



The #1 Stop For Your Employment Needs!

NEWSLETTER

Fall
2009

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

WIA and ARRA 2009 Youth Summer Work Program

By Eileen Cross, LSWA Youth Program Coordinator

Eighteen Worcester County young people got down and dirty this summer, working and learning in Pocomoke's Cypress Park. Funding from the Workforce Investment Act (WIA) and American Recovery and Reinvestment Act (ARRA), made it possible for the Worcester County Public Schools to recruit, train, and supervise young people who worked inside the new Delmarva Discovery Center Museum, as well as revitalized trails and built boardwalks through the marshland in the surrounding park.

When they began, the youth found that the stream running through the park was trash-strewn and overgrown. In addition to cleaning out the stream and nearby gardens, one group of youth tested the water each day and monitored changes over time, polishing their chemistry skills in the process. They learned to mark their work locations with GPS units, and returned to the same locations to test the water quality over time. As they revitalized the stream, they saw the measurable impact of their work on a daily basis.

Another group was tasked with rebuilding and adding to a boardwalk trail that local resident Don Malloy had first blazed 15 years earlier. Mr. Malloy volunteered to help out again. Under his guidance, the young workers extended the boardwalk through the park. Now, visitors can walk from the Discovery Center through the park and the cypress forest along the river. A third team worked in the gift shop, helped around the museum, and undertook routine administrative and maintenance tasks.

Each youth recruited through Worcester County Public Schools began with a week of skills training and employment preparation, culminating in the completion of a portfolio with examples of resumes, completed job applications, and other world-of-work necessities. During that week, program supervisors identified each youth's aptitudes and preferences, making work assignments accordingly. The youth practiced interview skills and then interviewed with employers. Placement decisions were as strategic as possible, to provide the youth with positive experiences related to their studies or their interests.

See Youth, Page 2

Youth., From Page 1

Altogether, 107 youth were recruited for Worcester County's summer program. In addition to the Delmarva Discovery Center, young people worked in Assateague State Park, Furnace Town, the schools and Atlantic General Hospital. They also were employed in police stations, libraries, child care programs, and with several other local employers.

Program Summary:

ARRA funds made a huge difference for summer programming in the three counties that comprise the Lower Shore Workforce Alliance's service delivery area (Worcester, Somerset, and Wicomico). Last year approximately 100 youth were in the program. This year, with ARRA, we were able to put 350 youth to work. Most summer program participants earned minimum wage, or a bit above, depending on the vendor and each youth's age and experience. The Lower Shore Workforce Alliance hosted a celebration luncheon at the University of Maryland Eastern Shore in Princess Anne to recognize the youth, the employers, and the vendors. Over 50 employers participated in the program from the private, public and



Pictured are some of the students who participated in the Worcester County summer youth program.

Lower Shore Workforce Investment Board

Glen Ains
Nola Arnold
Derek Bland
Peggy Bradford
Margaret Dennis
Ted Doukas
Greg Eberts
Paula Erdie
Harry Gemmill
Robert McIntyre
Karen Megronigle
Freddy Mitchell
Diana Nolte
John Ostrander
Bonita Porter
Jennifer Shahan
Renee Stephens
Jay Tawes
Daniel Thompson
E.C. Townsend
Donna Weaver
Zoraida M. Williams
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.

non-profit sectors. This year's vendors included Somerset County Public Schools, Parkside CTE, Worcester County Public Schools, Telamon Corporation, Coastal Stewards and the Civic Justice Program. Selected youth from each county shared their summer work experiences with the group. Program vendors and long-time employers were acknowledged. Senators Ben Cardin and Barbara Mikulski sent representatives, as did Congressman Frank Kratovil. A total of 250 youth attended the luncheon in addition to another 100 employers and guests

Calendar of Upcoming Job Market Events

Job Fair

The fourth annual Centre at Salisbury Job Fair is scheduled for October 15, 2009 from 3:30 p.m.–7:00 p.m. The One-Stop Job Market and Salisbury Area Chamber of Commerce will again co-sponsor the event, which has seen ever increasing participation by job seekers and employers since 2006. Employers interested in participating may contact the Job Market at (410) 341-6515 or by email at salisbury@dllr.state.md.us or the Salisbury Chamber at (410) 749-0144 or by email at chamber@salisburyarea.com. As the event draws closer, job seekers can learn more about the employers attending by visiting www.onestopjobmarket.org.

Putting Ability To Work

By Jackie Gast, Director, Eastern Shore Business Leadership Network



Jackie Gast

Well, it's back to school for many, but for some students school never really ended. There were hundreds of students in the tri-county area involved in summer employment that also included an academic piece. This article is about one of these outstanding programs happening in our communities.

Over the past twelve months, fourteen students successfully finished a program designed to prepare them for the workforce. These high school students from throughout Wicomico County were recruited from the Career and Technology Education Department located at Parkside High School. Students accepted into the program participated in workforce training beginning in September of 2008. Each month they met for two hours, and learned about customer service, ethics in the workplace, expectations of employers, expectations of employees, and other work related subjects. By the end of the school year, the students and instructors had developed a student handbook designed to help them be successful employees. The next step was to gain summer employment.

Partnering with the Salisbury Area Chamber of Commerce, all fourteen students found employment with twelve employers working in construction, landscaping, office work, custodial work, horticulture, and hospitality jobs. Employment lasted for six weeks and wages were paid by a grant from the Lower Shore Workforce Alliance - a nice benefit to employers, particularly in this economy. It is important to note that none of the students replaced other workers. A handbook was developed for participating employers to explain what was expected of them and to help ensure that students would receive a beneficial work experience.

One of the male students in the program was very quiet and did not care much for classroom learning. He also had long hair and the instructor was concerned that he may not do well in a job interview. The day before this student was to interview for a construction job, he showed up with his hair neatly cut. When the surprised instructor asked why, the student said he wanted to look good for his interview. After the student had worked for a while, the employer commented that he had a wonderful personality, was a hands-on learner, appreciated everything anyone did for him and was a hard worker.

The interesting piece to this Wicomico County program is that it concentrated only on students with disabilities. The student's disabilities included Attention Deficit Disorder, learning disabilities and deafness. Surprisingly, none of the businesses had to provide any disability related accommodations. The student who is deaf worked with co-workers who knew sign language. Accommodations were necessary for him while he was training during the school year but not while he worked in the summer. Every student who entered the program completed it successfully. Several employers asked to have the six week term extended and some are hoping to hire the students on a permanent basis.

Fortunately, this program will operate again this year. If your company would like to participate, you may contact the Salisbury Area Chamber of Commerce at (410) 749-0144.

Change In Chair Of The Local Workforce Investment Board

The Lower Shore Workforce Investment Board of Directors will have a slightly different seating arrangement on October 14, 2009 at it's quarterly meeting. After completing an extended tour of 3 years as Board Chairperson, Derek Bland is passing the gavel to Zoraida Muldanado-Williams.

An Interview With Derek Bland



Derek Bland

In a recent interview, Derek fielded questions from news-letter staff about his tenure as the LSWA Board Chair. The interview is printed below.

When did you join the LSWA Board and how long have you served as it's chairperson?

"I was appointed to the Board by the Wicomico County Council in 2004 and was elected to the chair in October 2006."

What do you consider your major accomplishments as the LSWA Chair?

"The only thing that I can consider an accomplishment is my own education regarding the programs, benefits and challenges facing the LSWA One-Stop staff. The professionalism and dedication of the LSWA staff is an incredible asset to our community and gaining a better understanding of their activities has been no small task. Just becoming familiar with the myriad of programs and organizational requirements has given me a knowledge of the depth and breadth of the services provided to citizens in need."

What were your most satisfying events/moments or accomplishments?

"The greatest satisfaction I have had during my tenure as Board Chair is seeing the genuine enthusiasm and sense of accomplishment displayed by the Youth Program participants during their Summer Luncheon. There is no better evidence of program value and accomplishments than the unvarnished honesty of the young people involved."

See Bland, Page 7

A Message From Zoraida Muldanado-Williams



Zoraida M. Williams

What is the worst thing that could happen to a terribly shy person that is always trying to find ways to quietly help others? Finding herself with more visibility than she had bargained for!

With that said, I came to the Eastern Shore in 1990 and have lived in Salisbury where my children were raised. Initially, I worked as an English for Speakers of Other Languages (ESOL) teacher for migrant workers and as a substitute teacher for Wicomico county. Through this experience, I became aware of the important role of migrant workers in our local economy, and their struggles with education and work opportunities. From 1995 to 2003, my efforts focused on training, development, and human resources within the poultry industry. I realized that struggles with language were an ever present constant, not only for my employees, but their children as well. With the support of the Extension Service 4-H program, I had the opportunity to coordinate an after school tutorial program for native Spanish speakers that ran for 5 years.

Today, I work at Trinity Sterile, Inc, a local minority owned medical kit packer enterprise that services the wholesale distribution system of the health industry. Trinity specializes in high quality convenience medical kits, with IV Packets being by far our best product. However, we also produce and sterilize custom surgical trays for minor and major procedures here on the shore. As the Human Resources Manager for a diverse group of people, I am responsible for planning, hiring, workforce training, development policy making and benefits administration.

See Muldanado-Williams, Page 8

Ten Tips For Landing The Job

By Sonya Green, DLLR Labor Exchange Specialist

In today's economy, it may seem like there are just no jobs out there. While the U.S. unemployment rate has reached an all time high, sitting at 9.7% in July 2009 (www.bizjournals.com), the reality is that there are still some jobs available. However, with each open position comes a long line of other job seekers all hoping this will be their job opportunity. During these tough times you need to hunker down and figure out what will set you apart from the crowd and land you that job. Here are some tips that could make that happen:

1. **Make job-hunting your full-time job.** The more time you invest in your search, the better chance you have of finding the perfect job or making important contacts within your network.
2. **Focus your job-search.** Completing high numbers of applications is not always better. Spend more time looking and applying for specific jobs in specific categories. Employers are seeking the most qualified applicants so don't waste your time applying for jobs you are clearly not qualified for just to up your numbers.
3. **Make a plan.** Decide which job search methods will work best for you and stick to them. If you create a system in which to look for, find, and apply to jobs, you will spend less time on the job-search overall.
4. **Go directly to a company's website career section.** You cannot rely solely on jobs to be posted in the newspaper or on internet job-searching sites. Many employers do not post open positions on third party sites so you must go straight to the source if you want to find the job.
5. **Do NOT underestimate the power of networking.** Around 90% of jobs are found through networking and knowing contacts within a company to talk to about the job (<http://blog.marketplace.nwsources.com>). Networking isn't as scary as it sounds. It is simply building relationships with individuals who may be able to help advance your career.
6. **Streamline your resume.** Your resume should be clear and concise, summarizing relevant experience and skills that will convince employers to interview you. Blend keywords into your resume by linking them to specific accomplishments which are applicable to the job you are applying for. According to (www.careerbuilder.com), 71% of hiring managers prefer a resume to be tailored to the available position.
7. **Research before the interview.** Preparation for the interview now includes gathering appropriate information which allows you to understand the position and the company. Be prepared for the question, "What do you know about our company?" This shows that you are not only prepared for the interview, but also interested and committed to the company. When asked to "Tell me about yourself," think of positive examples to demonstrate how you would fit into the company's culture. Be prepared, from reading recent news and events about the company to learning the basic pronunciation of the company and/or products.
8. **Make a good first impression.** From the cover letter to the interview itself, you want to make yourself memorable in a positive way. Check your resume for any spelling or grammatical mistakes, make sure to know the corporate culture and dress, or overdress, appropriately. Arrive to the interview early, and turn off your cell phone. This shows the employer that you are serious about the job.

See Job Finding Tips, Page 7

The Federal Bonding Program Assists Workers and Businesses

By Robin Walker, Business Resource Representative
Division of Workforce Development and Adult Learning

Photo by Brian Veditz



Robin Walker

The number of high risk employment applicants in the United States has soared as the economy has weakened. Individuals with poor credit histories, bankruptcies, foreclosures, dishonorable military discharges, poor employment histories or treated substance abuse problems have traditionally had difficulty finding employment, even in a healthy economy. What are their options now that even highly skilled workers with no barriers flood the job market?

One answer to this problem is the Federal Bonding Program. This program offers employers the opportunity to hire high risk applicants that they might not otherwise consider. The key to this program is that the United States Department of Labor has entered into partnership with the McLaughlin Company to provide fidelity bonds to employers who hire applicants from certain high risk groups. A fidelity bond is a business insurance policy that protects the employer from claims resulting from employee dishonesty. In general, it insures the employer for any type of theft, forgery, larceny or embezzlement committed by an employee covered by the bond. This type of fidelity bond should not be confused with bail bonds or self-employment license bonds.

Many high risk applicants can be covered by this program. The groups of individuals covered by this program include persons with a history of arrest, conviction, probation or parole, former substance abuse, poor credit history including bankruptcy, dishonorable military discharge, little to no work history or anyone else with honesty issues. Bonds do not guarantee that these applicants will be hired, but rather are an incentive for an employer to hire qualified applicants with barriers. The employer is able to get a skilled worker without the risk of financial loss caused by employee dishonesty while on the job.

The process begins with the applicant requesting a Federal Bonding Program Eligibility Letter from a staff member in the Maryland Workforce Exchange. The applicant must be registered in the Maryland Workforce Exchange in order to obtain this letter. Once the applicant has obtained the Federal Bonding Program Eligibility Letter, they would provide a copy of the letter to each employer they contact. The letter is good for six months and can be easily renewed by returning to the Maryland Workforce Exchange. The letter clearly outlines the advantages of the program to the employer and the procedure by which the employer can obtain the bond. The local bonding coordinator forwards the completed applications to the state coordinator, who in turn sets up the bonds for individual employers.

The bond is given to the employer free of charge for six months. In order for it to be issued, the employer must make the applicant a job offer and set a date to start work. The job start date will be the effective date of the \$5,000.00 bond. It is a win-win situation for everyone. The employer reduces the risks associated with the employee and the employee gets a renewed chance for employment. Agencies with customers facing multiple risk barriers might find this program an ideal fit.

You may learn more about the Federal Bonding Program by calling the Department of Labor, Licensing & Regulation's Division of Workforce Development and Adult Learning at (410) 341-8533, Ext. 0.

Bland., From Page 4

What do you feel were your biggest challenges?

“No real challenges. The Board members are great with a true commitment to the cause of LSWA.”

What do you consider the most difficult future challenges facing the Workforce Investment Board?

“The biggest challenge facing the LSWA Board in the future will most likely be the continuing effort to develop and provide all of the appropriate and desired programs to the people who need them - with an ever-decreasing budget.”

Besides continuing on the LSWA Board, what are your plans for the future?

“My future plans, in addition to remaining on the LSWA Board as a Member/Past Chair, include participation in the Youth Council and voluntarily assisting Milton Morris and Mike Pennington in areas where my skills and knowledge may provide a benefit to the LSWA and other workforce related activities. In addition, market willing, I will continue to operate my company, CMG Studio, Inc., providing scale modeling, digital rendering, animation and graphic design services. I also will continue my service as a member of the City of Fruitland Planning Commission.”

Is there anything you would like to say to the Board members and/or other workforce professionals who served with you?

“To all of those with whom I have served on the LSWA Board - Thank you for your dedication to the goals of the Board and the needs of the community. The LSWA Board is comprised of very knowledgeable, hard working professionals and serving with them has been an honor and a privilege.

I would like to also thank Milton Morris for his vision and management of a very complex organization. He has always been supportive of my efforts and accessible for guidance and advice.

Lastly, I must give credit to Michael Pennington for instilling in me a sense of dedication to serving my community and providing outstanding leadership to the LSWA. Without Mike's council and support, I most likely would have remained a marginal participant on the LSWA Board and would not have taken such a keen interest in the larger workforce challenges of the Lower Eastern Shore.”

Job Finding Tips From Page 5

- 9. Ask questions.** Asking questions allows you more freedom to guide the interview. It also distributes the talking more evenly between yourself and the interviewer. You will be able to customize your answers in a natural conversation, rather than feel nervous about what questions are about to be thrown at you. Asking questions is also another way to show that you have prepared for the interview and show interest in the company.
- 10 Follow-up** at the conclusion of the interview. Be sure to thank the interviewer for taking the time to talk with you, and say that you will follow-up within a certain time frame. Send a thank you note as soon after the interview as possible, and then follow-up again after the time frame has expired. After that, continue to be persistent. Although you may be concerned about annoying the employer, it is the persistent job seeker who will gain the edge over others.

Muldonaldo-Willisms., From Page 4

As a local employer, we share many of the challenges our fellow business partners confront such as maintaining a trained workforce, dependability, transportation issues, adequate and affordable work sites and safety. Our company's commitment to worldwide recognition has added new challenges and additional training processes that are essential to our company and local economic growth.

Since my initial involvement with the Workforce Investment Board a year ago, it has been very evident to me that the Board recognized early on the necessity to continue building trust to keep education and training a high priority in this community. I have witnessed this board's effort to provide the up and coming young workforce with skill development opportunities and experiences to develop a strong new generation of employees, a generation prepared to respond to the modern economic challenges.

Looking to the future, the Board also needs to maintain high visibility in our state's and nation's capitals to assure the Eastern Shore receives all the resources to which it is entitled. Challenges for the seasoned, and the new workforce as well, will continue as the labor market grows and changes. The strong sense of community the Board members have demonstrated, their awareness of what this area has to offer and their commitment to find ways to improve on what is already a great place to live and work will continue to contribute significantly to workforce development on the Lower Shore.

In the current economy where so many needs, old and new, are demanding the Board's attention, it is vital for our members to stay focused and concentrate in areas that are and always will be our "strength". We are a coastal and bay destination. The hospitality industry must remain strong. Our ocean, rivers, and our bay must be preserved and improved to attract and capitalize Eco-tourism, for the young as well as senior visitors. Our educational institutions are key to the development of a comprehensive plan which provides talented local minds with research opportunities to preserve the uniqueness of this area. Local hospital's growth, and perhaps their specialization, will continue to support other businesses directly and indirectly. As members of the board, we must continue to keep an eye on the local issues. Perhaps a chain calling or e-mail system channeled thru Rosemary would serve to develop topics for future Board meetings. I look forward to working with you in embracing these challenges and I thank the Board for this opportunity to serve. Let's have a seat!



Veterans' Services

Department of Labor, Licensing & Regulation Division of Workforce Development and Adult Learning

The Division of Workforce Development administers the Local Veterans Employment Representative (LVER) and Disabled Veterans Outreach Program (DVOP) to provide services to veterans and eligible persons in the local Maryland One-Stop Career Centers. Veterans are given priority when referred to job orders placed on the Maryland Workforce Exchange. In addition to helping veterans find employment and training opportunities, DVOP/LVER staff provide vocational guidance, referrals to supportive services and case management services to veterans with significant barriers to employment. For additional information about veterans' services, contact Bernie Kemp at (410) 341-8533, Ext. 106 or Ronnette Purnell at (410) 341-8533, Ext. 105.

People In The Workplace

Four New Staff Members Join DLLR

By Brian Veditz, Division of Workforce Development and Adult Learning

On August 19, 2009, the Department of Labor, Licensing and Regulation's Division of Workforce Development and Adult Learning welcomed four new employees when Alicia Dennis, Bill Draucker, Scott Evans and Susan Willey began working as Labor Exchange Specialists at the One-Stop Job Market.



Pictured left to right are Alicia Dennis, Bill Draucker, Scott Evans and Susan Willey
Photos by Brian Veditz

A native of Salisbury, Alicia Dennis is a 2004 graduate of Johnson and Wales University - Norfolk with a Bachelor's Degree in Food Service Management and an AA Degree in Culinary Arts. Alicia's past work experience includes jobs in education, sales and management. She believes her new position will allow her to enrich people's lives by guiding job seekers toward self-sufficiency and helping employers fill their job openings.

Bill Draucker has lived in Salisbury with his wife, Sheree, and their two children since 1978. He is a 1988 graduate of Salisbury University and previously worked as an MIS Manager for the Lower Shore Private Industry Council in Snow Hill. He left that position in 1995 to work in the private sector. In his free time Bill is an avid gardener and enjoys all outdoor activities, as well as tinkering on his two project cars.

Scott Evans graduated from Salisbury University with a Bachelor's Degree in Communication Arts and a minor in Business Administration. He is currently pursuing an MS degree in Business Administration from Salisbury University, which he expects to receive in May of 2010. He has lived in Salisbury for 11 years, originally coming from North Carolina by way of Tennessee. When he isn't working, Scott enjoys playing music and watching old movies.

Susan Willey is originally from the Western Shore of Maryland and has an AA Degree in Business Administration from Montgomery College and a Bachelor of Science Degree in Information Technology from RIT in Rochester, NY. She enjoys helping people and her past work experience includes jobs in data management, training, human resources and retail sales. Susan has lived in Salisbury since 2005.

Alicia, Bill, Scott and Susan work in the Maryland Workforce Exchange lab providing job search assistance to job applicants and assisting business customers with their personnel needs. They can be reached by calling (410) 341-8533.

People In The Workplace

Shore Transit Welcomes Steve Hoehn

By Brian Veditz, Division of Workforce Development and Adult Learning

Photo by Brian Veditz



Steve Hoehn

On August 17, 2009 Steve Hoehn joined the Tri-County Council team as the new Shore Transit Community Transportation Coordinator. Steve works on establishing public and private partnerships in Somerset, Wicomico and Worcester Counties. He is also involved in developing and implementing a number of new services to enhance public transportation on the Lower Shore.

This is Steve's 37th year working in public service and he is excited to be working for the Tri-County Council, and especially Shore Transit. Previously, Steve worked for Baltimore County for approximately 22 years and retired from service there. He was a teacher for 12 years before moving to Salisbury, where he worked for Wicomico County's Partnership for Families and Children, the local management board.

Steve has been living on the Eastern Shore for over two years. He said it is a wonderful place to live and Ocean City is his favorite place to visit. He has a wife, three children and four grandchildren. Steve looks forward to working with everyone at the One-Stop Job Market and becoming more involved in the Lower Shore communities. You may contact Steve by calling (410) 341-3835, Ext. 145 or emailing shoehn@shoretransit.org.

Maryanne Jones Becomes DSS Case Manager

By Brian Veditz, Division of Workforce Development and Adult Learning

Salisbury resident Maryanne Jones recently joined the Wicomico County Department of Social Services (DSS) as a Case Manager. Maryanne began her new career on September 8, 2009 at the One-Stop Job Market. In her new position, Maryanne will counsel DSS clients to help them remove barriers to employment, allowing them to reach their final goal of financial self-sufficiency.

Maryanne lived on Maryland's Kent Island in Queen Anne's County for several years before moving to Cambridge where she attended high school. After high school, she attended Salisbury State University and received a Bachelor's Degree in Psychology.

After college, Maryanne spent several years working as a corporate training specialist and workforce development professional in the call center industry. Maryanne said she looks forward to facing the challenges of her new career and applying the knowledge and skills she learned in the private sector to her new public service position. When asked about her hobbies, Maryanne said the majority of her non-work time is spent as a taxi driver for her teenage children.

You may reach Maryanne in her office by calling (410) 713-3628.



Photo by Brian Veditz

Maryanne Jones

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 2009.

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

- Deafness Sensitivity and Awareness Training for Staff
- Department of Labor, Licensing and Regulation (DLLR) Early Intervention Job Search Workshops
- DLLR/Lower Shore Workforce Alliance (LSWA) WIA Orientations
- Department of Rehabilitation Services (DORS) Group Orientations
- DORS Benefits Counseling
- Department of Social Services (DSS) Orientation For New Customers
- Fostering Our Children Until Success Program Workshops
- Job Corps Orientation For New Customers
- LSWA/Tri-County Youth Enhancement Program Workshops
- Telamon Conversational Spanish Training
- Telamon English As A Second Language Training
- Telamon English In The Workplace Training
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon Staff Training - Leadership Development
- Telamon Summer Youth Program Workshops
- Tri-County Workforce Development Initiative (TCWDI) Life Skills Training
- TCWDI Money Management Workshop

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

- DLLR/Salisbury Chamber of Commerce Job Fair Planning and Employer Recruitment
- DLLR Finding Federal Jobs Workshop Training
- Disability Program Navigator Assistance
- DORS District Staff Meeting
- DSS Advisory Board Meeting
- DSS Staff Training
- Health Coverage Tax Credit Staff Meeting
- LSWA American Recovery and Reinvestment Act Program Meeting
- LSWA Board of Directors Meeting
- LSWA Staff Meeting
- LSWA Weatherization Meeting
- LSWA Workforce Investment Act (WIA) Counselors Meeting
- LSWA WIA Assessments
- MAC Seniors Program Enrollment
- Maryland Classified Employees Association Informational Session
- One-Stop Job Market Leadership Meeting
- Shore Transit Directors Meeting
- Telamon Food Distribution
- Telamon Staff Meeting
- Tri-County Council of the Lower Eastern Shore Meeting
- Tri-County Workforce Development Initiative (TCWDI) Meeting
- Unemployment Insurance Appeals Hearings

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:

- AFLAC Insurance
- Mountaire Farms Inc.– Millsboro
- Mountaire Farms Inc.– Selbyville
- Perdue Inc.
- Touch of Care
- U.S. Security Associates

One-Stop Customer Satisfaction Survey Summary

By Rosemary Davis, Lower Shore Workforce Alliance Operations Coordinator

The One-Stop Job Market Customer Satisfaction Survey was implemented in January 2004. The survey document has evolved into a resource that rates the One-Stop Job Market and the Mobile Unit on the environment presented to our customers.

The information in this document includes information from 20 One-Stop Job Market and 11 Mobile Unit surveys collected during the sample week of August 24, 2009 through August 28, 2009.

Overall during this sample week, customers rated One-Stop Job Market and Mobile Unit services with an average of 3.54 on a scale of 1 - 4. This rating means that customers *agreed* with the statements listed in the table below:

Statement	One-Stop Rating	Mobile Unit Rating	Average Rating
I received the services I needed	3.25	3.80	3.53
Staff was friendly and helpful	3.20	3.80	3.50
Staff was knowledgeable about services available	3.15	4.00	3.58
I would recommend the services I received to others	3.10	3.90	3.50
I had an overall good experience	3.15	4.00	3.58
Average Rating	3.17	3.90	3.54

A breakout of numbers regarding which services customers filling out surveys received is listed below. One person may have received more than one service:

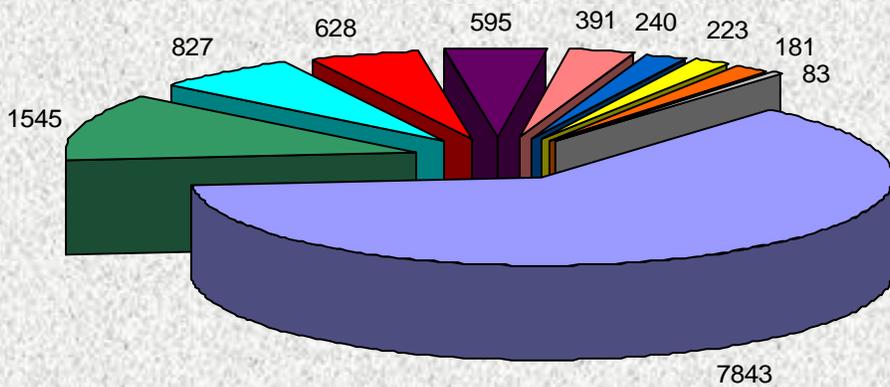
Activity	One-Stop Surveys	Mobile Unit Surveys
Job Search	17	11
Resume Assistance	1	0
Career Information	1	0
Training	1	0

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

Quarterly Web Stats
 July – September 2009
www.onestopjobmarket.com

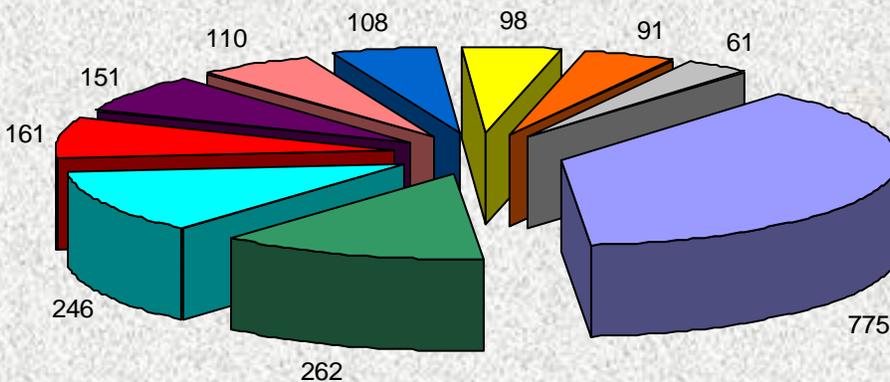
Visits 27,200
 Hits 467,518
 Downloads 5,588
 Average Time on Site 3 minutes 1 seconds

Most Viewed Pages



- Job Seeker Services
- About Us
- Job Market Agencies
- Job Skills Training
- Business Services
- 2009 Job Fair
- Mobile One-Stop
- English In The Workplace
- Eastern Shore Career Guide
- Veteran's Services

Most Downloaded Media



- Summer 2009 Job Market Newsletter
- WIA Program Application Steps
- Maryland Workforce Exchange Tipsheet
- Dislocated Worker Service Guide
- Effective Job Applications
- 15 Reasons Why Jobseekers Aren't Hired
- Skills Identification
- Job Corps Brochure
- Pocket Resume
- 2009 Job Fair Flyer

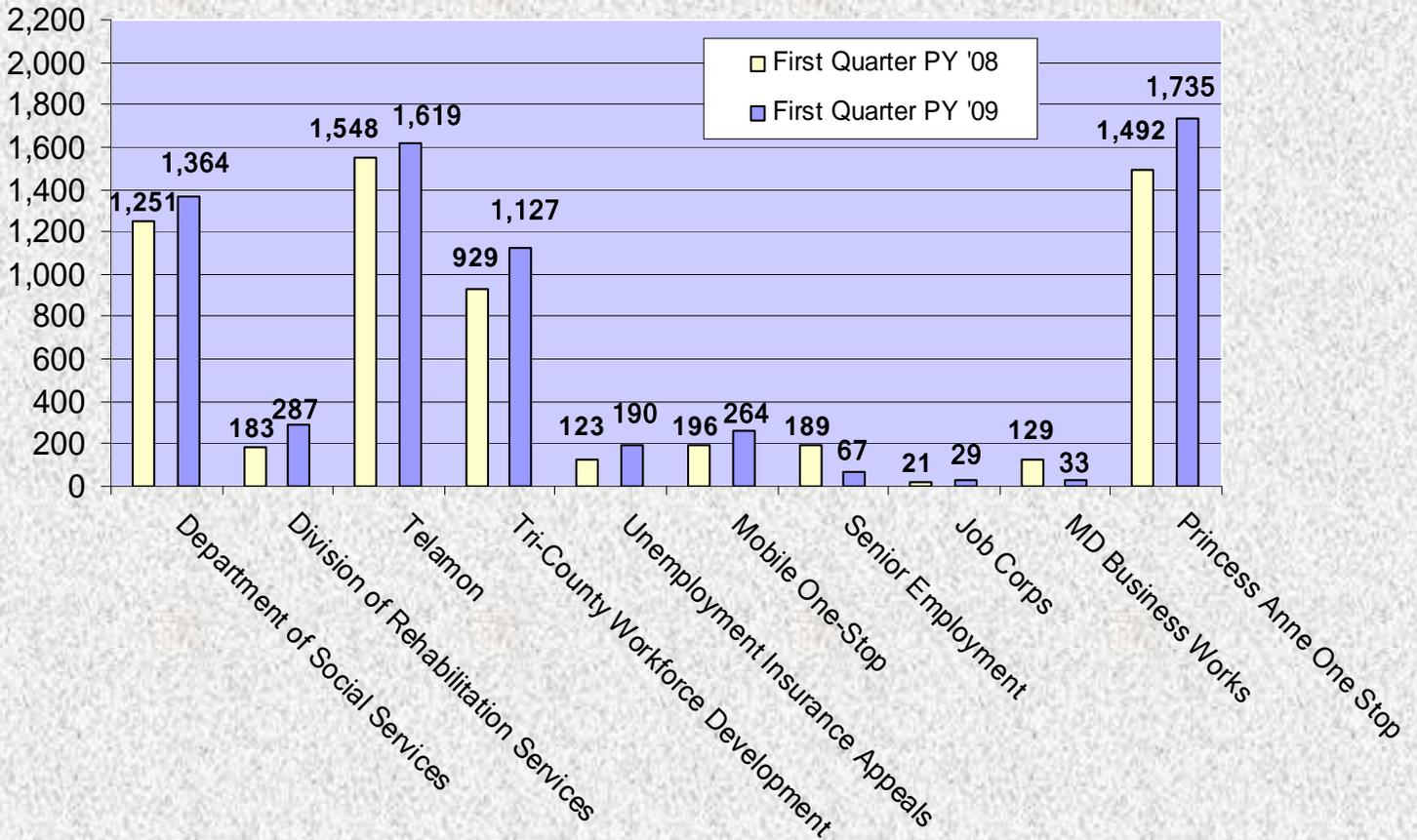
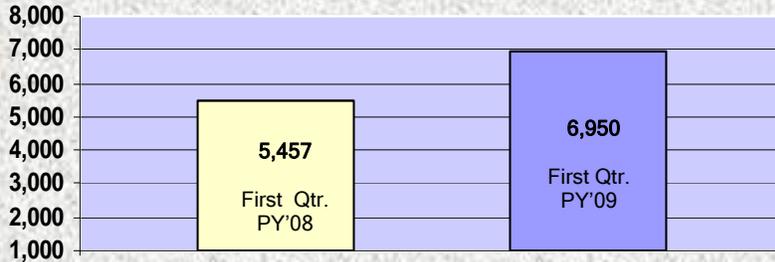
Customers Served

Quarterly Charts

Program Years 2008 and 2009 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 15-16.

One-Stop Job Market Customers Served

Program Years 2008 and 2009 First Quarter Over Quarter Table

AGENCY	July 1, 2008 – September 30, 2008	July 1, 2009 – September 30, 2009
<u>MD Workforce Exchange</u>		
Early Intervention	158	331
Job Openings Received	2,166	1,734
Workforce Exchange Walk-ins	5,299	6,619
<u>Department of Social Services</u>		
Wor-Wic CC Preemployment Class	61	150
Purchase of Care	99	*
Orientation	199	201
Customers Assisted With Transportation	1,860	1,435
Customer Walk-Ins	1,251	1,364
Temporary Cash Assistance	164	186
<u>Div. of Rehabilitation Services</u>		
Customers Served	183	287
<u>Telamon Corporation</u>		
Employment/Training	79	105
Emergency Assistance	163	103
Housing Counseling	77	40
Translation	24	12
Food Pantry	596	544
EWP (ESL) Class	332	222
ESL Lab	130	139
Out-of-School Youth	77	45
ARRA Youth	*	376
GED Class	50	33
Other Services	20	0
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	56	54
Enrolled Into Life Skills	42	32
Completed Life Skills	25	23
Customers Served	929	1,127
Assessment	25	0
Work Experience/Community Services	48	39
Job Developer	5	0
Other Referral Services	2	0
* Denotes activity not tracked this period		

One-Stop Job Market Customers Served

Program Years 2008 and 2009 First Quarter Over Quarter Table

AGENCY	July 1, 2008 – September 30, 2008	July 1, 2009 – September 30, 2009
<u>Unemployment Insurance</u>		
Appeals Hearings	123	190
<u>One Stop Mobile Unit</u>		
Total Number of Clients	196	264
MD Workforce Exchange	190	249
MD Workforce Exchange Resume	155	244
O*Net Interest Profiler	0	0
O*Net Work Importance Profiler	0	0
Work Maturity and Employability	0	0
Career Clips	0	0
Employment Applications	20	24
WinWay	0	2
Referrals to One-Stop Training	10	21
Other	8	19
<u>Senior Employment & Training</u>		
Total Participants Served	189	67
Job Search Inquiries	178	100
Services to the Elderly Community	189	80
Unsubsidized Placements	0	1
New Participants During Quarter	8	5
Exits During Quarter	3	1
<u>Job Corps</u>		
Youth Interviewed	21	29
Enrolled in A Job Corps Center	14	13
<u>MD Business Works</u>		
Projects Initiated This Quarter	26	17
Funds Awarded	\$10,817.90	\$7,405.20
Participants Trained	129	33
Industries Served	Manufacturing, Health Care, Small Business	Manufacturing, Health Care, Small Business
<u>Princess Anne One-Stop Walk-ins</u>		
	1,492	1,735

* Denotes activity not tracked this period