



The #1 Stop For Your Employment Needs!

NEWSLETTER

**FALL
2006**

*A publication of the
One-Stop Job Market
Partners' Association.
This edition edited by
Department of Labor,
Licensing & Regulation
staff in Salisbury.*

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Techno Tool Takes Over

Computer Based Job Matching System Rolls In
By Linda Sherman, DLLR Communications Director

How do you introduce a techno tool to take workforce development into the stratosphere? You throw a party, of course. The Maryland Department of Labor, Licensing and Regulation (DLLR) brought the show to the state's model One-Stop Career Center in Salisbury to introduce the centerpiece of Maryland's Workforce Development, the Maryland Workforce Exchange (MWE).

DLLR Secretary James D. Fielder, PhD. used the opportunity to thank all the agencies who have been using MWE while it was morphing into the final product. "The One-Stop Job Market in Salisbury houses so many agencies working collaboratively, the MWE is able to find ways to stretch its boundaries and the imagination of its specialists," said Secretary Fielder. "What you've done is connect MWE with businesses needing employees, agencies needing workers and workers needing jobs. Thank you, and let's move Maryland forward with MWE leading the way."

The event included cameo appearances from Human Resources Secretary Christopher McCabe, Disabilities Secretary Kristen Cox, Department of Business and Economic Development Assistant Secretary Bob Hanna, DLLR Workforce Development Assistant Secretary Bernie Antkowiak and Salisbury business owner Rafael Correa of MaTech, Inc. DLLR Deputy Secretary Greg Safko served as emcee as the dignitaries spoke of using MWE to tap new pools of workers to build Maryland's future.

The genius and creativity of the current users has already allowed MWE to find a home in places you wouldn't have imagined. For instance, the sign might say: "Here comes the judge and he's in a

See MD Workforce Exchange, Page 3

Explore The Career Resource Lab

By Patricia Grate, DLLR Job Service Specialist

The Career Resource Lab (CRL) staffed by DLLR personnel serves as the center for career exploration for customers of the One Stop Job Market. Many services are provided to meet the needs of the individual customer, whether that individual is entering the world of work, making a career change or is a dislocated worker in search of a new career. Job Market partners send their clients to utilize the resources as needed.

A primary function of the CRL is to assess all persons who are interested in enrolling in the Workforce Investment Act (WIA) funded training programs. The local training programs require that all applicants take basic reading and math tests (CASAS) and pass them at the level necessary to be successful in a particular career field. The requisite levels are dictated by the educational level needed to enter WIA funded training at Wor-Wic Community College and Shore Up Inc! The WIA programs also require that each applicant take the CareerScope, an interest and aptitude battery, which points out an individual's strong interests and aptitudes. Those interests and aptitudes are then paired and good career matches indicated based on those results. A person interested in WIA training is also required to view a career related video clip, which is provided via America's Career InfoNet on the internet. Other career exploration tools available to customers include the O*Net Interest Profiler, an interest inventory, and the O*Net Work Importance Profiler, a work place values



Photo by Brian Veditz

A student uses the Career Resource Lab to investigate career options and how they relate to his interests and aptitudes. The lab contains 13 computers with internet access and job search/career exploration software. Customers may work at their own pace and staff assistance is available.

inventory. Both of these instruments are self-directed and provide printed results for further study by the individual.

Another major component of the CRL involves resume writing. Customers have a choice as to how they design their own resume. The WinWay Resume Deluxe package creates an excellent product by providing descriptions of typical duties of thousands of occupations. The customer then customizes the package to represent their personal accomplishments and skills. WinWay also includes a cover letter feature and videos that allow customers to review basic situations pertaining to employment interviews. Microsoft Word is also available with resume templates which can be utilized. Customers may print copies of their resumes and cover letters as needed.

Other resources available include: Employon, a job search engine which brings together job openings from several other search sources; GED Pathways, which can be used by persons enrolled in a GED program; the internet for employment-related topics; and the Maryland Workforce Exchange, which is the primary means of obtaining employment through the State of Maryland's Division of Workforce Development.

All of the services in the lab are free to One Stop Job Market customers and the lab staff is available to guide them through the process and help them achieve their career goals.

Our Mission

To provide a strategic blend of comprehensive services that support workforce development for the communities of the Lower Eastern Shore of Maryland.

Lower Shore Workforce Investment Board

Nola Arnold
Ambrose Bishop
Derek Bland
Peggy Bradford
Ted Doukas
Lawrence Eisey
Harry Gemmill
Walter Kissel
Patricia Mannion
Robert McIntyre
Karen Megrnigle
Freddy Mitchell
Bruce Morrison
Diana Nolte
Gabriel Purnell
Dana Seiler
Linda Southerland
Renee Stephens
Daniel Thompson
E.C. Townsend
Doug Wilson

Careermobile". Judge Daniel Long of Princess Anne doesn't really own the mobile van that houses MWE on the road, but he does put it to good use. In his courtroom, people who owe child support are "invited" to step outside and sign up for job placement services aboard the mobile workforce center. In the future, applicants for Unemployment Insurance will also be able to sign up online for job training, resume writing or position placement in the convenience of a single One-Stop Center.



Photo by Brian Veditz

DLLR Secretary James D. Fielder, Jr., Ph.D., introduced the Maryland Workforce Exchange to a standing-room-only crowd at the One-Stop Job Market on August 16, 2006.

With the help of Labor Exchange Administrator Greg Eberts, the standing-room-only crowd enjoyed the MWE launch and the awarding of certificates to the people in One-Stop agencies who've already spread the word about this unique high tech job search. Secretaries Fielder, Cox, McCabe and Hanna handed out awards to Disability Program Navigator Kaye Holloway, Division of Rehabilitation Services Supervisor Cassandra Shoffler and staff, DLLR staff Bryan Eley, Wanda Mumford and Robin Walker, Job Market Department of Social Services staff, Telamon Corp. employees Nelly Rodriguez and Rosa Rodriguez, Tri-County Council employees Sharon Jones, Vanessa Satchell and Kathy Strother, and Veteran's Services employees Denny Bowers and Bernie Kemp. Certificates were also presented to Salisbury Chamber of Commerce Executive Director Brad Bellacicco and Tri-County Council Executive Director Mike Pennington.

The Secretary's certificate salutes those in Salisbury who helped bring the Maryland Workforce Exchange into use as a working tool for a demand-driven society where creating a new, highly skilled and trained workforce is what will keep Maryland thriving and vital.

WIA Youth Complete America's Rising Stars Workshops

By Carole DiPietro, Executive Assistant

The first session of America's Rising Stars was held on August 28-31, 2006 at the One-Stop Job Market. Eight youth were led through thought-provoking ideas, problems and questions to aid them in self-examination and goal setting. America's Rising Stars is a tool being used to help youth focus on a strategy for success before beginning WIA-funded training. Anthony Dickerson, LSWA Job Placement and Retention Specialist, will maintain close contact with each youth during training. After successfully completing training, those who qualify will be offered internships which hopefully will result in employment. More sessions of America's Rising Stars will be offered as training classes are scheduled for qualified youth. The Lower Shore Workforce Alliance is able to provide these extra services to area youth after receiving a competitive grant award from the MD Dept. of Labor, Licensing & Regulation, Division of Workforce Development. If you have any questions or would like additional information, contact Anthony Dickerson by calling 410-341-3835, Ext.222 or emailing adickerson@lswa.org.

Telamon Teaches Emergency Preparedness to Non-English Speaking Customers

By Jennifer Shahan, Telamon Special Projects Coordinator

Are you prepared for the multitude of emergencies that can arise in a moment's notice? Do you and your family prepare for fires and floods, layoffs and illnesses, hurricanes and tornadoes, terrorist attacks, or large scale public health disasters such as pandemic flu? What about your office and company? Do they have contingency plans in effect? Are staff cross-trained and supplies allocated in case of shortages of staff or other materials? Are you, your family and your worksite as prepared as the local, state and federal governments are recommending? Do you have a minimum of a 2-week supply of food, water and medicines set aside and up to a 3-month supply to weather prolonged disasters or disruptions in supply chains? Do you purchase insurance for the unimaginable? Do you have a bug out bag (BOB) at work and in your car for each family member that includes a 3-day supply of food, water, medicine, and copies of important information?

Now what about your customers? If the above paragraph didn't get you feeling a little overwhelmed, what about your customers who may struggle with day-to-day existence? Do you feel that your customers are as prepared for emergencies as they should be? Most of the customers that Telamon serves through the National Farmworker Jobs Program, English in the Workplace Program, Pesticide Safety Training for Farmworkers Programs and Emergency Food Pantry Program are people who are the least prepared for any emergency situation and will be in the most dire need should a transitional or prolonged emergency occur. To that end, Telamon Corporation is partnering with the Maryland Department of Disabilities, Maryland's Director of Emergency Preparedness Policy, Bienvenidos a Delmarva, and the Center for Disability and Special Needs Preparedness in a project coordinated by the Inclusion Research Institute to promote the "Proteja su Familia, 1-2-3 Campaign" (Protect your Family).



The campaign message is a simple 1-2-3 checklist of things to do to begin to prepare for any emergency. The campaign brochure translates to: Emergency? Protect your Family!

- ◆ Pick a place to meet.
- ◆ Have water, food and medicine ready.
- ◆ Call 1-800-xxx-xxxx for help.

In addition to the brochure, a Go-Kit will be distributed which includes:

- ◆ First Aid Kit
- ◆ Water Bottle
- ◆ Three Light Sticks
- ◆ Folder with papers and checklists for family preparedness
- ◆ Campaign Magnet

The goal is to hand out 2000 Go-Kits to non-English speaking individuals/families in Somerset, Wicomico and Worcester counties. We anticipate beginning the project shortly. If you know of any customers who may benefit from this basic introduction to emergency preparedness, please contact Nelly Rodriguez, at (410) 546-4604, Ext.121 or email mrodriguez1@telamon.org.

In an emergency situation, the community that has prepared for all members within the community will be able to hold together much better than one that has not. Let's work together to help our customers before an emergency hits.

Job Market Conference Rooms Are In Demand

By Kathy Strother, One-Stop Facilities Coordinator

Several new programs and classes recently began at the One-Stop Job Market (OSJM) and some of the conference rooms are booked well into next year. The four conference rooms are reserved on a first-come, first-served basis and can be used by any OSJM partner or an organization sponsored by a partner. It's easy for a partner agency to reserve a conference room: simply log onto the Job Market website www.onestopjobmarket.com as a staff member, follow the facilities reservation link to check availability, and book a room.

Conference rooms can be reserved during normal business hours: Monday through Friday, 8:00 a.m. until 5:00 p.m. In addition, the OSJM is open for scheduled classes on Monday, Tuesday and Wednesday nights from 5:00 p.m. until 8:00 p.m. Groups using the rooms at other times will be required to pay for security and custodial services. I will provide an estimate for these services if one is requested. Due to the conference rooms' popularity, there may be times when I have to reassign an event to another space. I will make every effort to assign you an acceptable space if this becomes necessary. Each room has a standard furniture arrangement but you may rearrange it to meet your needs. The normal room arrangements are:

Pennington Room: classroom layout
Donohoe Room: square layout

Smith Room: rectangular layout
Greenwood Room: square layout

Groups using the conference rooms are responsible for removing any supplies or materials they brought with them and returning the furniture to its normal configuration before they leave. A partner agency that sponsors an external group is responsible for the room's condition after the event. Please call me on Ext. 161 if you find a room that needs attention.

Please keep in mind that the Greenwood Room has an outside entrance on the loading dock if your event is catered or equipment will be delivered. Deliverers can use this entrance unless the Greenwood Room is being used by another group.

Quarterly Web Stats July – September 2006 www.onestopjobmarket.com

Number of Visits **9,855**

Number of Hits **158,722**

Average Time on Site
3 minutes 52 seconds

Most Viewed Pages

Job Seeker Services
Business Services
Job Skills Training
Job Market Agencies

About US
Eastern Shore Career Guide
Administrative Site
Mobile Job Market

Downloads **2,829**

Job Market Newsletter
Dislocated Worker Guide
Job Market Brochure
Mobile Job Market Brochure

Customer Satisfaction Survey
Disability Navigator Brochure
CRL Menu Of Services
Job Outlook

Want To Receive Our Newsletter?

Our newsletter is now available by email in PDF format. To request a copy of this issue or to join our mailing list to automatically receive future issues, please send an email to Greg Eberts at geberts@dllr.state.md.us

**Please address
correspondence to :**
One-Stop Job Market
Attn: Newsletter
917 Mt. Hermon Road Suite 1
Salisbury, MD 21804

410-341-6515
www.onestopjobmarket.com

DSS Employment Program Expands

By Debbie Dotson, DSS TriPEP Supervisor

The Tri-County Non-Custodial Parent Employment Program (TriPEP) has been growing by leaps and bounds! As of the end of August, the program had a total of 62 participants. Of the 50 active customers, 46% have become employed since joining the program!

On July 17th, Dianne Edwards joined TriPEP as a Case Manager. She comes from a background of educating adults in both the corporate and collegiate arenas, and was a crisis-care foster parent for four-and-a half years. The melding of these two backgrounds has given her unique insight and ability to assist the special customers enrolled in this program.

Dianne and I are making connections in the community with the goal of building relationships to further the success of TriPEP and its participants.

New Senior Services Director Appointed

Richard D. Beals was recently appointed Director of Senior Services for MAC Inc. at the One-Stop Job Market. He was involved in the leadership of other local community organizations before joining MAC in July 2006.

Beals served as the President of Lower Shore Enterprises, Inc. for 25 years and was a Director with Boy's Clubs of America for 15 years. He recently attended a 4-day training course for new MAC Directors in Silver Spring, MD. Richard said that he became interested in the position because of the agency's outstanding reputation and he will strive to maintain it by providing quality services to his customers.

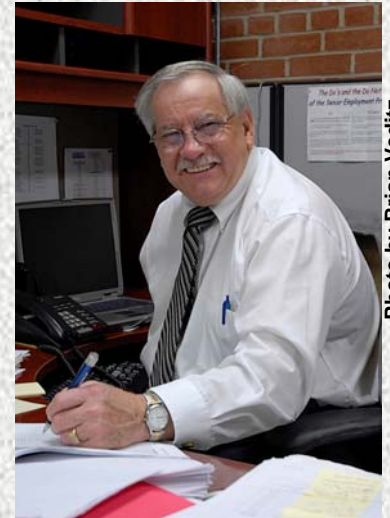


Photo by Brian Veditz

Richard Beals

October is Disability Employment Awareness Month

By Kaye Holloway, Disability Program Navigator

A number of exciting events are planned at the One Stop Job Market (OSJM) in October to celebrate Disability Employment Awareness Month. On October 18, 2006, a Disability Mentoring Day will be held. Participants will receive a continental breakfast and tour of the OSJM, then visit a number of local businesses where they will learn about diverse career opportunities. The Division of Rehabilitation Services is taking the lead in this effort with assistance from the Disability Program Navigator and Lower Shore Enterprises, Inc.

Beginning in October, Brenda Nishan, Social Security Administration Community Work Incentive Coordinator, will be available in the OSJM to assist consumers who have questions about finding a job and its effect on Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) benefits. Brenda can be reached at 1-888-838-1776 if anyone would like to make an appointment. She will also give a presentation in the OSJM on October 24, 2006 from 2:00 p.m. to 4:00 p.m. for staff who want to gain a better understanding of the SSI/SSDI application process and how finding a job affects an individual's benefits.

On October 27, 2006, a workshop will be held at the OSJM for staff who make job development contacts for individuals with disabilities. Guest speakers will be Maggie Leedy, Maryland's Lead Disability Program Navigator, and Julie Proctor, Employment Specialist from the Workforce Technology Center. In addition to providing training, the workshop will give job developers an opportunity to share ideas, resources and strategies for coordinating their efforts. This workshop will be held in the Smith Room at the OSJM from 10:00 a.m. until 12:00 p.m.

I would like to insure that all OSJM staff know what is available to assist customers with disabilities so we can all provide world class service, no matter what the person's barrier to employment. Staff members are invited to contact me if they want to learn more about a specific topic or program, and I will do my best to arrange the training. My phone number is 410-341-6515, Ext. 237 and my email address is kholloway@lswa.org.

State Business Resource Representatives Attend Job Market Retreat



Tammy Ditzel, Training Manager with the MD Institute of Employment and Training Professionals, welcomes the business services group. (Photo by Brian Veditz)

On September 29, 2006 a retreat for Maryland One-stop Business Resource Representatives was held at the One-Stop Job Market.

Business Resource Representatives work with businesses to help them effectively access One-Stop Center services. The group met in Salisbury to share information and discuss best practices for improving service delivery to the business community in Maryland.

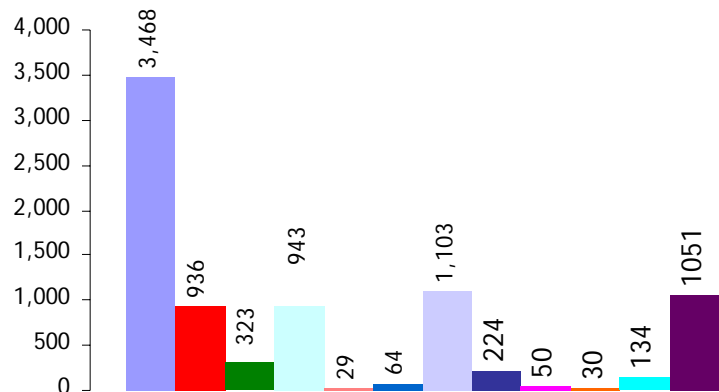
Businesses may learn more about local One-Stop business services by contacting Jay Peters at 410-341-8533, Ext. 112, jpeters@dllr.state.md.us, Carol Torre at 410-341-8533, Ext. 115 ctorre@dllr.state.md.us, or Anthony Dickerson at 410-341-3835, Ext. 222, adickerson@lswa.org. Information is also available at www.onestopjobmarket.com.

One-Stop Job Market

July 1, 2006 - September 30, 2006

Customers Served at a Glance Quarterly Chart

- Dept. of Labor, Licensing & Regulation
- Department of Social Services
- Division of Rehabilitation Services
- Telamon Corporation
- Tri-County Workforce Development
- Unemployment Insurance Appeals Division
- Career Resources Lab
- One Stop Mobile Unit
- Senior Employment and Training
- Job Corps
- MD Business Works
- Princess Anne One-Stop



An activity report with a full listing of agency services is available on pages 8-9.

One-Stop Job Market Activity Report

Program Years 2005 and 2006 First Quarter Over Quarter Table

| AGENCY | July 1, 2005 – September 30, 2005 | July 1, 2006 – September 30, 2006 |
|--|-----------------------------------|-----------------------------------|
| <u>MD Workforce Exchange</u> | | |
| Early Intervention | 150 | 127 |
| Job Openings Received | 2382 | 1,810 |
| Workforce Exchange Walk-ins | 3,147 | 3,341 |
| <u>Department of Social Services</u> | | |
| Job Search Class | 95 | 73 |
| Purchase of Care | 107 | 69 |
| Orientation | 190 | 130 |
| Transit Tickets Issued | 671 | 839 |
| Transit Photos Issued | 48 | 26 |
| Transit Photos Extended | 27 | 22 |
| Curb to Curb | 3 | 7 |
| Customer Walk-ins | 1012 | 936 |
| Transit Expiration | * | 0 |
| Transit Cancellation | * | 0 |
| Taxi | * | 0 |
| <u>Div. of Rehabilitation Services</u> | | |
| Customers Served | 278 | 323 |
| <u>Telamon Corporation</u> | | |
| Employment/Training | 216 | 240 |
| Emergency Assistance | 114 | 71 |
| Housing Counseling | 119 | 106 |
| Translation | 26 | 19 |
| Food Pantry | 109 | 385 |
| Other Services | * | 122 |
| <u>Tri-County Workforce Development</u> | | |
| Referred to Life Skills | 93 | 83 |
| Enrolled Into Life Skills | 35 | 29 |
| Completed Life Skills | 18 | 21 |
| Assessment | 19 | 21 |
| Work Experience/Community Services | 11 | 14 |
| Job Developer | 2 | 6 |
| Other Referral Services | 6 | 1 |
| <u>Unemployment Insurance Appeals</u> | | |
| Appeals Hearings | 178 | 64 |

* Denotes activity not tracked this period

One-Stop Job Market Activity Report

Program Years 2005 and 2006 First Quarter Over Quarter Table

| Agency | July 1, 2005 – September 30, 2005 | July 1, 2006 – September 30, 2006 |
|--|-----------------------------------|---|
| <u>Career Resources Lab Activity</u> | | |
| Total Number of Clients | 551 | 1,103 |
| WIA Training Information | * | 312 |
| CASAS | 101 | 100 |
| CS Interest | 84 | 92 |
| CS Aptitude | 83 | 92 |
| Career Clips | 78 | 92 |
| O*Net Interest/Values | 8 | 0 |
| Resume Assistance | 100 | 208 |
| Employon | 5 | 0 |
| TCWDI | 127 | 252 |
| Career Counseling | * | 77 |
| Job Search | * | 63 |
| Career Guide | * | 30 |
| Other | * | 22 |
| Total Services | 586 | 20443 |
| <u>One-Stop Mobile Unit</u> | | |
| Total Number of Clients | 218 | 224 |
| MD Workforce Exchange | 149 | 196 |
| MD Workforce Exchange Resume | 127 | 96 |
| O*Net Interest Profiler | 20 | 0 |
| Career Clips | 20 | 0 |
| Online Applications | 36 | 6 |
| WinWay | 2 | 2 |
| Referrals to One-Stop Training | * | 12 |
| Other | 2 | 11 |
| <u>Senior Employment & Training</u> | | |
| Total Participants Served | * | 50 |
| Job Search Inquiries | * | 100 |
| Providing Service to General Community | * | 30 |
| Providing Service to the Elderly Community | * | 20 |
| Unsubsidized Placements | * | 0 |
| New Participants During Quarter | * | 4 |
| Exits During Quarter | * | 2 |
| <u>Job Corps</u> | | |
| Youth Interviewed | * | 30 |
| Applications Completed | * | 17 |
| Pending Approval | * | 4 |
| Enrolled in A Job Corps Center | * | 12 |
| <u>MD Business Works</u> | | |
| Projects Initiated this Quarter | * | 31 |
| Funds Awarded | * | \$19,240.46 |
| Participants Trained | * | 134 |
| Industries Served | * | Manufacturing, Healthcare, Small Business |
| <u>Princess Anne One Stop Walk-ins</u> | * | 1051 |

Thousands of people visit the mall each day. Can you afford to miss an opportunity to reach so many?

Job Fair

Thursday, October 19, 2006

3:30 PM-7:00 PM

at The Centre at Salisbury

Sign Up
Today!

- Sign up now to participate in a job fair at the Centre at Salisbury
- Booths will be set up throughout the main corridors
- Open to any business seeking employees in the Lower Shore
- 10 ft. space with an 8 ft. table and two chairs (tablecloth and skirting provided)
- Hospitality room
- Extensive advertising to local job seekers
- At only \$75 per booth, space will be limited, register now!

For more information contact:

Salisbury Area Chamber of Commerce

Contact: Lesley Staffeldt

Phone: 410-749-0144

E-mail: chamber@salisburyarea.com

Sponsored by:





JOB FAIR

**Featuring the Resume Doctors
With a prescription for Healthy
Employment**

The Résumé Doctors will hold office hours

**October 19, 2006 from 3:30 PM-7:00 PM
Centre at Salisbury**



This team of highly qualified résumé specialists will be conducting free résumé check ups and writing prescriptions for sick résumés.

Sponsored by:



Each patient will receive a free five minute consultation with a Résumé Doctor, who will evaluate your résumé's health, offer therapeutic suggestions and provide you access to a local practitioner who will be happy to track your progress.

The Résumé Doctors are credentialed through the Professional Association of Résumé Writers, some hold advanced skills and training in related areas to employment.

You don't want to miss this offer. Bring a friend.

**For more information contact:
Salisbury Area Chamber of
Commerce**

Contact: Lesley Staffeldt

Phone: 410-749-0144

E-mail: chamber@salisburyarea.com



Job Fair

Date: October 19, 2006
Time: 3:30 PM-7:00 PM

Centre at Salisbury

**2300 N. Salisbury
Blvd. (Rt. 13N)**

**Sponsored by Salisbury
Area Chamber of
Commerce &
One Stop Job Market**

Ever wondered if you were better suited for another job? Not sure what opportunities exist?

Mark your calendar now and be sure to attend.

- Great opportunity to meet employers who represent a wide range of industries
- Employers from all around Delmarva
- Resume doctor on hand to assist you
- Various levels of positions

**For more information call:
Phone: 410-749-0144
Fax: 410-860-9925
chamber@salisburyarea.com**

