

Biographies for Friday, May 31, 2019, speakers

The Future of Work

Margaret R. Brogan

Margie has been a full-time labor and employment arbitrator and mediator since 1990. She was President of the National Academy of Arbitrators in 2016-2017. Her permanent panel appointments include Major League Baseball and the Major League Baseball Players Association; American Airlines and APFA and APA; United Airlines and IBT; United Parcel Service and IBT (National Panel); the City and County of San Francisco and the SEIU; Kaiser Permanente and OPEIU L29 and SEIU-UHW-West; the Fair Food Program and the Immokalee Workers; and various school district panels. Previously, Margie was a field attorney at the National Labor Relations Board in Philadelphia. She received her J.D. from Villanova University, and her B.A. from St. Joseph's University. Margie has been an adjunct lecturer in Labor and Employment Law courses at the University of California, Berkeley, School of Law, as well as St. Joseph's University, Philadelphia, PA. She has participated in the development of training programs for new arbitrators and advocates for the AAA, FMCS, NAA and other organizations, and conducts training throughout the country. She is the current Chair of the NAA Outreach Initiative, an effort to mentor and train newer arbitrators. Margie is a Fellow in the College of Labor and Employment Lawyers and is a current member of the CLEL's 3rd Circuit Credentialing Committee. She was past-President of the Philadelphia Chapter of the Labor and Employment Relations Association (formerly IRRRA.) In 2016, Margie was the recipient of the Peggy Browning Award.

Thomas Kochan

(see Thursday bios)

Wilma B. Liebman

President Obama designated **Wilma B. Liebman** to be Chairman of the National Labor Relations Board (NLRB) on January 20, 2009. She served as Chairman until August 27, 2011, when her third term expired. Since then, she has been engaged in various advisory roles and consulting projects and has taught at several universities. Most recently she has served as a Visiting Distinguished Scholar at Rutgers University's School of Management and Labor Relations and as adjunct professor at New York University Law School. She has also taught at Cornell University's Law School and Industrial and Labor Relations School, the University of Illinois' College of Law and the School of Labor and Employment Relations, and George Washington University Law School.

Ms. Liebman was first appointed to be a Member of the NLRB by President Clinton and was twice reappointed by President Bush. She was the third longest serving Member of the NLRB in its history. Prior to joining the NLRB, Ms. Liebman served for two years as Deputy Director of the Federal Mediation and Conciliation Service (FMCS) and for two years as Special Assistant to the Director. Prior to joining FMCS in January 1994, Ms. Liebman held positions as Labor Counsel for the International Union of Bricklayers and Allied Craftsmen, and Legal Counsel to the International Brotherhood of Teamsters.

She holds an A.B. degree from Barnard College, and a J.D. from George Washington University Law School. She is a member of the Board of Directors of the Economic Policy Institute, a fellow of The College of Labor and Employment Lawyers and the American Law Institute, a Senior Research Associate of the Labor and Worklife Program at Harvard Law School, and a member of the Council of Advisors of the Institute for the Cooperative Digital Economy. She serves on the Executive Advisory Board of the Cornell Institute for Hospitality Labor and Employment Relations. She also serves as Chair of the Dunlop Commission on Agricultural Labor, a private dispute resolution body.

Elizabeth “Liz” Shuler

Liz Shuler is the Secretary-Treasurer and chief financial officer of the AFL-CIO, the second top-level officer for the federation, the first woman elected to the position, and the youngest woman to sit on the federation’s Executive Council. Liz started her career in Portland, Oregon as a proud union organizer and local union activist with International Brotherhood of Electrical Workers (IBEW) Local 125. Prior to her election as Secretary-Treasurer of the AFL-CIO, Liz worked her way up through the ranks of the IBEW honing her mobilizing, policy, legislative and leadership skills, winning critical labor and progressive legislative fights on the west coast, and ultimately gaining executive leadership at the international headquarters in Washington, D.C. Liz’s passion for broadening the union movement drives her leadership to reach to the rising American electorate - young workers, women, people of color, and immigrants - and re-introduce unions to America. In addition to overseeing the federation’s operations and finances, Liz leads at the AFL-CIO on initiatives around the future of work, workforce development and training, industrial union councils, and women and young workers’ economic empowerment. Liz is committed to busting myths to show the labor movement’s diversity and innovative approaches to the workplace of the future, and the meaningful improvements a union voice on the job can bring to working families and our economy. Liz chairs both the AFL-CIO Executive Council Committees on Finance and Women Workers, and represents the AFL-CIO on the boards of the AFL-CIO Housing Investment Trust, the International Trade Union Confederation, the National Women’s Law Center, Global Fairness Initiative, and the Solidarity Center, among many others.

William Kerr

William Kerr is the D’Arbelloff Professor of Business Administration at Harvard Business School. Bill is the co-director of Harvard’s *Managing the Future of Work* initiative and the faculty chair of the *Launching New Ventures* program for executive education. Bill is a recipient of the Ewing Marion Kauffman Foundation’s Prize Medal for Distinguished Research in Entrepreneurship and Harvard's Distinction in Teaching award.

Bill’s recent book is [*The Gift of Global Talent: How Migration Shapes Business, Economy & Society*](#) (2018). It explores the global race for talent and how countries and businesses compete for high-skilled migrants. The book reveals how immigration has transformed U.S. innovation, reshaped the economy through the rise of talent clusters and superstar firms, and influenced society at large in positive and adverse ways. The book argues that America, and the world, can get more out of global talent flows with sensible reforms.

Bill's broader research centers on how companies and economies explore new opportunities and generate growth. He considers the leadership and resources necessary to identify, launch and sustain dynamic and enduring organizations. He works with companies worldwide on the development of new ventures and transformations for profitable growth. He also advises governments about investments in the innovative capacities of their nations.

The Science of Settlement

CHRIS SULLIVAN'S BIOGRAPHICAL INFORMATION

Barry Goldman

Academy member **Barry Goldman** is an arbitrator and mediator based in Michigan. He is the author of *The Science of Settlement: Ideas for Negotiators*.

Jules B. Bloch

Jules B. Bloch is an experienced, bilingual, mediator, arbitrator, facilitator, fact-finder, lecturer and trainer. Mr. Bloch graduated from University of Toronto with his B.A. (Honours) in Political Economy in 1980. He received his L.L.B. from the University of Windsor in 1984 and was called to the Bar in 1986. In 1994, he earned a certificate of Alternative Dispute Resolution from the University of Windsor Faculty of Law. After his call, he practiced law primarily in the field of labour and employment law. In 1990 Mr. Bloch was appointed full time Vice-Chair of the Criminal Injuries Compensation Board (CICB). The following year he was appointed full time Vice-Chair of the Ontario Labour Relations Board (OLRB) and in that capacity, as a Vice-Chair on the Construction Panel (November 7, 1991 to September 1, 1999). He has been a Vice-Chair of the Grievance Settlement Board. Since January 1994, he has accepted work as a facilitator, mediator and arbitrator on a consensual basis. Between 1999 and 2004, Mr. Bloch participated in the Ontario Mandatory Mediation Program Toronto/Ottawa. As well, he has lectured extensively and acted as a trainer in the fields of labour and employment law and alternate dispute resolution. Mr. Bloch is a member of the National Academy of Arbitrators. He is a co-author of *Canadian Construction Labour and Employment Law* (Butterworths: 1996).



Christopher Albertyn is an arbitrator and mediator working principally in Ontario, Canada. He is a Mediator-Arbitrator of the Ontario Grievance Settlement Board and a Vice-Chair of the Ontario Education Relations Commission.

He was educated in South Africa (St. John's College, Johannesburg; Wits, UNISA and Natal University) and in the US (St. Mark's School, Southborough, Massachusetts). He worked as a trade union organizer for a textile union in Durban, South Africa (1975-76). He was admitted as an attorney in 1979. He practiced in Durban, principally in labour law with the firm Chennells Albertyn & Brunton. He was the founding Director of the Centre for Socio-Legal Studies at the

University of Natal in Durban (1988-89). Since 1985 he has worked as a mediator and arbitrator of labour disputes. He has lived in Toronto since 1993. He was a Vice-Chair of the Ontario Labour Relations Board from 1994 until 2017.

He has published on aspects of labour law, including co-authoring Alcohol, Drugs & Employment, Juta, Cape Town, 2012.

He is a member of the Ontario Labour-Management Arbitrators' Association and of the National Academy of Arbitrators.

He is the Co-Chair of the Third Party Neutrals in Dispute Resolution Study Group of the International Labour & Employment Relations Association (ILERA).

Presidential Luncheon Address

Ed Krinsky

I began arbitrating in 1966 as a staff member of the Wisconsin Employment Relations Board. Having been born and raised in Brooklyn and then gone to Antioch College in Ohio, I moved to Wisconsin for graduate school and a PhD in Economics from the University. I then joined the staff of the WERB which was for many years one of the premier labor relations agencies in the country. Its Commissioners (Morris Slavney, Arvid Anderson and Zel Rice) were Academy members and more than a dozen staff members also went on to be Academy members.

In 1970 I began my own arbitration practice, while doing part-time administrative work and teaching at The University of Wisconsin. In 1976 I left the University and joined the Wisconsin Center for Public Policy doing research and mediation. The Center became part of The Mediation Institute where I made use of my Brooklyn background mediating solid waste facility siting disputes and State-Tribal fishing rights disputes over lake trout allocations.

I have been arbitrating full-time since 1987. I became a member of the Academy in 1976. My Academy responsibilities have included being an annual meeting Program Chair, Nominations Committee Chair, CPRG Chair, being a Vice-President, and now, since May, 2018 the President. I am truly honored to be President.

In my spare time, I enjoy spending time with my wife Mary Jane, my four children, her three children and my 9 grandchildren located in Wisconsin, Washington State, California and Israel. My other joy, besides travel, is choral singing which I have been doing since I was a college freshman, and for the past 48 years as a member of The Philharmonic Chorus of Madison.

Federal Sector Dispute Resolution

Ira F. Jaffe

Ira F. Jaffe has served for the past 38 years as a full-time Arbitrator and Mediator primarily hearing labor and employment and benefits matters. He serves on over 80 permanent arbitration panels in the private and public sectors, including numerous panels in the airline industry, and was

appointed by both President Bush and President Obama to serve on or to chair five Presidential Emergency Boards addressing emergency disputes arising under the Railway Labor Act. During the past 38 years, he has presided over more than 5,000 grievance and interest disputes, including hundreds in the federal sector. He is a frequent contributor at professional conferences and has served in leadership positions in various bar and professional organizations, including service as National President of the Society of Federal Labor and Employee Relations Professionals and as a Vice-President of the National Academy of Arbitrators. In addition to his arbitration and mediation service, he also served as Chair of the Foreign Service Grievance Board, Chair of the GAO Personnel Appeals Board, as the Labor Relations Administrator for Montgomery County Maryland under the Police Labor Relations Act, as a member of the Prince Georges County Public Employee Relations Board, and has served as an Adjunct Professor at George Washington University Law School in the areas of mediation and arbitration of labor and employment disputes. Before he became a neutral, Mr. Jaffe was an attorney in Boston, Massachusetts where he represented employers in connection with a wide variety of labor and employment and benefits issues. Mr. Jaffe is a Charter Fellow in the American College of Employee Benefits Counsel and a Fellow in the College of Labor and Employment Lawyers.

Biography of Mark Maxin

Mark Maxin is the recipient of the 2018 American Bar Association Federal Labor and Employment Lawyer of the Year Award. He has over 35 years of Federal sector employment law experience handling a wide range of labor, employment, whistleblowing and EEO issues. He regularly advises management on performance and conduct issues, labor relations contract interpretation and collective bargaining, and a wide array of issues under various anti-discrimination statutes. He currently serves as member of the Senior Executive Service as the Assistant General Counsel for Administration at the U.S. Nuclear Regulatory Commission (NRC). He manages a team of lawyers litigating before the Merit Systems Protection Board (MSPB), Equal Employment Opportunity Commission (EEOC), Federal Labor Relations Authority (FLRA), Federal Mediation and Conciliation Service (FMCS), Federal Services Impasses Panel (FSIP), Office the Special Counsel (OSC), arbitrators and the Federal courts. Prior to that he served in the Senior Level (SL) position as the Special Counsel for Federal Labor, Employment and Civil Rights, at the NRC. He also served as the Counsel for Labor Relations at the U.S. Department of Labor, where he managed the internal employment law, EEO and labor relations programs of the U.S. Department of Labor. Mr. Maxin previously served as a Co-Chair of the American Bar Association Section on Federal Sector Employment and Labor Relations. He is also currently an Adjunct Professor at American University in the School of Public Affairs teaching Constitutional law, Disability Law and Anti-harassment Law at American University in the School of Public Affairs and the former Chairman, Montgomery County Commission on People with Disabilities.

Constance Chang-Gillespie

Constance Chang-Gillespie is National Counsel in the D.C. Field Office of the National Treasury Employees Union, the federal sector's largest independent union, which is the exclusive representative for over 150,000 employees across 33 federal agencies. As National Counsel, Ms. Chang-Gillespie oversees field representation for local union chapters in Washington, D.C., Maryland, Virginia, West Virginia, and Pennsylvania. Previously, she was Assistant Counsel at

NTEU. Ms. Chang-Gillespie graduated from the University of Chicago with Special Honors in Political Science and the Washington College of Law at American University. She is a member of the D.C. Bar.

Postal Arbitration

SHERRIE ROSE TALMADGE, Esq., ARBITRATOR

Sherrie Rose Talmadge has maintained a full-time arbitration practice for more than twenty-five years. A 1980 graduate of Suffolk Law School, Ms. Talmadge serves as arbitrator, mediator and fact-finder with a broad range of experience with both public and private sector issues. She is a member of the National Academy of Arbitrators, and on the permanent panels of the American Arbitration Association, the Federal Mediation and Conciliation Service, The Labor Connection, the United States Postal Service and has served on Regular Panels with its three major crafts, (NALC, APWU and NPMHU), in addition to serving on various state and city panels. For ten years Ms. Talmadge held the position of Administrative Law Judge/Hearing Officer for the Massachusetts Labor Relations Commission (currently Department of Labor Relations), and prior to that worked for three years as an Arbitrator/Mediator for the Massachusetts Board of Conciliation and Arbitration. Ms. Talmadge is an Executive Board member (and former President) of the Massachusetts Chapter of the Labor and Employment Relations Association (LERA).

Richard Acker

Name:	Richard L. Acker
Current Occupation:	Manager, Field Labor Relations, Headquarters USPS
Years of Federal Service:	Thirty-Nine (39+)
Former Positions:	Labor Relations Specialist (Field), Headquarters, USPS Area Manager, Labor Relations, Eastern Area, USPS Labor Relations Specialist, Eastern Area, USPS Manager, Labor Relations, Columbus, OH District, USPS Manager, Labor Relations, Cincinnati, OH District, UUSPS
Other Assignments:	Appeals/Review Specialist, Former Eastern Region, USPS Hearing Officer/650 Appeals Process, USPS Certified Federal Mediator
Education:	The Ohio State University, Columbus, Ohio 1974-1978 (Landscape Architecture/Political Science); Champlain College, Burlington Vermont 2015-2018 (BS Interdisciplinary Business Studies/Human Resource Management). Myriad of certifications from the following: Public Administration Forum; Labor Arbitration Institute; Federal Executive Association; Equal Employment

Opportunity Commission; Federal Mediation & Conciliation Service; Federal Dispute Resolution Conferences; United States Postal Service; Society for Human Resource Management (SHRM) and the Atlanta Justice Center among others.

Personal: Currently reside in Powell, Ohio with his wife of 34 years, Jacqueline. Father of three (3) and Grandfather of three (3).

Lew Drass

Lew Drass is Vice President of the National Association of Letter Carriers, AFL-CIO. He is responsible for the oversight of the Grievance-Arbitration process from the National Level. His oversight of the arbitration process is all encompassing and ranges from training new advocates and reviewing arbitration decisions, to signing arbitrator contracts and the review of arbitrator invoices and authorization of payment.

Lew began his postal career in 1977 and has worked in Maryland and Alabama. He has been a union activist from the early years of his employment with the Postal Service serving as a Shop Steward in Maryland. He transferred to Huntsville, AL in 1989. He was elected president of Branch 462 in 1993 and served in that capacity for 10 years.

He also began serving as an Arbitration Advocate in 1997. He was elected to serve as the National Business Agent for Region 8 (Alabama, Louisiana, Mississippi and, Tennessee) in 2002 and served in that capacity for eight years.

In 2010 Lew was elected national Director of City Delivery by accumulation at the 67th Biennial Convention in Anaheim, CA. In 2013, Drass was appointed national Vice President to fill a vacancy and was elected to a full term for that position in 2014 and again in 2018. One of his goals as NALC vice president—“besides world peace,” he says with a laugh, “is to make our grievance procedure work better than it already does and to ensure that the best possible representation is provided to every Letter Carrier.”

David Heather Bio

David Heather is the Director of Labor Relations for the National Rural Letter Carriers' Association (“NRLCA”), a union representing over 130,000 Postal Service employees. David is from Kansas City, MO and has been a rural letter carrier since 1988. David has held a variety of state and national level positions for the Union and has over 31 years of experience in the Postal Service. David has been a National Officer of the NRLCA since 2011 and has served as the Director of Labor Relations since August 2018. Prior to that, he served as the NRLCA Director of Steward Operations with responsibility for training and supervising almost 3000 stewards in the field.

Vance Zimmerman

Vance Zimmerman, the Director of Industrial Relations of the American Postal Workers Union, AFL-CIO, worked for the Postal Service for 30 years. During that time, he served in various elected local union positions as well as 15 years as a National Business Agent for the APWU. As an NBA, he helped negotiate two national agreements and he arbitrated hundreds of cases becoming one of the most experienced and successful arbitration advocates in the APWU. Mr. Zimmerman is responsible for overseeing administration of the collective bargaining agreements and grievance/arbitration procedures for over 200,000 postal employees and 2,000 private sector employees in the mailing industry. In his capacity as director, he also is responsible for the hiring of arbitrators at the national and regional levels for dispute resolution between the USPS and the APWU. Mr. Zimmerman directs the handling of national rights arbitration and interest arbitration cases where the outcomes directly affect the wages, hours, and working conditions of all the employees the APWU represents. Mr. Zimmerman has been married to his wife Tammy, who he met at the Postal Service, for 30-years. They have 4 children and 6 grandchildren.

Airline Industry Issues

Joshua M. Javits

Joshua M. Javits is a neutral mediator and arbitrator. He is a member of the National Academy of Arbitrators, on the rosters of the AAA, FMCS, NMB, and serves on numerous permanent arbitration panels. He served on four railroad Presidential Emergency Boards. He was Chairman and Member of the National Mediation Board from 1988 to 1993. He was Grievance Chair for the International Monetary Fund from 2007 to 2011. He was the President of the National Association of Railroad Referees (2014-16).

He represented labor unions and management -- at different times -- in the past, and began his career as a trial attorney with the National Labor Relations Board. Mr. Javits was an adjunct professor at the Georgetown University Law Center where he taught courses in arbitration, transportation labor law and alternative dispute resolution. He has been rated "AV" -- the highest rating -- by Martindale Hubbell's *Best Lawyers in America* since 2001. He is a graduate of Yale College and Georgetown University Law Center.

Association of Professional Flight Attendant

APFA National President- Lori Bassani

Lori Bassani is currently serving as the 13th National President of the Association of Professional Flight Attendants (APFA), the Union representing 28,000 American Airlines Flight Attendants. APFA is currently in Section 6 bargaining and Lori is Chairperson of the negotiations committee. A 33 year veteran flight attendant, her flying career began in 1986.

Born in Germany and seeing the world at an early age as an army brat, she was introduced

to flying, foreign cultures and languages. Prior to her election as APFA National President, Lori served in many Union leadership positions: within APFA, she has served as Strike Coordinator, Board of Director, Base President, Regional Representative, Executive Board member, and Public Relations; and, has consulted with several other labor unions in PR, communications and bargaining strategy. Prior to flying, she co-owned a PR/advertising agency. Lori is married and divides her time between her home in Seattle, Washington and Dallas, Texas, where the Association of Professional Flight Attendants is headquartered.

Experience

- **National President, Association of Professional Flight Attendants** - July 2018 - current
- APFA Union Positions:
(Board of Director, Base President, Base Vice President, Executive Committee, Regional Representative, Public Relations, Public Affairs) - 1995-2007
- **Labor Relations Consultant** - 2007-2014
- **American Airlines Flight Attendant** - 1986-2018 (currently on Union Leave)

Labor Relations Background

- **APFA Local** Strike Coordinator (Line FA SEA)
- **APFA Local** Vice Chairperson (VP-SEA)
- **APFA Local** Base Chairperson/Board of Director (President-SEA)
- **APFA National** Special Advisory Committee (SAC) to Negotiations 2001 Contract
- **APFA National** Ad Hoc/Executive Committee
- **APFA National** PR, Media Relations Director, Union Spokesperson
- **APFA National** Strategic Advisory Committee to Negotiations
- **APFA National** Division Representative/SBA Grievance Dept.
- **APFA National** Public Affairs: Media/Legislative/Labor Outreach
- **APFA National** Flight Attendant Coalition

- **TWU-556** (*Southwest FA's*) Consultant
- **UTD** (*United Teachers of Dade*) Consultant
- **PFAA** (*Northwest FA's*) Consultant
- **TWU-721** (*Gaming Division/Wynn/Harrah's Casino Dealers*) Consultant
- **HNA-OPEIU** (*Hawaii Nurses' Assn.*) Consultant
- **AFTIOFNHP** (*Oregon Health Professionals*) Consultant

Flight Attendant Credentials

- Domestic Flight Attendant (DFW, ORD, LAX, SFO)

- International Flight Attendant (IOR, SEA, SFO-1, DCA-1, JFK, LAX)
- Purser, TIFS, AIFS
- Foreign Language Speaker (SP, FR)

Education

- University of New Mexico
- Arizona State University

Training

- Alternative Dispute Resolution (ADR) Training
- National Academy of Arbitrators (NCAA) Credentialed Training
- System Board Arbitration Grievance (SBA) Training
- Critical Incident Stress Debrief (CISD) Training

Business Experience

- Marketing Director, Graham Enterprises Inc.
- VP, Bassani & Chiocchi Advertising
- Owner, Bassani Advertising & PR
- Bassani PR, Labor Relations Consultant

Contact Information

Lori Bassani, APFA National

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Address: APFA, 1004 W. Eules Blvd., Eules TX 76040

Marc Esposito

Marc Esposito is a seasoned labor relations attorney with more than 24 years of experience in airline labor law. He currently serves as the vice president of values relations for JetBlue, the sixth largest airline in the United States. In this role, Marc heads up overall labor strategy for the carrier, engaging and supporting JetBlue's crewmembers with the ultimate goal of ensuring they can deliver an outstanding customer experience. Marc also serves as lead negotiator in collective bargaining agreements for JetBlue's pilots and inflight crewmembers. Prior to JetBlue, Marc served as an equity partner at the Atlanta-based law firm FordHarrison. Over the span of 19 years at FordHarison, he worked on employee relations matters with countless airlines of all sizes and representing all segments of the industry. Marc is a graduate of the University of Rochester and Emory University School of Law.

Kyle Fortson

National Mediation Board Chairman

Chairman Fortson was unanimously confirmed by the United States Senate on November 2, 2017. She became Chairman of the National Mediation Board (NMB) on July 1, 2018.

Immediately prior to joining the NMB, Ms. Fortson worked for the Senate Health, Education, Labor and Pensions Committee for over 13 years. She served as Labor Policy Director for Republicans, working directly for the Chairman, Senator Lamar Alexander of Tennessee. As Labor Policy Director, Ms. Fortson was responsible for all labor, employment and workplace safety issues in the Committee's jurisdiction. During her tenure at the Committee, Ms. Fortson also worked for previous Republican leaders Senator Mike Enzi and Senator Judd Gregg. She previously served as a Policy Analyst for the Senate Republican Policy Committee, handling labor and other issues, and as Counsel to a member of the House Judiciary Committee.

She is a graduate of the University of Colorado at Boulder and the George Washington University School of Law.

Lindsey Goldstein Bio

Lindsey Goldstein is a Director and Senior Attorney for American Airlines, Inc. and has extensive experience helping clients with complex labor and employment matters. Lindsey has handled trials, arbitrations, and administrative hearings for clients across the country, and frequently conducts training on company culture and best practices for workplace investigations. A Dallas native, she has been selected by her peers as a *Super Lawyer* Texas Rising Star and enjoys mentoring young lawyers in the community. She has served as an adjunct professor at UNT Dallas College of Law for the past three years teaching Legal Writing to first year law students.

BETTY GINSBURG

Betty Ginsburg is Director of ALPA's Representation Department. Before joining the Representation Department in 2011, Betty was employed in ALPA's Legal Department for many years, most recently as a Managing Attorney. She graduated from Boalt Hall School of Law at the University of California, Berkeley in 1982 and began practice at the National Treasury Employees Union, representing U.S. Treasury Department employees including Customs and IRS agents. She subsequently joined the firm of Friedman & Wirtz, where she represented labor unions including railroad unions covered by the Railway Labor Act, before coming to ALPA in 1987.

Poster Sessions

The Current FLRA

Beber Helburn

I. B. (Beber) Helburn has been arbitrating since 1970. Prior to reducing his workload, Beber was listed on the FMCS and AAA labor arbitration rosters. He continues to be listed on the NMB roster. His "permanent panel" appointments and have included long-time service on the IRS/NTEU and Customs & Border Protection/NTEU panels and on panels involving a number of airlines and various bargaining units, several railroads and the Brotherhood of Maintenance of Way Employees, the postal service and APWU, NALC and NRLCA and major league baseball and the players association (Salary).

Beber has been a member of the NAA since 1980 and has served as Regional Chair, a member of the Board of Governors and Vice President. He has chaired regional and national program committees as well as the New Member Orientation Committee. Additionally, he has served on several other NAA committees. He looks forward to receiving his 40-year pin at the 2020 Denver annual meeting.

Going Deep: Investigative Tools for Today and Tomorrow

Scott Catron

Scott Catron Bio:



Scott M. Catron

Mr. Catron is the Co-Founder and Co-CEO of Social Detection, Inc and has over twenty-two years of insurance investigation experience. Scott designed and programmed their proprietary People Search Engine that Finds, Filters, and Organizes information for the investigative industry. His company has saved their clients millions of dollars by separating the “needy from the greedy”.

Social Detection, Inc also offers a Concierge Report Service for select clients that utilize our Social Media Internet Analysts and find information on their claim files. Scott is a graduate of Rowan University and was owner of Catron Investigative Services. He has also worked with Kroll/InPhoto Surveillance and a large private investigative company for over 12 years where he created a manual search algorithm. He utilized this algorithm to find data about a person on public internet sites including social network profiles, criminal records, civil records, property records, motor vehicles, new articles and much more. The all-encompassing profile is a cost-effective tool that reduces claims exposure and claims costs.

Mr. Catron has presented "Internet Investigations - Deep Internet Mining" and "Using Technology to Investigate Insurance Fraud" courses at numerous venues including RIMS Nationals Conference, CLM National Conferences, claims associations, insurance carriers, Fortune 500 companies, Third Party Administrators and insurance fraud conferences including the Florida Insurance Fraud Education Committee.

Featured Speaker Venues:

- CLM National Construction Conference 2016 (San Diego, CA)
- Florida Insurance Fraud Education Committee
- 2016 Pennsylvania WC Bureau State Conference “Deep Internet Mining”
- RIMS National Convention 2015 (New Orleans, LA)
- RIMS National Convention 2014 (Denver, Colorado)
- American Moving & Storage National Convention Scheduled for 2014 (San Diego, CA)

- American Bar Association – Emerging Trends and Issues Conference San Antonio, Texas
- Semmes, Bowen & Semmes Workers' Compensation Annual Seminar (Baltimore, MD)
- New Jersey Self Insurers' Association (NJSIA)
- New Jersey Food Council
- Florida Association of Self Insurance (FASI) Annual Conference
- Arkansas State Self Insurers Spring Conference (Hot Springs, Arkansas)
- Broward County, Florida RIMS
- Maryland Self-Insurers' & Employers' Compensation Association
- Central Jersey Claims Association (CJCA)
- Georgia State PRIMA Annual Conference (Henry County, GA)
- Florida State PRIMA Annual Conference (Ft. Lauderdale, Florida)
- 2014, 2015, 2016 Florida Insurance Fraud Education Committee (FIFEC) Conference
- Delaware Claims Association (DCA)
- Central PA Claims Association (CPCA) how to save time and money using social media investigations, Harrisburg, PA - 2015
- Claims Litigation & Management (CLM) (San Francisco, California)
- Claims Litigation & Management (CLM) (Phoenix, Arizona)
- Fortune 500 companies, insurance carriers, TPA's and law firms

Labor Arbitrators on Employment Arbitration

Professor Mark Gough

Mark Gough is assistant professor of labor and employment relations at The Pennsylvania State University. He holds a Ph.D. in Industrial and Labor Relations from Cornell University and an M.S. in Human Resources and Employment Relations from Penn State University. Dr. Gough's research focuses on workplace dispute resolution, employment law, and how legal actors affect access to justice in the workplace. He has been published in top peer-reviewed and legal journals including *Industrial and Labor Relations Review* and *Berkeley Journal of Employment and Labor Law*."