood as a legend from the beginning, and defined the pinnacle of travel.

The 747 made its first commercial flight in 1970 with Pan American World Airways. It quickly became popular with airlines and passengers

alike due to its spacious interior, comfortable seats, and reliable performance. The 747's large size allowed airlines to offer a greater number of seats on long-haul routes, making air travel more affordable for the general public. Over the years, the 747 has become synonymous with luxury and style, with airlines offering a range of amenities, including first-class suites, gourmet dining, and in-flight entertainment.

Over the years, Boeing has introduced several different versions of the 747, each with its own unique features and capabilities. The 747-100 was the first variant. NASA Modified two of the B747-100s into shuttle transport aircraft. Following the 100 series, the 747-200 and 747-300 were introduced, both of which offered increased range and improved fuel efficiency. In the 1990s, two 747-200s were specially reconfigured to serve as Air Force One. The 747-400, introduced in 1988, was the most advanced version of the 747, featuring an updated cockpit, longer range, and improved fuel efficiency.

The 747-8, introduced in 2011, was the latest and most advanced version of the 747. It features a new, more aerodynamic design and improved engines, which offer increased

range, better fuel efficiency, and reduced noise levels. The 747-8 also offers a spacious and comfortable interior, with a range of premium seating options, including first-class suites, lie-flat beds, and private cabins. There were 1,547 747s produced over the nearly 50 year production run.

In recent years, the 747 has faced increased competition from newer, more fuel-efficient aircraft such as the Airbus A380 and the Boeing 787. Many airlines have begun to retire their 747s, opting instead for smaller, more cost-effective aircraft that are better suited to the demands of modern air travel. Despite this, the 747 remains one of the most iconic and recognizable airliners in the world, and upholds its major impact on the aviation industry.



Photo Credit: Boeing

Interesting facts about the Boeing 747:

1

Did you know the building the 747 was built in is the largest building in the world by volume? it is located in Everett, Washington.

2

A modern Boeing 747 can fly about 9,500 miles when it's flying at 900k kmh (or 550 mph). This means it can fly non stop for almost 16 hours!

3

Cost of Fuel per hour \$15,000.



Photo Credit: Boeing

NEW ARRIVALS



Veronica Torres - SC

Margaret Bowen - FL

Carissa Benson - OH

Jessica Broadway- Young - IL

Tracy Hegna - AK

Reynaldo Rodriguez - NY

Latasha Ingram - SC

Jeanette Lindenbaum - FL

Michael Schiano - NY

Welcome to the PWC family!

PWC membership benefits can be found at pwcinc.org/membership

Please reach out to Tawni Pettigrove, PWC Membership Director at pwcmembershipdirector@gmail.com with any questions regarding membership.

CONTROLLERS HELPING CONTROLLERS THROUGH ACUTE SITUATIONS

By Sarah Grampp, NATCA CISM Committee Chair



Photo (left to right): Sarah Grampp (Kansas City Center, CISM Team Lead), Hysum Willis (Bradley ATCT, BDL), Brandon Benedict (Anchorage Center, ZAN), Sam Navarro (Seattle ATCT, SEA), Jennie Dickinson (Boston ATCT, BOS), Tiffany McAllister (Fort Smith ATCT, FSM), Tom Morin (ICISF Instructor), Holly Cron (Houston Center, ZHU), Mike Tamez (Southern California TRACON, SCT), Krystal Causey (Miami Center, ZMA), Sarah Lewis (Oklahoma City ATCT, OKC), Andrea Moore (Charlotte ATCT, CLT), Mike Napolitano (Minneapolis Center, ZMP), Matt Ellington (Chicago O-Hare ATCT, ORD), and Mike Taylor (Columbus ATCT, CMH).

What is CISM:

The Critical Incident Stress Management Team is a group of Air Traffic Controllers with specialized training in acute stress mitigation. The training is received annually through the International Critical Incident

Stress Foundation (ICISF). The program is funded by the Federal Aviation Administration (FAA) and ran by National Air Traffic Controllers Association (NATCA). The Team consists of 15 controllers from various facilities across the nation. Within the team there is a Lead, a Co- Lead and four Coordinators. The Leads & coordinators monitor the hotline/email & coordinate any official requests for services that come in.

What does CISM do:

The CISM Team provides **4 different response types:**

1) **Critical Incident Stress Debriefing (CISD):** This is a very structured, education-based group conversation that takes place after a group of controllers have experienced a critical incident. Only the controllers directly involved in the incident, the CISM peer and a Magellan counselor will be in attendance. This must be requested by the Facility Air Traffic Manager (ATM) through their Regional Employee Assistance Program (EAP) manager.

2) **Defusing:** This is a private conversation between the controller and CISM peer and is usually done over the phone within the first two hours after an event. It is intended to help mitigate the stress reactions a controller may have following an aircraft incident/accident. *Anyone covered under the CBA that has experienced a critical incident can call the hotline directly to initiate a defusing.

3) **Grief Session:** A loss of a co-worker can have a very large impact on a facility. At the request of the ATM, a CISM peer and a Magellan counselor will come to the

facility and conduct a grief session. This is an educational group process that focuses on the different steps of grief. It also allows controllers to discuss how the loss is affecting them and can help bring closure to the facility.

4) **Natural Disaster Response:** This is different from the Disaster Response Committee. When CISM responds to a natural disaster that has affected a facility, we are addressing the emotional impact something like that can have. This response occurs once the basic needs are met for the workforce, i.e. food, water, shelter, etc. CISM can also provide facilities/regions with a Pre-Crisis educational briefing. Knowing what to expect prior to an event occurring can drastically minimize the effects an event can have on someone. This can be done in-person or virtually.

Why use CISM:

Peer-to-Peer support programs such as CISM have been proven to help individuals get back on their feet much more quickly after an event. Most safety related career fields have CISM programs, i.e., Police, Firefighters, EMTs, etc. The reason why CISM is important is because the acute stress associated with an event can have a larger impact on a facility if left unaddressed, i.e., More stress within the operation, hyper-vigilant workforce, more time away from the operation resulting in less staffing or more overtime, etc.

How a facility requests services:

If a facility is in need of CISM services, the Facility Representative (FacRep) should contact the CISM team as soon as possible to discuss options & the ATM will need to contact their regional EAP manager to make the official request. Timing is important as we usually try to provide CISM responses between 3-7 days post event.

CISM contact Information:

www.Natca.org/CISM 202-505-CISM
CISM@Natca.net

BECOMING AN AIR TRAFFIC MANAGER

INTERVIEW WITH JESSICA BROADWAY-YOUNG



By Karrie M. Krear, Great Lakes Regional Director

How did you get interested in air traffic control? What kind of education did you obtain?

I decided to join the Air Force after high school. I was researching jobs the Air Force offered and became interested in radiology and air traffic control. I knew these career fields would translate well in the civilian world. While going through the enlistment process air traffic was available. I jumped on it right away. My first duty station was Mountain Home Air

Force Base (AFB), Idaho. This is where I began actual on-the-job training for my first air traffic assignment.

“
...any time I can educate the youth and young adults about aviation it is really gratifying.
”

What has been your career progression to date in air traffic?

I spent five years at Mountain Home AFB, and then I was reassigned in Incirlik, Turkey for two years. This was my first experience as a supervisor, but for the military. After my two years in Turkey, I separated from the Air Force and went into the contract world of air traffic control. I worked for a year in Afghanistan as a contractor at Bagram Air Base and Kabul International Airport. While in Afghanistan, I applied for the Federal Aviation Administration (FAA) and shortly after my contract ended, I was hired. I spent 10 years at Chicago Air Traffic Control Center (ZAU). This is where I progressed from Certified Professional Controller (CPC), to an Operations Supervisor (OS) and then Operations Manager (OM).

While working as an OM at ZAU, I applied for the Air Traffic Manager (ATM) position at

DuPage Air Traffic Control Tower (ATCT). I have been at DuPage since January 2022.

What interested you in the Air Traffic Manager position?

After working at ZAU for ten years, I began to miss the terminal environment. I was ready for a change, but also ready to step into another role. When the opportunity came about, I jumped on it. It allowed me to be in the terminal environment and step up without having to relocate my family.

What is a typical day like for you as an Air Traffic Manager of DuPage ATCT?

Every day as an ATM is different. There are regularly scheduled meetings, impromptu meetings, emergencies in and out of the operation that need my attention, reaching out to my peers for advice and information, as well as providing guidance to my employees and peers. No matter how I plan for my day, there is always something that comes up and interrupts my “planned” schedule. The key is staying organized and informed. Without those key items I would be lost.

What has been the most challenging as an Air Traffic Manager?

In the beginning of my time as ATM, the most difficult thing was time management and work-life balance. Things that required my attention at work then carried over into my home life. That was a major adjustment for me. I’ve learned to prioritize things and handle one thing at a time. I have also learned to delegate and use opportunities to give my supervisors a chance to learn and grown.

If someone is interested in an Air Traffic Manager position, what should they do to prepare for the position i.e. classes, details, experiences?

Preparing to be an ATM can take time, dedication, and a lot of self-awareness. Exposing yourself to as many different air traffic environments as possible is important.

Every facility is different and knowing the ins and outs is essential. Taking classes that focus on leadership and communication will be a great tool to have. One of my favorite classes was Essential Communication Skills for Effective Leaders. I knew I was not the communicator I desired to be. Taking classes, shadowing other ATM’s, and my experience as an OM really helped me develop the communication skills I needed for the position.

Being self-aware has helped me a lot. I am always open to receiving feedback and recognizing flaws I may have. Accepting these things and working on them is a great skill to have, but it also shows your employees that you’re not above taking criticism and improving on yourself.

What has been a highlight of being an Air Traffic Manager this past year?

Being an ATM opens so many doors for networking, getting involved in community outreach and seeing the many different sides of the aviation world. Since I’ve been ATM at DuPage ATCT, I have worked with some amazing people. The Chicago District has so many shining stars in the management ranks and it has been a lot of fun bouncing ideas off them and learning from them. I have also gotten to give tours to some fun groups including some students from the Phoenix STEM Military Academy. Getting minorities and women informed about the world of aviation is a passion of mine. So, any time I can educate the youth and young adults about aviation it is really gratifying.



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Encouragement and Influence

THE WAY AN ENTREPRENEUR AND INFLUENCER TOOK TO THE SKIES

By Alicia Barry Whitman, WATCH Managing Editor

It seems to be the small moments in life, specifically the moments you push yourself outside of your comfort zone that shape you into the person you are today. That is how entrepreneur and social media influencer, Katy Birkelbach Kulhanek became a commercial pilot. Katy's interest in the skies was influenced by her late mother who was a flight attendant. Hearing about her mother's experiences sparked the interest, but after some research, Katy found her passion was to become a pilot. But how does one become a pilot if you do not have someone guiding you step by step?

Katy searched the internet for the first place she could find to learn more about obtaining a pilot's license, walked in, asked what to do. She instantly found a community willing to guide her through the process. It is this gumption that not only brought Katy her pilot's license (private, instrument, flight instructor, commercial and multi-engine) but has spilled over into many aspects of her life.

Katy attended ATP Flight School in Texas. ATP is the world's largest flying school with an accelerated training program that boasts the most efficient path to becoming a successful pilot. ATP promotes safety, professionalism and integrity. If you are interested in learning more about training with award winning pilots, visit <https://atpflightschool.com/programs/>.

Katy has a large following on Instagram and is often asked about flying. Many people, or their children, are interested but don't know where to start. Others are also nervous or scared from the dangers of flying and ask Katy about their fears. Though there are risks, Katy said that even when dealing with turbulence, "flying is the safest means of transportation." If she ever had reservations before, learning the mechanics behind flying put her mind at ease because she knew how to handle her aircraft in various situations. Katy also encourages people who find flying to be their passion to get involved, put yourself out there, take a discovery flight and ask questions.

When asked what part of flying she likes most, Katy said "all of it!" It was hard to narrow it down for this article, but some of her favorite moments would be taking someone flying with her for the first time and going to lunch. From personal experience, you feel completely free and in control (though some things are out of your control like the weather). I asked her what the future holds for her flying career, but that is ever changing. Currently, Katy is in Cirrus Transition Training and renting planes to fly. One goal she does have is to one day own her own plane.

On the topic of being a female pilot, Katy loves being able to influence others to fly. If you have the passion to fly, you can do it, and women "can do it just as easily" as men. Encouragement goes a long way, and Katy enjoys using her platform to inspire others to fly.

To keep up with Katy and her flying journey (and other hustles) follow her on Instagram @katybirkelbach.



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Leveling Up ATC Training

by Dietmar Pisalski, Software Engineer at UFA, Inc.

With the ever-changing demographic of air traffic control (ATC) trainees, our industry has remained stagnant in the way we approach controller training for some time. There have been advances in simulation and in the adoption of voice recognition and response (VRR) that have made simulation training more effective. However, the curriculums and methodologies of many training programs have not adapted to the latest generation of controller trainees that have **different expectations and needs for interactive technologies**. This digitally native generation has an expectation that they can enhance their education outside the classroom with tools that provide immediate and personalized feedback. To meet the needs of the current and upcoming generation of trainees, UFA, Inc. (UFA) has developed **new and innovative training tools** which introduce gamification into simulation-based training for air traffic controllers and professionals in the aviation industry.

With over 56 million monthly active users¹, the highly popular language learning app **Duolingo**² proves that gamified learning can be successful in motivating and engaging the users in a fun and entertaining way, while still being an effective tool for meeting the target at hand. The creators of Duolingo utilize well-designed gamification elements, such as personalized feedback, quests, streaks, and leaderboards, to incentivize and encourage the users to return and complete more learning units.

Gamification is the use of game design elements in non-game contexts.

Gamification differentiates itself from conventional video games by applying game design techniques, mechanics, and elements, such as points, challenges, leaderboards, and performance graphs, within non-game contexts. The objective of gamification is to **maintain user interest and engagement** while the main task remains the primary focus. This is achieved through the implementation of theories from motivational psychology. By adding engaging rules and framing the activity as a challenge or mission, the user perceives the task less as work and more as an interactive and immersive experience. Especially in educational contexts, it is recommended to try evoking the trainee's **intrinsic motivation**³ towards the assignment, as this is connected to more beneficial outcomes such as easier learning and improved retention of knowledge and skills, compared to extrinsically motivated learning. Through immediate feedback users can **self-assess their**

performance, learn from previous mistakes, and improve in the next attempt. To support the **feeling of competence**⁴ upon success, gamification designers try to steadily increase the level of difficulty, while simultaneously removing more and more assistance. This scaffolded approach⁵ is also commonly used in education, as it not only increases the learner's skills, but also supports evoking the **flow state**⁶.

Through exchanges with customers, instructors, and trainees, UFA has identified an **increasing interest in gamified air traffic control training**. Gamified air traffic control simulation and training products that set a clear objective to the trainee can make training more engaging and enjoyable, which leads to higher motivation and interest in learning. By increasing the interaction and immersion, this approach enhances learning and retention of knowledge and gained skills. Beginners might stand to gain the most benefit from gamified training, as it **raises excitement for training**, but these tools also provide a safe and controlled training environment that allows for trial and error. This maximizes in person lab time with instructors and can support the trainee's confidence as they can monitor their progression of performance and skill level over time through personalized feedback. The system may also customize the training by identifying specific areas of improvement and providing exercises tailored to the individual's needs. By adapting the level of complexity to the trainee's competence, available exercises assures that they are not under or overchallenged. Individualized practice can also reduce the needed hours of supervised training while simultaneously increasing the efficiency of supervised training hours, as **less time is being spent on addressing basic errors**. The performance metrics collected by the system may also be used for peer comparison. Not only can instructors identify in earlier stages which students are exceeding the expectations or lagging behind, but it also allows the trainees to benchmark their performance against their peers (e.g., by introducing leaderboards), which can encourage them to strive for continuous improvement.

A survey conducted by UFA in conjunction with their customers among beginner ATC trainees in 2021 (128 respondents) has shown that **most trainees agree to a gamified education**, but there should be a limit on how entertaining the training should be. Students agree on the positive effects that gamification can have on training (increased motivation, greater learning effect through higher immersion and immediate, personalized feedback).

However, they are well-aware of the importance of their training and **emphasize the balance** between entertaining gamified content and maintaining the realism and gravitas of the simulations.

Based on UFA's high-fidelity simulation and training products, three gamified training tools have been introduced, that vary in the utilized gamification elements and targeted training stage.

Empowering trainees with interactive phraseology training



UFA's ATSpeak is a modern web-based training tool which utilizes gamification elements to help trainees practice proper ATC phraseology, basic skills, and knowledge. Through interactive VRR, trainees can take on a variety of tasks such as reading sentences aloud, responding to pilot callups, or giving clearances based on a visualized situation. The voice recognition will score and report the trainee's performance based on different metrics such as correctness, loudness, or speed. By taking basic and fundamental communication skills out of the classroom to be trained via ATSpeak, supervised training becomes more effective.

UFA's touch-based ATLIVE product provides a realistic and interactive 3D visualization of the airfield. Making use of these qualities, an aircraft identification and airfield familiarization minigame was designed for trainees in the early training stages and those transitioning to the airfield. The objective of the game is to search the airfield for an aircraft or area that matches the given description (e.g., "Find a A320", "Locate the de-icing area"). Trainees are instantly awarded



Making a repetitive task interactive and rewarding

with points for correct answers (e.g., finding and selecting the correct aircraft or area on the airfield) and will be posed with a follow-up multiple-choice question (e.g., "What is a unique identifying characteristic of this aircraft?", "Who is the manufacturer of this aircraft?"). After completing all questions, each scenario in the minigame ends with an overview of the trainee's performance, showing their overall achieved score, number of correct and incorrect tasks, and longest streak of correct answers.



Suited for beginners and experienced trainees, **UFA's high-fidelity ATTower** product offers a gamified approach training module. Based on high-fidelity aircraft performance and radar display simulation, the objective in this scenario is to efficiently control approaching aircraft to their assigned runway while maintaining safety regulations. On completion of each simulation run, the trainee is presented with a report containing their performance metrics. In addition to a consolidated scenario score, a detailed listing of various scoring criteria with the observed and targeted values is listed, providing trainees with an easy-to-understand breakdown of their performance and effectiveness in using important controller tools to maintain separation and utilize runway capacity. Because the gamified approach training uses VRR, feedback on the use of proper phraseology and efficient use of the frequency are also contained in the student report.

With cloud-based delivery through UFA's Virtual SimCenter and the ATCloud platform, trainees can access the above-mentioned simulation and training tools **anytime and anywhere** via laptops and tablets.

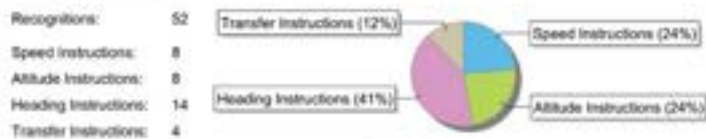


About the Author - Dietmar Pisalski.

Software Engineer at UFA, Inc., is a key contributor to development and integration of gamification in ATC training. In close cooperation with UFA's customers, Dietmar developed and evaluated a concept and a prototype for a gamified application for the training of air traffic controllers. He holds an M.Sc. in computer science (Game Engineering and Visual Computing) from the Kempten University of Applied Sciences. During his studies, Dietmar published an interdisciplinary paper at the 2020 IEEE Conference on Games, joining the domains of computer science and psychology.

Modernizing Full Fidelity Training

Voice Stats



These offerings provide an opportunity for self-learning, with high-fidelity 3D airport and aircraft performance simulations and state-of-the-art VRR – capabilities that were previously only available on large simulation systems. Instructors are provided with a powerful tool to design interactive training content, understand trainee performance, and provide targeted training opportunities to students for increased training success.

These tools have all been rolled out to several of UFA's customers with **consistently positive feedback** and valuable recommendations for improvement. One important observation UFA's customers have made is that these tools **keep a serious approach to training** and that the game aspect is merely used in support and not overriding the core training objectives. For upcoming phases of product development, UFA will continue to collaborate with trainees and instructors. Based on their feedback on which specific gamification elements and mechanics have the greatest impact on motivation, engagement, and training effectiveness, improvements will continue to be made and brought to training.

UFA is confident that gamification in the context of air traffic controller training can be beneficial for both trainees and instructors, meeting the training goals in a modern, motivating, and engaging way.



About UFA, Inc. - Headquartered in Burlington, MA, UFA specializes in simulation and voice technologies and services for Air Traffic Management. UFA's products and services are used by leading Air Navigation Service Providers, Civil Aviation Authorities, Militaries and Educational institutions worldwide. Customers include the Federal Aviation Administration (FAA), the United States Military, NATO Militaries, DFS Deutsche Flugsicherung, NAV CANADA, skyguide, DGAC/DSNA France, LVNL Netherlands, CAD Hong Kong, and many other organizations.

¹ Duolingo, Inc. (12 Nov 2022). Q3-2022 Shareholder Letter. <https://investors.duolingo.com/static-files/ba129c8d-9591-4f95-9c9d-a90caf3c469f>

² www.duolingo.com

³ Intrinsic motivation refers to doing an activity for its inherent satisfaction, while extrinsic motivation refers to doing an activity for external rewards or pressure. See: E. Deci & R. Ryan, *Intrinsic Motivation and Self-Determination in Human Behavior* (1985)

⁴ Human motivation is driven by three innate psychological needs: autonomy, competence, and relatedness. Fulfilling these needs leads to intrinsic motivation, well-being, and personal growth. See: R. Ryan, E. Deci, *Self-Determination Theory and the Facilitation of Intrinsic Motivation, Social Development, and Well-Being* (2000)

⁵ Scaffolding is a teaching technique that provides temporary support to help learners acquire new knowledge and skills, gradually reducing the support as they become more proficient, until they can perform independently. See: L. Lipscomb et al., *Scaffolding* (2004)

⁶ A mental state in which a person feels fully immersed and focused on a specific activity ("being in the zone"). Leads to highly effective learning. See: M. Csikszentmihályi et al., *Flow* (2005)

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PERSONAL EMPOWERMENT, COPING RESOURCES FOR LIFE

By Martin Ramirez, NATCA EAP Committee Chair

What is EAP?

EAP stands for Employee Assistance Program. It is a confidential counseling and support service negotiated by National Air Traffic Controllers Association (NATCA) and the Federal Aviation Administration (FAA) for Bargaining Unit Employees, their families, and members of their household's. The main aim of EAP is to help employees manage personal and work-related challenges that may affect their well-being and job performance. EAP typically provides resources such as counseling services, legal and financial advice, and referral services to support employees with issues like stress, relationship problems, substance abuse, mental health, and more. The idea behind EAP is that by addressing personal problems, employees can perform better at work, leading to improved overall organizational health.

What are some of the Services provided by EAP?

Magellan Health, the contractor for EAP services, offers a range of services. One of the vital services to employees and family/household members is the counseling service. Specifically, in terms of mental health services. The provision of counseling services, both in-person and virtual, through a network of licensed professionals trained to handle a range of challenges such as stress, anxiety, and relationship concerns, helps employees address their mental health needs and improve their overall well-being. With no cost to the employee and up to eight pre-paid counseling sessions per issue per 12-month period, the mental health services offered by Magellan Health's EAP program provide a cost-effective and convenient solution for employees looking to improve their mental health. Confidentiality is maintained through the use of a third-party provider, ensuring that employees can access these services with peace of mind. Overall, the mental health services offered by Magellan Health's EAP program represent a significant benefit for employees and their family/household members, contributing to their overall health and well-being. The service is available 24/7/365 support.



Some additional services offered by Magellan Health include, but not limited to:

1. **Work-Life Services:** Resources and support for a variety of life events, including child care, education, moving, pet ownership, relationships, and special needs.
2. **Legal Services:** Legal support and guidance for topics such as estate planning, family law, civil and consumer rights, taxes, and document preparation.
3. **Self-Care Programs:** Online programs for emotional health, such as RESTORE for sleep improvement, FearFighter for anxiety management, MoodCalmer for low mood or depression, Shade for substance use, and ComfortAble for chronic pain.
4. **Financial Wellness Services:** Resources and support to help employees manage their finances, including financial planning, debt management, and budgeting.

These are some of the key services offered by Magellan Health to FAA employees and family/household members through EAP.

Why use EAP?

EAP services negotiated by NATCA and the FAA are used to support the emotional and psychological well-being of Bargaining Unit Employees. These services offer confidential counseling, support, and resources for a range of personal and work-related issues. By providing these services, the employees maintain healthy and productive lives, which in turn can contribute to a safer and more efficient National Aviation System.

How to use EAP benefits?

Employees can access the benefits of Magellan Health Services through two convenient methods: by calling their EAP at 1-800-234-1327, or by visiting their website at magellanascend.com.

For further assistance and information, you can also reach out to the NATCA EAP committee at worklife@natca.net.

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WOMEN OF THE COMMAND CENTER

PART TWO

By Alicia Barry Whitman, WATCH Managing Editor

INSIDE THE SYSTEM

In the Winter 2022 edition of The WATCH we started to take a closer look at the happenings inside the David J. Hurley Air Traffic Control System Command Center (ATCSCC or Command Center). As a review, the ATCSCC's overall goal is to balance air traffic demand with system capacity, it identifies inefficiencies and collaboratively finds solutions with facilities and stakeholders. Constraints can be weather, equipment outages, runway closures and emergencies. To mitigate impacts to the system, traffic management initiatives (TMI) such as airborne metering, miles-in-trail, reroutes, ground delay programs, ground stops and airspace flow programs are used. These TMI are used to minimize delays and effectively manage the flow of air traffic. But what about the "nitty-gritty" of the operation?

In Part One we learned about the duties of Terminal and Severe Weather National Traffic Management Specialists (NTMS). As mentioned, the ATCSCC works collaboratively with other facilities and stakeholders to help the system function. In Part Two we will learn what other women contribute to the National Airspace System (NAS) in the Airspace and Procedures department.

Up next we will explore the duties of the National Traffic Management Officer.



Beth E. Adams, Support Specialist for the Airspace and Procedures Department at ATCSCC

AIRSPACE AND PROCEDURES

Beth E. Adams is a Support Specialist (MSS1) for the Airspace and Procedures Department at the ATCSCC. She has been at the Command Center for nine years and has 26 years of Terminal experience (both FAA and United States Navy). As a Support Specialist, Beth

works with multiple lines of business (LOB) such as those within the Air Traffic Organization (ATO) and outside stakeholders: Technical Operations, Mission Support, airports, Commercial Space and many others. Support personnel act as the voice of their facility with regard to Safety Policy, Order changes and procedures, special missions and site specific functions. Support is also responsible for educating other aviation professionals about their specific facility jurisdiction and capability challenges.

Training is unique in that it begins as soon as you have a desk. Using your prior air traffic experience, you research rules and regulations and look for opportunities to assist the operation. Being a Support Specialist brings light to the work that is done behind the scenes of transmissions between controller and pilot. You begin to see how many people are involved in supporting the aircraft flying in the US.

The greatest challenge is keeping up with the many tasks, deadlines and ensuring collaboration with stakeholders is upheld. The dynamic automation and equipment changes or advancements constantly evolve routes and aircraft capabilities. Multiple tasks and projects are being handled by the Airspace and Procedures Department at any given time. Communication of these national and local changes to the operation are of the utmost importance.



David J. Hurley Air Traffic Control System Command Center (ATCSCC or Command Center)

INTERVIEW WITH PREP-KC'S BETH MCCARTHY, DIRECTOR OF COMMUNITY & INDUSTRY PARTNERSHIPS

BY LAURA MACALLISTER, CENTRAL REGIONAL DIRECTOR

What is PREP-KC and its mission about? How are you involved?

We are an education intermediary. We work with school districts where there are a number of minorities and families living below the poverty level. Our goal is to help students of all backgrounds create a plan for after High School graduation. Our aim is to provide opportunities for the students we work with to better understand the answers to the following questions; What is the world of careers? How do I match my interests to a career? Do I need a two or four year degree? What if college isn't in the cards for me? Far too often, students from low-income backgrounds don't have the information and experiences they need to learn about and compete for high-need, high paying careers. PREP-KC closes the knowledge gap for urban students by implementing unique strategies that allow students to explore college and career opportunities through hands-on learning in real world settings.

I am the Director of Community and Industry Partnerships. I work on how we develop partnerships to fill the gap. What do the continuum grades 3-12 need? I answer questions to potential industry partners and volunteers on how we get you involved. I have conversations with those partners about what they need from potential employees.

What are some of the ways organizations like PWC and our members can get involved and help out?

We try to create a way for people to just show up at one-time events or more if they choose to. We can always use career speakers for grades 3-6, this involves a 15 minute presentation, just a simple conversation, how did you get into what you do, what do you like about your job. Older grades don't necessarily connect with speakers, so we usually break the group up into only four to six kids, for eight minute conversations (kind of like speed dating). The older kids are more willing to ask questions in these smaller groups. We have a variety of in-person opportunities on the calendar on our website (<http://prepkc.org/volunteers>).

We are always looking for individuals willing to host an on-site visit as well. We'd really like to get high school kids out to different career opportunities to include air traffic control facilities. Career Fairs are the last way to get involved. Not all students see a four year degree as the next step, we really aim to introduce job opportunities beyond those comparable to fast food type jobs. Lots of people want to talk with graduating seniors, but we really need people who are willing to start the conversation earlier. Students need to see the relevance of school by middle school; older students have checked out. Kids in inner city schools who don't see people in these careers on the daily need that intro to talk with younger students so they see it as a possible future for themselves.

Are there other organizations like yours around the country, how could our members find them?

There aren't a lot of organization like Prep-KC that we are aware of, a lot of school districts have identified the need, so that may be a local resource to identify similar organizations to ours in other parts of the country. If you can't find another group, The Connector through our website has ways for you to help out in other parts of the country in addition to Kansas City.

If I don't live in the Kansas City Area can I still volunteer?

Yes! We were lucky enough to launch The Connector (<https://prepkc.nepris.com>) back in 2018, you can live anywhere in the world and get involved. Teachers put in request for all kinds of things, some are STEM, and some aren't. Industry partners are able to host Industry Chats, you would choose a date and time, topic and all students/classes are invited to attend. Sessions are recorded, so classes unable to attend the live event can watch later. An example of an Industry Chat could be as simple as industry partner walking around their job site with an iPad to give a virtual tour, this enables the industry partner to reach a broader audience and the encounter is available for future students via recording.

STATE-OF-THE-MARKET: FORECASTING 2023

PROVIDED BY MICHAEL LIVINGSTON AND GLENN LIVINGSTON,
LIVINGSTON FINANCIAL GROUP

There are many predictions on how the market will do in 2023. Most are calling for a recession in 2023. Expectations for the recession range from “short-lived and mild” to an “economic hurricane,” as Jamie Dimon (CEO of JP Morgan Chase) predicts.¹

“Too Much Money Chasing Too Few Goods”

After enjoying 20 years of low inflation and low interest rates – the response to Covid by the government and the Federal Reserve (FED) – created the current inflationary environment. Prices in a free-market economy are set by the balance of supply and demand.

During Covid, the supply chain was broken and is taking years to repair – plus, add to that a huge spike in energy and food prices. Exacerbating the situation, the FED and Treasury increased the money supply by 40 percent within the 18-month Covid period. By definition, inflation means we literally have too much money chasing too few goods.

The FED’s top responsibility is to keep inflation under control, and they are embarking on a mission to bring inflation below 3 percent again by two devices: (1) taking money out of the economy through raising the federal funds rate and (2) reducing their \$9T balance sheet of US bonds.

How High Will Interest Rates Go?

So, how high do interest rates go? That really is the trillion-dollar question. The last time inflation was out

of control, it was reined in by then FED Chairman Paul Volcker (1979 to 1987) who increased the federal funds rate to at least as high as core inflation (inflation less food and energy)². No one knows whether the FED will raise rates that high this time, but core inflation at the time of this writing is over 6 percent ³.

Regardless of where the FED stops raising rates, the result likely will be a recession that hopefully brings inflation under control. Additionally, a recession likely would further decrease inflation by reducing demand for goods and services as well as bringing the job market back into balance.

Low Unemployment is Adding to High Inflation

Another major contributor to inflation is the overly tight job market due to what economists call the “great resignation.” After Covid – and going into 2023 – people have not returned to the work force, and the result is over 10 million excess jobs than workers. Historically, most economists consider 6 percent unemployment as full employment. However, the current unemployment rate below 4 percent is adding to the high inflation.⁴

Rising Rates Result in a Slowing Housing Market

Lastly, there is the housing market. The fast increase in rates has resulted in a slowing housing market. Many experts predict a housing recession after years of a housing boom. Typically, as Americans feel less wealthy due to a reduction in home prices, a lower stock

market, and high inflation — they also feel uncertainty building resulting in decreased spending. It is almost a self-fulfilling prophecy for a recession.

The Silver Lining: Stock Market Gains!

Now for the silver lining among all the gloom and doom. Historically, the stock market comes out of a recession with tremendous gains, and the gains can last for years. By comparison, the C fund (S&P500) rose over 28 percent in 2003 and over 26 percent in 2009.

However, wading through tough times takes tremendous patience and long-term thinking — because the interim period of waiting for the market to hit rock bottom can be brutal and excruciating. Remember, most likely, the stock market will start to take off well before the economy turns around. Once the worst of the bad news is known — and the FED tapers its rate increases — money will pour back into stocks.

Buy While the Stock Market is on Sale!

Your Thrift Savings Plan (TSP) is a long-term investment and contributing now while the market is down may be beneficial to you in the long run. When the market is down, you are buying more shares per dollar of contribution.

You will be rewarded in the long run. Even if you are retiring soon, your TSP is still a long-term investment, and buying shares at a discount is a solid long-term decision.

Stocks tend to bottom out around the 2-month mark before the end of rate-hike cycles, according to data going back to the 1980s. This pattern suggests the markets will bottom out Q4 2022. Rising rates and protectionist economic policy predicts patterns markets have seen since the 1950s.

Check Out Recession-Resistant Stocks

When real estate prices go down, rising mortgage rates and poor affordability dent home prices just like recessions in 1991 and 2008. Semiconductor stocks — which are companies that make integrated circuits — struggle with oversupply, and healthcare stocks underperform, such as in 2002 and other post-recession years — while low beta stocks tend to do worse than their riskier counterparts. This suggests “safe” investments will lag. Investors should check out recession-resistant stocks in sectors such as food, energy, and financial services.

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25 YEARS OF BEING AN INTEGRAL PART OF PENN STATE

Penn State began offering classes online in 1998 and now boasts more than 175 well-respected programs available online through Penn State World Campus.

In the 1990s, professors at Penn State were exploring how they could use the latest technological advancement, the internet, to take what they taught in their classrooms to people all over the globe who would be learning online. These senior, tenured professors at Penn State helped pioneer online learning not just at the University but in the country. In 1998, efforts throughout the University culminated in the launch of Penn State World Campus as the online campus of Penn State.

This year marks the 25th anniversary of that milestone. Over that time, Penn State World Campus has expanded its offerings into a comprehensive portfolio of more than 175 degree and certificate programs and is a vital part of the prestigious university that is Penn State.

The roots of online learning in distance education

Penn State has a long history of distance education that predates online learning by 100 years.

The first courses in distance education were correspondence courses in agriculture delivered by the U.S. Postal Service to farmers in the 1890s. As communication methods and technology evolved in the following decades, Penn State used these mediums – radio, TV, then satellite – to offer courses to students who wanted a Penn State degree but could not attend the University at one of its campuses.

By the 1990s, the internet was becoming more widespread. The military was heavily investing in satellite and online education for its service members. In the

private sector, businesses began promoting online learning as a convenient way for their employees to go back to school to gain additional credentials or finish their degrees without leaving their jobs or moving.

While some universities began offering a limited selection of online degree programs in fields like engineering, Penn State's leaders were determined to establish an online campus that had the support of the entire University. Its programs were developed by the same faculty who taught on campus.

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Penn State goes all in on online learning

The first courses that were offered online in January 1998 were in fields for which Penn State has a long history, turfgrass management and geographic information systems (GIS).

The courses in turfgrass management were offered by the renowned Penn State College of Agricultural Sciences, which has been one of the leading academic colleges of the University since its founding in 1855 as the Farmers High School.

The courses in GIS were taught by the geography faculty in the Penn State College of Earth and Mineral Sciences. The college's geography department has long been ranked as one of the top ones in the discipline, and its faculty have been widely known for their research and innovation in the field.

In the following semesters, more professors developed the courses they taught in the classroom into online versions, with offerings in supply chain management, nuclear engineering, and acoustic engineering.

Expanding the degrees for online learners

As its course catalog increased, Penn State World Campus started opening academic programs. Certificates gave students the chance to earn a credential for their résumé after successfully completing several courses.

Degree programs provided a path toward a diploma. The first was the master's in adult education in 1999. It has been offered by the Penn State College of Education, which has been training teachers since 1923.

Within the first 10 years, students who wanted a Penn State degree online could choose from a growing list of majors: business, the liberal arts, organizational leadership, nursing, criminal justice, psychology, information sciences and technology, and more. Adult learners seeking to advance their careers by gaining specialized skills could choose from graduate degree programs: an MBA, project management, GIS, human resources and employment relations, curriculum and instruction, and more.

A wide variety of degree programs

In the 2010s and 2020s, the increasing demand for online programs and the emergence of new fields resulted in the portfolio of more than 175 degree and certificate programs available today.

Traditional areas of study in political science and economics were added to the list of bachelor's degrees. At the graduate level, new offerings included master's degrees in homeland security, engineering management, and finance.

A master's degree in data analytics was designed to teach students how to design and implement systems to analyze large sets of data. Specialized degrees in marketing analytics and insights and strategic management and executive leadership expanded the scope of graduate business programs.

The first doctoral program, in nursing practice, created a

portfolio of programs that ranged from the associate level to the doctoral level, giving students the convenience to select a program at the right degree level for them.

Penn State World Campus students earn a respected Penn State degree

The University attributes its ability to launch Penn State World Campus to the early adoption of online learning by many professors at Penn State.

Today, many faculty who teach online also teach in the classrooms at the University Park campus and other campuses across Pennsylvania. Professors work with Penn State World Campus staff to design course content, labs, group discussions, and other resources specifically for online learners.

For instance, the faculty from the Penn State Donald P. Bellisario College of Communications teach in its online programs in strategic communications and journalism.

The Penn State College of the Liberal Arts' programs are another example of the longstanding commitment to online education. The college has more than a dozen online degree programs that have been taught by its faculty members for 20 years.

U.S. News & World Report consistently features Penn State World Campus's comprehensive portfolio in its annual "Best Online Programs" rankings for bachelor's and master's degrees. The rankings also highlight specific majors evaluated by peer institutions that offer online learning, and the online bachelor's in business and psychology programs are among the most highly regarded in the country.

Penn State is accredited through the Middle States Commission on Higher Education, and many individual online programs have earned accreditation, such as the online Master of Health Administration (MHA). It received national accreditation after a rigorous review of its students' success, curriculum, and faculty members.

When students graduate, they will have earned a Penn State degree.

A University-wide commitment to military learners

Military students may need additional resources or different kinds of support to be successful learners.

Penn State World Campus has a dedicated military team of admissions counselors and academic advisers, many of whom were service members themselves or are military spouses. A team of School Certifying Officials are available to assist students with using their federal GI Bill and other financial aid benefits.

The Penn State World Campus Military Grant-in-Aid program is one of the ways that the institution helps create a high-quality, affordable education for military students. It reduces the cost of tuition for service members in undergraduate degree programs.

Military Times has recognized Penn State World Campus as a top 5 school for military and veteran learners in its annual "Best for Vets" rankings.

Real Penn State experiences for online learners

While Penn State World Campus students are having the same high-quality learning experiences as their peers on campus, they have opportunities to participate in the University community as their peers do.

World Campus students have participated in research opportunities with their professors and can join clubs and organizations — including one for students who are parents. They can participate in the World Campus Student Government Association, which advocates for the second-largest student body at the University.

Penn State World Campus Student Affairs organizes a leadership conference each year. Students who attend can participate in sessions about how to improve their leadership skills to apply them to their experiences in school, in their jobs, and in their communities.

There are also opportunities to come to the University Park campus. For the past several years, the members of the World Campus Homecoming Committee have marched in the Penn State homecoming parade ahead of the Nittany Lions football team's homecoming game.

World Campus students can have the chance to take the field at Beaver Stadium during a football game in front of more than 100,000 Penn State fans. Each year, the All-University Day football game brings together students from across Penn State to be recognized, campus by campus, on the field during halftime.

Graduating from Penn State

Penn State World Campus students can have perhaps the most quintessential Penn State experience, too: attending graduation. In May, August, and December of each year, the University holds commencement ceremonies for graduating students.

Penn State World Campus students can attend the ceremony at the University Park campus, or they can select another campus's commencement ceremony to attend.

Students graduating with undergraduate degrees wear blue caps and gowns, and they will be recognized by name as they walk across the stage and receive recognition from the University president or another leader. Students graduating from master's or doctoral degree programs participate in The Graduate School at Penn State ceremony and wear black caps and gowns and receive the same name recognition.

Additionally, Penn State World Campus hosts a special reception to recognize the graduating students who completed their degrees online. All graduating students and their families and friends are invited to attend.

Being a part of the Penn State network

Over the past 25 years, Penn State World Campus has worked to create an online college experience that is as high-quality and engaging as the kind students could have at any Penn State campus.

To date, almost 34,000 students have graduated with a degree they earned online through Penn State World Campus. In a job interview, they can tell prospective employers that they earned a Penn State degree, as their diplomas say they graduated from The Pennsylvania State University.

And when they hear someone say the "We are Penn State" chant, they know they are part of the community.

Since its beginning in 1998, Penn State World Campus has been woven into the fabric of the University.

Penn State World Campus is Penn State and has been for 25 years.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at <https://benefits.va.gov/gibill>.



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What is a chinchorro? A Chinchorro is when a group of people go on a road trip around a certain route, making multiple stops in chinchorros for drinks, food, play pool, dance with jukebox or live music and have fun with friends. Some of the foods from a Chinchorro are the famous alcapurrias, pastelillos, rellenos de papa, localaitos, and other types of entrees from the gastronomy of Puerto Rico. Come and join us on our sun trip around the beautiful northern/eastern shore to enjoy the delicious puertorrican local food, the most amazing mojitos and see some beautiful beaches of our island.

*Chinchorro Daytrip
Tuesday April 25th 9am*

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