



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

# NEWSLETTER

**Spring 2010**

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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## A Universal Design for the New One-Stop

By Cori C. DiBiase, Director of Special Initiatives,  
 National Organization on Disability and  
 Jackie Gast, Director, Eastern Shore Business Leadership Network

According to research by Jackie Gast, a universal challenge for business is determining how to effectively market its goods and services in a way that will maximize market share through the addition and retention of customers. Consider universal design. Dr. Christopher Button, U.S. Department of Labor (DOL), Office of Disability Employment Policy wrote "universal design (UD) is a strategy for making products, environments, operational systems and services welcoming and usable to the most diverse range of people possible. Its key principles are simplicity, flexibility and efficiency. And whether we realize it or not, most of us benefit from UD on a daily basis."

The new Lower Shore One-Stop, to be located at 31901 Comtek Lane in Salisbury, MD is in the design phase and a group is working to incorporate UD concepts. A DOL grant that allows the National Organization on Disability (NOD) to provide universal design guidance and technical assistance has been awarded to the Lower Shore Workforce Investment Area and four other areas in Maryland. Cori C. DiBiase, Director of Special Initiatives for NOD, is providing guidance to representatives from the One-Stop Job Market that will allow them to incorporate universal design concepts in the new facility. Mr. DiBiase has provided policy and practical guidance and support to numerous local, state and federal employment projects and agencies. While with the National Center on Workforce and Disability, he provided technical assistance, training and policy guidance to workforce development systems nationally on issues surrounding customized employment, entrepreneurship, and universal design.

Representing the Job Market on the universal design team are: Greg Eberts, Jackie Gast, Susan Hill, Milton Morris, Jennifer Shahan and E.C. Townsend. Meetings are ongoing to discuss UD and how it can be tailored to fit the needs of Job Market staff and customers. The other MD Workforce Investment Areas that received DOL grants to incorporate UD are Baltimore County, Montgomery County, Prince Georges County and Southern Maryland.

In construction, the concept of universal design has been implemented by commercial builders for decades. Many contractors

**See Universal Design, Page 2**

## Universal Design, From Page 1

building residential communities for seniors use the concept by building wider hallways and interior and exterior entrances, by installing levered door handles instead of knobs, and by designing open floor plans. The design opens the sales market to people with disabilities, the elderly, baby boomers who are downsizing and those anticipating future mobility limitations. Wider hallways and open floor plans are nice for everyone due to the spacious and appealing look they create.

Universal design can and is being applied in many areas of the service industry. Businesses have found that what may have started as an accommodation for someone with a disability has turned out to be a great improvement for all customers. An example is when restaurants use pictures on their menus instead of words. Not only does it help people with learning disabilities, but also people who do not speak English. This leads to faster service for all. In office waiting rooms that have streaming video or TV, turning on the captioning option designed for people who are deaf or hard of hearing, helps keep the volume low. In pubs or bars that are loud, captioning allows people to understand what is being broadcast. Offering brochures or materials in a mixture of written, audio or pictorial form is another strategy that increases understanding by the reader.

Most importantly, however, to apply the strategy of universal design it is essential that all employees, not just front office or front line staff, are properly trained in the procedures for welcoming and serving customers. All hospital staff, for example, should have a general understanding of what services are provided by its various departments and specialties. One-Stop Career Centers are another example. These centers house a variety of agencies, all somewhat related by the services they provide but each operating as a separate entity. Without universal design in place, customers can get lost in the myriad of agencies. However, if all agency employees are trained and re-trained with general knowledge about the various services offered in the center, customers can be served more efficiently and effectively.

The bottom line of universal design is that it improves customer service and customer satisfaction. Good customer service means return business. According to Mr. DiBiase, "Providing the highest quality services is the goal and universal design will allow the system to deliver them more efficiently. It will be an improvement for everyone".

### Lower Shore Workforce Investment Board

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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.

## Calendar of Upcoming Job Market Events

**The One-Stop Job Market partners will host or participate in the following special events between April and June 2010:**

- April 9th - Telamon's 3rd Annual Farmworker Appreciation Luncheon: Celebrate the successes of farmworkers and their families.
- April 9th - Telamon's 2nd Annual Noche Latina Fundraising Dance at the Holiday Inn in Salisbury, MD. The festivities include dance lessons, guest singers, dance competition, silent auction, and a cash raffle.
- April 21st - the Division of Rehabilitation Services and the Wicomico Co. Board of Education will hold their 7th Annual Youth Transitioning Night. High school students with disabilities and their families can learn more about higher education, training and employment.
- May 14th - the 2nd Annual Youth Symposium will be held at Wor-Wic Community College. The event will include an address by Dr. Ray Hoy, work readiness workshops and a tour of the campus.

**Please contact the appropriate agency for event details.**

## Job Market Participates in 25th Annual Ocean City Job Fair



**Now Hiring! Apply today.** To see these signs in today's labor market, you may need to visit a job fair. Thousands of job seekers saw these signs at the March 6, 2010 Ocean City job fair sponsored by the Greater Ocean City Chamber of Commerce and the Town of Ocean City.

Job seekers came dressed in business suits, jeans, shorts, dress shoes and flip flops, but they came. The good news heard by many was "Yes, I have a job opening for which you may qualify and would you like to talk about coming to work in Ocean City this season". With unemployment rates in double digits in the Lower Shore counties of Somerset, Wicomico and Worcester, hiring now signs were seen by job seekers as a welcome sight.

The Department of Labor, Licensing and Regulation (DLLR) has participated in this annual right of spring since it's inception 25 years ago. This year was no different. Two DLLR employees, Robin Walker & Greg Eberts, who work at the One-Stop Job Market in Salisbury, MD worked with both job seekers and employers at the job fair. Employers who attended the job fair were offered the opportunity to list their openings on the Maryland Workforce Exchange, and job seekers were encouraged to enroll in the "Exchange" to match their job skills with employer job openings. These photos of the event depict the labor market in times when 62 employers have 5,000 job seekers looking for employment.

The article that follows on page 4 titled "Ocean City Job Fair was like Black Friday" was published in the March 7, 2010 edition of The Daily Times and provides more information about the job fair.



## Ocean City Job Fair Was "Like Black Friday" An estimated 5,000 people crowd 25th annual event

By Brian Shane, Staff Writer, The Daily Times

OCEAN CITY -- With more than just teens and college kids looking for summer work, Ocean City's 25th annual seasonal job fair may have been its largest ever. An estimated 5,000 people of all ages and backgrounds showed up Saturday at the Roland E. Powell Convention Center, even more than last year's job fair, which had about 3,000 people show. The event normally brings 800 -1,000 people.

"I've been doing this for five years now, and I've never seen so many people turn out," said Matt Welsh, hiring for six Harrison Group restaurants. "There must have been 1,000 people here when the doors opened. Usually the crowd comes a little bit later."

Melanie Pursel of the Greater Ocean City Area Chamber of Commerce, which sponsored the event, said job seekers were queued 300 strong before the doors even opened.

Ocean City local Rachel Valentine, 18, showed up with friends 45 minutes before the 9 a.m. start, and people already were in line. "Very crowded," she said. "It was like Black Friday."

Inside, tables were set aside for people to fill out paperwork. When the tables filled, people took over hallway benches. When the benches filled, they sprawled out prone across floor space to complete application forms.

Dough Roller manager Kevin Gibbs, one of 62 employers with booths at the job fair, went through 500 applications in the first 90 minutes. "It's as busy as last year," he said. "I knew this job fair was going to be crazy. Last year, I got blindsided." What stands out among this year's crop of applicants, Gibbs said, is "people's willingness to do anything. They're not picky."

Lebanon, Pa., native Emily Wyatt, 18, came to the job fair with two other friends. They're all planning to live together at the beach for the summer and need to find guaranteed work so they can sign a lease. There's a lot of people here -- it's going to be tough," she said. "There's only so many jobs."

Meanwhile, the other end of the career spectrum was also well-represented. Just-retired marketing executive Annmarie Douglas, 58, of West Chester, Pa., decided she wanted to take a seasonal job while spending the summer in her Ocean Pines home. She had in-hand applications for two area campgrounds, with the hopes of "working with people who are enjoying their vacations." Douglas also considered another non-traditional employer, the U.S. Census Bureau.

U.S. Census recruiter Maureen O'Brien said she'd gotten a lot of interest at the job fair. She said being a census taker is a good part-time job for someone who might have lost hours at their regular day job. They weren't hiring Saturday, but instead were testing applicants. The temporary positions will last about eight weeks. "It's a good paying job -- \$13 an hour," she said. "For Ocean City, that's good."

This article was reprinted with permission of The Daily Times

## DLLR Diversity In the Workplace Training Held

By Brian Veditz, Division of Workforce Development and Adult Learning

Photo by Brian Veditz



Jennifer Dashiell Reed conducts Fair Practices training for DLLR employees on March 18th.

An important function of the Department of Labor, Licensing and Regulation's (DLLR) Office of Fair Practices is ensuring that all DLLR employees fully understand equal employment opportunity policies. These policies, also known as fair practices, prohibit discrimination in all aspects of employment on the basis of race, color, religion, sex, national origin, age, sexual orientation, disability and military veteran status.

On March 18, 2010 Jennifer Dashiell Reed, Director of DLLR's Office of Fair Practices, visited the One-Stop Job Market and conducted a 2 ½ hour fair practices workshop for DLLR employees. Jennifer has many years experience in the fair practices field, gained working in both public service and private industry. She often used real life examples to illustrate training points and encouraged group participation so attendees were able to share many of their own experiences as well.

The training covered many topics including Title VII of the Civil Rights Act of 1964, differences in state and federal fair practices regulations, The Equal Pay Act, The Americans with Disabilities Act, national origin discrimination, religious accommodation, marital status discrimination, and fair practices in the human resources field. Another course is under development and the training is expected to include information on the cultural diversity of one-stop customers and fair practices concerns for participants on job interview panels.

## Relax & Ride With Shore Transit

By Kathy Strother, One-Stop Facilities Coordinator

Recently, while driving home after a long days work, I passed a Shore Transit bus and imagined myself as a passenger relaxing on that bus. Instead of fighting traffic and paying the high cost of gas, I could pay just \$3.00 and let Shore Transit do the driving. You know, I could actually have some extra time for that novel I have been trying to read. My mind started racing and I realized I could even get a little more shut-eye every morning while riding from Snow Hill to Salisbury. Yea, that would be great! I do love my sleep!

I decided the next day I would check the bus schedules and find out more about Shore Transit's weekly bus passes. I work at the One-Stop Job Market, which is one of Shore Transit's stops, so this information shouldn't be too hard to find. I do remember seeing some bus schedules on the literature board in the front lobby. Now I can get an edge on some of my co-workers and be able to have a nap on the way home each day! Oh what a life it will be!

Riding the bus will even be good for my car since there will be fewer repairs and oil changes. I keep hearing on the news about the high cost of living and now I will actually save some money by using Shore Transit. All right, so I decided to let my co-workers in on how to get a nap in each day. You can get a nap too, just let Shore Transit do the driving.

Shore Transit...Going Places Together!

## Overcoming Obstacles to Employment

By Alicia Dennis, DLLR Labor Exchange Specialist

Photo by Brian Veditz



Alicia Dennis

Is there really such a thing as a “perfect candidate”? Truthfully, there are very few “perfect candidates” for any job. Sometimes job seekers are faced with challenges from previous employment that have a negative influence on a potential employer. Some examples include termination, not having enough experience in an occupational area, or having too much experience. These challenges can be very frustrating. Here are a few suggestions to overcome these obstacles to employment.

### “You’re Fired!”

Losing the security of a job can be devastating. However it is important to understand why this occurred and to decide if you can prevent it from happening again. Some of the top reasons job seekers are dismissed include displaying a negative attitude, having a poor attendance record, or having a personal conflict with their supervisor and/or company policies.

You have to deal with the fact that you were fired, so lying on your application will hurt your integrity even more if the potential employer finds out otherwise. Simply tell the truth on the application and be prepared to explain your answer when you get to the interview. Let the employer know that you have corrected the problem or that you have learned from the situation. Give the perception that you are confident and willing to move forward. Knowing a co-worker at your previous work place who can describe your strengths is a plus.

### “We Are Looking For Someone With More Experience.”

How aggravating is it when you want to get a job to gain experience and you’re not qualified because you don’t have enough of it! This happens mainly with recent college graduates and job seekers who are changing careers. Try to sell yourself on your eagerness to learn, your commitment to gain the skills needed for the job through training, or your willingness to accept an entry level position with the understanding that your wage will increase as your ability grows. Highlight your transferable skills that may qualify you from a previous job or volunteer work. Transferable skills include communication skills, management skills, client relationships, knowledge of computer programs/software, organizational skills, sales, customer service, and marketing skills, to name a few.

Speaking of transferable skills, it is very important to re-visit your resume to see if it highlights your skills and minimizes anything that may deter an employer from hiring you. An applicant with a chronological resume that shows a lack of long-term employment may be viewed as a job hopper. Employers may also be wary of applicants with resumes showing gaps in their employment history. Another option would be using a functional resume. For more information on functional resumes, see [Career Coaches Corner: Which Resume is Best For You?](#), in the summer 2009 edition of the One-Stop Job Market Newsletter. Past issues of the newsletter may be downloaded at [www.onestopjobmarket.org](http://www.onestopjobmarket.org).

### “You Are Over-Qualified”

With this obstacle, it is important to downplay your education or work experience on your resume. For example, an employer is looking for 2 years experience in food service with the education level of a high school diploma. You may have over 9 years experience in food service with a bachelor’s degree. To downplay

See [Overcoming Obstacles](#), Page 7

your differences, you could say that you have over 2 years experience and meet the educational requirements of the job. At your job interview, be prepared to explain why you are willing to accept a lower level position with fewer responsibilities. Also, be willing and ready to negotiate a lower salary.

In the current economic climate, finding employment is difficult enough without having to worry about additional barriers. With the right resume, interviewing techniques, and most importantly, mindset, these obstacles can be overcome to help you on your way to employment.

## Self-Employment As An Option

By Kristen Bacon, MD Capital Enterprises Training Director

Small business ownership represents the largest market segment of new and expanding employment options in the United States. The self-employment rate is growing at more than 20% annually, and microenterprises (companies comprising of one to five employees) generated over 40% of all new jobs in the past decade. Currently, small businesses in this country create more jobs than the Fortune 500.

Anyone can own a small business if proper support, adequate financing, and paying customers can be secured. An organization exists right here on Maryland's Eastern Shore to help with starting your own small business. Maryland Capital Enterprises (MCE) is a local non-profit organization that specializes in small business training, counseling and small business loans.

If you have ever considered self-employment as an option or just want to know more about what it takes to start your own small business, you may want to attend a workshop presented by Maryland Capital Enterprises entitled "First Steps in Starting Your Own Small Business" at the One-Stop Job Market. This two-hour workshop includes the following topics:

### *Pros & Cons of Small Business Ownership*

*What skills do I need?*

*What resources will I need?*

*What do I need to do in order to start a new business?*

*Why is my credit important?*

*Why do I need to write a business plan?*

*Do I need a small business loan to get started?*



**Kristen Bacon**

After attending the workshop at the Job Market, you will have the necessary tools to help you make an informed decision about entrepreneurship. You can then schedule an appointment with a Business Counselor at Maryland Capital Enterprises to further discuss your business idea. This is a FREE service offered by MCE.

The next workshop is scheduled for May 18<sup>th</sup> from 5:30 p.m. to 7:30 p.m. For more information or to register for the workshop, please call Maryland Capital Enterprises at 410-546-1900.

## Maryland Insurance Administration Visits The Job Market

By Brian Veditz, Division of Workforce Development & Adult Learning

Photo by Brian Veditz



Thom Hooper, Maryland Insurance Administration (MIA) Outreach Staffer (on left) and Chris Render, DLLR Labor Exchange Specialist, discuss MIA services in the One-Stop Job Market 's lobby during Thom's outreach visit on March 8th.

Which state agency provides information about different types of insurance coverage, suggests actions to help individuals resolve insurance problems, contacts insurance companies on behalf of consumers and investigates companies' actions to determine compliance with state laws, regulations, and policy contracts? It's the Maryland Insurance Administration (MIA), of course.

On March 8, 2010 from 10:00 a.m. until 3:00 p.m. Thom Hooper, an outreach staffer with MIA, visited the One-Stop Job Market to provide information about his agencies' services. I had the opportunity to interview Mr. Hooper and the information contained in this article was provided by Thom and Joy Hatchette, MIA Associate Commissioner of Consumer Education & Advocacy.

Outreach to one-stops is an initiative that began for MIA a few months ago. The agency currently performs outreach at over 250 locations across Maryland each year. These include county office buildings, libraries, MVA offices, fairs, trade shows and churches. Thom gained experience in the workforce development field as a teacher of business technology for Job Corps and an instructor in the General Education Development Program at Anne Arundel Community College. He understands the insurance needs of people who are unemployed and without coverage because their jobs were eliminated.

Many consumers and businesses can benefit from MIA assistance. Anyone that has any type of insurance (auto, homeowners, renters, life or health) and has questions about the policy terms, rates, or the way a claim was handled can benefit. MIA has educational materials to help consumers better understand their policies, rate comparison guides to assist when they are shopping for a policy and a group of investigators to help with any claims issues. For example, if a person is involved in an automobile accident and they believe their claim is being mishandled by the insurance company they can go to MIA for help.

MIA representatives strive to make certain that insurance companies and insurance agents comply with the law. They want everyone to know that Maryland has a state agency to help people with insurance issues at no cost to the consumer. The majority of problems resolved by the agency relate to claims handling but anyone with questions or complaints involving any insurance issue should contact MIA for assistance.

Thom's visit was beneficial for the Job Market customers who spoke with him but future customers will also benefit. Many one-stop staff members spoke with Thom and gathered information to pass along to their customers. A supply of MIA fact sheets and brochures were left in the building's resource areas as well. Thom said that outreach visits to one-stops have been very productive and he expects to schedule future events at the Job Market. You may contact the Maryland Insurance Administration by calling (800) 492-6116, or visiting [www.mdinsurance.state.md.us](http://www.mdinsurance.state.md.us) to learn more about their services.

## Putting Ability To Work - Workers On The Rise

By Jackie Gast, Director, Eastern Shore Business Leadership Network



Jackie Gast

Our school systems are a great resource for recruiting employees for entry level jobs. The Career Technology Education programs, formerly known as vocational education, are well known sources for skilled workers.

Many people may not be aware of another career education program that prepares students for the workforce. It is called special education. Many special education high school teachers over the years have gone the extra mile to contact employers, asking them to give their students with disabilities an opportunity to work in their companies. Many companies have been hiring students from these classes for years. In my opinion, more students would benefit from a work-based curriculum since establishing a career is their eventual goal.

Recently, Wicomico County's Board of Education developed Wicomico Works, a program that emphasizes the employment goal. Read about the program in this early success story which was provided by Missy McLaughlin, Coordinator for Wicomico Works. LEANDRA is a 15 year old sophomore at a local high school participating in a Certificate of Completion Program and is a member of the Wicomico Works program. She enjoys working with young children and volunteers at the day care facility at the YMCA. Previously, she had never had an opportunity to work with adults in a workplace setting. JEFF is the manager of Salisbury's Hampton Inn North. The hotel chain had never participated in any type of internship program with public high school students. He was eager to learn more about Wicomico Works, the job development program that helps high school students become valuable employees by learning job skills in an intern/volunteer capacity. ROBIN is the executive housekeeper at the hotel chain; she had never supervised a student working or interning under her care, yet she was open to participating in Wicomico Works.

All three took a chance to learn more about each other. Leandra would learn how to complete tasks independently in the workplace. Jeff and Robin would learn how to support the work habits of a student with special needs, specifically a communication disability. After three months, the relationship between intern and supervisor is a positive one. Leandra is taking directions from Robin, independently completing her tasks on time and willing to do more. The other hotel employees have taken Leandra under their wing, learning how to effectively communicate their needs to her. They have treated her not only like a co-worker but like a daughter as well, giving her Christmas and birthday gifts and asking about her when she is not at work. Leandra enjoys her days at work and is becoming a valuable intern.

For more information or if you are interested in recruiting from this valuable source, contact Missy McLaughlin at the Board of Education's main office, (410) 677-4400.

# People In The Workplace

## Telamon Welcomes New Staff Member

Photo by Brian Veditz



Ivy Bonk

The Telamon Corporation welcomes Ivy Bonk as their Employment Market Specialist. She is responsible for their Green Jobs Capacity Building demonstration project, which is funded through a U.S. Department of Labor Federal American Recovery and Reinvestment Act (ARRA) grant.

Ivy has lived in Delaware for over 20 years and currently resides in Laurel, Delaware with her husband Jay on their 40-acre poultry farm. Ivy has spent the last 13 years as an administrator and consultant in the field of both public and private education. She possesses an MBA from Wilmington University with additional credits in Educational Leadership from University of Delaware.

In the summer of 2008, she returned to school to pursue her doctorate in Educational Psychology. When she is not attempting to understand her statistics homework, she is volunteering with House of Hope Delaware, a faith-based organization that ministers to the needs of families and youth in Delaware and the Eastern Shore. Her favorite distraction when not doing homework or volunteering is her grandson Malachi, who is just 15 months old and will be joined next month by his little brother, Jude.

The ARRA project, Train to Sustain, is a 10-month assignment that will result in the development of resources and training for entry level workers in the green jobs industry. Components of the project include partnership development, industry research, and instructional design. The overarching goal is to produce materials and products that are sustainable and are of a class that can be replicated and used by other states and agencies. As part of the project, and to contribute to the integrity and quality of the project, Ms. Bonk is taking an online course that will provide her with a certification as a Senior Sustainability Professional.

If you are interested in contributing to the project or would just like to learn more, you can contact Ivy at [iulrichbonk@telamon.org](mailto:iulrichbonk@telamon.org). or (410) 341-546-4604, Ext.118.

## Ronnette Purnell Promoted by DLLR

Ronnette Purnell joined the Department of Labor, Licensing & Regulation's (DLLR) Division of Workforce Development staff on January 14, 2009 as a Disabled Veterans Outreach Program Specialist. She recently completed her training period as an Employment & Training Specialist Trainee and was promoted to Job Service Specialist I.

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](mailto:rpurnell@dllr.state.md.us).



Ronnette Purnell

## 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 2010.

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

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

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

- Disability Program Navigator Assistance
- DORS District Staff Meeting
- DSS Advisory Board Meeting
- Health Coverage Tax Credit Staff Meeting
- LSWA American Recovery and Reinvestment Act Orientation
- LSWA Board of Directors Meeting
- LSWA Staff Meetings
- LSWA Work Readiness Sub-committee Meeting
- LSWA Workforce Investment Act (WIA) Counselors Meetings
- LSWA WIA Assessments
- LSWA Youth Vendors RFP Review
- MAC Seniors Program Enrollment
- Maryland Classified Employees Association Informational Session
- One-Stop Job Market Leadership Meetings
- Shore Transit Directors Meeting
- Shore Transit Advisory Board Meeting
- Shore Transit Route Planning Meeting
- Telamon Food Distribution
- Telamon Staff Meeting
- Tri-County Workforce Development Initiative (TCWDI) Meetings
- Unemployment Insurance Appeals Hearings

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

- AFLAC
- Mountaire Farms Inc.– Selbyville
- Ocean City Job Fair
- United Parcel Service
- U.S. Census Bureau

## *One-Stop Customer Satisfaction Survey Summary*

By Rosemary Davis, Lower Shore Workforce Alliance Operations Coordinator

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

The information in this document includes information from 26 One-Stop Job Market surveys collected during the sample week of March 8 – 12, 2010. The mobile unit was in maintenance the week of the survey.

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Overall during this sample week, customers rated One-Stop Job Market services with an average of 3.72 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                    | 3.70            | N/A                | 3.70           |
| Staff was friendly and helpful                      | 3.80            | N/A                | 3.80           |
| Staff was knowledgeable about services available    | 3.70            | N/A                | 3.70           |
| I would recommend the services I received to others | 3.70            | N/A                | 3.70           |
| I had an overall good experience                    | 3.70            | N/A                | 3.70           |
| <b>Average Rating</b>                               | <b>3.72</b>     |                    | <b>3.72</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         | 25               | N/A                 |
| Resume Assistance  | 1                | N/A                 |
| Career Information | 0                | N/A                 |
| Training           | 0                | N/A                 |

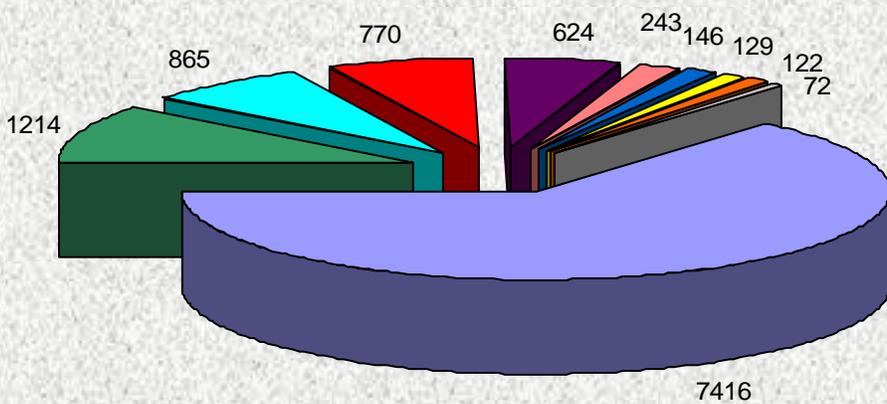
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# Welcome to the **One-Stop Job Market**

Quarterly Web Stats  
 January – March 2010  
[www.onestopjobmarket.org](http://www.onestopjobmarket.org)

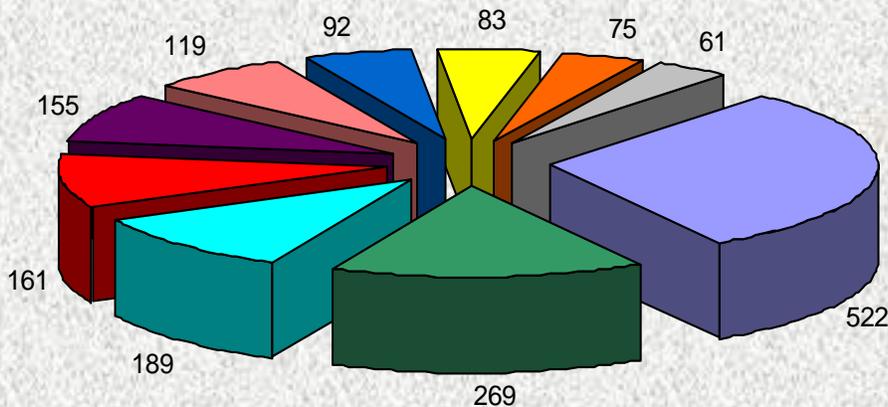
Visits 24,511  
 Hits 336,840  
 Downloads 22,918  
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- Winter 2009-2010 Job Market Newsletter
- WIA Program Application Steps
- Job Fairs Around The State
- Dislocated Worker Service Guide
- MWE Tip Sheet
- Skills Identification
- Effective Job Applications
- 15 Reasons Job Seekers Aren't Hired
- One-Stop Job Market Brochure
- Job Corps Brochure

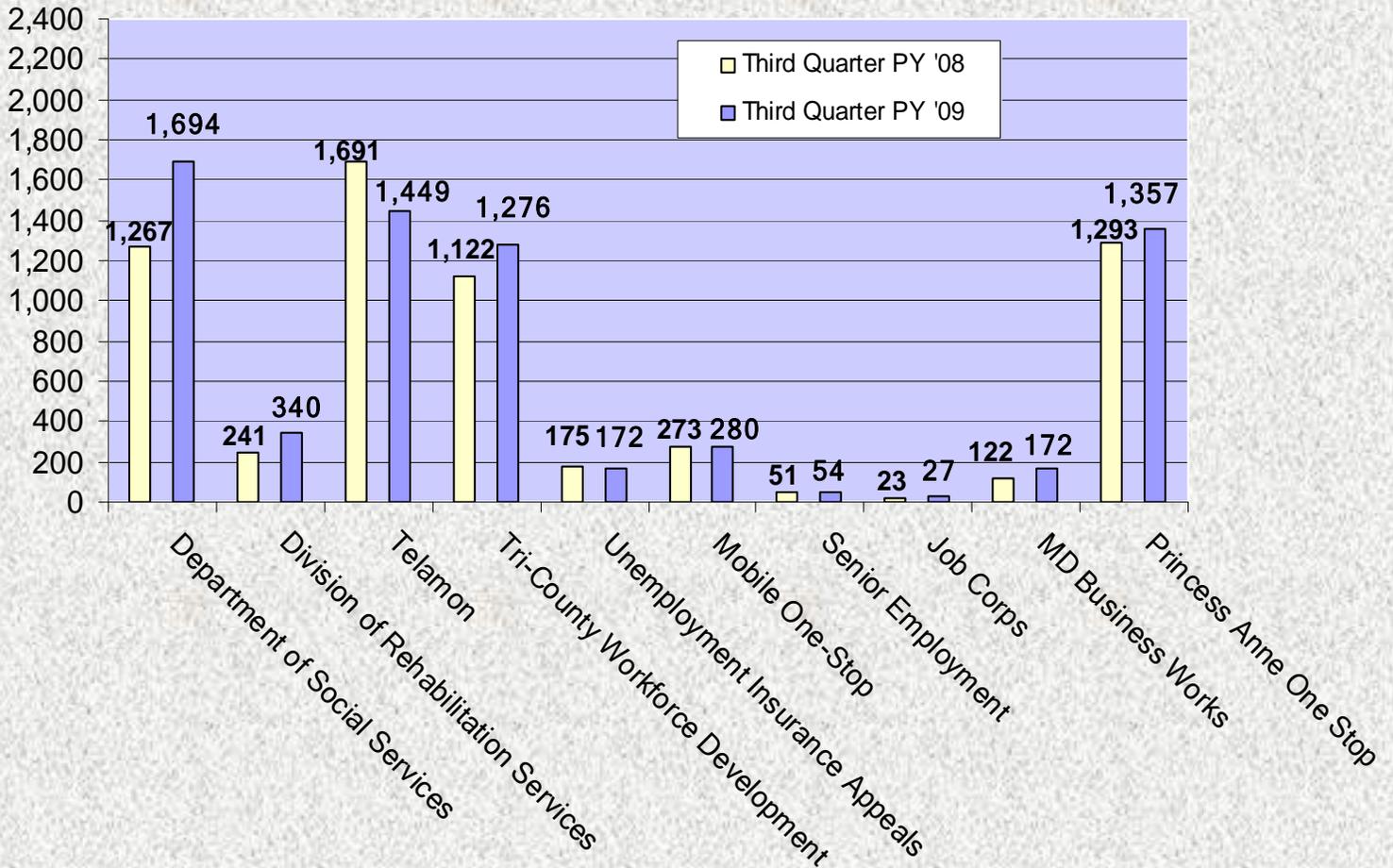
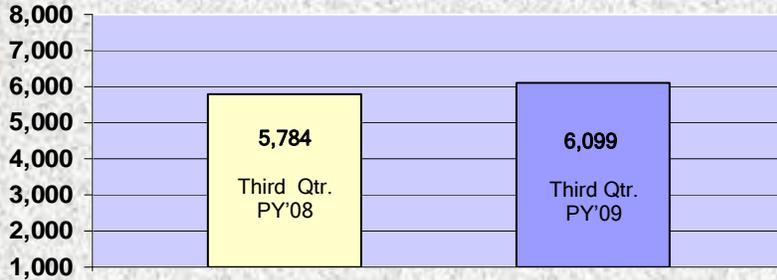
# Customers Served

## Quarterly Charts

Program Years 2008 and 2009 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 15-16.

# One-Stop Job Market Customers Served

Program Years 2008 and 2009 Third Quarter Over Quarter Table

| AGENCY   | January 1, 2009 – March 31, 2009 | January 1, 2010 – March 31, 2010 |
|--|----------------------------------|----------------------------------|
| <b><u>MD Workforce Exchange</u></b>            |                                  |                                  |
| Early Intervention                             | 200                              | 223                              |
| Job Openings Received                          | 3,144                            | 1,693                            |
| Workforce Exchange Walk-ins                    | 5,584                            | 5,876                            |
| <b><u>Department of Social Services</u></b>    |                                  |                                  |
| Wor-Wic CC Preemployment Class                 | 97                               | 140                              |
| Orientation                                    | 168                              | 228                              |
| Customers Assisted With Transportation         | 1,826                            | 1,727                            |
| Customer Walk-Ins                              | 1,267                            | 1,694                            |
| Temporary Cash Assistance                      | 161                              | 208                              |
| <b><u>Div. of Rehabilitation Services</u></b>  |                                  |                                  |
| Customers Served                               | 241                              | 340                              |
| <b><u>Telamon Corporation</u></b>              |                                  |                                  |
| Employment/Training                            | 274                              | 329                              |
| Emergency Assistance                           | 35                               | 12                               |
| Housing Counseling                             | 10                               | 5                                |
| Translation                                    | 11                               | 14                               |
| Food Pantry                                    | 570                              | 582                              |
| EWP (ESL) Class                                | 357                              | 169                              |
| ESL Lab  | 167                              | 128                              |
| Out-of-School Youth                            | 70                               | 59                               |
| ARRA Youth                                     | *                                | 42                               |
| GED Class                                      | 144                              | 101                              |
| Other Services                                 | 53                               | 8                                |
| <b><u>Tri-County Workforce Development</u></b> |                                  |                                  |
| Referred to Life Skills                        | 67                               | 50                               |
| Enrolled Into Life Skills                      | 49                               | 35                               |
| Completed Life Skills                          | 28                               | 29                               |
| Customers Served                               | 1,122                            | 1,276                            |
| Assessment                                     | 47                               | 29                               |
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\* Denotes activity not tracked this period

