



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

## NEWSLETTER

### Fall 2011

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).

## One-Stop Job Market Salisbury Area Chamber of Commerce 6th Annual Job Fair

By Greg Eberts, Lower Shore Labor Exchange Administrator  
Department of Labor, Licensing & Regulation,  
Division of Workforce Development and Adult Learning



The 6<sup>th</sup> annual job fair co-sponsored by the One-Stop Job Market and the Salisbury Chamber of Commerce will be held on Thursday, October 13, 2011. It will take place at the Centre of Salisbury from 3:30pm to 7:00pm.

This event has seen ever increasing participation by job seekers since 2006. Job seekers can learn more about the employers attending by visiting our website at: <http://www.onestopjobmarket.org/JobFair2011.aspx>

Job seekers should plan to attend dressed for success and with resumes in hand. Employers from various industries will be present.

Employers can sign up by visiting our website and downloading the employer registration form at: <http://www.onestopjobmarket.org/JobFair/EmployerFlyerJobFair2011.pdf>

For more information, please email us at [salisbury@dllr.state.md.us](mailto:salisbury@dllr.state.md.us)

## Job Market Quarterly Activities July Through September

By Greg Eberts, Lower Shore Labor Exchange Administrator

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 2011.

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

- Department of Labor, Licensing & Regulation (DLLR) Early Intervention Job Search Workshops
- DLLR/Lower Shore Workforce Alliance (LSWA) WIA Orientations
- Division of Rehabilitation Services (DORS) Group Orientations
- DORS Benefits Counseling
- DORS Case Review Findings
- Department of Social Services (DSS) Orientation For New Customers
- DSS Customer Assessments
- LSWA Start your Own Business Workshop
- LSWA-Hawk Institute "Unmanned Aerial System" (UAS) Training Orientation
- Telamon English As A Second Language Training
- Telamon English In The Workplace Training
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon Housing Workshop
- 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:

- DSS Advisory Board Meeting
- Health Coverage Tax Credit Staff Meeting
- LSWA Board of Directors Meeting
- LSWA Staff Meetings
- LSWA Workforce Investment Act (WIA) Counselors Meetings
- LSWA WIA Assessments
- Maryland Classified Employees Association Representative
- One-Stop Job Market Leadership Meetings
- One-Stop Job Market DLLR Complaint/MSFW and New American Training
- Shore Transit Directors Meeting
- Shore Transit Voucher Program Meeting
- Telamon Food Distribution
- Telamon Staff Meeting
- Telamon Safety Training
- Tri-County Council Staff Meeting
- Tri-County Council Accident Review Board
- Tri-County Workforce Development Initiative (TCWDI) Meetings
- Unemployment Insurance Appeals Hearings
- WIB Steering Committee 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 or Job Market employees participated in off-site job fairs held by these employers during the period:

- AFLAC
- Knowland Group
- Nock's Tire Service

For a complete list of upcoming activities, please go to the Yahoo calendar located at: <http://calendar.yahoo.com/lsljm03> .

Check back often as the calendar changes daily.

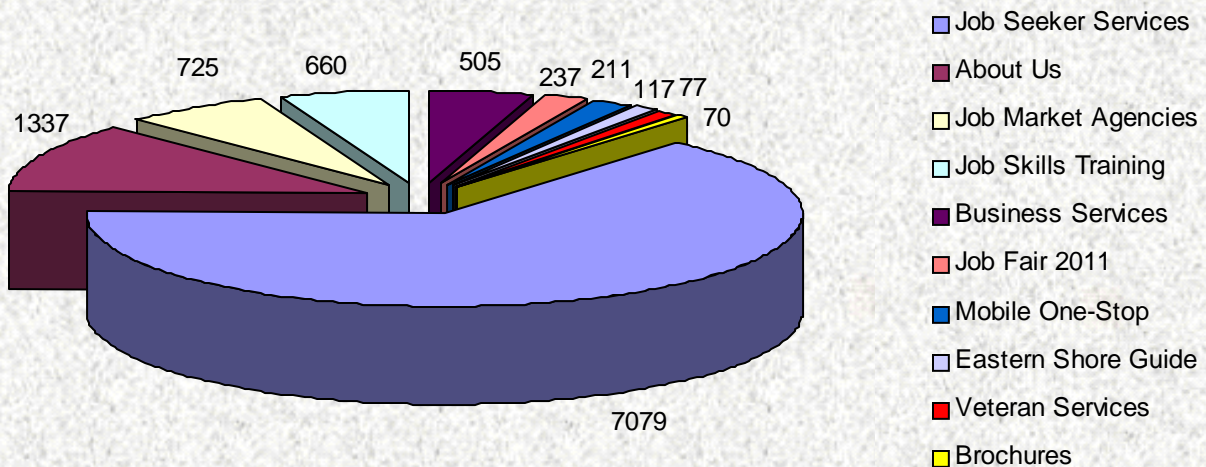
# Welcome to the **One-Stop Job Market**

## Quarterly Web Stats July-September 2011

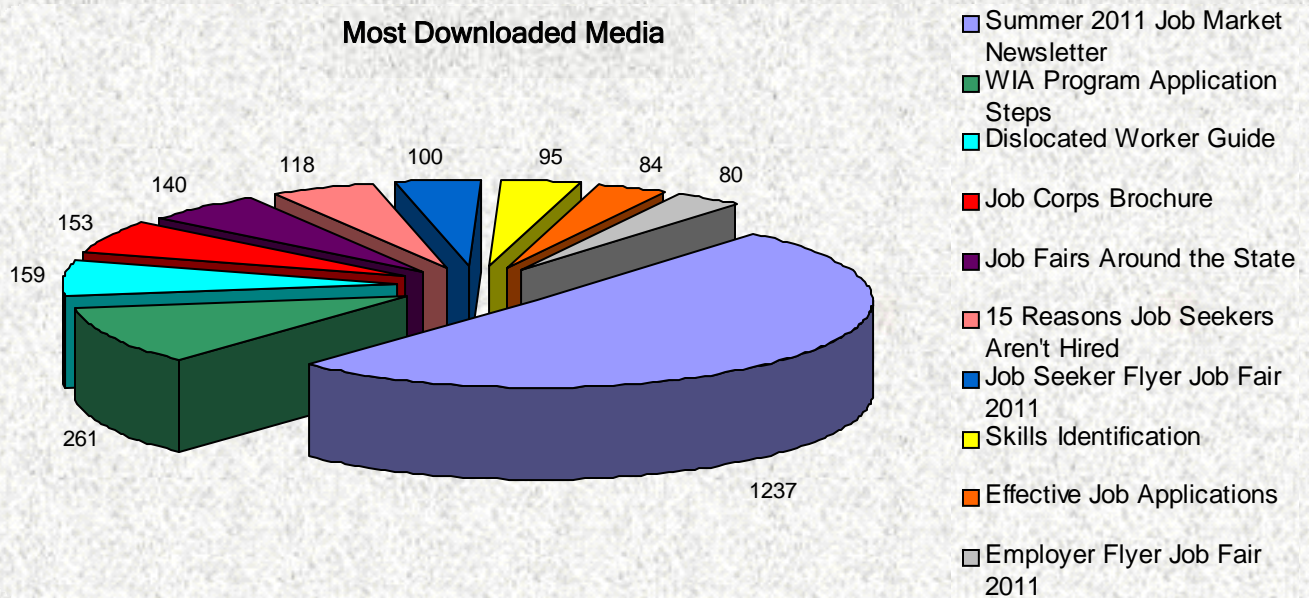
[www.onestopjobmarket.org](http://www.onestopjobmarket.org)

Visits	24,985
Hits	262,112
Downloads	22,472
Average Time on Site	3 minutes 23 seconds

### Most Viewed Pages



### Most Downloaded Media



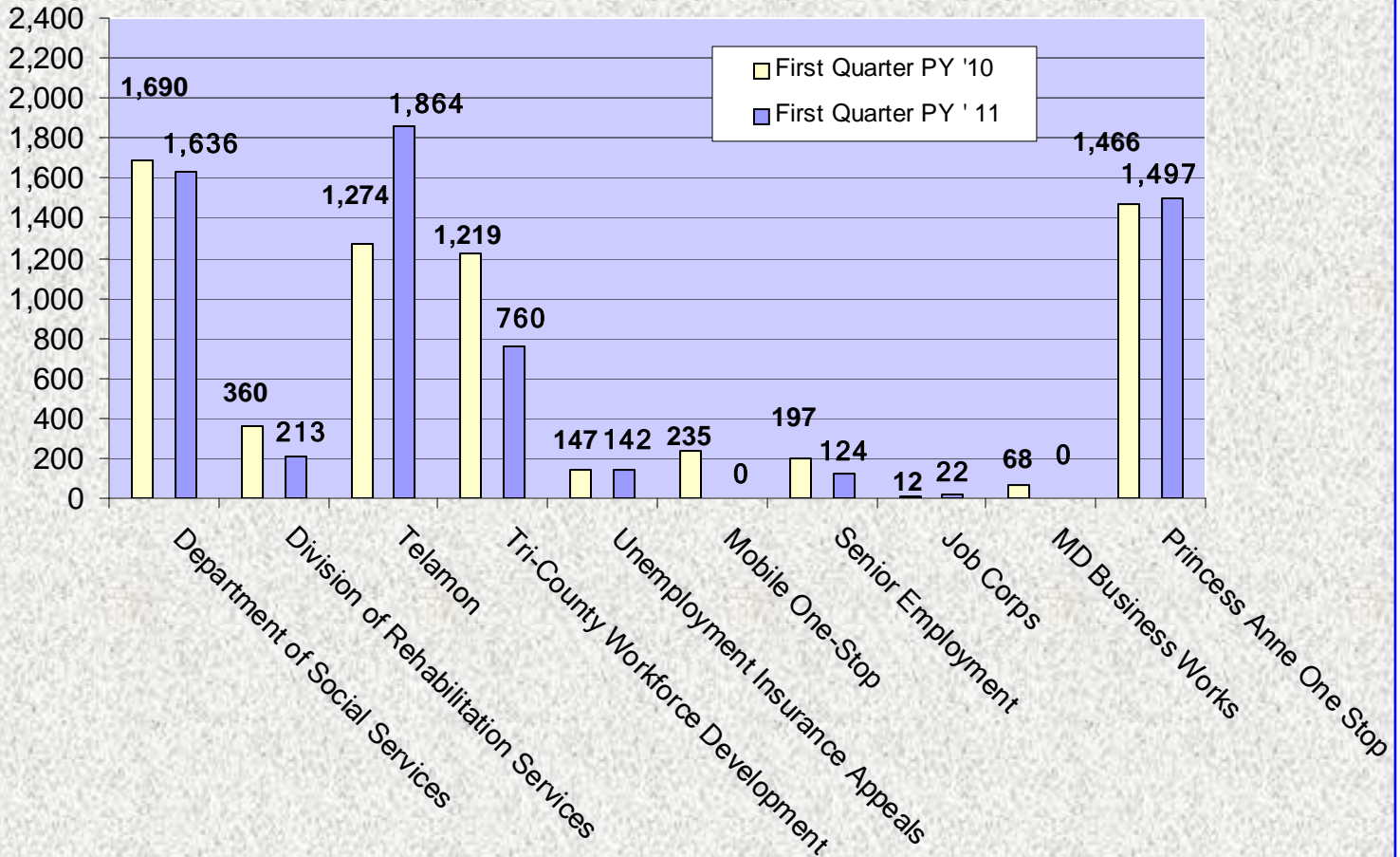
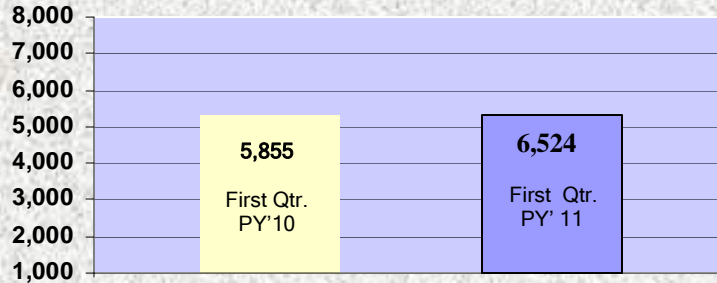
# Customers Served

## Quarterly Charts

Program Years 2010 and 2011 First Quarter Over Quarter

### Department of Labor, Licensing & 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 5-6

# One-Stop Job Market Customers Served

Program Years 2010 and 2011 First Quarter Over Quarter Table

AGENCY	July 1, 2010 – September 30, 2010	July 1, 2011 – September 30, 2011
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	252	233
Job Openings Received	1,502	1,329
Workforce Exchange Walk-ins	5,603	6,291
<b><u>Department of Social Services</u></b>		
Wor-Wic CC Preemployment Class	14	141
Orientation	345	316
Customers Assisted With Transportation	1,477	3,814
Customer Walk-Ins	1,690	1,636
Temporary Cash Assistance	322	383
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	360	213
<b><u>Telamon Corporation</u></b>		
Employment/Training	128	216
Emergency Assistance	56	127
Housing Counseling	38	118
Translation	20	2
Food Pantry	634	772
EWP (ESL) Class	109	260
ESL Lab	135	200
Out-of-School Youth	51	121
ARRA Youth	*	*
Project Stride Older Youth	56	*
GED Class	40	48
Other Services	7	*
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	81	42
Enrolled Into Life Skills	41	24
Completed Life Skills	31	20
Customers Served	1,219	760
Assessment	*	20
Work Experience/Community Services	116	159
Day Care	*	666

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2010 and 2011 First Quarter Over Quarter Table

AGENCY	July 1, 2010 – September 30, 2010	July 1, 2011 – September 30, 2011
<b><u>Unemployment Insurance</u></b>		
Appeals Hearings	147	142
<b><u>One Stop Mobile Unit</u></b>		
Total Number of Clients	235	+
MD Workforce Exchange	198	+
MD Workforce Exchange Resume	108	+
Other Job Search Engines	92	+
Employment Applications	44	+
WinWay Resumes	7	+
Referrals to One-Stop Training	47	+
Other	51	+
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	197	124
Job Search Inquiries	27	10
Services to the Elderly Community	87	64
Unsubsidized Placements	1	4
New Participants During Quarter	9	0
Exits During Quarter	4	8
<b><u>Job Corps</u></b>		
Youth Interviewed	12	22
Enrolled in A Job Corps Center	0	6 + 9 pending
<b><u>MD Business Works</u></b>		
Projects Initiated This Quarter	20	x
Funds Awarded	\$11,550.28	x
Participants Trained	68	x
Industries Served	Insurance, Manufacturing, Health Care	
<b><u>Princess Anne One-Stop Walk-ins</u></b>		
	1,466	1,497

\* Denotes activity not tracked this period      + Mobile Out of Service      x Program ended 6/30/11



*One-Stop Customer Satisfaction Survey Summary*

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 50 One-Stop Job Market surveys collected during the sample week of September 12 - 16, 2011. The Mobile One-Stop Job Market was out of service during the sample survey week.

\*\*\*\*\*

Overall during this sample week, customers rated One-Stop Job Market services with an average of 3.84 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	3.83	0.0	3.83
Staff was friendly and helpful	3.88	0.0	3.88
Staff was knowledgeable about services available	3.92	0.0	3.92
I would recommend the services I received to others	3.75	0.0	3.75
I had an overall good experience	3.83	0.0	3.83
<b>Average Rating</b>	<b>3.84</b>	<b>0.0</b>	<b>3.84</b>

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	20	0
Resume Assistance	3	0
Career Information	2	0
Training	26	0

## National Disability Employment Awareness Month

By Jackie Gast, Director, Eastern Shore Business Leadership Network

October is National Disability Employment Awareness Month. Locally, the Eastern Shore Business Leadership Network, along with many federal, state and local partners and Chambers of Commerce use a variety of media to raise awareness with slogans like Able to Work, Think Beyond the Label and, this year, What Can YOU Do? The Office of Disability Employment Policy's Business Sense says it best.

*“ Held each October, National Disability Employment Awareness Month (NDEAM) is a national campaign that raises awareness about disability employment issues and celebrates the many and varied contributions of America's workers with disabilities. Although led by the Office of Disability Employment Policy under the U.S. Department of Labor, NDEAM's true spirit lies in the many creative observances held at the grassroots level across the nation every year. Employers, schools and organizations of all sizes and in all communities are encouraged to participate in NDEAM, and ODEP offers a variety of resources to help them do so. Activities range from simple, such as putting up a NDEAM poster, to comprehensive, such as implementing a disability education program. Regardless, all play an important part in fostering a more inclusive America, one where every person is rightly recognized for his or her abilities — every day of every month. ”*

*The theme for NDEAM 2011 is "Profit by Investing in Workers with Disabilities," which promotes the valuable contributions people with disabilities make to America's workplaces and economy.”* Some of the local efforts include two upcoming Comcast Spotlight segments. One is from Wicomico Works, featuring Missy McLaughlin, who talks about an employment based program for students with disabilities in Wicomico County Public Schools. Another is from HCI, also known as Holly Community, featuring Lee Lewis, who talks about the Disability Resource Expo scheduled for Oct 20 from 10:00-3:00 at the Centre of Salisbury. The local Chambers of Commerce and One-Stop Career Centers on the Shore will have the NDEAM posters to display and if they are able, have available the What Can YOU Do? PSA to post on their websites for the month. For more information on how you can obtain materials and awareness media, contact Jackie Gast at 443 783-5787 or [jackie@esbln.org](mailto:jackie@esbln.org).





# VETERAN

## Priority of Service (POS)

### Did you Serve in the Armed Forces?

You are a veteran if you are a former military service member or a National Guard Member or Reservist who served on active military duty. You are a valued member of the civilian workforce, and your character, training, and skills are valued by employers.

### Who is Eligible for POS?

Veterans and eligible spouses must be identified at the point of entry to the One Stop Career Centers so that they may take full advantage of Priority of Service (POS).

A former service member is eligible for POS if he or she served at least one (1) day in active military service and was discharged or released under conditions other than dishonorable.

A spouse is eligible if his/her husband/wife was a veteran who has a total disability resulting from a service-connected disability or who died as a result of a service-connected disability.

### What is POS?

POS means that Veterans and eligible spouses, who meet the eligibility requirement, shall be given access to employment, training, and placement services at an earlier time or before persons who are not eligible for POS.

### What Services are Available?

Veterans and eligible spouses receive access, on a POS basis, to the full range of public employment and training resources, including résumé assistance, job search assistance

workshops, career counseling, job referral assistance, and referral to other supportive and training services.

Examples of specific programs and services available include:

- **Warriors to Work** - is a national program of the Wounded Warrior Project that assists warriors with the transition back into the civilian workforce. This free program offers a complete package of employment-assistance services, including résumé assistance, interviewing skills, job training networking, and job placement.

- **Helmets to Hardhats (H2H)** - is a national program that connects National Guard, reserve, and transitioning active duty military members with quality career opportunities in the construction industry.

- **The Homeless Veterans Reintegration Program (HVRP)** provides services to assist homeless veterans find meaningful employment.

- **The Veterans' Workforce Investment Program (VWIP)** provides funding for short-term training and other services to assist eligible veterans in obtaining meaningful employment.

- **The Incarcerated Veterans Transitional Program (IVTP)** provides assistance to current as well as formerly incarcerated veterans who were released within 180 days from incarceration.

- **The Work Opportunity Tax Credit Program (WOTC)** is a federal tax credit that Congress provides to private-sector businesses for hiring individuals from twelve target groups (that include veterans) who may be facing barriers to employment.

## ONE-ON-ONE ASSISTANCE

Veterans' Services at Maryland's One Stop Career Centers

One Stop Career Centers offer a variety of services to assist veterans, transitioning military personnel, and other qualified individuals.

Veterans and other eligible persons may also receive one-on-one assistance. Local Veterans Employment Representatives (LVERs) develop hiring opportunities within the local areas by contacting businesses, Federal agencies and contractors, and employer associations to encourage the hiring and advancement of qualified Veterans. Disabled Veterans' Outreach Program (DVOP) staff provide specialized intensive employment assistance to eligible Veterans who have special employment and training needs. The DVOPs assist individuals to overcome barriers that prevent them from gaining meaningful employment. DVOPs apply a case management approach and access a broad network of providers and resources to assist eligible Veterans with their employment goals. A list of Veteran Representatives is found on side two of this flyer.

For more information about Veterans' Services, contact your local Veterans Representative listed on side two of this flyer, your local One Stop Career Center, the DWDAL Central Office number at 410.767.2173, or visit the DLLR website at <http://dllr.maryland.gov>.



MARTIN O'MALLEY, GOVERNOR  
ANTHONY G. BROWN, LT. GOVERNOR  
ALEXANDER M. SANCHEZ, SECRETARY

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SALISBURY AREA CHAMBER OF COMMERCE & ONE-STOP JOB MARKET PRESENTS

6TH ANNUAL  
**JOB FAIR**

THURSDAY, OCTOBER 13, 2011

3:30 - 7:00 P.M. AT THE CENTRE AT SALISBURY

2300 N. SALISBURY BLVD.

(RT. 13 NORTH)

Ever wondered if you were  
better suited for another job?

Not sure what opportunities  
exist?

MARK YOUR CALENDAR NOW  
AND BE SURE TO ATTEND THE  
CHAMBER'S 6TH ANNUAL JOB  
FAIR

- 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



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



For more information:

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