



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

# NEWSLETTER

**Summer  
2008**

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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## Unemployment Insurance Appeals

By Henry Rutledge, Unemployment Insurance Hearing Examiner

The Unemployment Insurance (UI) Appeals Division of the Maryland Department of Labor, Licensing and Regulation is one of the less familiar partners in the One-Stop Job Market. However, it plays an important role because unemployment insurance can provide a much needed source of temporary income to persons unemployed through no fault of their own.

After a person files for UI benefits, the Division of Unemployment Insurance attempts to contact the claimant and employer by telephone to learn why the claimant is no longer employed. The agency has a limited time to gather this information and determine if the person is eligible to draw unemployment insurance benefits. A determination notice is mailed to the claimant and employer after the facts are reviewed and a decision is made. The claimant, the employer, or both may file an appeal of this determination within fifteen (15) days of its issuance. The determination notice contains information about the appeals process, including a deadline for filing. Appeals may be filed after the deadline but the filer must be able to prove that the late appeal was filed for good cause.

The appeal does not have to include facts supporting the case or be in a specific format but it must clearly indicate disagreement with the result of the determination and contain the person's name and social security number. Usually within ten days of the date an appeal is filed, the claimant and employer will receive notice of a scheduled hearing date and time. The parties may fax or mail a written request to reschedule an assigned date. If the party who filed the appeal fails to appear on the scheduled date within ten minutes of the scheduled time, the appeal will be dismissed. A person may request that a dismissed appeal be reopened, but the number of acceptable reasons are limited.

At the appeal hearing, the hearing examiner, who is a lawyer, conducts the case. The object of the hearing is to give each side the opportunity to explain their position and to question information provided by the other side. The hearing is electronically recorded so it can be reviewed later if there are questions about what was said or how the hearing was conducted.

See Appeals, Page 2

## Appeals, From Page 1

After the examiner explains the procedure, the parties are placed under oath and allowed to present their testimony. If the determination being appealed states that a claimant was discharged, the employer testifies first and has the burden of proving some type of misconduct. If the determination states the claimant voluntarily quit, the claimant testifies first and has the burden of proving either good cause, or valid circumstances for his or her resignation. Either party may offer documents supporting the case. If documents are presented, the hearing examiner permits the other party to examine them and offer objections to their admission, then decides if the documents may be admitted. After all the direct testimony and cross-examination are concluded, each party may make a closing statement.

A written decision is sent to each party after the hearing is concluded. If either party disagrees with the decision, the outcome may be appealed to Board of Appeals, the final administrative level. Claimants should continue to file unemployment insurance claims normally until the time for filing further appeals expires or the appeal process is completed. Unemployment insurance checks will not be issued for weeks that claims are not filed, even if the appeal is decided in favor of the claimant.

## Job Market Staff Conduct Workshops At Wor-Wic Seminar

By Brian Veditz, Department of Labor, Licensing & Regulation

The theme of a recent seminar for women at Wor-Wic Community College was "Invest In Yourself". On May 3, 2008, from 9:00 a.m. to 2:30 p.m., One-Stop Job Market staff participated as workshop presenters at the event designed to promote women's wellness and independence.

The seminar was presented by Verizon Wireless and the Maryland Women's Heritage Center in partnership with the Maryland Commission for Women, the Life Crisis Center and the Domestic Violence Coalitions of Somerset, Wicomico, and Worcester Counties. It was intended for women entering or returning to the workforce and women seeking skills that would allow them to become more self-sufficient. Topics covered by the workshop presenters were job readiness skills, business etiquette, financial planning, dressing for success, women's health and fitness and internet career exploration.

Greg Eberts, DLLR Lower Shore Labor Exchange Administrator, and Sonya Green, Job Market Career Resources Lab Specialist, demonstrated the Maryland Workforce Exchange and use of the One-Stop Job Market website to explore career opportunities. They also provided seminar participants with job search tips and local labor market information. LSWA employees Jesse Horsey and Sharon Jones attended with the Mobile One-Stop. They provided seminar participants with an orientation to the mobile unit and showed them how to use the on board computers to research employment and training opportunities.

Linda C. Busick, MD Women's Heritage Center Event Chairperson, said this about the seminar: "The community response to the conference was significant. There were over 100 participants, which included 75 workshop attendees, 21 exhibitors, and 10 workshop instructors. During the program, many of the attendees spoke with me and shared that they found the workshop topics interesting, helpful and motivating. I want to thank the One-Stop Job Market representatives for helping make the event a success."

## Lower Shore Workforce Investment Board

Nola Arnold  
Benjamin Ballard  
Derek Bland  
Peggy Bradford  
Ted Doukas  
Harry Gemmill  
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  
Zoraida M. Williams

## 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 Celebrates 1st Annual Farmworker Appreciation Night

By Opal Camper, Telamon Workplace Readiness Specialist

On March 4, 2008 Telamon recognized the outstanding achievements of our farmworker customers during the 1<sup>st</sup> Annual Farmworker Appreciation Night. Telamon staff, local partners and business enjoyed an evening of recognition and inspiration for the achievements of farmworkers and their families.

Former customers motivated current customers by highlighting how Telamon assisted them in overcoming obstacles to achieving success in obtaining employment. Various achievements were recognized ranging from clients opening businesses to homeownership. Current customers were also recognized for completion of various trainings such as Job Readiness, ESL, and Money Management. Our local business partners were on hand to recognize Telamon customers for their loyalty and hard work.

Telamon staff was also recognized for going above and beyond the call of duty to assist customers in overcoming barriers. Maria Huesca was recognized for her outstanding dedication as a case manager for the past year, as well as Stephanie Shultz, GED and ESL instructor, for her long hours and patience working to address the language and educational barriers of our customers.

Telamon would like to thank all of the local businesses who donated food and door prizes to help make this night a success. We would also like to give a special thanks to all of the One-Stop partners who were in attendance to help us congratulate our customers on overcoming barriers and achieving success.

Telamon Corporation in Maryland has been serving the farmworker community through the National Farmworker Jobs Program (NFJP) for over 30 years. NFJP is a program designed to assist long-term migrant/seasonal farmworkers transition from farm work to more stable year-round employment.

For further information about Telamon and our programs please contact us at (410) 546-4604.



Photo by Stephanie Shultz

Rosa Rodriguez, Telamon Corporation's Regional Manager (on left in photo) presents Case Manager Maria Huesca with a certificate of appreciation at the 1st Annual Farmworker Appreciation Night ceremony. Language Instructor Stephanie Shultz was also recognized as were several members of the local farmworker community.

## DID YOU KNOW ??

Source: Department of Labor, Licensing & Regulation, Office of Workforce Information and Performance

- ⇒ About 8.4% (5,479 jobs) of the Lower Shore region’s private sector employment (65,086 jobs) are centered in the manufacturing industry;
- ⇒ Wages in manufacturing, at \$678 per week, are about 14.3% higher than the overall private sector wage of \$593;
- ⇒ Manufacturing business locations (159) make up about 2.9% of all private sector business locations (5,492);
- ⇒ About 16.4% (26 business locations) of all manufacturing locations in the region have 50 or more employees. About 7 out of every 10 manufacturing jobs in the region are held by employers with 50 or more workers;
- ⇒ Labor turnover in the region’s manufacturing sector is much lower than turnover in all private sector industries combined - 8.9% for manufacturing - 11.05% for all other private sector employment;
- ⇒ The region’s manufacturing workers are relatively young, making the industry less likely to be negatively impacted by the looming threat of “baby boomer” retirements. Five out of every 10 workers in the region’s manufacturing workforce are between the ages of 19-44;
- ⇒ Nearly 1 out of every 5 workers in manufacturing are currently employed in the following occupations:

### Largest Occupations in the Lower Shore Manufacturing Sector

Occupation	% of Industry Workforce	Median Hourly Pay Rate
		Lower Shore
Team Assemblers	4.6	\$11.50
Packaging & Filling Machine Oprs./Tndrs.	3.9	\$11.00
First Line Supvs./Mgrs.Of Production Wkrs.	3.3	\$24.25
Laborers & Freight, Stock & Material Movers	2.5	\$10.75
Maintenance & Repair Wkrs., General	2.2	\$13.50

# People In The Workplace

## Eileen Cross Joins LSWA Staff

By Carole DiPietro, Lower Shore Workforce Alliance Office Manager

Photo by Brian Veditz



**Eileen Cross**

Please join us in welcoming Eileen Cross to the Lower Shore Workforce Alliance staff and the One-Stop Job Market. Eileen began working on May 19<sup>th</sup> as the Program Coordinator. Her main focus will be on youth programs and interacting with the program vendors.

Eileen lived in the Chester County Pennsylvania area until six years ago when she relocated to the Eastern Shore and currently resides in Chance. Her interests include biking, kayaking and basically all water-related activities, so it's not too hard to see her attraction to Chance. Plus, her love of snow skiing will give her an opportunity to visit friends in Pennsylvania. Traveling to faraway places has been a focus for filling vacation time in the past and for the future. Her son Bobby serves as a U.S. Marine and is stationed in San Diego, CA with his wife and two children, Hannah and Bobby.

Working with the program vendors to provide Workforce Investment Act services to area youth is a new challenge for Eileen and one that she is anxious to pursue. As you meet her or see her around the One-Stop, please take a minute to introduce yourself and tell her a little bit about your role.

## Telamon Welcomes New Employees

By Jennifer Pusey Shahan, State Director, Telamon Corporation

Telamon would like to extend a warm welcome to three new staff persons as we gear up for the busy summer months. Please help welcome Francisco Flores, Raejon Parker and Rosario Paredes de Arce to the One-Stop family.

Francisco Flores joins Telamon after spending 13 years in the food service field. He is working on an Associates Degree in criminal justice and wants to broaden his experiences by working in a human services agency. He is joining us as a Field Service Representative and though he will be based out of Georgetown and Seaford, Delaware, he will frequently be seen in the One-Stop. In his free time, Francisco is an

See New Employees, Page 6



Photo by Jennifer Shahan

**Francisco Flores, Raejon Parker, Rosario Arce**  
(pictured left to right)

# People In The Workplace

## New Employees, From Page 5

avid chef specializing in Italian Cuisine. We all look forward to sampling his specialties! Francisco can be reached at [fflores@telamon.org](mailto:fflores@telamon.org).

Raejon Parker joins us after recently moving back from Kansas City, Missouri with her 9 year-old son in order to obtain her Masters Degree in rehab counseling. Experienced in working with troubled youth, Raejon is joining Telamon as the Special Projects Assistant to work with the Workforce Investment Act Wicomico County Out-of-School Youth program. With her strong background and experience she will be a terrific asset. Raejon can be reached at [rparker@telamon.org](mailto:rparker@telamon.org).

Rosario Paredes de Arce joins Telamon as a Field Service Representative for the Salisbury Office. Working as a translator, Rosario brings needed expertise to Telamon. Rosario shares her love of art by working with the Art Institute Gallery to provide after school art classes. She is also active in Urban Ministries and Wesley Temple. In her leisure time she can be found at local book stores reading the most recent releases. Rosario can be reached at [rparedesdearce@telamon.org](mailto:rparedesdearce@telamon.org)

## What They're Saying

*"As PY 2007-2008 comes to a close next week, we reflect on the past year. Though this past year has involved tremendous change both internally and externally for Telamon Corporation and its customers, reviewing what was successful and what could have been more successful allows us to continually improve our work models. As we all struggle within the changing political and economic scenes, our underlying mantra remains and in fact is strengthened as we 'continue to create opportunities and provide resources in the communities we serve'. Maintaining integrity to our customers, attention to our fiscal responsibilities and staying true to our ethical mores will allow us to continue to strive toward that goal."*

*Jennifer Pusey Shahan, State Director, Telamon Corporation*

*"The Salisbury DORS' office has continued to provide quality services to individuals with disabilities on the Lower Shore during a time of reduced federal funding. Consumers applying for services in the coming year will experience delays as a consequence of these reduced resources. However, the DORS staff continues to professionally address the needs of existing consumers, while being diligent to begin working with new referrals as soon as resources allow."*

*E.C. Townsend, Regional Director,  
MD Division of Rehabilitation Services*

*"In program year 2007, DLLR averaged 175 Lower Shore jobs listed weekly in the Maryland Workforce Exchange and 293 job seekers a week looking for jobs. The demand for our services is high. The challenge in program year 2008 will be to meet the demands of the labor market with a smaller staff. Creative approaches including even more reliance on cost sharing among one-stop partners, and customer self service models will be explored"*

*Greg Eberts, DLLR  
Lower Shore Labor Exchange Administrator*

# People In The Workplace

## Bill Showell And Carol Torre Retire From State Service

By Becky Cathell And Jay Peters, Department of Labor, Licensing & Regulation

**Bill Showell**, Job Service Specialist with the Department Licensing and Regulation (DLLR), retired July 1, 2008 with over 32 years of service. Bill started with the agency as a public service employee under the Comprehensive Employment and Training Act (CETA) in February 1976. He became a permanent state employee in April of that year.

Prior to his state service, Bill served in the U.S. Air Force from July 1963 to October 1965. After his discharge, he attended the University of Maryland Eastern Shore, graduating in 1970 with a Bachelor of Science degree in chemistry. After graduation, Bill moved to New Jersey and worked for one year as a lab instructor at the Newark Board of Education. He worked for the Allied Chemical Co. from 1971 to 1973 in their international sales department.

From 1976 to 2004, Bill worked primarily in the Worcester County Job Service offices as an employment interviewer, assisting job seekers in obtaining employment and working in the Migrant and Seasonal and Farm Worker Program. While working full-time, he attended Salisbury University at night and obtained a Master of Education Supervision degree in 1978. Bill began splitting his time between the Ocean City and Salisbury offices when the Ocean City office was reduced to part-time hours in 2004 and he began working full-time at the One-Stop Job Market in February 2005.

Bill has a large family to enjoy after retirement. He has six sons (Lacey, William, Michael, Maurice, Isaiah and Jeremiah), two daughters (Kaci and Kiamiah) who range in age from 47 to 6, as well as seven grandchildren. In addition to enjoying family time, Bill is looking forward to gardening, watching television (especially the old westerns) and plenty of "rest and relaxation". Good luck in your retirement, Bill. We will certainly miss your laugh and "booming voice".



Photo by Brian Veditz

**Bill Showell**



Photo by Brian Veditz

**Carol Torre**, Business Resource Representative for the Department of Labor, Licensing and Regulation (DLLR) has also announced her retirement effective July 31, 2008, after almost 35 years of state service.

A graduate of Crisfield High School and Towson University, Carol taught school for Baltimore City Public Schools for two years. She started state service in 1973, working as an Employment Service Specialist in the Baltimore Local Office at 1100 N. Eutaw Street. Transferring to her native Eastern Shore, she worked for Job Corps in the Snow Hill and Crisfield areas. Carol was a DLLR Employer Relations Representative on the Upper Shore and worked out of the

**Carol Torre**

See Retirees, Page 8

# People In The Workplace

## Retirees, From Page 7

Cambridge Local Office. She has worked in that capacity and assisted employers on the Lower Shore from the Salisbury local office since 1984.

Carol's most recent assignment was as a valued member of the Job Market Business Services Unit. Area employers will miss Carol's assistance when placing job listings in the Maryland Workforce Exchange, completing Maryland Business Works training applications and accessing the other employment and training programs. Her contributions and hard work will also be missed at local job fairs, by the Eastern Shore Society of Human Resource Management, the area Chambers of Commerce and other Lower Shore business organizations.

In her retirement, Carol plans to pursue travel opportunities as well as perform some house remodeling. We will miss her commitment to the One-Stop Job Market as well as her integrity, innovativeness, and initiative. But most of all, we will miss her kind heart.

## Stephanie Shultz - Opening the Next Chapter

By Jennifer Pusey Shahan, State Director, Telamon Corporation

Photo by Brian Veditz



**Stephanie Shultz**

Stephanie Shultz, ESL Facilitator and GED Instructor for Telamon Corporation, has opened the next chapter of her book by accepting a position with the Salisbury School as a math teacher. An exceptional team player and hard worker, it is unfortunate for Telamon and our partner agencies at the One-Stop, as her positive 'can-do-it' attitude and 'get-it-done' sensibilities were strengths we've all depended on. Her last day, June 30, 2008, was marked with penchant melancholy for us but also unbridled joy for her as she moved back into teaching full-time.

Stephanie began full-time with Telamon in October, 2005. She had previously contracted with Telamon to provide ESL classes in 1996 & 1997. In late 2005, Telamon embarked on an exciting program development journey when Stephanie took the helm. With a \$25,000 seed grant passed through LSWA from the Community Reinvestment Fund of Minneapolis, Minnesota, Stephanie took charge and developed a thriving English in the Workplace Program. Working to develop partnerships with the Somerset Board of Education and other funding sources, such as the Community Foundation of the Eastern Shore and the Dollar General Literacy Grant, this program now serves an average of over 100 customers each quarter. Partnering with Maryland Business Works through DLLR, Stephanie extended the program into the commercial sector allowing even greater numbers of people to increase their English skills in order to obtain, maintain or upgrade their employability. In 2007, Stephanie added GED classes to her schedule as she became the GED instructor for the Wicomico Out-of-School Youth program. Her strong connections with students and her formidable ability to make learning exciting have provided for some of our most successful programs. With her dedication and tenacity to model, customers have flourished.

The Telamon staff would like to wish Stephanie congratulations and the best of luck. We will miss her tremendously and will hold her to her promise to come back when she retires from teaching. Good Luck!



## 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 April through June 2008.

**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 Rehabilitation Services (DORS) Group Orientations
- 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 In The Workplace training
- 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:

- DLLR Invest In Yourself Women's Seminar
- DLLR Summer Intern meeting
- DORS district staff meeting
- DSS Advisory Board meeting
- Health Coverage Tax Credit staff meeting
- Icelandic USA dislocated worker assistance session
- LSWA Board of Directors Meeting
- LSWA staff meeting
- LSWA WIA counselors meeting
- LSWA youth vendors meeting
- Shore Transit directors meeting
- Shore Transit Advisory Board meeting
- Telamon Coalition For Healthy Youth Committee meeting
- Telamon farmworkers training recognition event
- Telamon staff meeting
- Telamon summer youth readiness training
- Tri-County Council of the Lower Eastern Shore IT meeting
- Tri-County Council of the Lower Eastern Shore Safety Committee meeting
- Tri-County Council of the Lower Eastern Shore public meeting
- Tri-County Workforce Development Initiative meeting
- Tri-County Workforce Development Initiative Stakeholders 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.– Millsboro
- Mountaire Farms Inc.– Selbyville
- Verizon Communications

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

## Quarterly Web Stats

April - June 2008

[www.onestopjobmarket.com](http://www.onestopjobmarket.com)

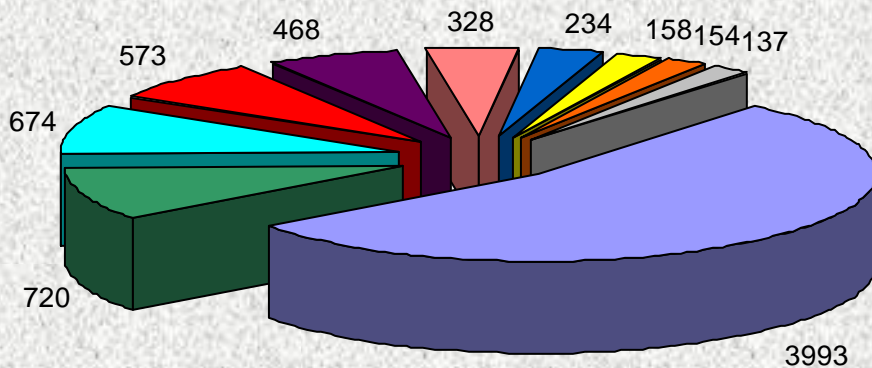
Visits 15,307

Hits 206,139

Downloads 5,327

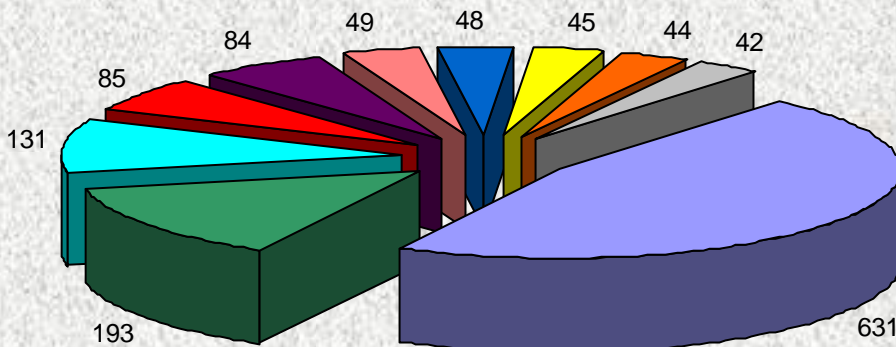
Average Time on Site 4 minutes 0 seconds

### Most Viewed Pages



- Job Seeker Services
- About Us
- Job Market Agencies
- Business Services
- Job Skills Training
- Mobile One-Stop
- Eastern Shore Career Guide
- Career Resource Lab
- Brochures
- Customer Reviews

### Most Downloaded Media



- Job Fair Calendar
- Dislocated Worker Service Guide
- Spring 2008 Job Market Newsletter
- 15 Reasons Jobseekers Aren't Hired
- MD Workforce Exchange Tipsheet
- Job Market Brochure
- Summer 2006 Job Market Newsletter
- Summer 2007 Job Market Newsletter
- Winter 2007-2008 Job Market Newsletter
- Fall 2006 Job Market Newsletter

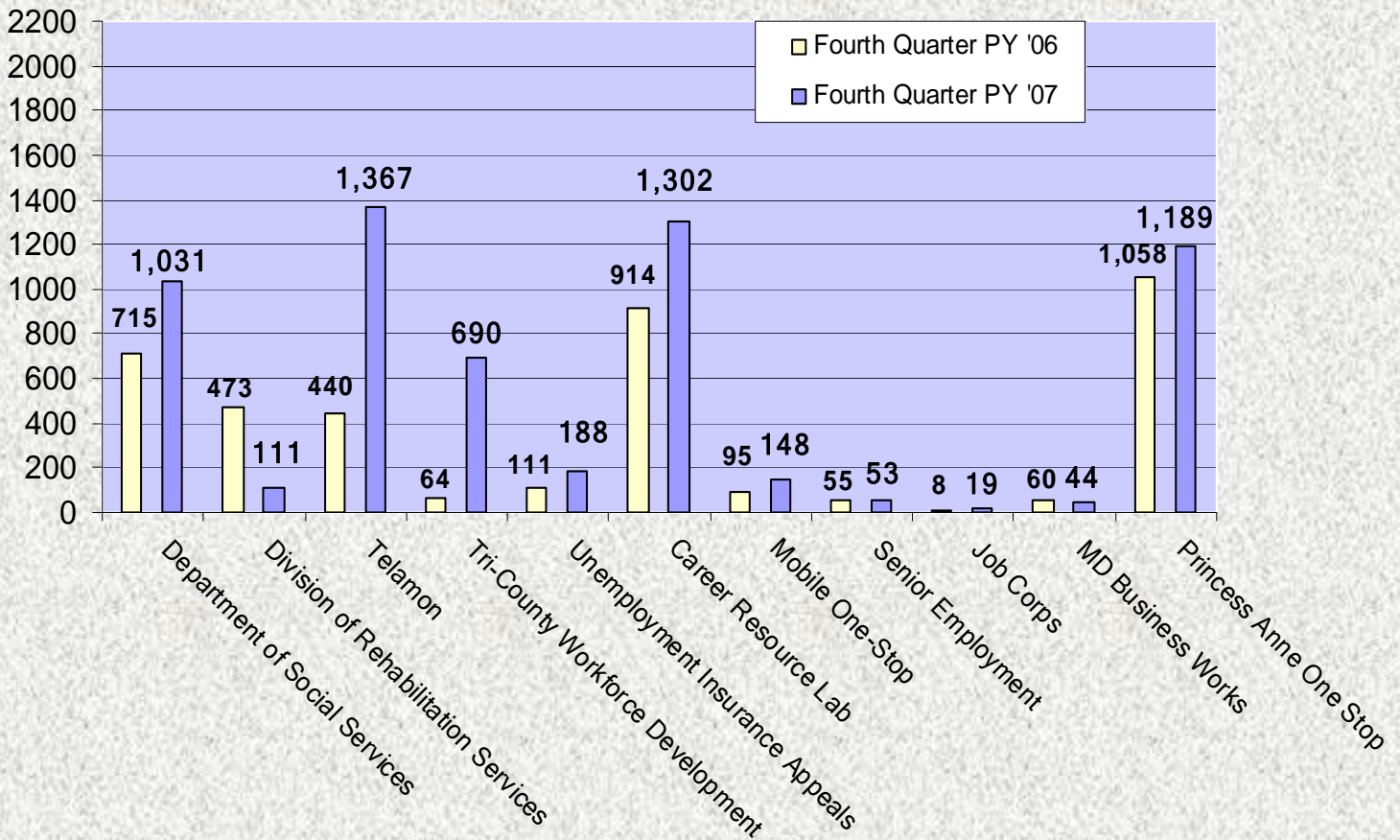
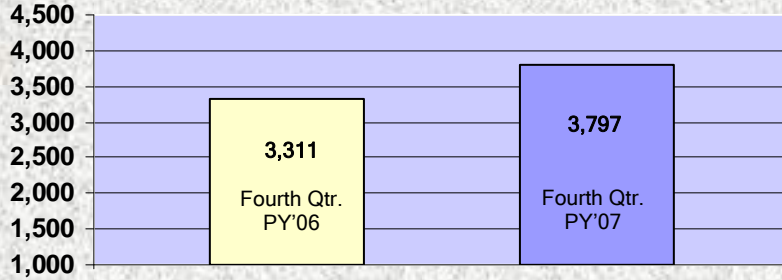
# Customers Served

## Quarterly Charts

Program Years 2006 and 2007 Fourth 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



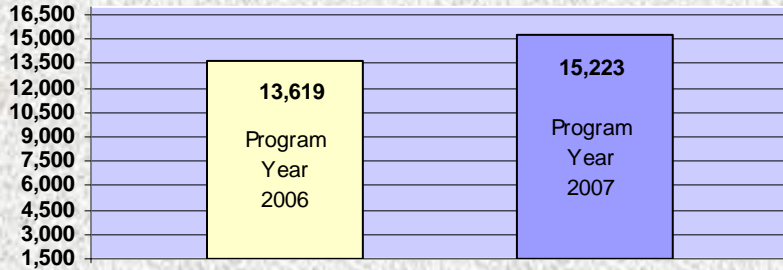
An activity report with a full listing of agency services by quarter is available on pages 13-14.

# Customers Served

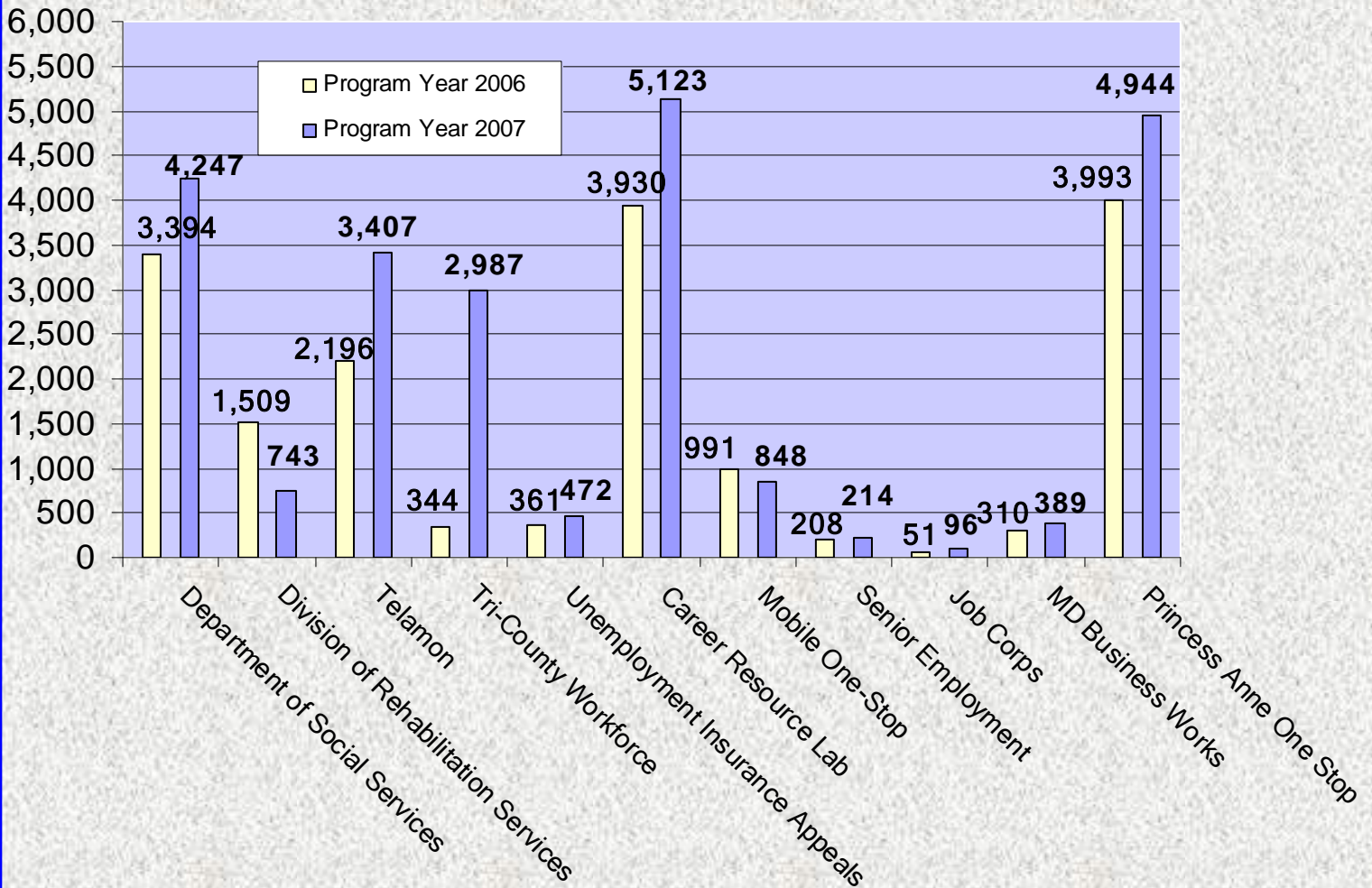
## Program Year Charts

Program Years 2006 and 2007 Year Over Year

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 program year is available on pages 15-16.

# One-Stop Job Market Customers Served

Program Years 2006 and 2007 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2007 – June 30, 2007	April 1, 2008 – June 30, 2008
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	179	172
Job Openings Received	2,697	4,218
Workforce Exchange Walk-ins	3,132	3,625
<b><u>Department of Social Services</u></b>		
Job Search Class	65	*
Wor-Wic CC Preemployment Class	*	78
Purchase of Care	*	75
Orientation	106	179
Transit Tickets Issued	1,181	1,574
Transit Photos Issued	23	13
Transit Photos Extended	8	21
Curb to Curb	12	9
Customer Walk-ins	715	1,031
Transit Expiration	0	0
Transit Cancellation	0	0
Temporary Cash Assistance	*	175
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	473	111
<b><u>Telamon Corporation</u></b>		
Employment/Training	91	82
Emergency Assistance	17	10
Housing Counseling	12	10
Translation	18	12
Food Pantry	229	346
EWP (ESL) Class	*	539
ESL Lab	*	174
Out-of-School Youth	*	99
GED Class	*	57
Other Services	73	38
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	64	32
Enrolled Into Life Skills	39	20
Completed Life Skills	24	15
Customers Served	*	690
Assessment	24	16
Work Experience/Community Services	21	12
Job Developer	2	0
Other Referral Services	1	2
<b><u>Unemployment Insurance Appeals</u></b>		
Appeals Hearings	111	188

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2006 and 2007 Fourth Quarter Over Quarter Table

Agency	April 1, 2007 – June 30, 2007	April 1, 2008 – June 30, 2008
<b><u>Career Resource Lab Activity</u></b>		
Total Number of Clients	914	1,302
WIA Training Information	291	298
CASAS	152	172
CS Interest	81	109
CS Aptitude	81	109
Career Clips	81	109
O*Net Interest/Values	3	0
Resume Assistance	133	248
Employon	0	0
TCWDI	162	76
Career Counseling	80	107
Job Search	40	193
Career Guide	15	0
Other	52	251
Total Services	1,171	1,672
<b><u>One-Stop Mobile Unit</u></b>		
Total Number of Clients	95	148
MD Workforce Exchange	41	107
MD Workforce Exchange Resume	25	66
O*Net Interest Profiler	28	0
O*Net Work Importance Profiler	*	0
Work Maturity & Employability	*	0
Career Clips	28	0
Employment Applications	4	18
WinWay	3	0
Referrals to One-Stop Training	2	7
Other	14	40
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	55	53
Job Search Inquiries	143	188
Providing Service to General Community	36	53
Providing Service to the Elderly Community	55	53
Unsubsidized Placements	4	3
New Participants During Quarter	3	3
Exits During Quarter	2	2
<b><u>Job Corps</u></b>		
Youth Interviewed	8	19
Enrolled in A Job Corps Center	4	16
<b><u>MD Business Works</u></b>		
Projects Initiated this Quarter	20	23
Funds Awarded	\$10,212	\$8,804
Participants Trained	60	44
Industries Served	Healthcare, Manufacturing, Small Business	Healthcare, Manufacturing, Small Business
<b><u>Princess Anne One Stop Walk-ins</u></b>	1,058	1,189

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2006 and 2007 Year Over Year Table

AGENCY	July 1, 2006 – June 30, 2007	July 1, 2007 – June 30, 2008
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	655	695
Job Openings Received	9,144	13,344
Workforce Exchange Walk-ins	12,964	14,528
<b><u>Department of Social Services</u></b>		
Job Search Class	256	200
Wor-Wic CC Preemployment Class	*	78
Purchase of Care	97	386
Orientation	447	680
Transit Tickets Issued	3,606	5,513
Transit Photos Issued	80	48
Transit Photos Extended	68	36
Curb to Curb	35	53
Customer Walk-ins	3,394	4,247
Temporary Cash Assistance	*	343
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	1,509	743
<b><u>Telamon Corporation</u></b>		
Employment/Training	592	959
Emergency Assistance	108	227
Housing Counseling	135	434
Translation	64	87
Food Pantry	1,022	1,583
EWP (ESL) Class	*	1,703
ESL Lab	*	662
Out-of-School Youth	*	240
GED Class	*	110
Other Services	275	117
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	344	93
Enrolled Into Life Skills	163	66
Completed Life Skills	106	45
Customers Served	*	2,987
Assessment	107	52
Work Experience/Community Services	81	408
Job Developer	17	69
Other Referral Services	8	3
<b><u>Unemployment Insurance Appeals</u></b>		
Appeals Hearings	361	472

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2006 and 2007 Year Over Year Table

Agency	July 1, 2006 – June 30, 2007	July 1, 2007 – June 30, 2008
<b><u>Career Resource Lab Activity</u></b>		
Total Number of Clients	3,930	5,123
WIA Training Information	1,263	1,407
CASAS	539	892
CS Interest	386	597
CS Aptitude	385	597
Career Clips	383	584
O*Net Interest/Values	3	1
Resume Assistance	676	991
Employon	0	0
TCWDI	681	204
Career Counseling	336	524
Job Search	212	309
Career Guide	52	3
Other	127	731
Total Services	5,043	6,840
<b><u>One-Stop Mobile Unit</u></b>		
Total Number of Clients	991	848
MD Workforce Exchange	496	467
MD Workforce Exchange Resume	309	325
O*Net Interest Profiler	249	141
Career Clips	109	0
Employment Applications	89	50
WinWay	20	18
Referrals to One-Stop Training	38	65
Other	25	135
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	208	214
Job Search Inquiries	499	710
Providing Service to General Community	126	214
Providing Service to the Elderly Community	95	214
Unsubsidized Placements	4	6
New Participants During Year	18	21
Exits During Year	7	10
<b><u>Job Corps</u></b>		
Youth Interviewed	51	96
Enrolled in A Job Corps Center	21	48
<b><u>MD Business Works</u></b>		
Projects Initiated this Year	91	126
Funds Awarded	\$49,038	\$53,798
Participants Trained	310	389
Industries Served	Manufacturing, Small Business, Technology,	Health Care, Manufacturing, Small Business
* Denotes activity not tracked this period		
<b><u>Princess Anne One Stop Walk-ins</u></b>	3,993	4,944