



The #1 Stop For Your Employment Needs!

NEWSLETTER

**Spring
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

Navigating The Apprenticeship Process

By Susan Blusiewicz, Apprenticeship Navigator
Department of Labor, Licensing & Regulation

Apprenticeship is a voluntary, industry-driven program which is sponsored by employers, employer associations, and jointly by management and labor. An apprentice, as an employee, receives supervised, structured on-the-job training combined with related technical instruction in a specific occupation. Apprenticeship is open to anyone age 16 or older; however, an employer may set a higher entry age. Individuals must be age 18 to apprentice in specified hazardous occupations.

On-the-job training for apprentices takes place at the work site under the direction of a highly skilled journeyperson(s). An approved training plan outlines the work process in which the apprentice will be trained and specifies an approximate length of time to be spent in each major process. A training program must be at least 2,000 hours in duration to be considered an apprenticeable occupation.

I am one of two new Apprenticeship Navigators working for the Department of Labor, Licensing and Regulation. Kelton Addison, the other Navigator, and I will be working on increasing access to apprenticeship information by using the Maryland Workforce Exchange (MWE) to post open apprenticeship opportunities throughout the state. This will allow a jobseeker to research which apprenticeship programs are hiring and the program requirements an applicant will have to meet. This will allow the jobseeker to search for an apprenticeship the same way he or she would search for any other job using the MWE.

The process of collecting and posting the apprenticeship opportunities data will be lengthy, but when completed, this new way of accessing the information will help jobseekers, One-Stop Centers, and apprenticeship sponsors navigate the apprenticeship process more efficiently. Jobseekers will be able to research apprenticeships using the Maryland Workforce Exchange and will be able to search for apprenticeships and non-apprenticeship jobs simultaneously. Jobseekers will be able to see all the requirements of the program, the description of the job and the timeframe of the position posting. One-Stops will be able to use the system to direct job seekers to apprenticeships in the same way they direct jobseekers to other jobs.

See Apprenticeship, Page 2

Apprenticeship, From Page 1

Employers will be able to use the system to recruit new employees and post positions on the Maryland Workforce Exchange.

By using the Maryland Workforce Exchange to post and find apprenticeship opportunities, we hope to consolidate and simplify the process of finding an apprenticeship in Maryland. Once the system is up and running, Kelton and I will be available as a resource for the local Workforce Investment Areas. Feel free to contact me at (410) 767-2240 or sblusiewicz@dllr.state.md.us with any questions or concerns about the apprenticeship process.

New Foster Care Youth Employment Program

By Merry Mears, Dept. of Social Services Job Developer/W.E.E. and
Eileen Cross, Lower Shore Workforce Alliance Youth Coordinator

Recently, the Maryland Departments of Labor, Licensing and Regulation (DLLR) and Human Resources (DHR) combined efforts to help local youth in foster care gain the skills and experience necessary for work.

As a result, the Foster Care Youth Employment Program has been developed. The program got underway on Monday, March 23rd and is staffed by two case managers. It is based at the One-Stop Job Market and offers youth a pre-employment class and access to a basic computer skills lab at this location. The lab, operated by Wor-Wic Community College, also provides a place for youth to work on resumes and job search skills.

Other activities are offered to youth in the program, such as internship placement, occupational skill development and job placements. Youth referred to the program come directly from foster care case managers and each youth has a customized plan for success.

Please stop by the new Foster Care Youth Employment Program office, next to the Pennington Room, to welcome Stacy Bobak and Michelle Hardy on-board. While we know building a program from the ground up can be challenging, we are confident they will make this program a huge success!

Photo by Brian Veditz



Michelle Hardy and Stacy Bobak

Lower Shore Workforce Investment Board

Glen Ains
Nola Arnold
Derek Bland
Peggy Bradford
Margaret Dennis
Ted Doukas
Paula Erdie
Harry Gemmill
Robert McIntyre
Karen Megronigle
Freddy Mitchell
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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.

Telamon Corporation's Youth Program Highlights

By Opal Camper, Work Readiness Specialist, Telamon Corporation

As you may know, Telamon Corporation administers the Out-of-School Youth Program for Wicomico County. Telamon has been the vendor for this program since July 2007. Youth participate in job development workshops, life skills training and GED classes. Youth program participants explore different career opportunities and engage in team building activities that build character and drive to continue on a path of life long learning. Over the past year and a half, several participants took advantage of this program and have reached milestones. We at Telamon are proud to recognize a few of these individuals:

Shaniquewa Wilson
Rickie Alexander
Yolanda Oliver
Daryl Turner

Attained GED October 2008
Attained GED July 2008
Attained GED December 2008
Attained GED January 2009



Daryl Turner displays his new high school diploma (Telamon photo)

Telamon is proud to serve these and other out-of-school youth that have overcome various hardships to achieve this one educational goal. Our students attend GED classes every Monday and Wednesday from 9:00 a.m. - 3:00 p.m. and job search workshops every Tuesday from 1:00 p.m. - 3:00 p.m. These classes and workshops are held in the One-Stop Job Market. The Career Resources Lab is also reserved for youth at various times during the week.

We are also looking forward to preparing our youth for a Summer Youth Employment Program. In partnership with the Salisbury Area Chamber of Commerce, we are diligently seeking worksites to host youth for 10-12 weeks of summer employment. Youth will be placed in work sites based on their career aspirations. Summer employment provides youth with income and valuable work experience. It also gives local small businesses, non-profits, and other employers the workforce to complete tasks they otherwise may not have the resources to perform.

Last year, with the help of several employers and the Chamber of Commerce, nine youth from our program were placed in meaningful employment. This year we hope to broaden our scope of participants and serve even more Workforce Investment Act (WIA) eligible youth! Any organization interested in being a host site for summer employment or desiring to learn more about the Summer Employment Program should contact Opal M. Camper at 410-546-4604, Ext. 123 or email ocamper@telamon.org.

Which Resume Format is Best For Your Clients ?

By Kelly Brinkley, Labor Exchange Specialist
Department of Labor, Licensing & Regulation

Photo by Brian Veditz



Kelly Brinkley

Do you hear from your clients that they can't find a job? One of the main reasons could be their resume. Currently, there are two main resume formats utilized in the market, which account for 99% of the paper in potential employer's hands. The primary purpose of a resume is to get "face time" with an employer. In this difficult job market, we need to take the time to ensure that our applicant customers are using the best possible resume format for their unique skill set. These formats are the chronological and the functional resume. The chronological format will be discussed now and the functional format will be discussed in a future article.

First, let's address the positive affect the chronological resume may have on a client's job quest. The chronological format should actually be called the "reverse chronological". The chrono (for short) has been around for decades and loved by many companies. These resumes list work history from current or last position and work backwards through their career. When a company reviews this format, it is very clear what positions the applicant held with their last employer, the company name, and dates worked. Traditional, conservative hiring managers find this format very comforting. This resume highlights the professional advancements in a consistent, easy to read pattern. So when using a chrono, it is imperative to keep the intended reader in mind. The resume should reflect a strong, stable growth in the progression of a career. Whether the client has moved horizontally, vertically, or is just proud of their current position, the chrono could benefit them. It also is suitable for candidates who are not looking to change their career path since their work history supports their job search goals.

Now, let's discuss the negative message a chronological resume could convey. The chrono is listed in a straight line. What if a client is forced to reenter the job market due to job elimination, lack of work, or a reduction in the workforce and there are gaps in the line? When there are holes in their employment history, this will raise questions in the mind of the employer, which could lead to no interview for the client. Keep in mind, this resume should get the individual "face time" with the employer. The time to explain these gaps are in the interview. The chrono is easy to prepare, but at times, hard to sell in a market when there are no job openings in a particular field. When a client is forced into another career, they must be able to translate their experience in a format or words which speak to the reader. The chrono lacks the descriptive information about the individuals work habits, accomplishments, and achievements made throughout their career.

The chronological resume definitely has pros and cons. It is our responsibility to help our clients succeed with their job search. An employer could be passing by a qualified candidate because the resume was not formatted to sell the "entire package" or the "ideal" employee. Companies are looking for employees who will contribute to their bottom line and applicants are looking for jobs that match their skills and interests. A properly composed resume facilitates this match for both employers and job seekers.

Job Interview Tune-Up

By Ed Banning, Career Workshop Facilitator
Department of Labor, Licensing & Regulation

Job searching is a buyer's market. The selection process has gotten tougher and more sophisticated. Let us look at how the interview process has changed.

Expect to get more questions based on what you have done rather than hypothetical situations.

Example: *Tell me about a time you had to deal with an irate customer. How did you handle it? What did you like (or dislike) about your last job?*

These types of questions are samples of behavioral interviewing. Behavioral interviewing is based on the belief that the best indicator for future performance is past performance. It also suggests how well you know yourself and what you have learned from past situations.

Employers quickly found out that people would go on the internet and look up hypothetical job interview questions and memorize responses. That is tougher to do when you have to speak about your work history.

Look for a list of questions.

Because of legal issues, expect the interviewer to have a list of questions. You may not get the exact same questions as everyone else, but you will get many of the same.

Do not be hesitant to ask job related questions.

The biggest pet-peeve hiring managers have is that job seekers do not ask questions. If you do not ask questions, look at the impression that may give:

*Are you bored?
Are you easily intimidated?
Maybe you think this job is not important.
Maybe you have not thought carefully about this job.*

Asking the right questions takes some planning.

Ask open-ended questions. "*How are you able to create or expand opportunity in a recession?*" sounds better than, "*Why do you have this job opening?*". A close-ended question is usually answered by *yes* or *no*.

Know to whom the question is addressed. Human Resources people and hiring managers may have different priorities. Human Resources generally look for 1. Skill Fit (how your skills fit with the company skills) 2. Stability 3. Personality. Hiring Managers look at 1. Skill Set 2. Flexibility 3. Ability to learn on the job.

See Interview Tune-Up, Page 6

Interview Tune-Up, Fom Page 5

By now, you realize that in order to ask, as well as answer questions, you have to know more about yourself, as well as the company and the job.

Ask the interviewer questions he can answer.

Do not try to impress him with all your company research if it does not apply to the job or the interviewer's area of expertise. Similarly, do not ask obvious questions (*What is it that this company does?*)

Questions should not focus on what the company can do for you.

At this point, it is about how you can make or save the company money.
How do you see my skills fitting in with this position?

Ask for the job.

*Do you think I can do this job?
When do you want me to start?*

Chances are you are not going to get an answer right away. However the interviewer's response might tip you off as to where you stand.

Thank the interviewer(s) and ask when you can expect to hear from them and how it's most appropriate for you to follow up this interview.

For a list of questions you may want to ask on a job interview, go to <http://www.workforce.com/section/06/article/23/24/30.html>.

Putting Ability To Work

By Jackie Gast, Director, Eastern Shore Business Leadership Network



Jackie Gast

All businesses should have emergency plans for their employees. They are supposed to practice fire or disaster drills regularly. Having a plan, and practicing it, is essential to employee safety.

According to the 2007 Disability Status Report for the United States, Cornell University, for Maryland, 25.9% of the workforce working full-time/full-year has one or more disabilities. In Delaware, that statistic is only 19.7%. Nationally, 1 in 3 people ages 65 to 74 have a disability. For those over 75, the number is 1 in 2 people. It is important to consider emergency plans that include people with specific needs, those with disabilities and older workers.

I recently spoke with an employer who has an individual with a physical disability who is unable to walk at a quick pace. He is mobile and does not use a wheelchair. However, when practicing the company evacuation drill, this employee was unable to evacuate within the required time. A fellow employee volunteered to bring in a wheelchair from her home and place it near the employee's workstation. In addition, since the employee with the disability is not used to a wheelchair, fellow employees made a plan as to who would help guide him to the chair if the need arose. That plan was accepted by management. The accommodation to help this employee cost nothing. Also, consider the positive corporate culture in this company as these plans were employee driven.

See Ability, Page 7

Ability, From Page 6

The above noted employee is not elderly, however, many elderly may not move as quickly as they used to. Also consider employees who have temporary disabilities such as a broken leg, recent ankle surgery, etc. While your company may not employ anyone currently with special needs, it could happen in the future, it could be you, and you need to be ready.

According to the Center for Disability and Special Needs Preparedness www.disabilitypreparedness.org, your emergency plan should include establishing two evacuation routes as one may be blocked, and determining "safe areas" in case of a tornado or air raid. Include the fire marshal in designating those areas and ask if they have a register for people with disabilities at the station. You should determine relevant special needs for all employees including those with disabilities. Emphasize to the employees that they need to be as self-reliant as possible and assume responsibility for their own safety. One never knows what events can transpire in the event of a real emergency so make sure all employees are familiar with the company's emergency warning system. Be sure it is both visual and audio; most cell phones have GPS. In case of a building collapse, this could be critical in finding an employee's location. Employees may want to consider keeping a kit of necessary supplies like insulin or other medications. Also, consider language barriers for the deaf and hard of hearing.

Schedule the time this month to (re) develop a plan. It is well worth it.



Shore Transit On The Move By Teri Robinson, C.C.T.M. Mobility Director

With a great deal of focus on the economy and everyone looking to save money wherever possible, there has been an influx of requests for travel training from customers who either currently utilize Shore Transit's curb-to-curb services, or have never utilized public transportation services. For the customers utilizing curb-to-curb services, learning to use Shore Transit's fixed route services will not only save money, but will also allow them greater flexibility. For the customers who have never used Shore Transit's public transportation services, it could present a number of opportunities. For example, parking their personal vehicles saves them money on gas and other auto related expenses. There are also positive affects on the environment and the elderly population who no longer have the ability to drive, or simply do not feel comfortable driving. By learning how to utilize Shore Transit's public transportation system, a world of independence is offered to them. As an example, a senior lady living in Berlin wanted to go to the Centre at Salisbury; however, she did not feel comfortable driving from Berlin to Salisbury and was concerned about the cost of gas. With the travel training provided by Shore Transit, she now rides the fixed route system to Salisbury for \$3 a round-trip.

Shore Transit's travel training starts with the customer meeting the Mobility Director and completing a Travel Training Questionnaire. The Mobility Director utilizes this information to develop a Travel Training Plan. At this point, the Mobility Director schedules a time to meet with the customer to review the Plan and accompany the customer to and from their destination. This provides a comfort level for the customer knowing that they will safely reach their destination and return to their point of origin. The best part is that it's FREE!

For further information, please contact the Mobility Director at 410-341-3835, Extension 233.

Division of Workforce Development

where
JOB SEEKERS
and
EMPLOYERS
come together



Eliminating Barriers to Employment...

The Division of Workforce Development and Maryland Workforce Exchange Resource Lab are located in the One-Stop Job Market in Salisbury, Maryland. The Job Market consists of more than ten agencies that offer a tremendous variety of services. Partners work together to ensure that all persons who come through the front door are helped in the best possible way.

The purpose of the One-Stop is to gather all available resources in one place so that customers are able to easily access resources and information.

In this spirit, the DWD works to provide an environment that allows both Job Seekers & Employers to come together and succeed. Through various programs and excellent customer service these goals are met and surpassed.

Job Seekers

- Job Referrals
- Internet Access & Job Search Tools
- Resume Preparation Assistance
- Career Planning Tools
- Career Scholarships
- Military Veterans' Services
- Career Workshops
- Fax, Phone and Copying Services

Employers

- Recruiting and Screening
- Internet Job Posting
- Interviewing Facilities
- Connections to Tax Credits
- Training Scholarships
- Job Fairs
- Labor Market Information
- Business Seminars



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- ☞ Allow Employers to Search for YOU!
- ☞ Make Informed Choices About Available Training & Services
- ☞ Search for Jobs Located in Your Maryland Community
- ☞ Receive Job Referrals from DWD Labor Exchange Specialists
- ☞ Access Information About State One-Stop Career Centers

People In The Workplace

Ronnette Purnell Joins DLLR Team

By Brian Veditz, DLLR, Division of Workforce Development



Photo by Brian Veditz

Ronnette Purnell

Ronnette Purnell joined the Department of Labor, Licensing & Regulation's (DLLR) Division of Workforce Development staff on January 12, 2009 as a Disabled Veterans Outreach Program Specialist.

A native of Snow Hill, Maryland, Ronnette has a Bachelor's degree in Sociology and is currently working toward a Master's degree in Human Resources Management. She served in the U.S. Navy from 1988 to 1992 and worked in DLLR's Unemployment Insurance Division prior to joining the Job Market staff.

Disabled Veterans Outreach Program Specialists provide vocational guidance and job placement assistance to military veterans. Ronnette also interacts with local businesses by referring qualified eligible veterans to job openings, making contacts to solicit job orders and promoting agency services. She may be reached at (410) 341-8533, Ext. 105 or rpurnell@dllr.state.md.us.

DORS Welcomes New Staff Members

By E.C Townsend, DORS Regional Director



Photo by Brian Veditz

Marion Travers

The Salisbury Division of Rehabilitation Services (DORS) office is pleased to announce that two new employees have recently joined our team at the One Stop Job Market.

Marion Travers started his duties as a Vocational Rehabilitation Specialist on February 11, 2009, providing employment related services to individuals with a variety of disabilities in Wicomico County. Marion has a Master of Arts in Rehabilitation Counseling from the University of Maryland Eastern Shore. Prior to joining DORS, he worked at Maple Shade Youth and Family Services as a mental health therapist.

Susan Cullen began her employment as a Vocational Rehabilitation Specialist with the One-Stop DORS office on March 18, 2009. She assists students with disabilities in Somerset and Worcester counties transition into career orientated employment. Susan has a BA degree in English and a Masters degree in Education and Psychology from Salisbury University and recently retired from Worcester County Schools as a school counselor



Photo by Brian Veditz

Susan Cullen

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 2009.

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

- Department of Labor, Licensing and Regulation (DLLR) Early Intervention Job Search Workshops
- Department of Labor, Licensing and Regulation (DLLR)/LSWA WIA Orientations
- Department of Rehabilitation Services (DORS) Group Orientations
- Disability Program Navigator No Spare Marylander Workshop
- 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 English As A Second Language Classes
- Telamon English In The Workplace Training
- Telamon Financial Literacy Workshop
- Telamon GED Classes (funded by a grant from the Lower Shore Workforce Alliance)
- Tri-County Workforce Development Initiative Life Skills Training
- Tri-County Workforce Development Initiative Money Management Workshop
- Tri-County Workforce Development Initiative Job Club

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

- Disability Program Navigator Assistance
- DORS District Staff Meeting
- DSS Advisory Board Meeting
- DSS Staff Training
- Health Coverage Tax Credit Staff Meeting
- LSWA Board of Directors Meeting
- LSWA Staff Meeting
- LSWA WIA Counselors Meeting
- LSWA WIA Assessments
- LSWA Youth Vendors Meeting
- MAC Seniors Enrollment Meeting
- One-Stop Job Market Leadership Meeting
- Shore Transit Directors Meeting
- Shore Transit MTA Planning Meeting
- Telamon Career Resources Lab Youth Activities
- Telamon Food Distribution
- Telamon Head Start Recruitment
- Telamon Homeless Survey
- Telamon Staff Meeting
- Tri-County Council of the Lower Eastern Shore Safety Committee Meeting
- Tri-County Council of the Lower Eastern Shore Health Insurance Meeting
- Tri-County Workforce Development Initiative (TCWDI) Meeting
- TCWDI CASAS Testing

Job Fairs - Businesses regularly use the Job Market facilities to recruit and interview new employees. The following employers held job fairs at the One-Stop Job Market or Job Market employees participated in off-site job fairs held by these employers during the period:

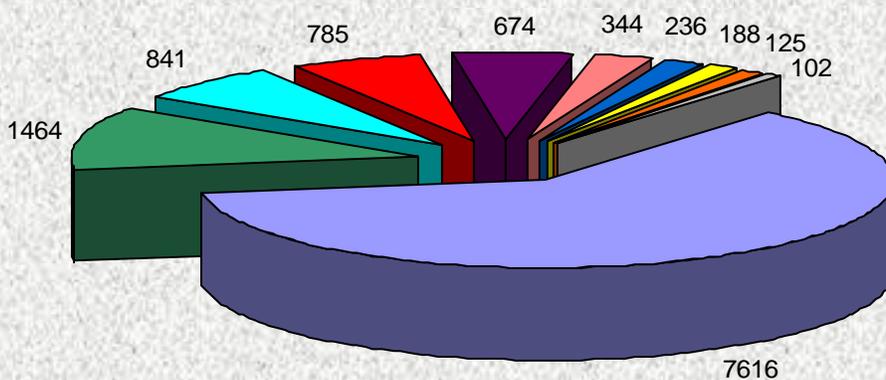
- AFLAC Insurance
- Guard Dog Security
- Mountaire Farms Inc.– Millsboro
- Mountaire Farms Inc.– Selbyville
- U.S. Census Bureau
- Verizon Communications

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

Quarterly Web Stats
 January–March 2009
www.onestopjobmarket.com

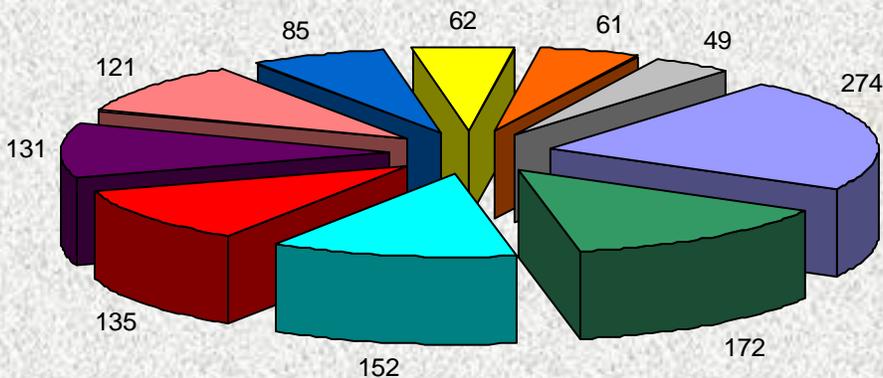
Visits 26,288
 Hits 337,896
 Downloads 5,963
 Average Time on Site 3 minutes 36 seconds

Most Viewed Pages



- Job Seeker Services
- About Us
- Job Market Agencies
- Job Skills Training
- Business Services
- Mobile One-Stop
- Eastern Shore Career Guide
- Career Resources Lab
- English In The Workplace
- Brochures

Most Downloaded Media



- MD Workforce Exchange Tipsheet
- Ocean City Job Fair
- Winter 2008-2009 Job Market Newsletter
- Effective Job Applications
- 15 Reasons Jobseekers Aren't Hired
- Skills Identification Brochure
- Dislocated Worker Service Guide
- One-Stop Brochure - English
- Job Market Phone Directory
- 12 Ways To Be Effective at Job Fairs

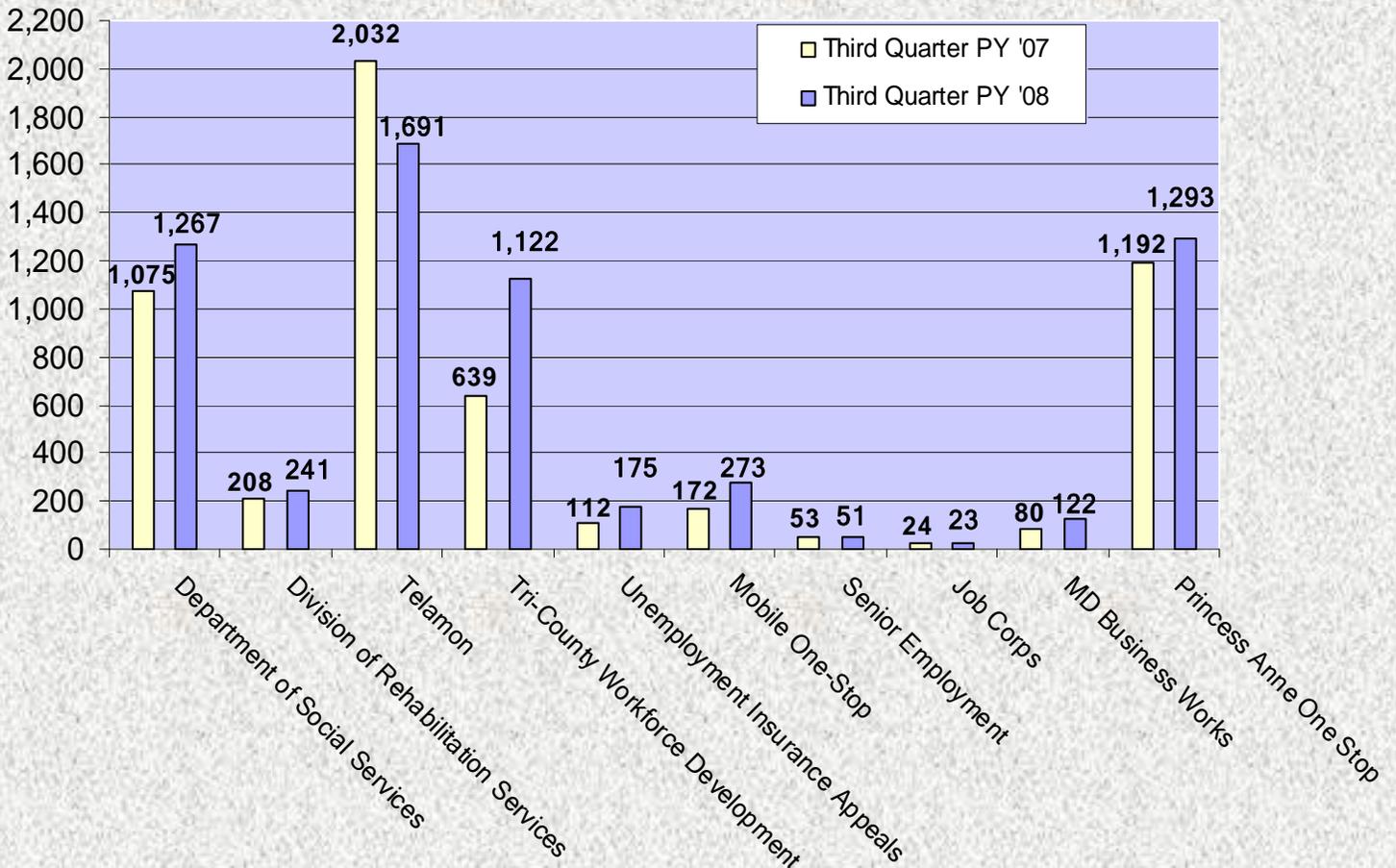
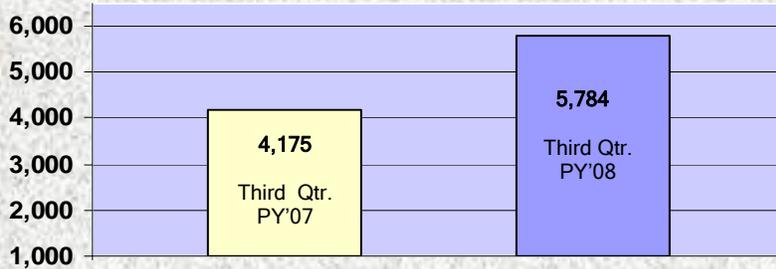
Customers Served

Quarterly Charts

Program Years 2007 and 2008 Third Quarter Over Quarter

Department of Labor, Licensing and Regulation

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



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

One-Stop Job Market Customers Served

Program Years 2007 and 2008 Third Quarter Over Quarter Table

AGENCY	January 1, 2008 – March 31, 2008	January 1, 2009 – March 31, 2009
<u>MD Workforce Exchange</u>		
Early Intervention	166	200
Job Openings Received	2,866	3,144
Workforce Exchange Walk-ins	4,009	5,584
<u>Department of Social Services</u>		
Wor-Wic CC Preemployment Class	*	97
Purchase of Care	71	*
Orientation	182	168
Customers Assisted With Transportation	1,257	1,826
Customer Walk-Ins	1,075	1,267
Temporary Cash Assistance	168	161
<u>Div. of Rehabilitation Services</u>		
Customers Served	208	241
<u>Telamon Corporation</u>		
Employment/Training	557	274
Emergency Assistance	15	35
Housing Counseling	111	10
Translation	24	11
Food Pantry	517	570
EWP (ESL) Class	453	357
ESL Lab	213	167
Out-of-School Youth	87	70
GED Class	46	144
Other Services	9	53
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	34	67
Enrolled Into Life Skills	26	49
Completed Life Skills	16	28
Customers Served	639	1,122
Assessment	16	47
Work Experience/Community Services	13	66
Job Developer	2	23
Other Referral Services	1	7

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2007 and 2008 Third Quarter Over Quarter Table

AGENCY	January 1, 2008 – March 31, 2008	January 1, 2009 – March 31, 2009
<u>Unemployment Insurance</u>		
Appeals Hearings	112	175
<u>One Stop Mobile Unit</u>		
Total Number of Clients	172	273
MD Workforce Exchange	92	178
MD Workforce Exchange Resume	61	92
O*Net Interest Profiler	0	48
O*Net Work Importance Profiler	0	10
Work Maturity and Employability	0	0
Career Clips	0	0
Employment Applications	22	7
WinWay	2	0
Referrals to One-Stop Training	14	15
Other	44	8
<u>Senior Employment & Training</u>		
Total Participants Served	53	51
Job Search Inquiries	178	35
Services to the Elderly Community	53	77
Unsubsidized Placements	0	2
New Participants During Quarter	7	10
Exits During Quarter	3	5
<u>Job Corps</u>		
Youth Interviewed	24	23
Enrolled in A Job Corps Center	12	18
<u>MD Business Works</u>		
Projects Initiated This Quarter	27	19
Funds Awarded	\$15,846	\$12,919
Participants Trained	80	122
Industries Served	Health Care, Small Business, Manufacturing	Health Care, Small Business, Manufacturing
<u>Princess Anne One-Stop Walk-ins</u>		
	1,192	1,293

* Denotes activity not tracked this period