



The #1 Stop For Your Employment Needs!

NEWSLETTER

Spring 2012

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.

Employment and Wage Information for the Lower Shore

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

The table below shows estimated average wage information for the Lower Shore WIA, Maryland for the 3rd quarter, 2011.

Area Name	Total Average Employment	*Average Hourly Wage	Average Weekly Wage	*Average Annual Wage
Lower Shore WIA, Maryland	77,498	\$17.33	\$693	\$36,036
Maryland	2,411,952	\$20.98	\$839	\$43,628
United States	5,921,118	\$18.58	\$743	\$38,636

The table below shows the workforce regions with the highest estimated average weekly wages in Maryland for the 3rd quarter, 2011.

Rank	Area Name	Total Average Employment	*Average Hourly Wage	Average Weekly Wage	*Average Annual Wage
1	Montgomery County WIA, Maryland	442,545	\$31.13	\$1,245	\$64,740
2	Baltimore City WIA, Maryland	329,113	\$26.85	\$1,074	\$55,848
3	Prince George's County WIA, Maryland	299,182	\$25.00	\$1,000	\$52,000
4	Anne Arundel WIA, Maryland	231,910	\$24.98	\$999	\$51,948
5	Southern Maryland WIA, Maryland	103,100	\$23.98	\$959	\$49,868
6	Baltimore County WIA, Maryland	356,244	\$23.93	\$957	\$49,764
7	Mid-Maryland WIA, Maryland	207,626	\$23.23	\$929	\$48,308
8	Frederick County WIA, Maryland	89,795	\$22.33	\$893	\$46,436
9	Susquehanna WIA, Maryland	110,687	\$21.90	\$876	\$45,552
10	Lower Shore WIA, Maryland	77,498	\$17.33	\$693	\$36,036
11	Upper Shore WIA, Maryland	59,197	\$17.03	\$681	\$35,412
12	Western Maryland WIA, Maryland	105,055	\$16.73	\$669	\$34,788

• Source: Labor Market Statistics, Quarterly Census of Employment and Wages Program

Job Market Quarterly Activities January through March 2012

By Greg Eberts, Lower Shore Labor Exchange Administrator

The One-Stop Job Market participates in a variety of workforce development activities on the Lower Shore. This is to provide a brief overview of the wide range of partner sponsored workshops, meetings, and events that were held from January through March 2012.

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

- Department of Labor, Licensing & Regulation (DLLR) Early Intervention Job Search Workshops
- DLLR/Lower Shore Workforce Alliance (LSWA) WIA Orientations
- Department of Social Services (DSS) Orientation For New Customers
- DSS Customer Assessments
- Chesapeake College GED Wicomico Adult Program
- LSWA Start your Own Business Workshop
- LSWA Hawk Institute Presentation
- MAC Recertifications
- Telamon English As A Second Language Training
- Telamon English In The Workplace Training
- Telamon Work Readiness Training for Youth Employment Program
- Telamon GED Classes (funded by a grant from LSWA)
- Tri-County Workforce Development Initiative (TCWDI) Life Skills Training
- TCWDI Money Management Workshop

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

- DSS Advisory Board Meeting
- DLLR-DWDAL Central Office Staff Visit
- Job Corps Orientation
- LSWA WIA Assessments
- LSWA Steering Committee Meeting
- LSWA RFP Review
- One-Stop Job Market Leadership Meetings
- Shore Transit Drivers' Meeting
- Shore Transit Advisory Board Meeting
- Shore Transit Vendor Bids Meeting
- Telamon Food Distribution
- Telamon Staff Meeting
- Tri-County Council Staff Meeting
- Tri-County Council Technical Transfer Committee Meeting
- Tri-County Council Event Planning Committee
- Tri-County Workforce Development Initiative (TCWDI) Meetings
- Unemployment Insurance Appeals Hearings
- WIB Steering Committee Meeting

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

- Waste Management
- Elizabeth Cooney Care Network
- Royal Farm Stores
- Quality Service Integrity

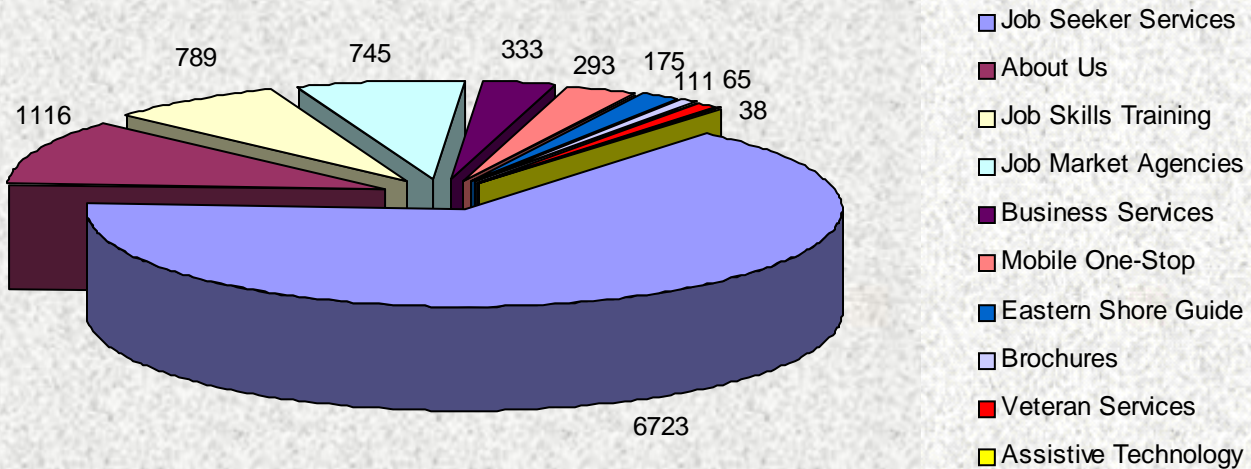
For a complete list of upcoming activities, please go to the Yahoo calendar located at: <http://calendar.yahoo.com/lspm03>.

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

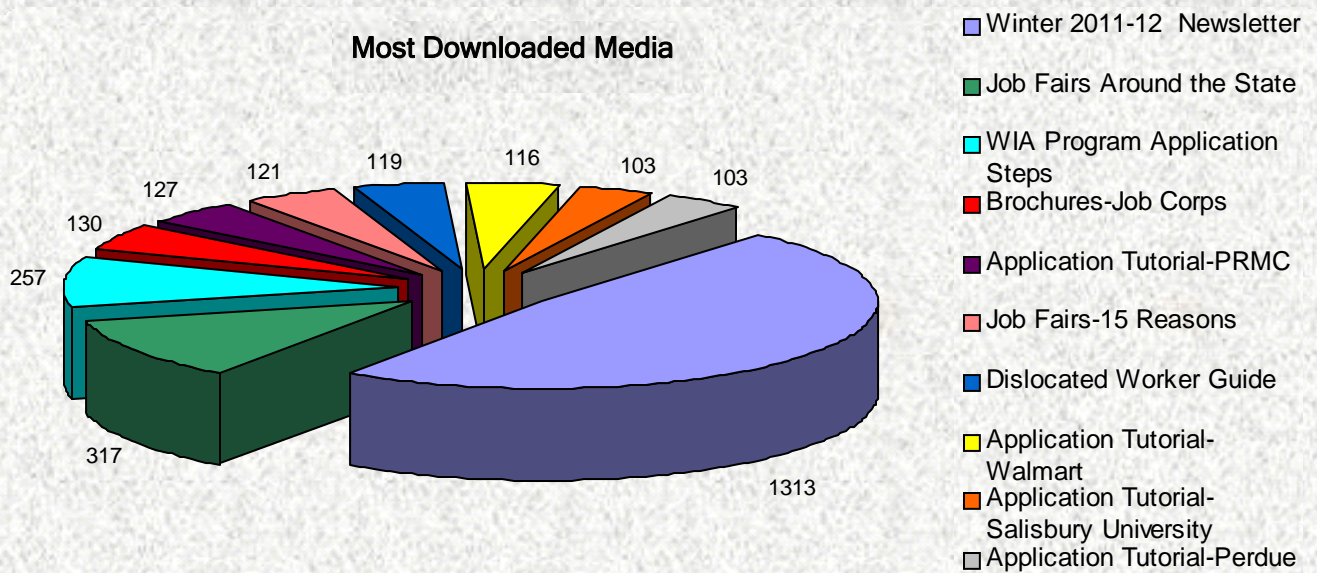
Quarterly Web Stats
 January-March 2012
www.onestopjobmarket.org

Visits	30,853
Hits	269,609
Downloads	24,099
Average Time on Site	3 minutes 16 seconds

Most Viewed Pages



Most Downloaded Media



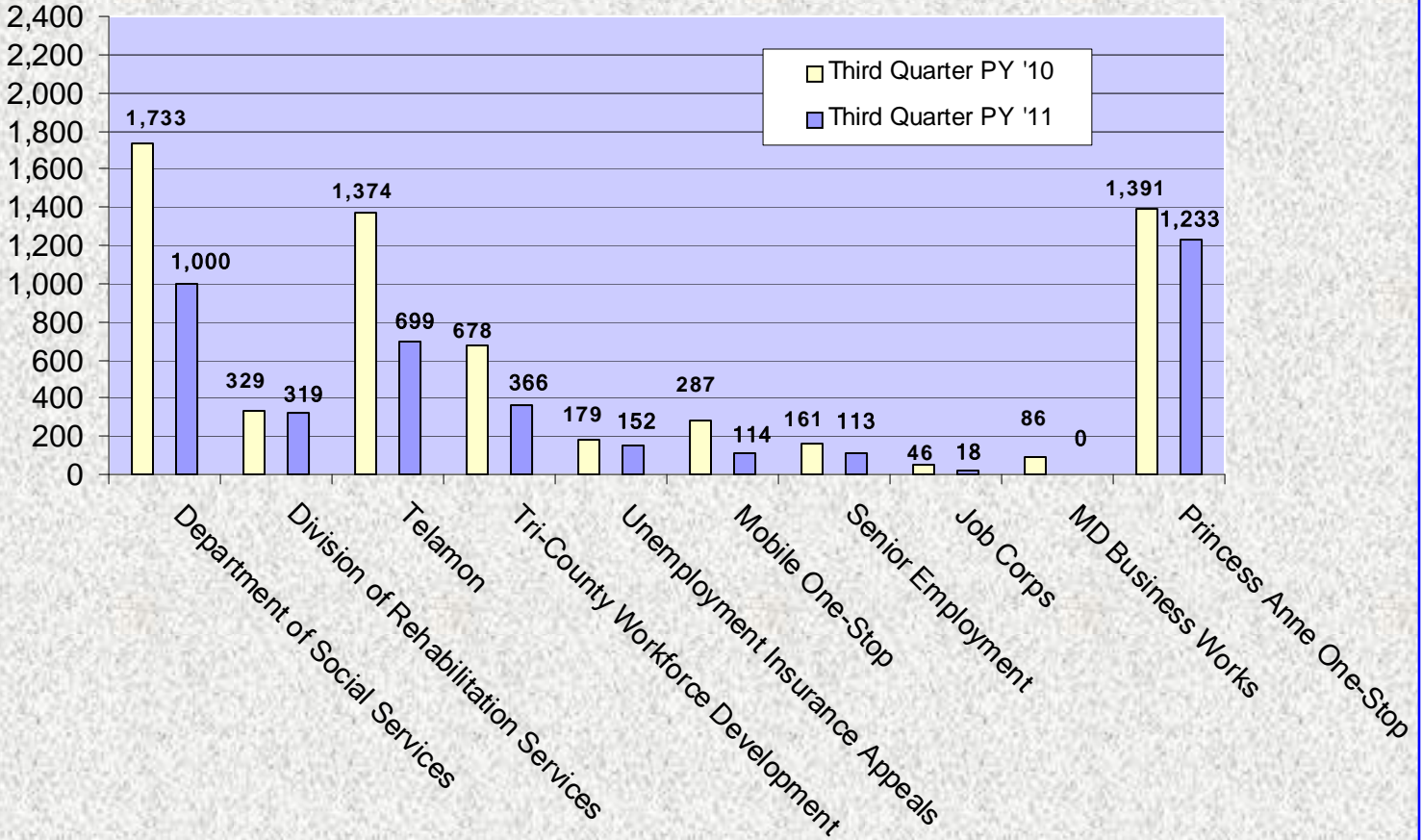
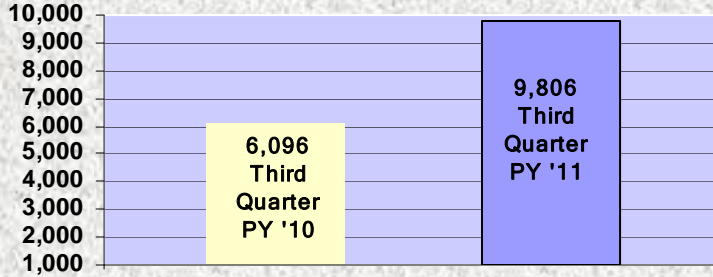
Customers Served

Quarterly Charts

Program Years 2010 and 2011 Second Quarter Over Quarter

Department of Labor, Licensing & Regulation

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



An activity report with a full listing of agency services by quarter is available on pages 5-6

One-Stop Job Market Customers Served

Program Years 2010 and 2011 Second Quarter Over Quarter Table

AGENCY	January 1, 2011 – March 31, 2011	January 1, 2012 – March 31, 2012
<u>MD Workforce Exchange</u>		
Early Intervention	239	205
Job Openings Received	1,763	1,317
Workforce Exchange Walk-ins	5,857	4,901
Ocean City Job Fair	*	4,700
<u>Department of Social Services</u>		
Wor-Wic CC Preemployment Class	127	63
Orientation	254	197
Customers Assisted With Transportation	2,636	923
Customer Walk-Ins	1,733	1,000
Temporary Cash Assistance	382	256
<u>Div. of Rehabilitation Services</u>		
Customers Served	329	319
<u>Telamon Corporation</u>		
Employment/Training	54	20
Emergency Assistance	16	30
Housing Counseling	5	19
Translation	5	1
Food Pantry	592	282
EWP (ESL) Class	336	272
ESL Lab	154	18
Out-of-School Youth	104	37
GED Class	108	10
Other	*	10
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	43	21
Enrolled Into Life Skills	23	14
Completed Life Skills	18	10
Customers Served	678	366
Assessment	18	10
Work Experience/Community Services	169	285
Day care	348	236

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2010 and 2011 Second Quarter Over Quarter Table

AGENCY	January 1, 2011 – March 31, 2011	January 1, 2012 – March 31, 2012
<u>Unemployment Insurance</u>		
Appeals Hearings	179	152
<u>One Stop Mobile Unit</u>		
Total Number of Clients	287	114
MD Workforce Exchange	240	114
MD Workforce Exchange Resume	152	10
Other Job Search Engines	151	1
Employment Applications	96	39
WinWay Resumes	38	0
Referrals to One-Stop Training	92	21
Other	85	*
<u>Senior Employment & Training</u>		
Total Participants Served	161	113
Job Search Inquiries	30	27
Services to the Elderly Community	161	60
Unsubsidized Placements	0	0
New Participants During Quarter	0	0
Exits During Quarter	2	2
<u>Job Corps</u>		
Youth Interviewed	46	18
Enrolled in A Job Corps Center	23	1
<u>MD Business Works</u>		
Projects Initiated This Quarter	19	X
Funds Awarded	\$8,383.87	X
Participants Trained	86	X
Industries Served	Insurance, Manufacturing, Health Care	
<u>Princess Anne One-Stop Walk-ins</u>		
	1,391	1,233

* Denotes activity not tracked this period
 x Program ended 6/30/11



One-Stop Customer Satisfaction Survey Summary

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

The information in this document includes information from 50 One-Stop Job Market surveys collected during the sample week of March 5-March 9, 2012.

Overall during this sample week, customers rated One-Stop Job Market services with an average of **3.84** on a scale of 1 - 4. This rating means that customers *agreed* with the statements listed in the table below:

Statement	One-Stop Rating	Mobile Unit Rating	Average Rating
I received the services I needed	3.75	4.0	3.83
Staff was friendly and helpful	3.85	4.0	3.88
Staff was knowledgeable about services available	3.79	4.0	3.92
I would recommend the services I received to others	3.79	4.0	3.75
I had an overall good experience	4.00	4.0	3.83
Average Rating	3.84	4.0	3.84

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	43	10
Resume Assistance	4	0
Career Information	4	0
Training	5	0

March 2012

**New One-Stop Opens January 30, 2012
31901 Tri-County Way
Salisbury, Maryland 21804**



Main Entrance



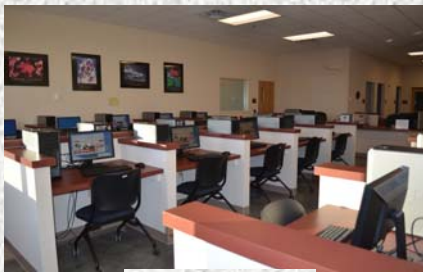
Reception Area



Welcome Center



Conference Room- 025



MWE Lab



Conference Room- 012



Wor Wic Lab



Conference Room- 013



Child Support Enforcement Reception



Cafeteria/Vending Area