



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

# NEWSLETTER

**Summer  
2009**

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

## INSIDE THIS ISSUE:

F.O.C.U.S. Program Overview	1-2
Calendar of Upcoming Events	2
Job Market In The Media	3
Career Coaches Corner	4
SU Capacity Building Workshop	5
Farmworker Appreciation Night	5
Putting Ability To Work	6
Telamon's Summer Youth Program	7
People In The Workplace	8-9
Maryland Business Works	9-10
Job Market Quarterly Highlights	11
Quarterly Web Stats	12
Customers Served Charts	13-14
Customers Served Tables	15-18

## Contact Us

917 Mt. Hermon Road  
Salisbury, MD 21804  
Phone: 410-341-6515  
Fax: 410-334-3454  
salisbury@dllr.state.md.us  
onestopjobmarket.com

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

## F.O.C.U.S. Program Does More Than Employ Youth

By Stacy Bobak, Senior F.O.C.U.S. Program Case Manager

F.O.C.U.S. was designed to target foster youth ages 16-21 that are preparing to “age-out” of the foster care system. F.O.C.U.S. (Fostering Our Children Until Success) is a fast paced youth program located in the One Stop Job market. The program was born in early April 2009 and most of the month was spent with program set-up and adjustments.

During their enrollment time at F.O.C.U.S., the youth attend a computer applications course taught by instructors from Wor-Wic Community College. This is a credit level course which they can apply towards their secondary education if they choose to attend. The second part of Phase I is “jump start” preparation classes. This is where the job skills and adult daily living skills are attained. Some of the primary topics include budgeting/money management, employer expectations, traditional job skills, personal strengths, self-esteem and perseverance, stress and problem-solving, as well as rational thought process and motivation.

Transportation for the participants is an ongoing challenge which we continue to work closely with the one-stop community to resolve. After the first couple of participants started attending, it didn't take long before their attendance was almost daily and they even began staying through lunch breaks. The youth began to work together and challenge each other to improve their performance.

The last week of April and first week of May were slated for introductions to the youth who would eventually participate and become the “Pioneers” of F.O.C.U.S. There were a total of 40 attendees at two meetings and many were introduced to the program on a one-on-one basis in the following weeks. What began as a youth employment program for “at risk” youth has evolved into an opportunity for these young adults to see their strengths and learn coping skills to apply to their everyday life.

The month of June brought many referrals and attendees to the F.O.C.U.S. program. There are currently 20 youth enrolled and most are attending Monday through Friday, sometimes 8 hours a day. During this time they participate in the computer lab, open group discussion, one-on-one case management and group activities with their peers.

See FOCUS, Page 2

## F.O.C.U.S., From Page 1

On June 19, 2009, the first 2 participants completed F.O.C.U.S. and were celebrated and honored by their peers and case manager. They have moved on to Phase II of the program and have interviewed for intern positions with local employers.

Each of the graduates may have an opportunity to secure permanent employment with the host employer after an initial intern phase. The first two graduates have made enormous progress, both personally and professionally. They may not have always heard what they wanted to hear, but they came out on top and FOCUSED. This same opportunity will be made available to future program graduates.

Photo by Brian Veditz



The first F.O.C.U.S. Program graduates received certificates of completion on June 19, 2009 from Case Manager Stacy Bobak. Pictured (L to R) Damesha Menafee, Stacy Bobak and Adrian Humphries

## Lower Shore Workforce Investment Board

Glen Ains  
Nola Arnold  
Derek Bland  
Peggy Bradford  
Margaret Dennis  
Ted Doukas  
Greg Eberts  
Paula Erdie  
Harry Gemmill  
Robert McIntyre  
Karen Megronigle  
Freddy Mitchell  
Diana Nolte  
John Ostrander  
Bonita Porter  
Jennifer Shahan  
Renee Stephens  
Jay Tawes  
Daniel Thompson  
E.C. Townsend  
Donna Weaver  
Zoraida M. Williams  
Doug Wilson

## Calendar of Upcoming Job Market Events

### Youth Luncheon

Summer youth program participants, employers, vendors, staff, Youth Council members and Lower Shore Workforce Board members will be invited to celebrate the summer youth program's year end with a luncheon to be held on August 7, 2009 (location to be determined). The event will provide an opportunity for youth participants to meet and share their experiences with other Lower Shore youth in the program.

### Job Fair

The third annual Centre at Salisbury Job Fair is scheduled for October 15, 2009 from 3:30 p.m.–7:00 p.m. The One-Stop Job Market and Salisbury Area Chamber of Commerce will again co-sponsor the event, which has seen ever increasing participation by job seekers and employers since it's inception. Employers interested in participating may contact the Job Market at (410) 341-6515 or by email at [salisbury@dllr.state.md.us](mailto:salisbury@dllr.state.md.us) or the Salisbury Area Chamber at (410) 749-0144 or by email at [chamber@salisburyarea.com](mailto:chamber@salisburyarea.com). As the event draws closer, job seekers can learn more about the employers attending by visiting [www.onestopjobmarket.org](http://www.onestopjobmarket.org).

## Our Mission

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

# Job Market in the Media



The June 9, 2009 issue of “The Daily Times Careerbuilder “ featured the Department of Labor, Licensing and Regulation’s Local Veterans Employment Representative Bernie Kemp (pictured on the cover at left). An interview with Bernie was designed to educate local veterans and employers about veterans employment and training services available through the One-Stop Job Market. The interview featuring Bernie is reprinted below as it appeared in the newspaper.

**Name:** Bernie Kemp

**Position:** Local Veterans Employment Representative with the Maryland Department of Labor, Licensing and Regulation at the One-Stop Job Market in Salisbury.

**Length of service to the company:** 4 years

**Educational/Training background:** Bachelor’s Degree in history from the University of Maryland Eastern Shore. Training courses at the National Veterans’ Training Institute in Denver, Colorado have allowed me to stay up to date with new employment and training programs and issues that effect military veterans.

**Description of job duties, a typical day:** A typical day involves interviewing veterans to learn about their job skills and work preferences. I regularly contact local employers to help them fill job openings with qualified veterans and promote awareness of the other services available through the One-Stop Job Market.

**Favorite thing about your job:** Talking with businesses about the benefits of hiring veterans and referring job applicants to match employer’s needs. Employers with job openings and veterans seeking employment may reach me at (410) 341-8533, Ext. 106 or [bkemp@dllr.state.md.us](mailto:bkemp@dllr.state.md.us).

**Other thoughts:** I enjoy meeting new people and helping veterans reach their career goals. Every day is different and presents a new set of challenges and rewards.

## Which Resume Format is Best For You?

By Kelly Brinkley, Labor Exchange Specialist

Photo by Brian Veditz



Kelly Brinkley

Is the chronological resume format not working for you? There is another resume style to use. It is known as the functional or “skills resume”. This resume style is used to sell a persons transferable, or major skills at the beginning of the resume. The functional resume may be the most effective tool to sell your skills to employers today. A resume’s first impression could put it at the top or the bottom of the pile, and we all know where file #13 is in the human resource office! This article will emphasize the functional resume. Hopefully, it will maximize your chances of getting an interview for the perfect job.

The first component essential to the functional resume is the Heading. There are two sections required in the Heading; “Highlight of Qualifications” and “Major Skills”. The first section will place importance on your “Highlight of Qualifications”. Another applicable title for this section can be the “Summary of Qualifications”. This section is located after the Job Objective and consists of three or four statements which emphasize your qualifications for the job you are seeking. These statements become the bridge between your past jobs and your future career. The “Summary of Qualifications” statements should be like a giant flashing billboard saying, “I am the one” for the target company. It should appear to the employer you can do the job with little or no transition.

The second section of the Heading is “Major Skills”, which follows the “Highlight of Qualifications” section. There are other possible titles for this category such as “Relevant Work Experience”, “Relevant Accomplishments”, “Professional Experience”, and “Professional Achievements”. When selecting the skills title, be sure to pick one which defines your job objective. Keep in mind that the job objective is the first statement on the resume and tells the employer, “I designed this resume just for this job posting”. For instance, if you are interested in sales, you would use “Professional Achievements” or “Relevant Accomplishments” to highlight your sales skills. This portion of the resume Heading helps to stress your skills instead of your past job titles. Most major skills sections will have two or three topics such as “Client Relations”, “Customer Service”, and “Management”, just to name a few. Using bullets and indents helps draw attention to these skill topics. Another key feature to include within these skills are quantifiable metrics. Which would a potential employer notice more, “increased sales by 10%” or “met sales objectives”?

A couple of final thoughts on resume preparation: it is important to remember that the functional resume provides data on competencies and achievements, whereas the chronological resume provides data on job history in reverse order of employment. There is no one “magic” resume format to submit for all job postings. It is important to be flexible to meet the employer’s needs within the local market so you will receive an interview. This is the opportunity for you to build rapport and display any applicable interpersonal skills to get the perfect job. So stop defining yourself by jobs from the past and start showing your unique qualifications for the future by choosing the resume format which fits you best.

Detailed resume preparation assistance is done on an appointment basis by the Department of Labor, Licensing & Regulation’s Division of Workforce Development. Contact us at (410) 341-8533 or email at [salisbury@dllr.state.md.us](mailto:salisbury@dllr.state.md.us) for assistance in preparing a resume.

## **Capacity Building Workshop Held At Salisbury University**

**By Robin Walker, Labor Exchange Specialist  
Department of Labor, Licensing & Regulation**

On May 9, 2009, staff in the Department of Labor, Licensing and Regulation's (DLLR's) Division of Workforce Development participated in a Capacity Building Workshop at Salisbury University. The workshop was sponsored by the Maryland Commission on Indian Affairs (MCIA). MCIA was created by the Maryland General Assembly to represent and serve the state's American Indian community. The purpose of this workshop was to address the educational, social and economic needs of the local American Indian communities by participating state and local agencies.

Agencies represented at this workshop included, in addition to DLLR, the Department of Human Resources/Social Services, the Department of Health and Mental Hygiene, the Department of Housing and Community Development, the Department of Natural Resources, the Maryland State Police, the Department of Education, and the Delmarva Education Foundation. Guest speakers included Tony White and David Lee with the Governor's Office of Community Initiatives, Salisbury Mayor Jim Ireton, and Guy Wells with the MCIA. Sewell Fitzhugh, Chief Winterhawk of the Nause-Waiwash Band of Indians, opened the workshop with a traditional American Indian ceremony. In addition to members of the Nause-Waiwash Band, members of the Accohannock Indian Tribe and the Cherokee Tribe attended this workshop.

Greg Eberts, Kelly Brinkley, and Robin Walker from the Division of Workforce Development provided workshop attendees with information regarding job search skills, resume preparation, Trade Readjustment Act services, and Workforce Investment Act (WIA) services. The staff had prepared a comprehensive Power-Point presentation regarding the services available from the Division of Workforce Development and also provided extensive one-on-one job counseling to interested workshop attendees with particular emphasis on the unmet employment needs of both the individuals and the tribes as a whole. The Mobile One-Stop was parked outside the venue at Salisbury University and Greg provided tours of the Mobile as needed.

Feedback regarding the event was positive and those present were encouraged to share the information they learned with others who were unable to attend. As a result, we are hopeful that more people in the American Indian community will access our employment and training services in the future.

## **Second Annual Farmworker Appreciation Night**

**By Jennifer Shahan, Director, Telamon Corporation**

On April 21, 2009, Telamon Corporation joined with our partners, volunteers, governing board representative, staff, customers and other supporters, including One-Stop staff and local elected officials, to celebrate and recognize the successes of our farmworker customers.

A photo montage via a Power Point presentation began the evening by showcasing the past and present customers and the various projects. Speakers from employers, partner agencies and customers continued throughout the evening. A special recognition in reference to National Volunteer Week commenced, allowing us to recognize seven volunteers who have dedicated their time and energy to ensuring the success of Telamon's programs and customers.

The evening ended with a fantastic meal as we celebrated together the hard work that everyone had completed. We look forward to everyone joining us next year for the 3<sup>rd</sup> Annual Farmworker Recognition Night.

## Putting Ability To Work

By Jackie Gast, Director, Eastern Shore Business Leadership Network

On March 27, 2009, the Maryland Department of Disabilities (MDOD) and the Maryland Department of Labor, Licensing and Regulation (DLLR) funded intensive workshops for job seekers with disabilities that, in my opinion, were an excellent use of funds (these were not stimulus funds). The workshops, called “No Spare Marylander”, were held in One-Stop Career Centers in Hagerstown, Baltimore City, Salisbury, and Prince Georges County, serving an average of twenty job seekers per location.

The local training lasted a full day and was a collaborative effort between the staff of the One-Stop Job Market, the Eastern Shore Business Leadership Network, state-wide Disability Program Navigators, the Salisbury Area Chamber of Commerce, the Division of Rehabilitation Services, the Department of Labor, Licensing and Regulation, the Lower Shore Workforce Alliance, Telamon, and other agencies within the One-Stop. Business professionals from K & L Microwave, PRMC, TTY Mobility Products, Mimir Marketing and Quality Staffing Services also participated.

MDOD Secretary Raggio presented in the morning session that included personal discussions with each of the participants. Jade Gingerich, Director of Employment Policy for MDOD led an interactive discussion about the history of disability law. A panel consisting of local agency leaders talked about services for people with disabilities within their agencies as well as a brief summary of the economic employment outlook. Following the panel, three employed individuals with disabilities shared their success stories with the group. Breakout sessions were held in the afternoon. A resume preparation workshop provided each candidate with a finished resume to take home. Other topics covered were: job applications, mock interviews and a session on benefits for people with disabilities who want to work while still maintaining health benefits.

Sustainability is one of the best indicators of whether or not funds are well spent. From the No Spare Marylander initiative, at least eighty individuals have learned how to job search independently. By securing employment, many who are currently collecting government benefits may be able to reduce and eventually eliminate their dependence on government assistance.

This state-wide program not only trained these individuals about job seeking skills, it also created a venue for agencies and businesses to learn more about how they can work together for the common purpose of workforce development. There has been a statewide effort to blend funding between government agencies in an effort to improve services, and there have been successes. If more programs encourage collaboration, more opportunities will arise for efficient, effective and sustainable use of our tax dollars.



Photo by Brian Veditz

Jade Gingerich is shown leading a discussion at the No Spare Marylander Workshop held at the One-Stop Job Market on March 27, 2009. Twenty-two participants attended the full day seminar.

## Telamon's Summer Youth Program

By Jennifer Shahan, Director, Telamon Corporation

Telamon Corporation, the Wicomico County vendor for the in-school and out-of-school Summer Youth Employment Program through the Lower Shore Workforce Alliance, kicked off the program for out-of-school youth with a Work Readiness Camp from May 20th through May 30th. After successful WIA certification, customers spent the morning at the One-Stop Job Market where they attended various workshops designed to engage them in the Summer Youth Employment Program. Participants spent the afternoons at Wor-Wic Community College where they completed twenty-one hours of Work Readiness training. Upon successful completion, they received a certificate from the college. Participants also split into two groups and attended the ROPES course at Camp Odyssey in order to increase team building skills.

Photo by Brian Veditz



**Pictured are youth who attended Telamon's Work Readiness Camp. Students attended career exploration and skills development classes. Instructor Opal Camper is pictured in the front row, 2nd from the right.**

Throughout the program, career exploration activities, interpersonal skills development and soft skills were the main F.O.C.U.S.. After completing the Work Readiness Camp, participants interviewed with local employers having positions available for the summer. The American Recovery and Reinvestment Act funding will allow for each of the out-of-school participants to have a 400-hour work experience between 10 and 12 weeks long. To date, 20 placements have been secured for participants.

The in-school Work Readiness Camp was held June 22nd through June 30th. Allowing for the same opportunities as the out-of-school program, but tailored slightly for this generally younger population, it provided an individualized experience for each participant. Participants who have not yet graduated from the in-school group will receive referrals and summer internships between July 6th and August 21st. Those youth who have graduated from school and been WIA certified as out of school youth will be eligible to begin work July 6th and continue through September 29th. Telamon is still accepting applications from organizations interested in becoming work sites. If interested, please contact Opal Camper at (410) 546-4604, Ext. 123.

# People In The Workplace

## Carole DiPietro Turns The Page

By Milton Morris, Workforce Director, Lower Shore Workforce Alliance

Photo by Brian Veditz



Carole DiPietro

After giving nearly six years of her work life to the Lower Shore Workforce Alliance, Carole DiPietro has decided to turn the page. Carole retired from LSWA on July 3, 2009. She plans to enter what is best described as semi-retirement, working part-time with her daughter, who is an up and coming local attorney. We will miss her voice around here. Hers is the voice of reason; it is the voice of experience; it is the voice of detachment the way the word is used in scientific circles to describe the absence of prejudice. It is that approach that sets her apart from a great many people, not just at the One-Stop, but the world over. When it comes to work, she is not possessive. Her focus is entirely on the task at hand. In that sense, her personality serves the purpose of making her accessible.

Another trait that will be sorely missed is her studious attention to details that matter. Carole has morphed into a repository of insight and knowledge regarding WIA process and regulations. That happened because it had to happen. Circumstances required that she step into the breach, and she did. But not everyone would have exercised such care in understanding the tightly written detail that comprises WIA law and regulations or so arduously labored to keep LSWA in compliance with state and federal requirements, even though it was not the job she sought or accepted. There is a binder for nearly everything in her office. Trustworthy, meticulous and accessible, I have enjoyed the best introduction to a job that I have ever had. I think all of us will not just miss Carole the person, but also the human qualities that she embodies.

Good luck Carole and thank you for all that you have given us.

## Meghan Forbes To Continue Her Education

By Brian Veditz, Department of Labor, Licensing & Regulation

Department of Labor, Licensing & Regulation (DLLR) Labor Exchange Specialist Meghan Forbes left the Division of Workforce Development in June to continue her pursuit of higher education. She has moved to the Western Shore to attend the University of Baltimore School of Law.

Meghan was hired by the Department of Labor, Licensing & Regulation in January 2009, primarily to assist job seekers and employers in the Maryland Workforce Exchange lab. She learned the job quickly and many Job Market customers benefited from Meghan's efforts, both in the lab and through individual guidance sessions.

Meghan was sad to leave her position with DLLR but hopes to utilize her talents and law education to continue to improve the community, as she did while working at the One-Stop Job Market. Good luck Meghan – you are missed!



Photo by Brian Veditz

Meghan Forbes

# People In The Workplace

## LSWA Welcomes New Employees

By Eileen Cross, Lower Shore Workforce Alliance Youth Program Coordinator

Photo by Brian Veditz



**Tshya Mahon**

Tshya Mahon recently began working as the Program Coordinator for the newly created American Recovery and Reinvestment Act (ARRA) unit at the One-Stop Job Market. Tshya is responsible for working with the community in creating jobs and will provide training services. She graduated from East Carolina University with a BA in Psychology and enjoys working with the public. Tshya has lived in Salisbury, Maryland with her family for the last 7 years.

Danielle Wooters is the new Case Manager for the American Recovery and Reinvestment Act (ARRA) unit. Danielle is responsible for working with youth participants and employers in the Youth Stimulus Summer Employment Program. She graduated in May 2009 from Salisbury University with a degree in Social Work. Danielle grew up on the Eastern Shore in Queen Anne's County. She enjoys the outdoors and especially the beaches of Assateague .



Photo by Brian Veditz

**Danielle Wooters**



## Maryland Business Works

### **MARYLAND EMPLOYERS!!**

**Want to make your business more productive, profitable and competitive by increasing the skill level of your workforce?**

**The Maryland Business Works program can help.**

**For details contact Jay Peters  
(410) 341-8533, Ext. 112 or [jpeters@dllr.state.md.us](mailto:jpeters@dllr.state.md.us)**



# Maryland Business Works

## FACT SHEET

### PROGRAM HIGHLIGHTS

- State program to support existing Maryland businesses in the retention and growth of their workforce.
- \$1 million of federal grant funds awarded to Maryland under the Workforce Investment Act earmarked for training incumbent workers.
- Responsive to business needs and targeted at businesses invested in Maryland.
- Encourages job promotion, creates additional job opportunities and improves worker retention by increasing the skill level of the existing workforce.
- Employer-based training projects targeted for small businesses, the healthcare industry and specific demand industries requiring a \$1 for \$1 match from the employer.

### ELIGIBILITY CRITERIA

- Maryland companies that operate under the provision of Maryland law.
- For-profit and non-profit private sector employers.

### PRIORITY FOCUS AREAS

- Businesses with 50 employees or less.
- Healthcare, Manufacturing, Aerospace, Bioscience, Construction, Education, Retail, Finance/Insurance, Hospitality/Tourism, Information Technology, Professional/Business Services, Transportation/Warehousing industries.
- Any Green Industry/Occupation.

### TRAINING REQUIREMENTS

- Increase the occupational skills level of existing workers.
- Specific to the job of the worker.
- Relate to the strategic goals and objectives of the company.
- Needs and costs must be reasonable and clearly related to the project as described in the training plan.

### BENEFITS OF THE PROGRAM

- Employment stability for workers with upgraded skills.
- Career growth and increased wages for workers through training in transferable skills or an industry-recognized certification or credential program.
- Development of promotional tracks and workforce growth within existing businesses.

## 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 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
- DLLR/Lower Shore Workforce Alliance (LSWA) WIA Orientations
- DLLR Veterans Resume Workshop
- Department of Rehabilitation Services (DORS) Group Orientations
- DORS Benefits Counseling
- Department of Social Services (DSS) Orientation For New Customers
- Fostering Our Children Until Success Program Workshops
- Job Corps Orientation For New Customers
- Maryland Capital Enterprises Start Your Own Business Workshop
- Telamon Conversational Spanish Training
- Telamon English As A Second Language Training
- Telamon English In The Workplace Training
- Telamon Farmworker Appreciation Night
- Telamon Financial Literacy Workshop
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon Summer Youth Program Workshops
- Tri-County Workforce Development Initiative (TCWDI) Life Skills Training
- TCWDI Money Management Workshop
- TCWDI Job Club

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

- DLLR/Salisbury Chamber of Commerce Job Fair Planning Meeting
- DLLR Finding Federal Jobs Workshop Training
- DLLR Salisbury University Capacity Building Workshop
- DLLR Working With Today's Veterans Conference
- 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
- One-Stop Job Market Leadership Meeting
- Shore Transit Directors Meeting
- Telamon Career Resources Lab Youth Activities
- Telamon Food Distribution
- Telamon Staff Meeting
- Tri-County Council of the Lower Eastern Shore Safety Committee Meeting
- Tri-County Workforce Development Initiative (TCWDI) 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:

- AFLAC Insurance
- Mountaire Farms Inc.– Millsboro
- Mountaire Farms Inc.– Selbyville

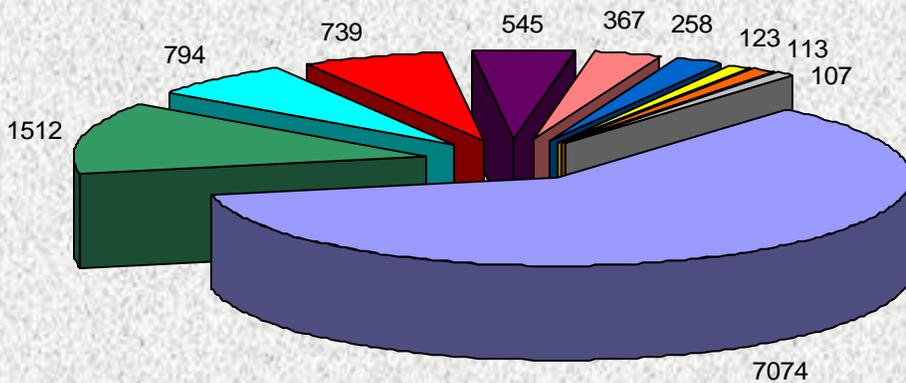
# Welcome to the **One-Stop Job Market**

## Quarterly Web Stats April – June 2009

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

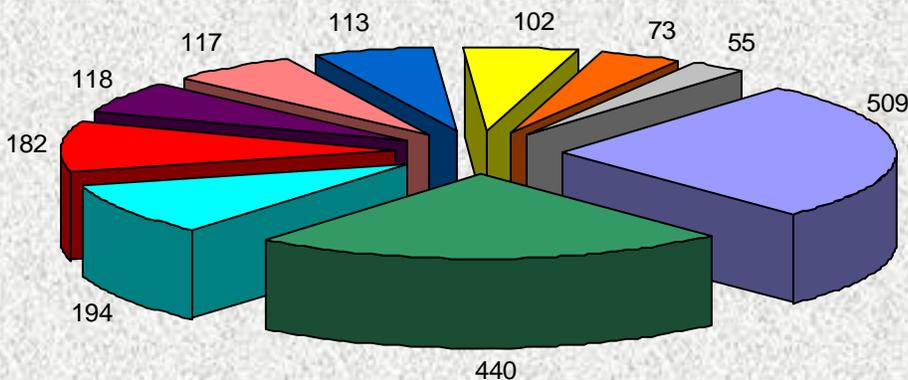
Visits	27,022
Hits	365,321
Downloads	6,097
Average Time on Site	3 minutes 41 seconds

### Most Viewed Pages



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

### Most Downloaded Media



- Spring 2009 Job Market Newsletter
- Federal Jobs - Job Fair Flyer
- Maryland Workforce Exchange Tipsheet
- WIA Program Application Steps
- Effective Job Applications
- Dislocated Worker Service Guide
- 15 Reasons Why Jobseekers Aren't Hired
- Skills Identification
- Job Corps Brochure
- Veteran's Services Brochure

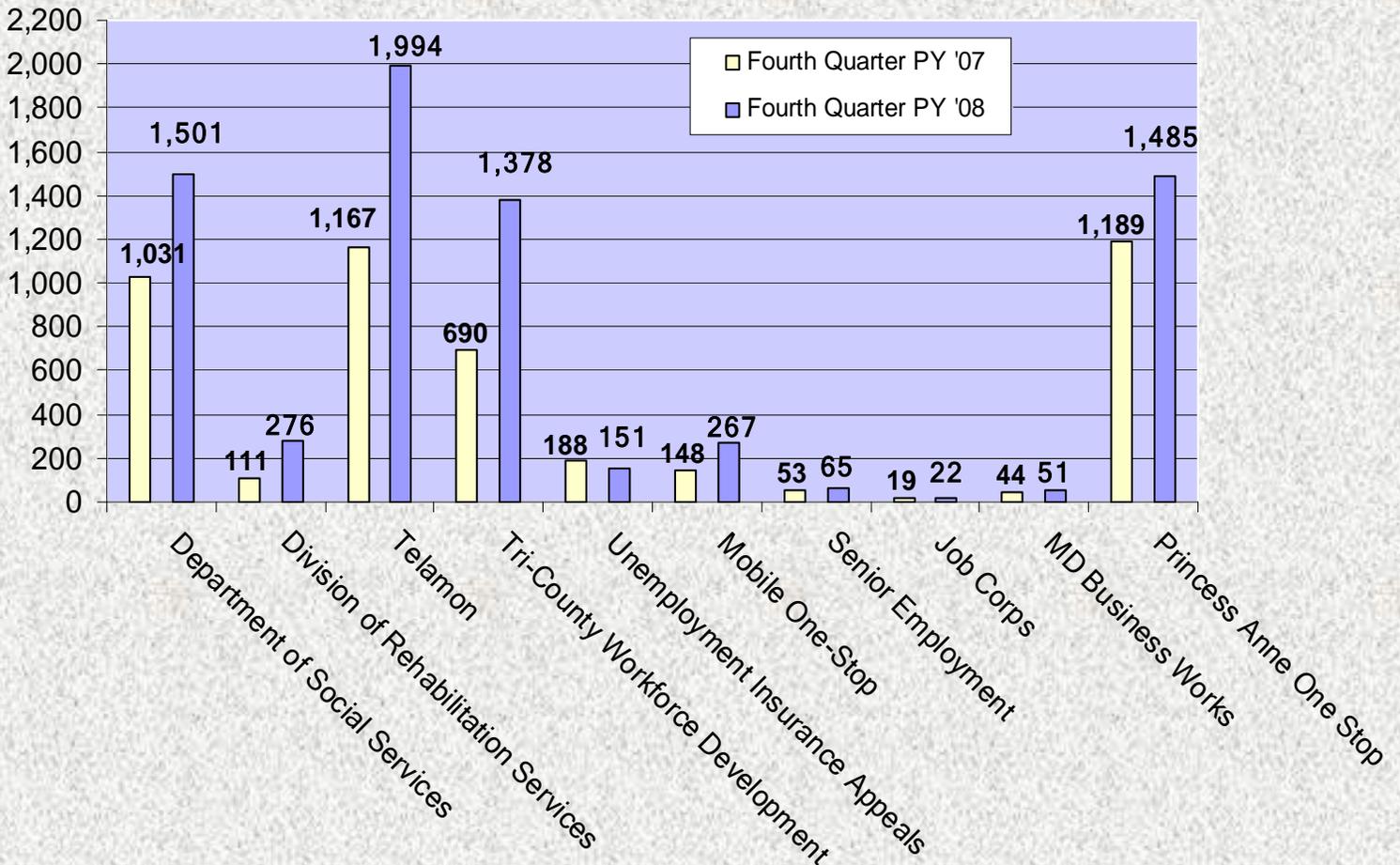
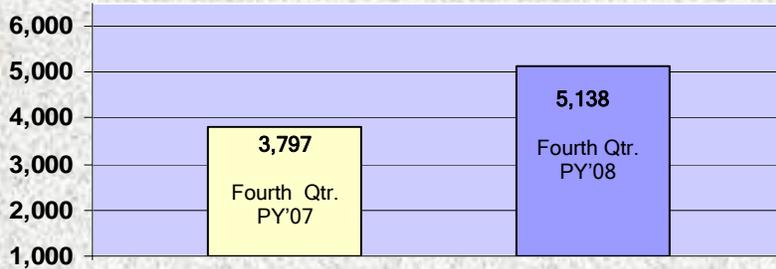
# Customers Served

## Quarterly Charts

Program Years 2007 and 2008 Fourth 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.



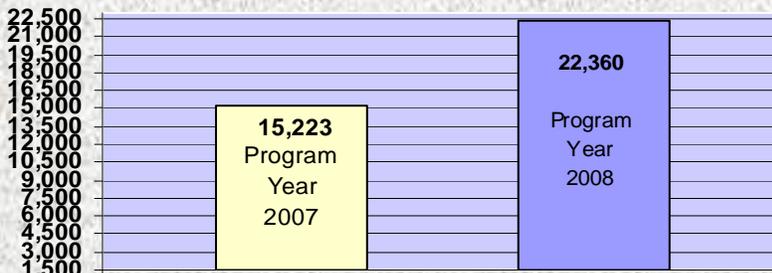
An activity report with a full listing of agency services by quarter is available on pages 15-16.

# Customers Served

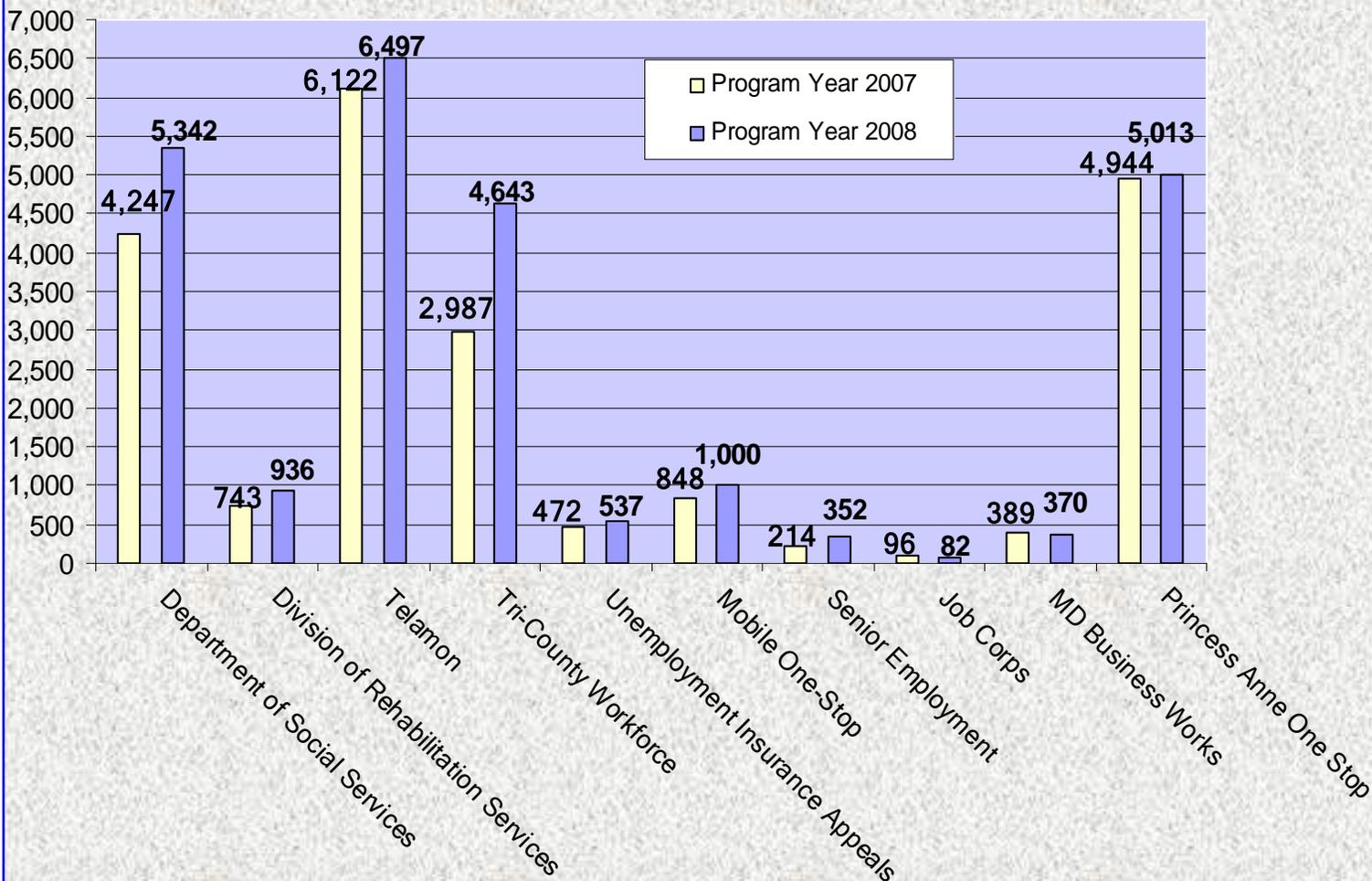
## Program Year Charts

Program Years 2007 and 2008 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 17-18.

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2008 – June 30, 2008	April 1, 2009 – June 30, 2009
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	172	210
Job Openings Received	4,218	1,797
Workforce Exchange Walk-ins	3,625	4,928
<b><u>Department of Social Services</u></b>		
Wor-Wic CC Preemployment Class	78	63
Purchase of Care	75	*
Orientation	179	195
Customers Assisted With Transportation	1,617	999
Customer Walk-Ins	1,031	1,501
Temporary Cash Assistance	175	173
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	111	276
<b><u>Telamon Corporation</u></b>		
Employment/Training	82	200
Emergency Assistance	10	26
Housing Counseling	10	11
Translation	12	13
Food Pantry	146	467
EWP (ESL) Class	539	449
ESL Lab	174	187
Out-of-School Youth	99	162
ARRA Youth	*	313
GED Class	57	80
Other Services	38	86
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	32	68
Enrolled Into Life Skills	20	45
Completed Life Skills	15	39
Customers Served	690	1,378
Assessment	16	17
Work Experience/Community Services	12	42
Job Developer	0	0
Other Referral Services	2	0
* Denotes activity not tracked this period		

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2008 – June 30, 2008	April 1, 2009 – June 30, 2009
<b><u>Unemployment Insurance</u></b>		
Appeals Hearings	188	151
<b><u>One Stop Mobile Unit</u></b>		
Total Number of Clients	148	267
MD Workforce Exchange	107	212
MD Workforce Exchange Resume	66	119
O*Net Interest Profiler	0	0
O*Net Work Importance Profiler	0	0
Work Maturity and Employability	0	0
Career Clips	0	0
Employment Applications	18	12
WinWay	0	0
Referrals to One-Stop Training	7	73
Other	40	22
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	53	65
Job Search Inquiries	188	55
Services to the Elderly Community	53	80
Unsubsidized Placements	3	3
New Participants During Quarter	3	16
Exits During Quarter	2	5
<b><u>Job Corps</u></b>		
Youth Interviewed	19	22
Enrolled in A Job Corps Center	16	18
<b><u>MD Business Works</u></b>		
Projects Initiated This Quarter	23	22
Funds Awarded	\$8,804	\$8,964
Participants Trained	44	51
Industries Served	Healthcare, Manufacturing, Small Business	Healthcare, Manufacturing, Small Business
<b><u>Princess Anne One-Stop Walk-ins</u></b>		
	1,189	1,485

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 Year Over Year Table

AGENCY	July 1, 2007 – June 30, 2008	July 1, 2008 – June 30, 2009
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	695	807
Job Openings Received	13,344	9,798
Workforce Exchange Walk-ins	14,528	21,553
<b><u>Department of Social Services</u></b>		
Wor-Wic CC Preemployment Class	78	313
Purchase of Care	386	99
Orientation	680	811
Customers Assisted With Transportation	5,650	5,973
Customer Walk-Ins	4,247	5,342
Temporary Cash Assistance	343	726
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	743	936
<b><u>Telamon Corporation</u></b>		
Employment/Training	959	626
Emergency Assistance	227	238
Housing Counseling	434	107
Translation	87	48
Food Pantry	1,583	2,191
EWP (ESL) Class	1,703	1,513
ESL Lab	662	557
Out-of-School Youth	240	362
ARRA Youth	*	313
GED Class	110	374
Other Services	117	168
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	93	271
Enrolled Into Life Skills	66	197
Completed Life Skills	45	143
Customers Served	2,987	4,643
Assessment	52	140
Work Experience/Community Services	408	214
Job Developer	69	58
Other Referral Services	3	10
* Denotes activity not tracked this period		

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 Year Over Year Table

AGENCY	July 1, 2007 – June 30, 2008	July 1, 2008 – June 30, 2009
<b><u>Unemployment Insurance</u></b>		
Appeals Hearings	472	537
<b><u>One Stop Mobile Unit</u></b>		
Total Number of Clients	848	1,000
MD Workforce Exchange	467	706
MD Workforce Exchange Resume	325	450
O*Net Interest Profiler	141	195
O*Net Work Importance Profiler	*	10
Work Maturity and Employability	*	0
Career Clips	0	0
Employment Applications	50	56
WinWay	18	0
Referrals to One-Stop Training	65	104
Other	135	53
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	214	352
Job Search Inquiries	710	298
Services to the Elderly Community	214	423
Unsubsidized Placements	6	6
New Participants During Year	21	35
Exits During Year	10	15
<b><u>Job Corps</u></b>		
Youth Interviewed	96	82
Enrolled in A Job Corps Center	48	64
<b><u>MD Business Works</u></b>		
Projects Initiated This Year	126	89
Funds Awarded	\$53,798	\$39,226
Participants Trained	389	370
Industries Served	Healthcare, Manufacturing, Small Business	Healthcare, Manufacturing, Small Business
<b><u>Princess Anne One-Stop Walk-ins</u></b>		
	4,944	5,013

\* Denotes activity not tracked this period