



The #1 Stop For Your Employment Needs!

NEWSLETTER

**FALL
2007**

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

INSIDE THIS ISSUE:

New Workforce Director Introduced	1
Business Specific English Classes	2
Seniors Obtain Permanent Jobs	2
Quarterly Web Stats	3
Job Market Quarterly Highlights	4
Customers Served Charts	5
Job Market Activity Reports	6-7
Tri-County Workforce Initiative	8

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To be notified by email when the latest edition of the newsletter is posted on our website, or to comment regarding this issue, please contact Greg Eberts at geberts@dllr.state.md.us

New Workforce Director Introduced



Milton Morris

Salisbury native Milton Morris has returned to the area after spending many years managing and working with community-based organizations in California and New York. On September 5, 2007 Milton joined the Lower Shore Workforce Alliance (LSWA) as the organization's new Workforce Director.

After graduating from Wicomico High School, Milton received a B.A. degree in history from Swarthmore College and a Master's of Public Policy degree from the University of California at Berkeley. Milton says his educational background led to an interest in social research and problem solving. He has worked with organizations dealing with the issues of abuse prevention, crime prevention and drug dependency, employment of welfare recipients, gang intervention, public housing, violence reduction, adult employment, and youth training. He hopes to use his experience working with diverse groups, faith-based organizations, public agencies, and private industry to enhance local training programs.

Don't be surprised if you have the pleasure of meeting Milton in the near future because his first goal is to become familiar with the local employment and training community. He believes strongly in program evaluation and strategic planning and likes to do his homework before making decisions, a lesson learned from the study of history.

Milton says he understands the importance of a trained workforce and its relationship to economic development. As a result, he has already planned meetings with Lower Shore economic development officials. One of Milton's long term goals is to strengthen LSWA partnerships in the community and develop new resources to meet the area's training needs. The Job Market partners support his efforts and wish him well in his new position.

Businesses Benefit from Unique English in the Workplace Classes

Entering our third year of the English in the Workplace Program, Telamon Corporation is excited to now offer English classes that are specific to a worksite's needs. With generous support from the Dollar General Literacy Foundation, Community Reinvestment Fund of Minneapolis, and the Community Foundation of the Eastern Shore, Telamon Corporation provides 12-week courses on a specific English communication problem (oral, written or audio) that are designed with both employer and employee needs in mind.

The process begins with interviews with supervisory staff and employees to determine their English language needs to be addressed. The ESL Facilitator spends several hours, up to a full shift, monitoring the worksite to elaborate on the needs presented. A 12-week syllabus is then prepared based on the needs and the existing English language levels of the employees. A Memorandum of Understanding is signed between Telamon and the employer, and class begins.

Those employers desiring more than one 12-week session to address the English language needs of their employees may meet with Telamon Corporation to discuss a continued partnership. Telamon Corporation is finalizing the second term of providing these classes to local businesses and looks forward to lessening the language barriers that Limited English Proficient populations face during employment. Telamon's mission for the English in the Workplace Program remains to help people obtain employment, maintain employment, or upgrade employment through work-based English as a Second Language classes.

If you are interested in a free 12-week session for your employees, please contact Stephanie Shultz, ESL Facilitator at Telamon Corporation, 917 Mt. Hermon Road, Suite 2, Salisbury, Maryland 21804, (410) 546-4604, Ext.118, sshultz@telamon.org. We look forward to helping you help your employees!

Seniors Obtain Permanent Jobs

By Richard Beals, Project Director of Senior Employment for MAC, Inc.

Two participants in the MAC Inc. Senior Aides Employment Program were recently recognized during a Commission on Aging staff meeting at the Snow Hill Senior Center. James Tierney of Berlin, MD and Ann Toney of Ocean Pines, MD received Certificates of Excellence from Worcester County Commission on Aging Executive Director Rob Hart for graduating from the program. Mr. Tierney trained as the kitchen manager in the Berlin Senior Center before assuming a permanent position there. Ms. Toney became the kitchen manager at the Ocean Pines Senior Center after a brief training period in the facility.

The Senior Aides Employment Program is available to men and women, ages 55 and older, who are unemployed, meet established income guidelines and desire an opportunity for training and employment. Senior aides serve their communities by working with local non-profit agencies and government organizations while learning skills that can be transferred to jobs with local businesses. The jobs help seniors build the experience and confidence they need to find permanent unsubsidized employment. For complete program details, you may contact Richard Beals at 410 341-0011.

Lower Shore Workforce Investment Board

Nola Arnold
Benjamin Ballard
Derek Bland
Peggy Bradford
Ted Doukas
Lawrence Elsey
Harry Gemmell
Heidi Kelley
Walter Kissel
Patricia Mannion
Robert McIntyre
Karen Megrongle
Freddy Mitchell
Bruce Morrison
Diana Nolte
Bonita Porter
Dana Seiler
Linda Southerland
Renee Stephens
Jay Tawes
Daniel Thompson
E.C. Townsend
Doug Wilson

Our Mission

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

Welcome to the **One-Stop Job Market**

Quarterly Web Stats July – September 2007

www.onestopjobmarket.com

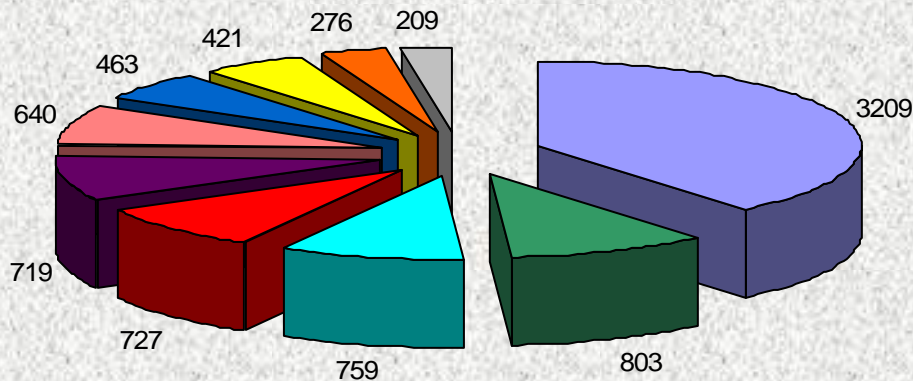
Visits 16,823

Hits 239,712

Downloads 7,107

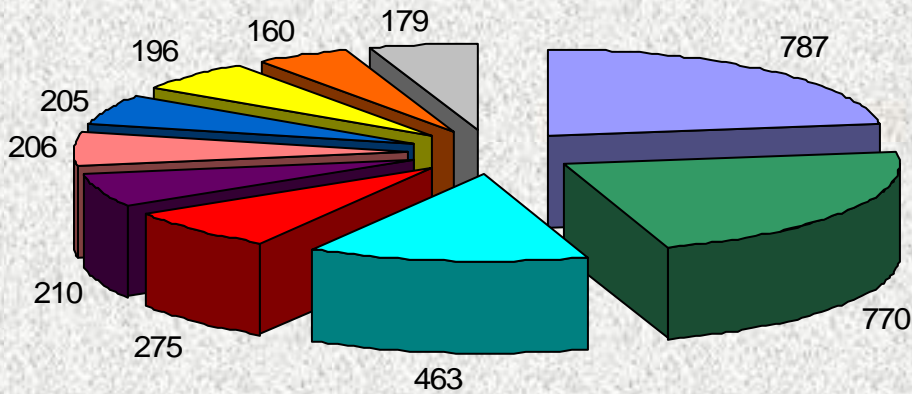
Average Time on Site 2 minutes 59 seconds

Most Viewed Pages



- Job Seeker Services
- About Us
- Job Skills Training
- Job Market Agencies
- Business Services
- 2007 Centre Job Fair
- Mobile One-Stop
- Eastern Shore Career Guide
- Career Resource Lab
- Veteran Services

Most Downloaded Media



- Summer 2007 Job Market Newsletter
- MD Workforce Exchange Tip Sheet
- Spring 2007 Job Market Newsletter
- Summer 2006 Job Market Newsletter
- Winter 2006/2007 Job Market Newsletter
- Fall 2006 Job Market Newsletter
- One-Stop Job Market Brochure
- Job Fair Guide for Job Interviews
- Dislocated Workers Guide
- Spring 2006 Job Market Newsletter

Job Market Quarterly Highlights

By Greg Eberts, One-Stop Operator

The One-Stop Job Market is consistently a center for workforce development activities on the Lower Shore and last quarter was no exception. This is to provide a brief overview of the wide range of partner sponsored workshops, meetings, and events that were held during the period.

Workshops - Workshops and training sessions are regularly held for the benefit of Job Market customers and staff. The following were held last quarter:

- ◆ Department of Labor, Licensing and Regulation Early Intervention Job Search Workshops for unemployment insurance claimants
- ◆ Department of Rehabilitation Services (DORS) Group Orientations for new customers
- ◆ DORS Exploratory Work Assessments
- ◆ DORS Benefits Counseling
- ◆ Department of Social Services (DSS) Orientation for new customers
- ◆ DSS Tri-County Assessment Referral Program sessions
- ◆ Job Corps Orientation for new customers
- ◆ Lower Shore Workforce Alliance (LSWA) Start Your Own Business Workshop
- ◆ LSWA Benefits Counseling sessions for new customers
- ◆ Staff training for Comprehensive Adult Student Assessment Systems
- ◆ Telamon English In The Workplace classes
- ◆ Telamon GED Classes (funded by a grant from the Lower Shore Workforce Alliance)
- ◆ Telamon Orientation for new customers
- ◆ Wicomico County Board of Education GED Classes

Events - Job Market staff were involved in the following employment and training related activities:

- ◆ DLLR and Salisbury Area Chamber of Commerce—job fair planning and employer recruitment for the event
- ◆ DORS Directors meeting
- ◆ DORS District meeting
- ◆ DSS Advisory Board meeting
- ◆ DSS Directors meeting
- ◆ Health Coverage Tax Credit employee meeting
- ◆ One-Stop Job Market leadership meetings
- ◆ PNC Financial Services Dislocated Worker Presentation
- ◆ MAC Senior Employment and Training Program participants meeting
- ◆ Shore Transit Directors meeting
- ◆ Shore Transit employee meeting
- ◆ Tri-County Council of the Lower Eastern Shore (TCC) employee meeting
- ◆ TCC Safety Committee Meeting
- ◆ Tri-County Workforce Development Initiative employee meeting

Job Fairs - Businesses regularly use the Job Market facilities to recruit and interview new employees. The following employers held job fairs at the One-Stop Job Market this period:

- ◆ Combined Insurance Company
- ◆ Mountaire Farms
- ◆ Tyson Foods

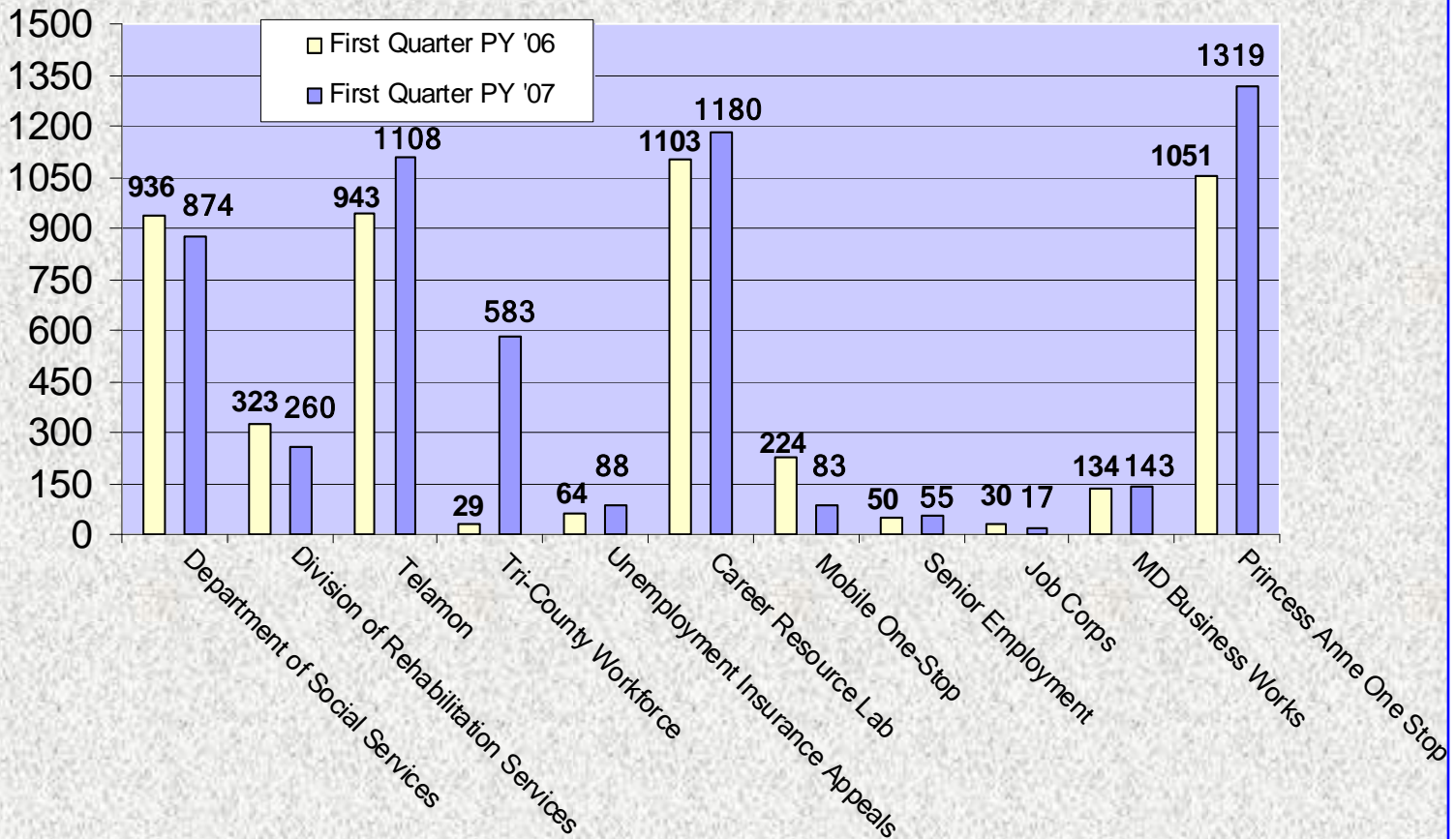
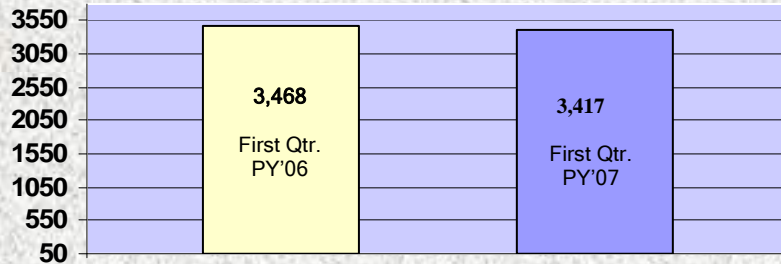
Customers Served

Quarterly Charts

Program Years 2006 and 2007 Quarter Over Quarter

Department of Labor, Licensing and Regulation

The chart at right represents activity of the Department of Labor, Licensing and Regulation (DLLR) only. All Job Market customers qualify for DLLR's universally accessible labor exchange services. As a result, the agency serves large numbers of job seekers and the following chart provides additional detail.



An activity report with a full listing of agency services by quarter is available on pages 6-7.

One-Stop Job Market Customers Served

Program Years 2006 and 2007 First Quarter Over Quarter Table

AGENCY	July 1, 2006 – September 30, 2006	July 1, 2007 – September 30, 2007
<u>MD Workforce Exchange</u>		
Early Intervention	127	166
Job Openings Received	1,810	2,878
Workforce Exchange Walk-ins	3,341	3,251
<u>Department of Social Services</u>		
Job Search Class	73	53
Purchase of Care	69	120
Orientation	130	114
Transit Tickets Issued	839	1,130
Transit Photos Issued	26	3
Transit Photos Extended	22	5
Curb to Curb	7	11
Customer Walk-ins	936	874
Transit Expiration	0	0
Transit Cancellation	0	0
Taxi	0	0
<u>Div. of Rehabilitation Services</u>		
Customers Served	323	260
<u>Telamon Corporation</u>		
Employment/Training	240	206
Emergency Assistance	71	155
Housing Counseling	106	302
Translation	19	28
Food Pantry	385	363
Other Services	122	54
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	83	*
Enrolled Into Life Skills	29	*
Completed Life Skills	21	*
Customers Served	*	583
Assessment	21	0
Work Experience/Community Services	14	28
Job Developer	6	9
Other Referral Services	1	0
<u>Unemployment Insurance Appeals</u>		
Appeals Hearings	64	88

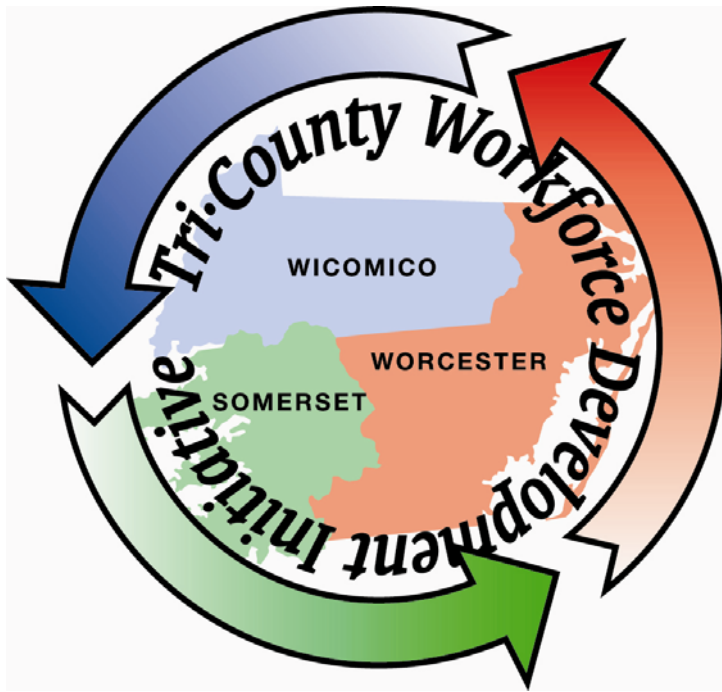
* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2006 and 2007 First Quarter Over Quarter Table

Agency	July 1, 2006 – September 30, 2006	July 1, 2007 – September 30, 2007
<u>Career Resource Lab Activity</u>		
Total Number of Clients	1,103	1,180
WIA Training Information	312	363
CASAS	100	249
CS Interest	92	186
CS Aptitude	92	186
Career Clips	92	177
O*Net Interest/Values	0	0
Resume Assistance	208	227
Employon	0	0
TCWDI	252	51
Career Counseling	77	158
Job Search	63	42
Career Guide	30	2
Other	22	59
Total Services	2,443	2,879
<u>One-Stop Mobile Unit</u>		
Total Number of Clients	224	83
MD Workforce Exchange	196	40
MD Workforce Exchange Resume	96	29
O*Net Interest Profiler	0	0
Career Clips	0	0
Online Applications	6	1
WinWay	2	3
Referrals to One-Stop Training	12	6
Other	11	4
<u>Senior Employment & Training</u>		
Total Participants Served	50	55
Job Search Inquiries	100	171
Providing Service to General Community	30	55
Providing Service to the Elderly Community	20	55
Unsubsidized Placements	0	3
New Participants During Quarter	4	5
Exits During Quarter	2	3
<u>Job Corps</u>		
Youth Interviewed	30	17
Pending Approval	4	10
Enrolled in A Job Corps Center	12	3
<u>MD Business Works</u>		
Projects Initiated this Quarter	31	35
Funds Awarded	\$19,240.46	\$13,333.06
Participants Trained	134	143
Industries Served	Manufacturing, Healthcare, Small Business	Manufacturing, Healthcare, Small Business
<u>Princess Anne One Stop Walk-ins</u>	1,051	1,319

* Denotes activity not tracked this period



EMPLOYERS

- ⇒ *Are you in need of motivated, well-matched candidates for job openings at your business?*
- ⇒ *Would you be interested in working with a volunteer?*
- ⇒ *Are you interested in wage reimbursement for candidates hired through our services?*

If so, please contact us!
410-713-3525

Tri-County Workforce Development Initiative

NO FEE

Our placement and support services are provided for free.

EASIER HIRING PROCESS:

Careful prescreening ensures motivated, well-matched candidates.

ECONOMIC BENEFITS:

Employers who hire Tri-County Workforce participants will be eligible to receive the Work Opportunity Tax Credit for every participant hired.

EXTRA ATTENTION:

Extra human resources support from Tri-County Workforce helps ensure that candidates succeed on the job and that you are satisfied.

GOOD PUBLIC RELATIONS:

Your agency will be recognized as contributing to the development of the community by providing work experience and job sites for local residents.