



**The #1 Stop For Your Employment Needs!**

# NEWSLETTER

**Fall  
2008**

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

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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](mailto:geberts@dllr.state.md.us)

## SWED Celebrates 40 Years

By David Ryan, Executive Director, Salisbury-Wicomico Economic Development Corporation

In 1967, Chris Craft Corporation announced that it was closing its Salisbury manufacturing plant. The result of this closure reduced our community's taxable base, eliminated hundreds of manufacturing jobs and negatively impacted ancillary business operations. To combat this event, business, community and governmental leaders joined forces to create the Salisbury-Wicomico Economic Development Corporation (SWED) with the goal of mitigating such plant closings in the future while attracting new and diverse industries to our region. In September of 1968, SWED opened its doors with a focus on business retention/expansion and business attraction.

From a business retention and expansion standpoint, most businesses derive seventy to eighty percent of revenue from existing customers. As a correlation, most new jobs in any community originate from existing or resident businesses. A strong business base also helps to attract new firms to a stable and growing area.

Attracting new and diverse businesses to our community mitigates adverse effects during economic downturns, reduces reliance on a few companies or industries for our economic viability, increases the taxable base and helps stabilize an economy by offering a variety of jobs with diverse skill-set requirements.

While these goals may be admirable, with forty years of experience in economic development, we recognize that economic forces can overwhelm even the best of intentions. Globalization. Strategic alliances. Technology. Consolidation. Political, social and demographic changes. These factors along with many others continue to alter the way we work and live. Some of our leading employers of twenty to thirty years ago are no longer in business while some of our leading employers today were not in business ten years ago.

We cannot predict with certainty the businesses or even types of businesses that will encompass our economic landscape in the years to come and we know that economic development is not a "once-in-a-while" endeavor, but rather a daily undertaking.

See SWED, Page 2

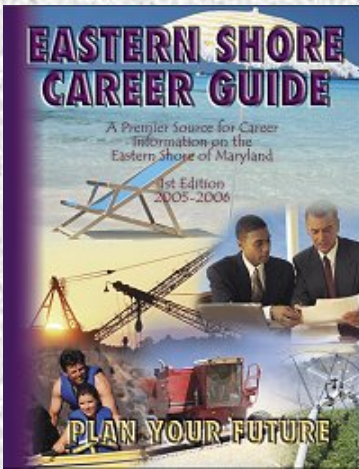
**SWED, From Page 1**

We do know that change will occur and with change comes opportunity. As we enter our fifth decade of service, we remain committed to our stated mission of enhancing our socio-economic environment through the retention and creation of productive employment opportunities and we remain committed to strengthening the numerous partnerships with organizations such as the One-Stop Job Market that have been forged over many years. With hard work, partnership, and commitment to cause, our collective achievements in the years to come will be meaningful and of value to our community.

**New Eastern Shore Career Guide Available Soon**

**By Carole DiPietro, Lower Shore Workforce Alliance Office Manager**

We hope the new *Eastern Shore Career Guide* looks familiar to you, even though there will be some minor changes to the front cover. The Lower Shore Workforce Alliance staff (with the help of Amanda Jones, a summer intern) has been preparing the second edition to be published this fall.



The *Guide* was developed to provide information regarding the world of work, career planning and education, searching for a job, applying for a job, budgeting, etc. The center section (pages 23 - 73) contains a listing of over 120 possible careers with information relating to employment opportunities, income, etc. The target audience is youth who are starting to think about and plan a career path.

If you are interested in receiving copies of the *Guide*, please contact Carole DiPietro at (410) 341-3835 or by email, [cdipietro@lswa.org](mailto:cdipietro@lswa.org). We expect to have them available for distribution at our office at the One-Stop Job Market after the first of the year.

**Lower Shore Workforce Investment Board**

- Nola Arnold
- Derek Bland
- Peggy Bradford
- Margaret Dennis
- Ted Doukas
- Harry Gemmell
- Patricia Mannion
- Robert McIntyre
- Karen Megrnigle
- Freddy Mitchell
- Diana Nolte
- John Ostrander
- Bonita Porter
- Linda Southerland
- Renee Stephens
- Jay Tawes
- Daniel Thompson
- E.C. Townsend
- Zoraida M. Williams
- Doug Wilson

**Understanding The Health Coverage Tax Credit (HCTC)**

**By Rebecca Webster, HCTC Program Manager**

Many of you may have been wondering what the HCTC Unit of the Tri-County Council does. The Health Coverage Tax Credit, or HCTC, is a unique program that assists eligible individuals by paying 65% of health insurance premiums. The HCTC is a benefit of the Trade Act of 2002 and helps workers who have lost their jobs as a result of increased imports or shifts in production out of the United States. We are lucky enough to provide these programs for individuals throughout the entire state, not just the local area. Since eligibility is strict, potentially eligible individuals are contacted directly by a staff member.

For more information on HCTC, please visit our website at [www.mdhctc.info](http://www.mdhctc.info). In addition to the HCTC, the unit also determines eligibility for Alternative Trade Adjustment Assistance, or ATAA, which is another benefit of the Trade Act of 2002. For more information on ATAA, please visit <http://www.doleta.gov/tradeact/benefits.cfm>.

**Our Mission**

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

## **Unpaid Wages Form Now Available in Spanish**

**By Carl Reavis, DLLR State Monitor Advocate**

Anyone who goes out and about these days can see and hear the increasing number of people who are living and working in the area whose first language is Spanish. This reality has presented new challenges to many government offices that provide services to the general public. One area of ever-increasing need within the Department of Labor, Licensing and Regulation (DLLR) is claims for unpaid wages for the Spanish speaking population. Unlike citizenship requirements for the overwhelming majority of government programs, the payment of wages to employees who are lawfully hired to perform any type of labor for any employer is covered under the federal Fair Labor Standards Act, regardless of citizenship status.

People whose primary language is a language other than English sometimes become victims of unscrupulous employers who refuse to pay earned wages when work is performed. The number of people who speak Spanish and become victims of unpaid wages has grown quite noticeably in the recent past. DLLR bi-lingual Spanish-speaking staff have been challenged to assist customers whose primary language is Spanish and who wish to submit claims for unpaid wages to the Employment Standards Office of the Division of Labor and Industry so that investigations may be carried out in accordance with state and federal law.

Since the Employment Standards Office currently lacks bilingual staff who can assist Spanish speakers to submit claims for unpaid wages, and DLLR staff from other offices and divisions provide assistance above and beyond their normal job duties in order to assist Spanish speakers to submit such claims, the Employment Standards has made available its claim form in Spanish online. The web address is: <http://www.dllr.state.md.us/forms/essclaimformes.doc>.

The form cannot be completed and filed electronically; it must be printed and submitted by mail because of the legal requirement that requires an original signature on the claim form. DLLR's Employment Standards Office reports that most claims for unpaid wages are settled within 60 days of receipt of a claim form. A few claims are forwarded to the Office of the Attorney General of the State of Maryland, and those will often take longer for settlement due to the court process.

The biggest cause for delay in processing claims for unpaid wages, especially among the Spanish-speaking population, is incomplete information about the employer. The more information provided about an employer against whom a claim of unpaid wages is filed, the easier it is to investigate and settle the claim. It is hoped that Spanish speakers who wish to file a claim for unpaid wages will be better able to do so by taking advantage of the claim form written in their native language. A properly completed claim form, no matter the language, is the best ticket to a speedy investigation and recovery of unpaid wages.

## **Assistive Technology in the One-Stop Job Market**

**By Kathy Strother, Job Market Facilities Coordinator and  
Jackie Gast, Job Market Disability Program Navigator**

One-Stop Operator Greg Eberts and several Job Market staff members recently reviewed the assistive technology equipment and procedures within the One-Stop Job Market. Assistive technology is any item needed to live, work or learn independently. The One-Stop Job Market ensures that people whose disabilities affect hearing, vision, speech, or cognition are provided with effective communication through auxiliary aids and services that enable them to fully benefit from our facilities, services and programs.

The Job Market Career Resources Lab (CRL) is equipped with software programs and equipment to aid the disabled population. If a customer requests a service and the use of assistive technology, the front desk staff will advise the customer that assistive technology is available and a staff person will escort the customer to the CRL. Requests for brochures in large print will also be accommodated. The customer has the option of either picking up the brochures at the front desk in three business days or receiving them by mail.

For those customers who do not know how to use the assistive technology, the front desk will determine what services they desire and refer them to the appropriate agency. One-Stop partners will follow their internal procedures for providing service to these customers. For those customers who desire training or employment services, the Maryland Workforce Exchange staff will assist them one-on-one. If a staff person isn't immediately available to provide assistance, an appointment to assist the customer will be scheduled. If a customer with a disability needs more in-depth assistive services, the Division of Rehabilitation Services (DORS) is available on-site to provide the necessary level of support.

It is the goal of the One-Stop Job Market to meet the needs of all customers, including those with disabilities. Jackie Gast, the One-Stop Job Market Disability Program Navigator, is available to provide disability issues training and resources to Job Market staff and customers. Jackie may be contacted at (443) 783-5787 or by email, [jackie@esbln.org](mailto:jackie@esbln.org). She has office hours in the One-Stop Job Market's Perdue Room every Thursday from 9:00 a.m. until 11:00 a.m.

## **Telamon's Emergency Food Pantry**

**By Jennifer Shahan, State Director, Telamon Corporation**

On September 16th and 17th, Telamon received a shipment of USDA food for the next four months, and not a day too soon. In the last quarter alone, almost 600 people requested and received assistance at Telamon's Emergency Food Pantry, almost double our normal assistance levels. Many of these customers were also employment and job training customers referred from partner agencies within the One-Stop. For weeks, the levels of food had been so low that customers requesting emergency food assistance were leaving with less than three items per person. Our goal, to provide emergency food rations for customers for two to three days, is woefully inadequate in the best of times. With a weakening economy and a tough labor market, more and more people are asking for help, leaving us falling short of our goal to provide even that modicum of support. Telamon's Emergency Food Pantry did receive a full allotment, but at the current rates of usage that will not last until the next shipment. We are requesting more items to help round out our provisions and are currently accepting donations of mayonnaise, jelly and assorted crackers. Wrap around services like the food pantry are important because they help customers receiving employment and job training services to be more successful.

*Tens of thousands of people visit the mall each day, can you afford to miss an opportunity to reach so many?*

# JOB FAIR

**Thursday, October 16, 2008**

**3:30-7:00 p.m. at The Centre at Salisbury**

**2300 N. Salisbury Blvd.**

**Sign-up before  
September 12th  
and save!!**

- Sign up now to participate in a job fair at the Centre at Salisbury mall
- Booths will be set-up throughout the main corridors
- Open to any business seeking employees in the Lower Shore area
- 10 ft. space with an 8 ft. table and two chairs (tablecloth and skirting provided)
- Hospitality room
- Extensive advertising to local job seekers
- Show sold out last year, space is limited, register now!
- Registration fee has not increased from last year!

*For more information contact:*  
Salisbury Area Chamber of Commerce  
Contact: Shannon Mitchell  
Phone: 410-749-0144  
Fax: 410-860-9925  
E-mail: [chamber@salisburyarea.com](mailto:chamber@salisburyarea.com)

Sponsored by:

 **One-Stop  
Job Market**



## **JOB FAIR 2008 Application**

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

Company Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

◦ Types of Occupations you are hiring for: \_\_\_\_\_

◦ How many job openings are you looking to fill? \_\_\_\_\_

◦ Salary Ranges: \_\_\_\_\_

◦ Number of people attending from your organization (estimate): \_\_\_\_\_

◦ Are you bringing a visual display? \_\_\_\_\_

If yes, is it a table display [ ] or floor display [ ] and what is the height? \_\_\_\_\_

→ **Please note that due to the Centre at Salisbury's rules, displays higher than 6 ft. are NOT allowed. Also, if you plan to bring a large display you will need to come before 10 a.m. and set-up the display and it will not be allowed to be broken down until after the mall closes at 9 p.m.**

◦ Detail any special requirements: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

***Number of spaces requested*** \_\_\_\_\_

[ ] Full payment received by September 12, 2008--\$75 per booth space

[ ] Full payment received by October 3, 2008--\$100 per booth space

[ ] Add \$25 if you require electricity, other special support is at exhibitor's expense  
***(electrical spaces are very limited)***

Total payment enclosed: \_\_\_\_\_ (make checks payable to: SACC)

[ ] Please invoice my company to the above address.

**If paying by credit card, please circle type of card:**

Card Number: \_\_\_\_\_ Exp.Date: \_\_\_\_\_ Visa MC Amer. Exp.

**Thursday, October 16, 2008; 3:30-7 p.m.**

Set up times: Before 10 a.m. if bringing a large display  
Before 3 p.m. if bringing small display

Knockdown times: After 7 p.m. only if breaking down a small display  
After 9 p.m. if breaking down a large display

→ **If you question whether or not you have a small or large display please contact Shannon Mitchell at the Chamber at 410-749-0144 or chamber@salisburyarea.com**

Address: P.O. Box 510, Salisbury, MD 21803-0510/Phone: 410-749-0144/Fax: 410-860-9925

Accepted by SACC Events Director: \_\_\_\_\_ Date: \_\_\_\_\_

# JOB FAIR

**Date:**  
**Thursday,**  
**October 16, 2008**  
**Time:**  
**3:30-7:00 p.m.**

*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
- Jobs in many different fields
- Dress for success
- Bring multiple copies of your resume

## **Centre at Salisbury Mall**

2300 N. Salisbury  
Blvd. (Route 13 N)

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

For more information:  
[www.onestopjobmarket.com](http://www.onestopjobmarket.com)  
Phone: 410-341-6515  
[salisbury@dllr.state.md.us](mailto:salisbury@dllr.state.md.us)



# People In The Workplace

## Bernie Kemp Promoted to Local Veterans Employment Representative

By Brian Veditz, DLLR Division of Workforce Development

The Department of Labor, Licensing and Regulation's Division of Workforce Development recently announced the promotion of Bernie Kemp to Local Veterans Employment Representative (LVER). Bernie has provided employment and training services to military veterans as a Disabled Veterans Outreach Program (DVOP) Specialist since July 2003.

Bernie will continue to personally assist veterans in addition to his new duties. His new responsibilities include functionally supervising the provision of services to veterans in the Lower Shore region and maintaining regular contact with community leaders, employers, labor unions, training programs and veterans organizations to promote the employment of veterans. Bernie will also monitor the listing of job openings and referrals of qualified veterans to jobs, supportive services and training opportunities.

Veterans seeking employment and/or training services and employers in need of recruitment assistance are encouraged to contact Bernie. He may be reached at (410) 341-8533, Ext. 106, or email, [bkemp@dllr.state.md.us](mailto:bkemp@dllr.state.md.us).



Photo by Brian Veditz

Bernie Kemp

## Sherry Mandell Joins Tri-County Council Staff

By Rebecca Webster, HCTC Program Manager



Photo by Brian Veditz

Sherry Mandell

The Tri-County Council welcomed a new face this summer. Sherry Mandell joined the staff of the Health Coverage Tax Credit (HCTC) Unit of the Tri-County Council as the HCTC Administrative Aide. Her job responsibilities center around the payment and check writing processes. It's up to Sherry to prepare the paperwork required to have checks written for our HCTC participants. We are pleased that she has joined our team. You may contact Sherry at (410) 341-7697, Ext. 208 or email, [smandell@lswa.org](mailto:smandell@lswa.org). If you see Sherry around the One-Stop, please take a moment to welcome her.



# People In The Workplace

## Paul Anderson Retires From DLLR

By Becky Cathell, DLLR Division of Workforce Development



Photo by Brian Veditz

Paul Anderson retired from the Department of Labor, Licensing and Regulation effective September 1, 2008, after over 33 years of state service. Paul started as a public service employee under the Comprehensive Employment and Training Act (CETA) in February 1975. He became a permanent state employee a year later and has been working at the One-Stop Job Market since 2004. You all know him as a constant figure in the Maryland Workforce Exchange Lab.

Paul began his state career in the Belair office as an employment interviewer. To gain permanent status, he took the position as an unemployment claims examiner for one year until an opening occurred in Job Service. Paul worked in the Belair office as an interviewer and employment representative until becoming the veterans' representative in 1977. He kept that position until transferring to the Eastern Shore in 1989. He was based out of the Snow Hill and Ocean City offices until 1997 when they merged into one office in Berlin. After the office moved from Berlin to Ocean City, Paul worked there as well as in Princess Anne until his transfer to the One Stop Job Market in the spring of 2004.

### Paul Anderson

Prior to Paul's state service, he served in the Army from 1967 to 1970 after graduating from Belair High School in 1964. After his discharge from the military, he earned an associate's degree from Long Beach City College in 1972 and a bachelor's degree in Wildlife Management from Cal State University in 1974. However, before leaving the Army, Paul married his high school sweetheart, Sue, in 1969. They remained in California until Paul completed his degree in 1974 before moving back to Belair.

Paul also has two sons, Matthew and Greg, one grandson, Ethan, and one granddaughter, Katherine. He is looking forward to spending more quality time with them as well as other family members. Paul has plans for more home improvement as well as self improvement projects. He also plans to devote more time to fishing, reading and relaxation. As he says "more want to do than have to do".

We will miss you Paul. We will miss your kindness, your dedication and your friendship. Have a happy and safe retirement.

## Job Market Quarterly Highlights

By Greg Eberts, One-Stop Operator

The One-Stop Job Market participates in a variety of workforce development activities on the Lower Shore. This is to provide a brief overview of the wide range of partner sponsored workshops, meetings, and events that were held from July through September 2008.

**Workshops** - The following workshops and training sessions were held during the period:

- Department of Labor, Licensing and Regulation (DLLR) Early Intervention Job Search Workshops
- Department of Rehabilitation Services (DORS) Group Orientations
- DORS Benefits Counseling
- Department of Social Services (DSS) Orientation For New Customers
- DSS Workplace Violence Training
- Job Corps Orientation For New Customers
- LSWA CPR/First Aid Training
- Maryland Capital Enterprises Start Your Own Business Workshop
- Telamon English As A Second Language classes
- Telamon English In The Workplace Training
- Telamon GED Classes (funded by a grant from the Lower Shore Workforce Alliance)
- Tri-County Workforce Development Initiative Life Skills Training
- Tri-County Workforce Development Initiative Money Management Workshop
- Tri-County Workforce Development Initiative Job Club

**Events** - Staff were involved in the following employment and training related activities during the quarter:

- Disability Program Navigator Assistance
- DORS District Staff Meeting
- DSS Employee Activity Committee Meeting
- Health Coverage Tax Credit Staff Meeting
- LSWA Board of Directors Meeting
- LSWA Staff Meeting
- LSWA WIA Counselors Meeting
- LSWA WIA Assessments
- LSWA Youth Vendors Meeting
- Shore Transit Directors Meeting
- Shore Transit KFH Consultants Meeting
- Telamon AmeriCorp Overview
- Telamon Career Resources Lab Testing
- Telamon Food Distribution
- Telamon Fundraising Event
- Telamon Staff Meeting
- Tri-County Council of the Lower Eastern Shore Safety Committee Meeting
- Tri-County Council of the Lower Eastern Shore Public Meeting
- Tri-County Workforce Development Initiative (TCWDI) Meeting
- TCWDI CASAS Testing

**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 or Job Market employees participated in off-site job fairs held by these employers during the period:

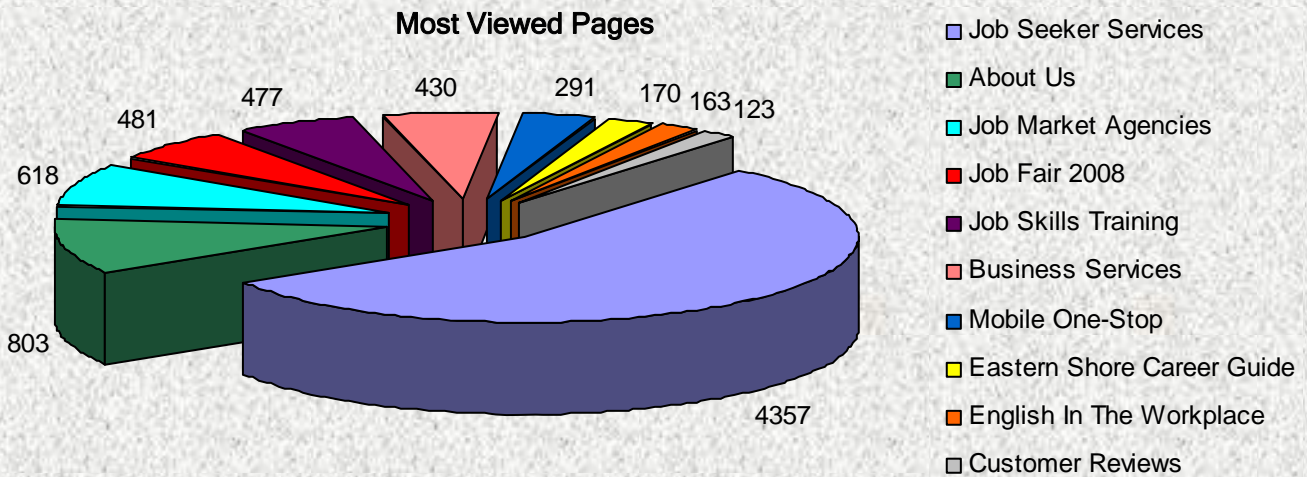
- Family Christian Stores
- Labor Ready
- Mountaire Farms Inc.– Millsboro
- Mountaire Farms Inc.– Selbyville
- Verizon Communications

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

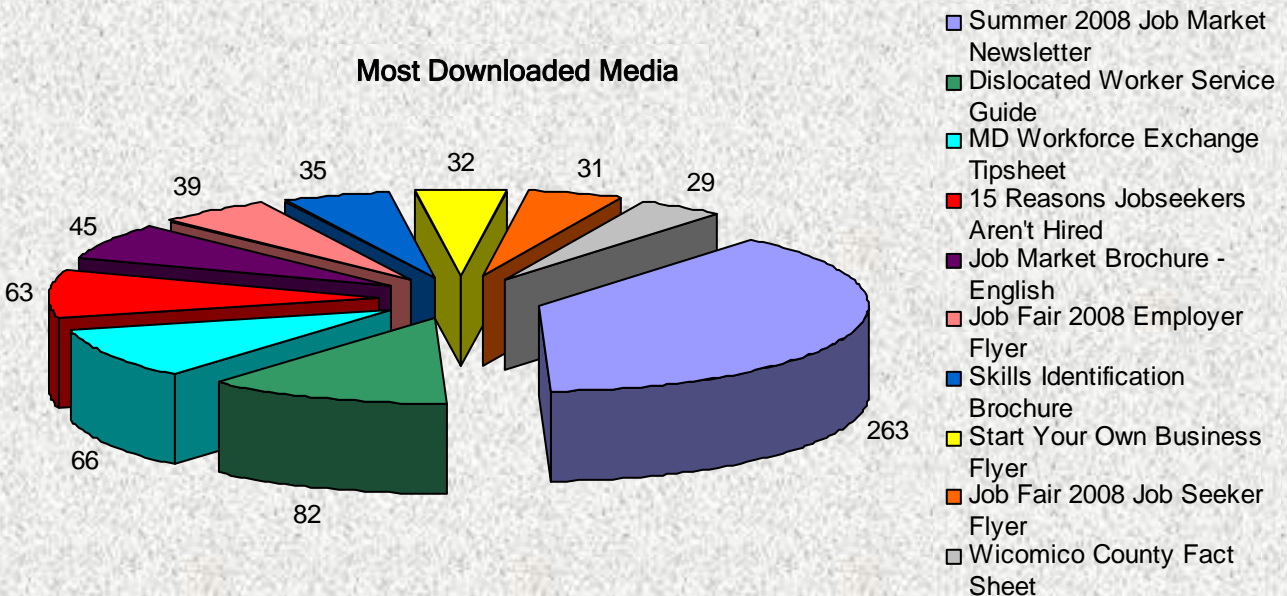
Quarterly Web Stats  
 July - September 2008  
[www.onestopjobmarket.com](http://www.onestopjobmarket.com)

Visits 18,897  
 Hits 237,100  
 Downloads 4,079  
 Average Time on Site 4 minutes 19 seconds

## Most Viewed Pages



## Most Downloaded Media



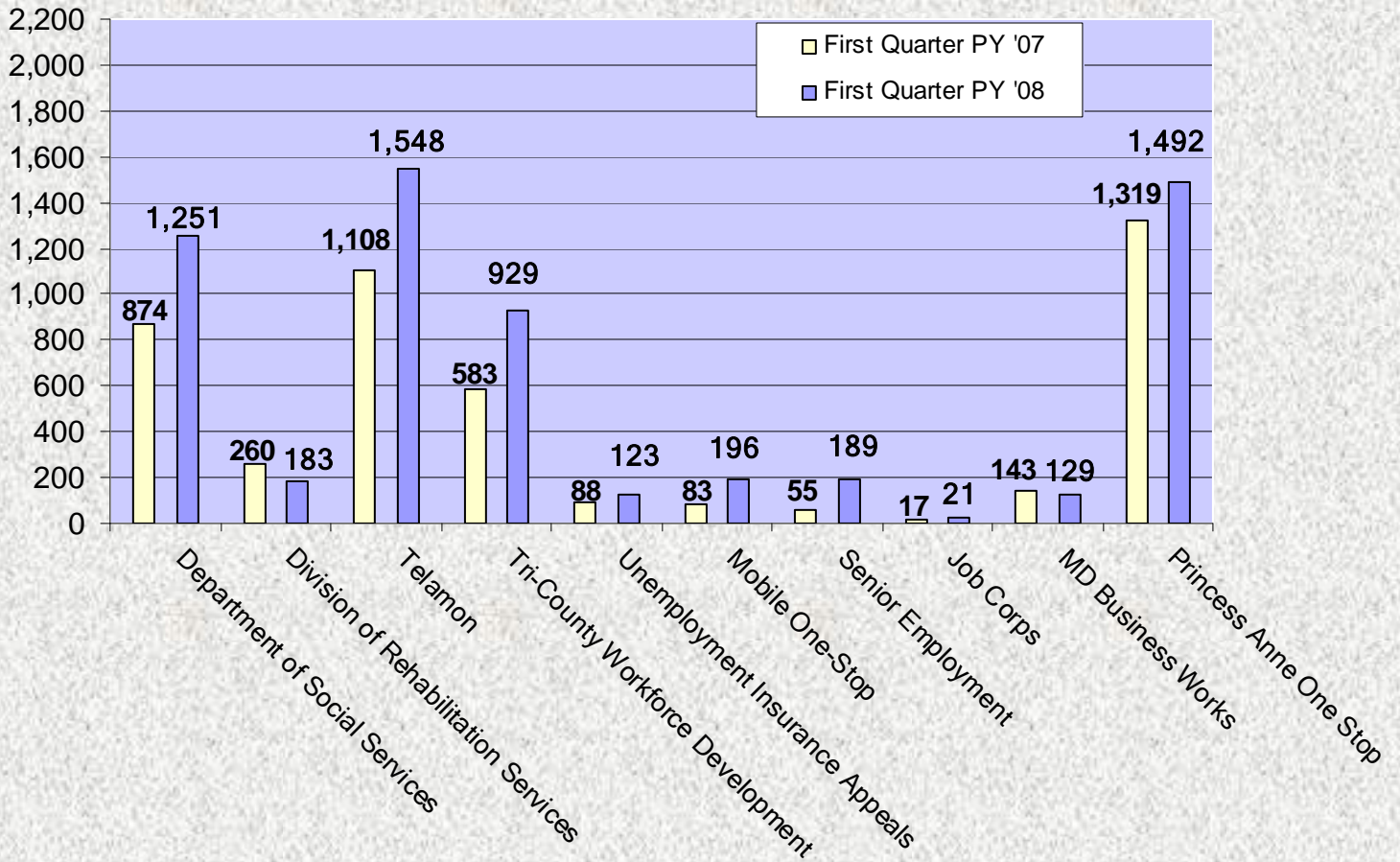
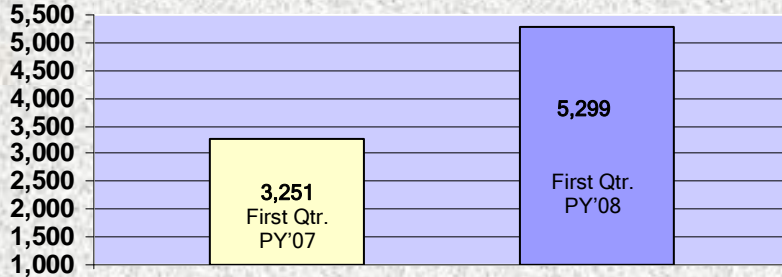
# Customers Served

## Quarterly Charts

Program Years 2007 and 2008 First 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 this chart provides additional detail.



An activity report with a full listing of agency services by quarter is available on pages 13-14.

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 First Quarter Over Quarter Table

AGENCY	July 1, 2007 – September 30, 2007	July 1, 2008 – September 30, 2008
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	166	158
Job Openings Received	2,878	2,166
Workforce Exchange Walk-ins	3,251	5,299
<b><u>Department of Social Services</u></b>		
Wor-Wic CC Preemployment Class	*	61
Purchase of Care	120	99
Orientation	114	199
Customers Assisted With Transportation	1,149	1,860
Customer Walk-Ins	874	1,251
Temporary Cash Assistance	*	164
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	260	183
<b><u>Telamon Corporation</u></b>		
Employment/Training	206	79
Emergency Assistance	155	163
Housing Counseling	302	77
Translation	28	24
Food Pantry	363	596
EWP (ESL) Class	*	332
ESL Lab	*	130
Out-of-School Youth	*	77
GED Class	*	50
Other Services	54	20
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	*	56
Enrolled Into Life Skills	*	42
Completed Life Skills	*	25
Customers Served	583	929
Assessment	0	25
Work Experience/Community Services	28	48
Job Developer	9	5
Other Referral Services	0	2

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 First Quarter Over Quarter Table

AGENCY	July 1, 2007 – September 30, 2007	July 1, 2008 – September 30, 2008
<b><u>Unemployment Insurance</u></b>		
Appeals Hearings	88	123
<b><u>One Stop Mobile Unit</u></b>		
Total Number of Clients	83	196
MD Workforce Exchange	40	190
MD Workforce Exchange Resume	29	155
O*Net Interest Profiler	0	0
O*Net Work Importance Profiler	*	0
Work Maturity and Employability	*	0
Career Clips	0	0
Employment Applications	1	20
WinWay	3	0
Referrals to One-Stop Training	6	10
Other	4	8
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	55	189
Job Search Inquiries	171	178
Services to the Elderly Community	55	189
Unsubsidized Placements	3	0
New Participants During Quarter	5	8
Exits During Quarter	3	3
<b><u>Job Corps</u></b>		
Youth Interviewed	17	21
Enrolled in A Job Corps Center	3	14
<b><u>MD Business Works</u></b>		
Projects Initiated This Quarter	35	26
Funds Awarded	\$13,333.06	\$10,817.90
Participants Trained	143	129
Industries Served	Manufacturing, Health Care, Small Business	Manufacturing, Health Care, Small Business
<b><u>Princess Anne One-Stop Walk-ins</u></b>		
	1,319	1,492

\* Denotes activity not tracked this period