



The #1 Stop For Your Employment Needs!

NEWSLETTER

**SPRING
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:

News From LSWA	1
Unemployment Insurance 101	2
Job Corps Training Opportunities	3
Pr. Anne Partnership Is Thriving	4
Senior Program Advisory Council	5
English In The Workplace Classes	6
Quarterly Web Stats	7
Customers Served At A Glance	8
Customers Served Tables	9

Contact Us

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@dlr.state.md.us

News from Lower Shore Workforce Alliance (LSWA)

For the past many months, Merry Mears and Carole DiPietro have been instrumental in keeping LSWA running. It is truly through their dedication and hard work that the agency is managing to meet its mission. They are currently working on a staffing plan that will improve LSWA services to the community. As part of that plan, Merry Mears is now the Workforce Director.



Rob Harris

By now you may have seen this fellow wandering the hallways of the One-Stop Job Market. He is Rob Harris and he joins us as the Operations and Programs Director for the Tri-County Council. This is a new position which has supervisory responsibilities for LSWA, Shore Transit and Tri-County Council (TCC) administration.

Prior to coming on board with TCC, he owned and operated his own training and development company where he worked extensively with human services organizations. In fact, he facilitated and co-wrote the unified plan that created the One-Stop Job Market.

He has a long list of things to do, but the most important item is to find space and get started on building a new facility to house the One-Stop Job Market, Shore Transit, LSWA, and TCC administration.

Rob is a Certified Professional in Learning and Performance (CPLP), a designation earned through the American Society for Training and Development. He has a degree in human services from Upper Iowa University, is a graduate of the United States Army Sergeants Major Academy and is the current president of the Eastern Shore Chapter of the Society of Human Resources Management (SHRM).

Unemployment Insurance 101

By Jim Wolf, Salisbury UI Claims Center Director

Many job seekers rely on benefits provided by the Unemployment Insurance (UI) Division of the MD Department of Labor, Licensing and Regulation to bridge temporary gaps in employment. Unemployment insurance is an employer funded insurance program that affects all Maryland employers and contains many complex components. This article contains information to help UI claimants better understand the claims process and tips for employers to help minimize their unemployment insurance costs.

Unemployment insurance is a program which provides up to 26 weeks of benefits to eligible persons who are unemployed through no fault of their own and who are ready, willing and able to work. UI claims may be filed by calling 410-334-6800 or completing a form on the agency's website at www.mdunemployment.com. Telephone calls are automatically routed by the phone system to one of five claims centers. The volume of calls arriving and operator availability at the sites determine the final destination of the call. The claims centers are located in Baltimore City, College Park, Cumberland, Salisbury and Towson and a claim originating on the Lower Eastern Shore may be processed at any of the centers. The system is seamless so claimants and employers are often surprised when UI correspondence arrives from another area.

When a claim is filed, the center receiving the claim enters it into the automated benefits system. The central office sends written materials to the claimant and also to any employers whose UI tax accounts may be affected. The person filing the claim receives a "Notice of Monetary Eligibility" and materials explaining the UI program; employers receive a "Request for Separation Information". To qualify for benefits, a person must have sufficient earnings and be unemployed through no fault of their own. The "Notice of Monetary Eligibility" informs the claimant if they have sufficient earnings and what their weekly benefit amount will be if they qualify non-monetarily. The "Request for Separation Information" informs the employer that a claim has been filed and asks him/her to provide the reason for separation. By law, employers must complete and return the "Request for Separation Information" within 8 calendar days after the form is generated or be assessed a \$15 penalty. They may respond to the request either by mail or via the Internet. To prevent overpayments and improper UI account charges, it is extremely important that the employer respond in a timely manner. Internet posting is popular because it is cost-effective and convenient. For these reasons, UI administrators encourage employers to use this option.

If the reason for separation is other than lack of work/layoff (voluntary quit or discharge for cause), the claim goes through an adjudication process to determine eligibility. The claimant and the employer are contacted by telephone for a fact-finding interview before staff make an eligibility determination. If the issue is a voluntary quit, the burden of proof rests with the claimant. In discharge cases, the burden of proof rests with the employer. Both parties have the right to respond to information supplied by the other. A written determination is rendered, and the determination may be appealed by the claimant or employer within 15 days from the date of issue.

Employers in business for at least two years are assigned a UI tax rate reflecting their own experience with layoffs. If former employees receive benefits regularly which result in benefit charges, the employer will have a higher

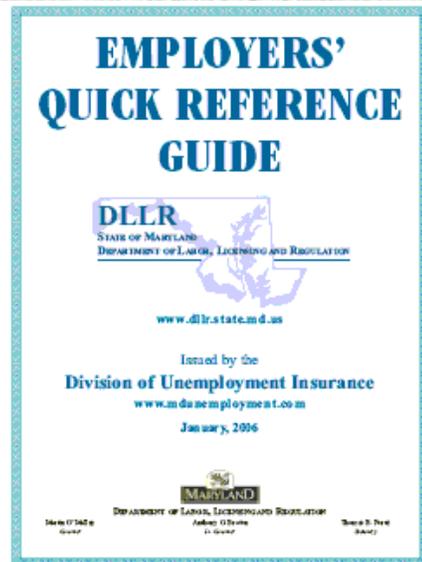
Lower Shore Workforce Investment Board

Nola Arnold
Benjamin Ballard
Derek Bland
Peggy Bradford
Ted Doukas
Lawrence Elsey
Harry Gemmell
Walter Kissel
Patricia Mannion
Robert McIntyre
Karen Megronigle
Freddy Mitchell
Bruce Morrison
Diana Nolte
Bonita Porter
Gabriel Purnell
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.

See Unemployment Insurance, Page 3



tax rate. On the other hand, employers who incur little or no benefit charges will have lower tax rates. To prevent unqualified employees from drawing benefits and causing higher tax rates, employers should maintain complete and accurate records and employ consistent disciplinary policies to support all personnel actions.

A detailed source of UI information for employers is the “Employers’ Quick Reference Guide”. All Maryland employers with UI accounts receive a copy from the Division of Unemployment Insurance and it is also available for download at www.mdunemployment.com. The website, which contains detailed program information and many downloadable forms, can be a valuable resource for Maryland businesses. Employers may also call the Employers’ Line at 1-800-492-5524 to receive personal assistance from a UI representative.

Job Corps Provides Valuable Youth Training Opportunities

By Karen Barnes, President, Career Development Services

JOB CORPS is the nation’s oldest and largest federally funded job training and education program for low income out-of-school youth ages 16-24. Students receive hands-on career training in more than 100 occupational areas including health occupations, construction-related fields, culinary arts, business and technology-related industries.

Bridgette Hunter, 18, illustrates the potential benefits of the program. While enrolled in 12th grade and many credits short of earning a diploma, she dropped out. “I was with the wrong people,” Ms. Hunter explained. By October she had entered the Woodland Job Corps Center, brushing up on reading and math skills as she took courses in health care while sharing a dorm room and rising at 6:30 a.m. with a 10 p.m. curfew. Ms. Hunter has already earned her G.E.D. and will soon be certified as a nursing assistant. In newly added services, she has the help of a volunteer mentor, a scientist from Washington who is helping her scout colleges, while outside tutors are helping her prepare for the SATs. Grant money is available for nursing, and she could qualify as a registered nurse after two years in a community college.

To learn how Job Corps can help you achieve your career goals, call 410-277-7040 today!

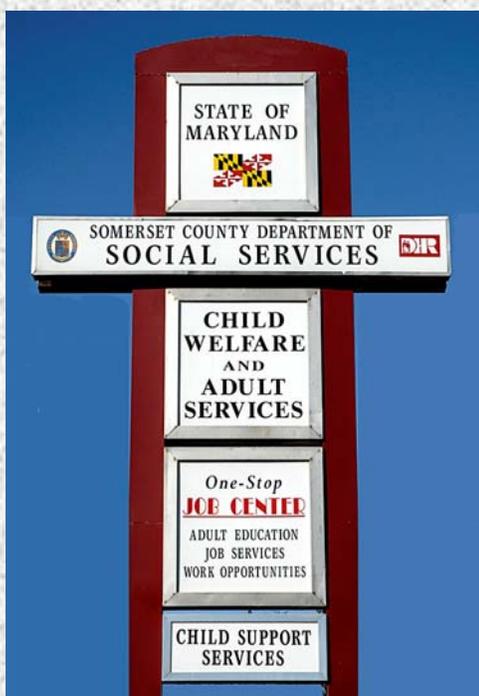


Bridgette Hunter is a Job Corps participant and hopes to become a nurse.

Princess Anne Partnership is Thriving

By Patricia Mannion, Director, Somerset Co. Dept. of Social Services

All one-stop employment and training centers rely on teamwork and resource sharing to operate successfully. The One-Stop Job Center (OSJC), located at 30415 Mt. Vernon Road in Princess Anne, demonstrates that one-stops can thrive in rural communities when organizations form strong local partnerships. The partner group in Princess Anne is comprised of the Lower Shore Workforce Alliance (LSWA), Maryland Department of Labor, Licensing and Regulation (DLLR), Somerset County Public Schools (SCPS) and the Somerset County Department of Social Services (DSS).



Each partner agency brings unique resources to the center: the building and phone system are provided by DSS; DLLR provides the job search computer lab, associated technology and oversight; LSWA provides the lab staff and administers a grant to provide job search assistance to DSS customers; SCPS provides classroom equipment and teachers for youth and adult education classes; and all of the partners provide portions of the office equipment used in the center.

The center allows residents of Somerset and lower Worcester counties to access many of the services available at the One-Stop Job Market without traveling to Salisbury. There is a demand for OSJC services as evidenced by the 3,497 customer visits recorded in 2006. Job seekers sometimes encounter barriers to employment or need to achieve educational goals before they can meet employer expectations. Many services are available at the center and customers often benefit from referrals between the partners. Services available include addictions counseling, adult basic education classes, at-risk youth programs, child care assistance, English as a Second Language classes, food stamps, high school equivalency programs, housing assistance, job matching, job search assistance, medical assistance, resume preparation assistance, temporary cash assistance and vocational skills enhancement.

Photo by Brian Veditz

The center is also equipped to provide services to people with special needs. A day care center in the DSS building makes it possible for the parents of young children to access the center's services without arranging for private childcare. Bi-lingual Spanish/English speaking staff are available to assist non-English speaking customers. This is especially helpful during the summer months when large numbers of Hispanic agricultural workers and their families visit the area. Evening educational programs make it possible for one-stop customers to work at daytime jobs and still attend classes. A job skills



Jenny Evans and Neva Howard greet OSJC customers .

(Photo by Brian Veditz)

See Pr. Anne One-Stop, Page 5

enhancement program assists qualified workers who want to attend college or vocational classes to increase their earning power.

Many employers rely on the OSJC for referrals to their job openings and some, like Custom Pak Inc. in Westover, MD, direct all job seekers to the center to complete job applications. Don Martin, General Manager of Custom Pak, recently spoke with DLLR representatives about the recruitment services provided his company. He said, "The program has been a success because we have been able to consolidate paperwork and have had less job applicant foot traffic into our building. The One-Stop has learned our business, and therefore earned it."



Instructor Margaret Mullen (far left) assists students in the Princess Anne Job Center's classroom.

Employers and job seekers may contact the Princess Anne One-Stop Job Center to learn more about available services by calling 410-677-4261, and employers have the option of placing job orders online at www.onestopjobmarket.com.

Senior Employment Program Forms Advisory Council By Richard Beals, Project Director of Senior Employment For MAC, Inc.

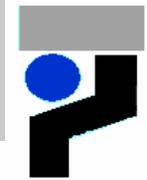
The Senior Employment Program, housed at the One-Stop Job Market and sponsored by MAC Inc., has formed an Advisory Council. The new group will serve Dorchester, Somerset, Wicomico, and Worcester Counties. The Advisory Council will be chaired by Dr. Terrance A. Greenwood, representing Wicomico County. Other members of the group are Rob Hart (Worcester County), Sherree Marshall (Somerset County), and Barbara Woolford (Dorchester County). The Council's purpose is to promote the recruitment of eligible seniors from the four county area to participate in the Senior Employment Program. In addition, the group will help locate not-for-profit host organizations interested in training seniors to prepare them for the program's primary goal of unsubsidized employment in their communities.

The program is available to men and women, ages 55 and older, who are unemployed, meet established low 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. Seniors may apply regardless of their employment history or educational level. Participants receive paid temporary training assignments that most closely match their personal goals. The program requires a 20 hours per week work schedule and pays the established minimum wage hourly rate. Schools, libraries, social service agencies, hospitals, senior centers and museums are examples of past and current host agencies. Seniors may receive training in a variety of skills, depending upon the mission and needs of their host agency. These jobs help seniors build the experience and confidence they need to find permanent, unsubsidized employment.

Employers are increasingly recognizing the assets older workers bring to the workplace. These include a strong work ethic, low absenteeism and turnover rates, extensive life experiences and high productivity. The Senior

See Senior Employment Program, Page 8

English in the Workplace Program



For More Info:

Join the English in the Workplace Program beginning Monday, March 19th, 2007. Those attending will learn basic English skills relating to the world of work and English specific to their employment and desired employment. Pre & Post Assessments are mandatory.

Class sizes are limited. Enrollment is on a first come first serve basis.

Days	Time	Level	Location
Mondays & Wednesdays	9:30 a.m.-11:30 a.m.	Intermediate-Advanced	One Stop Job Market
Mondays & Wednesdays	1:00 p.m.-3:00 p.m.	All Levels	Wicomico County Family Support Center
Mondays & Wednesdays	3:00 p.m. -5:00 p.m.	Intermediate	One Stop Job Market
Mondays & Wednesdays	3:30 p.m.– 5:30 p.m.	Beginner	One Stop Job Market
Mondays & Wednesdays	6:00 p.m.– 8:00 p.m.	Beginner	One Stop Job Market
Mondays & Wednesdays	6:00 p.m.—8:00 p.m.	Intermediate	One Stop Job Market
Tuesdays– Open Computer Lab (11 Stations)	5:00 p.m.-8:00 p.m.	All Levels/ Rosetta Stone	One Stop Job Market
Monday— Friday Open Mini-Computer Lab (4 Stations)	8:00 a.m.-4:30 p.m.	All Levels/ Rosetta Stone	One Stop Job Market

Free Classes

EWP VI

**Monday, March 19th, 2007 -
Wednesday, June 20th, 2007**

For More Info:

Telamon Corporation
One-Stop Job Market
917 Mt. Hermon Road, Suite 2
Salisbury, Maryland 21804
Phone: 410-546-4604
Fax: 410-546-0566
www.telamon.org

Funded by the Lower Shore Workforce Alliance and Community Reinvestment Fund of Minneapolis, Minnesota, Dollar General Literacy Fund, National Farmworker Jobs Program & Community Foundation.

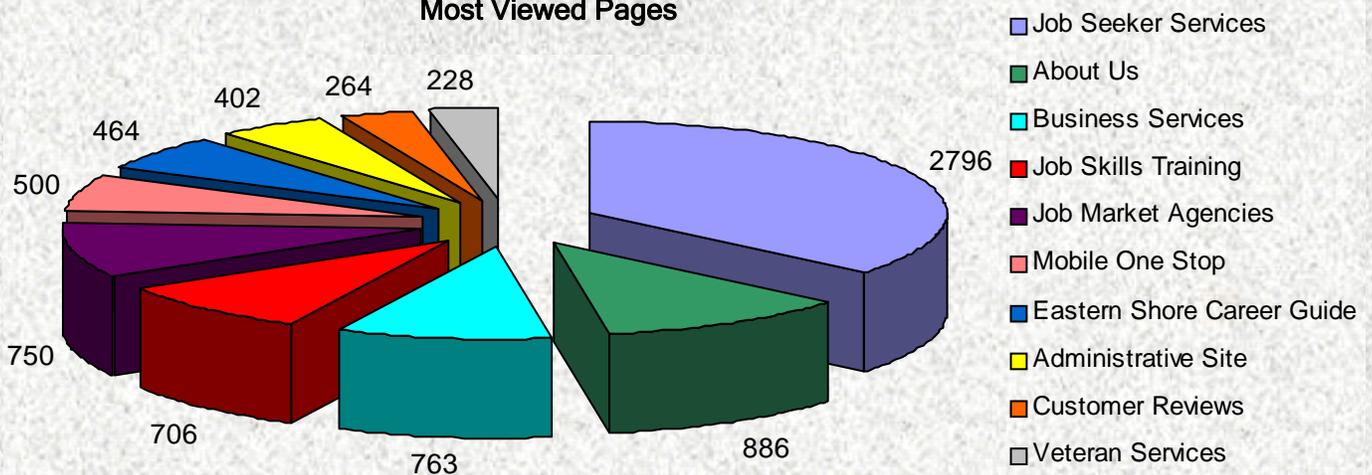


Welcome to the **One-Stop Job Market**

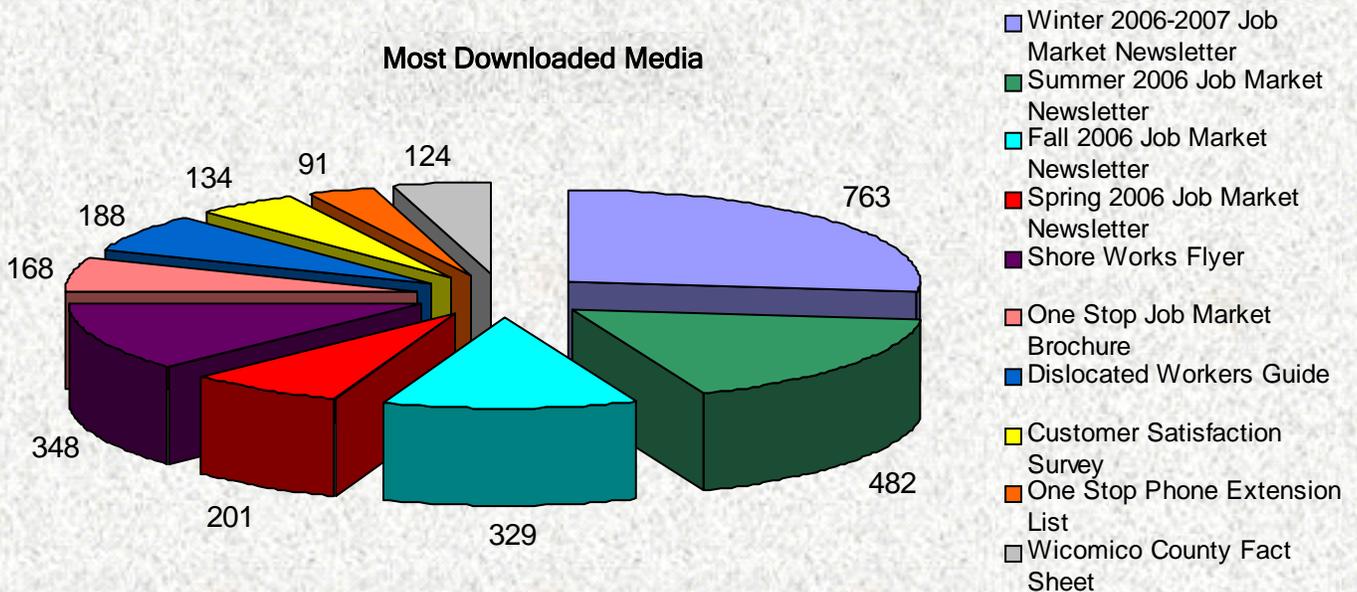
Quarterly Web Stats
 January – March 2007
www.onestopjobmarket.com

Visits 13,694
 Hits 176,502
 Downloads 3,903
 Average Time on Site 2 minutes 49 seconds

Most Viewed Pages



Most Downloaded Media



Senior Employment Program, From Page 5

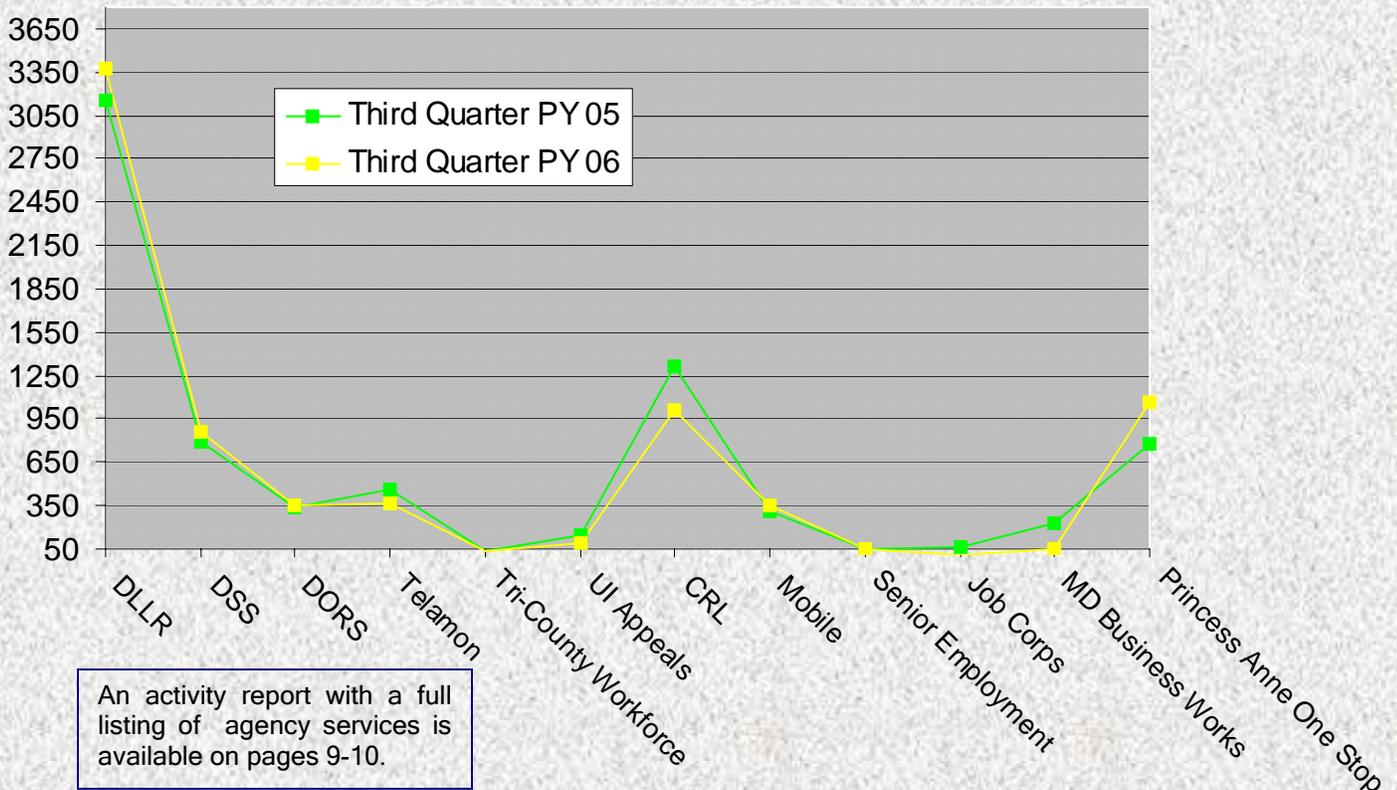
Employment Program wants to establish contacts with more host training organizations and private sector employers who are interested in learning how to integrate older workers into their hiring mix. For complete program details, you may call Richard Beals at 410 341-0011.

Senior Aide Clifton Coston works part-time as an assistant in the maintenance department for the Wicomico Housing Authority in Salisbury. He is the first recipient of the Project Director's Award of Excellence, which was awarded in March 2007. "His work ethic and attitude are exemplary", said Richard D. Beals, Project Director of Senior Employment for MAC, Inc.



Photo by Richard Beals

Customers Served



One-Stop Job Market Customers Served

Program Years 2005 and 2006 Third Quarter Over Quarter Table

AGENCY	January 1, 2006 – March 31, 2006	January 1, 2007 – March 31, 2007
<u>MD Workforce Exchange</u>		
Early Intervention	134	188
Job Openings Received	828	2623
Workforce Exchange Walk-ins	3015	3,180
<u>Department of Social Services</u>		
Job Search Class	79	66
Purchase of Care	61	0
Orientation	147	106
Transit Tickets Issued	662	1094
Transit Photos Issued	19	20
Transit Photos Extended	28	15
Curb to Curb	7	9
Customer Walk-ins	798	855
Transit Expiration	0	0
Transit Cancellation	0	0
Taxi	1	0
<u>Div. of Rehabilitation Services</u>		
Customers Served	344	355
<u>Telamon Corporation</u>		
Employment/Training	127	138
Emergency Assistance	6	5
Housing Counseling	20	4
Translation	11	11
Food Pantry	242	190
Other Services	58	23
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	86	84
Enrolled Into Life Skills	35	42
Completed Life Skills	21	28
Assessment	20	28
Work Experience/Community Services	10	24
Job Developer	10	2
Other Referral Services	2	2
<u>Unemployment Insurance Appeals</u>		
Appeals Hearings	143	88

One-Stop Job Market Customers Served

Program Years 2005 and 2006 Third Quarter Over Quarter Table

Agency	January 1, 2006 – March 31, 2006	January 1, 2007 – March 31, 2007
<u>Career Resources Lab Activity</u>		
Total Number of Clients	1315	1015
WIA Training Information	306	337
CASAS	204	176
CS Interest	192	123
CS Aptitude	194	123
Career Clips	190	122
O*Net Interest/Values	1	0
Resume Assistance	199	173
Employon	0	0
TCWDI	201	117
Career Counseling	185	109
Job Search	100	56
Career Guide	15	3
Other	19	28
Total Services	1801	1367
<u>One-Stop Mobile Unit</u>		
Total Number of Clients	305	358
MD Workforce Exchange	152	150
MD Workforce Exchange Resume	104	99
O*Net Interest Profiler	107	144
Career Clips	123	4
Online Applications	5	52
WinWay	35	14
Referrals to One-Stop Training	*	19
Other	10	0
<u>Senior Employment & Training</u>		
Total Participants Served	55	52
Job Search Inquiries	140	153
Providing Service to General Community	32	28
Providing Service to the Elderly Community	23	*
Unsubsidized Placements	4	0
New Participants During Quarter	4	6
Exits During Quarter	2	1
<u>Job Corps</u>		
Youth Interviewed	60	7
Applications Completed	37	7
Pending Approval	9	1
Enrolled in A Job Corps Center	23	5
<u>MD Business Works</u>		
Projects Initiated this Quarter	20	19
Funds Awarded	\$11,986	\$8,396
Participants Trained	224	55
Industries Served	Manufacturing, Healthcare, Small Business	Engineering, Healthcare, Small Business
<u>Princess Anne One Stop Walk-ins</u>	772	1,062

* Denotes activity not tracked this period