



The #1 Stop For Your Employment Needs!

NEWSLETTER

**SPRING
2008**

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

INSIDE THIS ISSUE:

Wor-Wic Partners With Job Market	1
Annual Job Fair An O.C. Tradition	2
Social Services To Create PSA	2
SBDC Offers Business Training	3
People In The Workplace	4-5
Customer Satisfaction Survey	6
Job Market Quarterly Highlights	7
Quarterly Web Stats	8
Customers Served Charts	9
Job Market Activity Reports	10-11
Maryland Workforce Exchange	12

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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

Wor-Wic Community College Partners With Job Market

By Teresa Disharoon, Wor-Wic Dir. of Business and Industry Training

Wor-Wic Community College has been serving the residents of Maryland's Lower Eastern Shore since 1975. The college enrolls about 10,000 students each year in credit and non-credit courses.



Photo by Brian Veditz

Teresa Disharoon

Wor-Wic provides workforce training in cooperation with the One-Stop Job Market in the areas of computers (Microsoft Excel, Word and Power-Point, and File Management), business (Supervision and Customer Service), Truck Driver Training - Class A and B, Air Conditioning and Refrigeration, Arc Welding, Certified Nursing Assistant, Child Care Training, Dental Assisting, Medical Coding and Billing, Medical Office Assistant, Phlebotomy and Manufacturing (Quality Corrective Action).

Wor-Wic serves as a member of the One-Stop Job Market Rapid Response Team that assists local dislocated workers when their companies downsize or move to other locations. As a part of that team, Wor-Wic representatives meet one-on-one with dislocated workers to help them transition to a new career. The college also administers career assessments to those who are not sure what career they want to pursue. These assessments highlight the strengths and abilities of the person in order to find a good fit for them in the workplace.

Wor-Wic continues to offer business and industry training opportunities for area employers and also continues to work with the One-Stop Job Market to offer workforce training opportunities for residents of Wicomico, Worcester and Somerset counties. The college is here to help individuals find productive employment in order to support the local economy.

For more information or to continue your education, call Wor-Wic Community College at (410) 334-2815.

Annual Job Fair Is An Ocean City Tradition

By Caitlin Tyler, Greater Ocean City Chamber of Commerce

The 23rd Annual Ocean City Job Fair, sponsored by the Greater Ocean City Chamber of Commerce and the Town of Ocean City, with participation by the One-Stop Job Market, was the place to be on Saturday March 1, 2008. More than 1,000 eager job seekers came to check out over fifty local businesses. A variety of industries, including amusements, hospitality, healthcare, retail, insurance and more were represented. Resumes and applications were exchanged and on-site interviews were conducted. The job fair, which was held at the Convention Center, is an annual tradition that helps kick off the summer season. "The job fair was a smashing success for us this year. Between the helpful staff and high number of attendees we couldn't have asked for a better day. The high volume and diverse crowd made the event quite successful." said Brooks Trimper from Trimper Rides and Amusements. Employers and job seekers alike were very pleased with the turnout of vendors and hopeful employees. Many vendors commented on how helpful the staff was as well.

We would like to thank everyone who volunteered and/or worked at the event, including Liz Kain-Bolen, Melanie Pursel, Susie McElory (ES Gregory and Associates), Carolee Humphries (Hall's Restaurant), Patricia Ilczuk-Lavanceau (Comcast Spotlight), Lisa Dennis (Chamber Visitors Center Supervisor), and last but definitely not least, the staff at the Convention Center. Greg Eberts and his helpful staff from the One-Stop Job Market in Salisbury, including Paul Anderson, Sonya Green, Rosa Rodriguez, and Maria Huesca also participated by providing information about the Maryland Workforce Exchange to job seekers and employers. Without everyone's help this incredible event would not have been the success that it was!

Another exciting summer season is fast approaching and without the mass increase in summer help, Ocean City would not be the fun-loving, relaxing place which we like to call home. The Greater Ocean City Chamber of Commerce thanks all the businesses and the vast amounts of potential employees who attended the 23rd Annual Ocean City Job Fair. We hope to see you and others next year!

Social Services to Create PAC-14 Public Service Announcement

By Meredith Mears, DSS Job Developer/Work Experience Evaluator

Wicomico County Department of Social Services (DSS) is currently developing a public service announcement (PSA) that will be aired on PAC-14 (Comcast cable channel 14) in the coming months. The PSA will highlight the many resources offered through the Department of Social Services at the Baptist Street and One-Stop Job Market locations. Tri-County Workforce Development Initiative services will be highlighted as well.

This project is the beginning of a series of PSAs and detailed staff interviews that will inform the public about services such as Temporary Cash Assistance, Food Stamps, Medical Assistance and Emergency Assistance. Services delivered through the One-Stop will be discussed too, with topics such as job training and job development, work experience and life skills education being main themes.

We look forward to utilizing PAC-14's free resources in an effort to educate the community as a whole and hope that you get a chance to learn more about the beneficial resources Wicomico County Department of Social Services offers to the community.

Lower Shore Workforce Investment Board

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

Our Mission

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

SBDC Offers New and Existing Businesses Training Opportunities

By Brooke Pramov, SBDC Training Coordinator

The Maryland Small Business Development Center (MDSBDC) Network is a partnership between the U.S. Small Business Administration and the University of Maryland, College Park. This partnership links private enterprise, government, higher education and local economic development organizations to provide management training and technical assistance to Maryland's small businesses. One example is working with the One-Stop Job Market staff assisting workers as part of the local rapid response team.

Maryland SBDC is part of a national SBDC network that delivers assistance to strengthen small and medium-sized businesses, thereby contributing to the growth of local, state and national economies. Offices are conveniently located throughout the state and are staffed by professional consultants with years of business enterprise experience and expertise.

The SBDC Eastern Region, which serves local businesses, is an outreach program of the Perdue School of Business at Salisbury University. We endeavor to connect the smaller enterprises in our area to the professional academic resources available through the business school. MDSBDC consulting services are offered at no cost to the small business enterprise. Our confidential business consulting services assist potential and existing small business owners to develop and refine business plans, solve problems, find sources of capital and brainstorm innovative strategies to build a strong foundation supporting growth and profitability.

We also offer comprehensive education and training programs to aid the business community in successful start up and existing disciplines. Presenters for our offerings are comprised of local business leaders from a variety of professional experiences. By leveraging the resources of professionals in the community, we can offer a wide range of workshops, conferences, seminars, and courses free of charge or for a nominal fee. Workshops and seminars are conducted at a number of locations throughout the Eastern Region. SBDC training programs are designed with you in mind. Courses are offered both during the day and in the evenings during weekdays and sessions range in length from a couple of hours to several weeks.

Our user friendly website makes browsing and learning convenient. The recent addition of our 24/7 Virtual Classroom makes education a breeze; the plethora of free tutorials offer current and prospective business owners the chance to learn right from their home, saving travel time and money. This new resource has gained much attention and will continue to evolve as our users are able to provide valuable feedback for future course offerings. Books, video tapes, magazines and useful websites are available at most MDSBDC offices. We are also a part of SBDC NET, a national business information clearinghouse designed to provide you with rapid access to information resources.

Have a training need? Want to share your professional expertise? Contact the SBDC and let us help your business grow! Please visit our website www.salisbury.edu/sbdc or call Training Coordinator, Brooke Pramov at (410) 543-6516 to learn more about what the SBDC can offer or discuss training and/or speaking opportunities through our organization.

People In The Workplace

Telamon Welcomes New Staff Members By Jennifer Shahan, Telamon Corporation Executive Director

Telamon Corporation would like to extend a warm welcome to its newest employees.

Opal Camper, Workplace Readiness Specialist, joined Telamon in September 2007 when Telamon began administering the Wicomico County Out-of-School Youth Program, which is funded by the Workforce Investment Act. The program is designed to assist youth between the age of 14-21 who are no longer in school, to obtain a GED, gain employment, or enter post-secondary education. To date, Telamon has provided core services to over 40 youth and we look forward to working with local businesses to expand job opportunities and work experience sites for out-of-school youth in Wicomico County.



Photo by Brian Veditz

Opal Camper

Opal also works with the National Farmworker Jobs Program for Maryland and Delaware. She utilizes group training and counseling sessions, one-on-one resume building and writing, interviewing techniques, and development of various employment partnerships to help farmworkers overcome barriers to successful employment. Opal can be reached at (410) 546-4604, Ext.124, or via e-mail at ocamper@telamon.org



Photo by Brian Veditz

Myrna Hastings

Myrna Hastings, Program Counselor, joined Telamon in February 2008. Myrna is working under three different programs, including the National Farmworker Jobs Program, Department of Labor's Farmworker Housing Program and the Pesticide Safety Training through the Association of Farmworker Opportunity Programs.

Utilizing her dual strengths in customer service and attention to detail, Myrna provides customer training as well as intake services while working primarily with the farmworker population. Myrna assists in all facets of transition from agriculture to stable, year round employment for those wishing to leave agriculture and support the stabilization process for those desiring to remain within the agricultural labor market. She can be reached at (410) 546-4604, Ext.121 or via e-mail at mhastings@telamon.org.

We are enthused to add such dedicated and energetic staff to the One-Stop family. Please help us issue a warm welcome and best wishes to Opal and Myrna.

People In The Workplace

Sonya Green Joins Job Market Staff

By Brian Veditz. DLLR Administrative Specialist

Photo by Brian Veditz



Sonya Green

We are pleased to announce that Sonya Green has recently joined the Department of Labor, Licensing and Regulation Job Market team as a specialist in the Career Resources Lab (CRL). Working under a grant funded by the Wicomico County Department of Social Services, Sonya is a Salisbury native who graduated from High Point University in 2007 and returned to the eastern shore after working for several months in western Maryland.

She assists Job Market customers seeking employment and training services in the CRL and the Maryland Workforce Exchange lab. Sonya conducts orientations and interviews, provides resume preparation assistance, refers qualified applicants to job openings and explains the application and enrollment process for Workforce Investment Act training programs. She also schedules, administers and interprets the results of interest and aptitude tests.

Sonya looks forward to working with customers and meeting other members of the local employment and training community. You may contact her by calling (410) 341-8533,

Pat Grate Still Lending A Hand

By Brian Veditz. DLLR Administrative Specialist

The One-Stop Job Market is fortunate to have recently re-acquired the services of a former staff member with many years of valuable employment and training experience. Pat Grate, who retired from the Maryland Department of Labor, Licensing and Regulation in August 2007, has returned to work on a part-time basis.

Pat spends her working hours assisting job seekers and employers by providing labor exchange and testing services in the Maryland Workforce Exchange and Career Resources Lab. Pat's phone number is (410) 341-8533 and her email address is pgrate@lswa.org. Please join us in welcoming Pat back to the Job Market.



Photo by Brian Veditz

Pat Grate

One-Stop Customer Satisfaction Survey Summary

By Carole DiPietro, Lower Shore Workforce Alliance Office Manager

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 31 One-Stop Job Market and 7 Mobile Unit surveys collected during the sample week of March 10, 2008 through March 14, 2008.

Overall during this sample week, customers rated One-Stop Job Market and Mobile Unit services with an average of 3.70 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	3.48	3.85	3.59
Staff was friendly and helpful	3.51	4.00	3.66
Staff was knowledgeable about services available	3.51	3.85	3.65
I would recommend the services I received to others	3.51	4.00	3.66
I had an overall good experience	3.51	3.85	3.63
Average Rating	3.50	3.91	3.70

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	22	7
Resume Assistance	5	7
Career Information	3	0
Training	20	0

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 January through March 2008.

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

- Department of Labor, Licensing and Regulation Early Intervention Job Search Workshops
- Department of Rehabilitation Services (DORS) Group Orientations
- DORS Exploratory Career Assessments
- DORS Benefits Counseling
- Department of Social Services (DSS) Orientation for new customers
- Job Corps Orientation for new customers
- Maryland Capital Enterprises Start Your Own Business Workshop
- Telamon customer training
- Telamon English In The Workplace training
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon LEP Preparedness Workshop
- Tri-County Workforce Development Initiative Life Skills training
- Tri-County Workforce Development Initiative Money Management Workshop

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

- DORS Directors meeting
- DORS district staff meeting
- DSS Advisory Board meeting
- Health Coverage Tax Credit staff meeting
- Icelandic USA dislocated worker assistance session
- LSWA Base Realignment and Closing (BRAC) work session
- LSWA Youth Council meeting
- LSWA staff meeting
- LSWA WIA counselors meeting
- Shore Transit Directors meeting
- Shore Transit grant meeting
- Telamon Emergency Food and Shelter Program meeting
- Telamon Farmworkers Recognition Night
- Telamon staff meeting
- Telamon youth training
- Tri-County Council of the Lower Eastern Shore Safety Committee meeting
- Tri-County Council of the Lower Eastern Shore wellness meeting
- Tri-County Workforce Development Initiative grant meeting
- Tri-County Workforce Development Initiative job club meeting
- Tri-County Workforce Development Initiative Mathematica survey meeting
- Tri-County Workforce Development Initiative regional 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 their off-site job fairs this period:

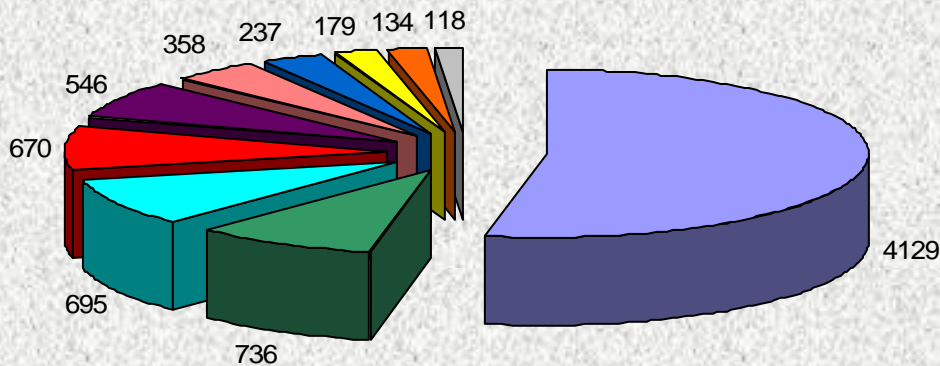
- Allen Family Foods Inc.
- Mountaire Farms Inc.
- Ocean City Chamber of Commerce Job Fair
- Senior Life Insurance Company
- Tyson Foods Inc.
- Verizon Communications

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

Quarterly Web Stats
 January - March 2008
www.onestopjobmarket.com

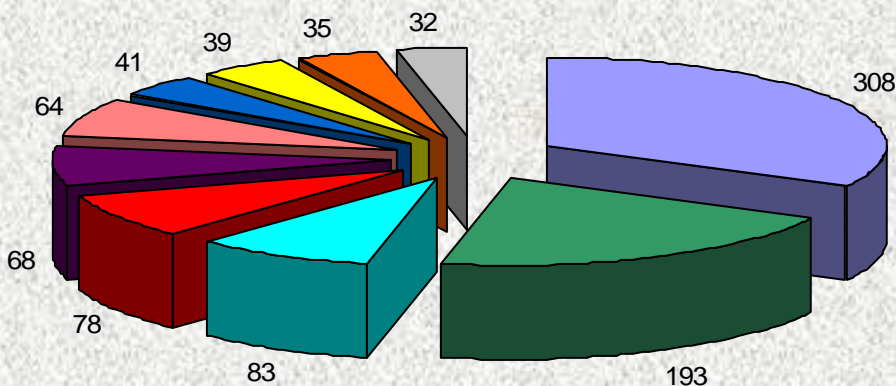
Visits 15,530
 Hits 222,390
 Downloads 7,358
 Average Time on Site 4 minutes 42 seconds

Most Viewed Pages



- Job Seeker Services
- About Us
- Job Market Agencies
- Business Services
- Job Skills Training
- Mobile One-Stop
- Career Resources Lab
- Veteran Services
- English In The Workplace
- Customer Reviews

Most Downloaded Media



- Winter 2007-2008 Job Market Newsletter
- MD Workforce Exchange Tip Sheet
- Dislocated Worker Service Guide
- Skills Identification
- 15 Reasons Jobseekers Aren't Hired
- Fall 2006 Job Market Newsletter
- Effective Job Applications
- A Guide For The Job Interview
- Tr-County Workforce Initiative Flyer
- Summer 2007 Job Market Newsletter

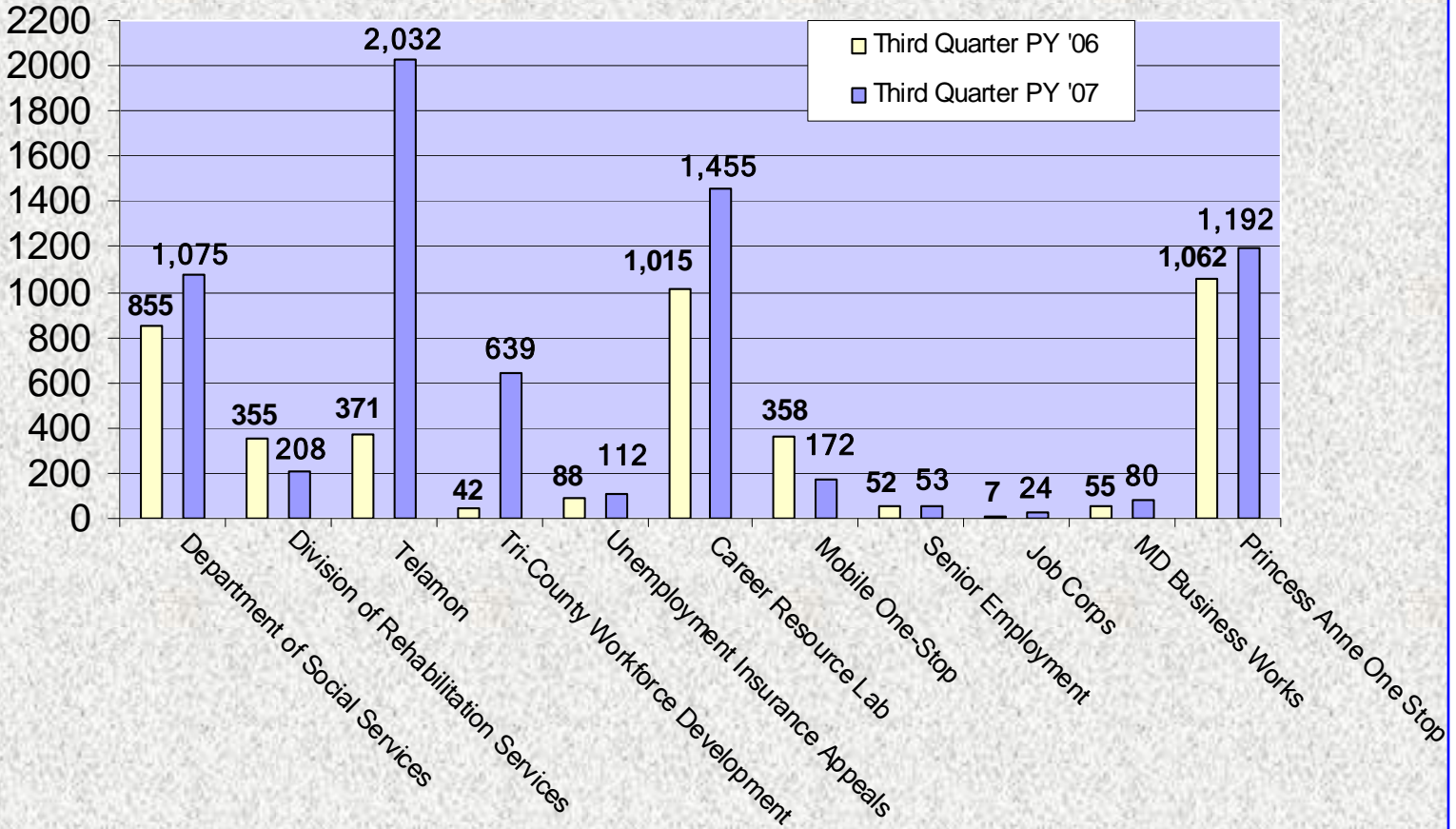
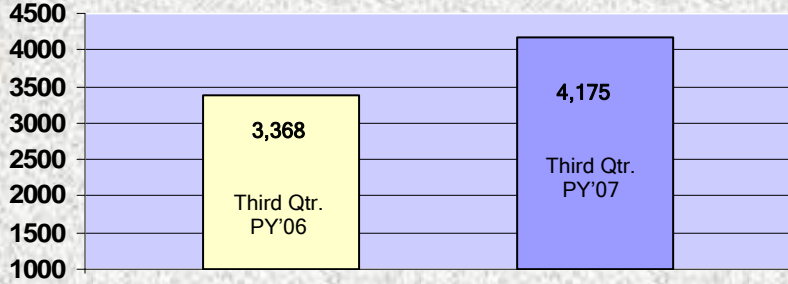
Customers Served

Quarterly Charts

Program Years 2006 and 2007 Third Quarter Over Quarter

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

Department of Labor, Licensing and Regulation



An activity report with a full listing of agency services by quarter is available on pages 10-11.

One-Stop Job Market Customers Served

Program Years 2006 and 2007 Third Quarter Over Quarter Table

AGENCY	January 1, 2007 – March 31, 2007	January 1, 2008 – March 31, 2008
<u>MD Workforce Exchange</u>		
Early Intervention	188	166
Job Openings Received	2,623	2,866
Workforce Exchange Walk-ins	3,180	4,009
<u>Department of Social Services</u>		
Job Search Class	66	43
Purchase of Care	0	71
Orientation	106	182
Transit Tickets Issued	1,094	1,223
Transit Photos Issued	20	15
Transit Photos Extended	15	7
Curb to Curb	9	12
Customer Walk-ins	855	1,075
Transit Expiration	0	0
Transit Cancellation	0	0
Temporary Cash Assistance	*	168
<u>Div. of Rehabilitation Services</u>		
Customers Served	355	208
<u>Telamon Corporation</u>		
Employment/Training	138	557
Emergency Assistance	5	15
Housing Counseling	4	111
Translation	11	24
Food Pantry	190	517
EWP (ESL) Class	*	453
ESL Lab	*	213
Out-of-School Youth	*	87
GED Class	*	46
Other Services	23	9
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	84	34
Enrolled Into Life Skills	42	26
Completed Life Skills	28	16
Customers Served	*	639
Assessment	28	16
Work Experience/Community Services	24	13
Job Developer	2	2
Other Referral Services	2	1
<u>Unemployment Insurance Appeals</u>		
Appeals Hearings	88	112

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2006 and 2007 Third Quarter Over Quarter Table

Agency	January 1, 2007 – March 31, 2007	January 1, 2008 – March 31, 2008
<u>Career Resource Lab Activity</u>		
Total Number of Clients	1,015	1,455
WIA Training Information	337	375
CASAS	176	247
CS Interest	123	152
CS Aptitude	123	152
Career Clips	122	151
O*Net Interest/Values	0	0
Resume Assistance	173	264
Employon	0	0
TCWDI	117	33
Career Counseling	109	132
Job Search	56	55
Career Guide	3	0
Other	28	298
Total Services	1,367	1,859
<u>One-Stop Mobile Unit</u>		
Total Number of Clients	358	172
MD Workforce Exchange	150	92
MD Workforce Exchange Resume	99	61
O*Net Interest Profiler	144	0
O*Net Work Importance Profiler	*	0
Work Maturity & Employability	*	0
Career Clips	4	0
Employment Applications	52	22
WinWay	14	2
Referrals to One-Stop Training	19	14
Other	0	44
<u>Senior Employment & Training</u>		
Total Participants Served	52	53
Job Search Inquiries	153	178
Providing Service to General Community	28	53
Providing Service to the Elderly Community	*	53
Unsubsidized Placements	0	0
New Participants During Quarter	6	7
Exits During Quarter	1	3
<u>Job Corps</u>		
Youth Interviewed	7	24
Pending Approval	1	10
Enrolled in A Job Corps Center	5	12
<u>MD Business Works</u>		
Projects Initiated this Quarter	19	27
Funds Awarded	\$8,396	\$15,846
Participants Trained	55	80
Industries Served	Engineering, Health Care, Small Business	Health Care, Small Business, Manufacturing
<u>Princess Anne One Stop Walk-ins</u>	1,062	1,192

* Denotes activity not tracked this period

Take charge of your company's hiring needs with the Maryland Workforce Exchange!

www.mwejobs.com



- Manage your entire hiring process at no cost on-line at your One-Stop Career Center or "24/7" via the Internet
- Reach today's top talent to staff your job or business
- Gain maximum exposure for your job openings
- Get quick access to current economic and local job market data

If you are seeking to expand your business in Maryland, the Maryland Workforce Exchange allows you to:

- Create and manage your own recruitment strategy on-line through your own business folder
- Search the job seeker pool for potential candidates and track those that are referred to your job openings
- Create and maintain multiple job offerings
- Sign-up for workshops or business seminars offered in your community
- Access local economic and labor force data
- Find business and economic development resources to help your business grow

The Maryland Workforce Exchange has enhanced the services your business can receive from your One-Stop Career Center staff by enabling them to:

- Manage services provided to their business accounts
- Coordinate employer contacts and services
- Post and manage job offerings on behalf of business customers
- Create and manage workshops or seminars that are targeted to local businesses
- Develop customized labor market information materials



DEPARTMENT OF LABOR, LICENSING AND REGULATION

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

Thomas E. Perez, Secretary