



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

## NEWSLETTER

### Summer 2011

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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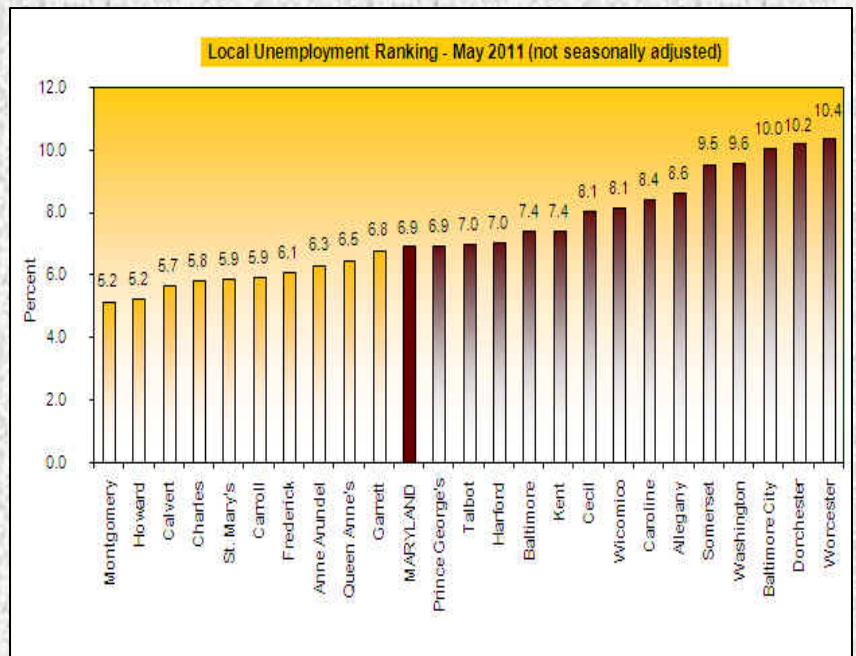
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To be notified by email when the latest edition of the newsletter is posted on our website, or to comment regarding this issue, please contact Greg Eberts at [geberts@dllr.state.md.us](mailto:geberts@dllr.state.md.us).

## Monthly Labor Review

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

Unemployment rates by place of residence were released for May 2011. The latest rates published by the Department of Labor, Licensing & Regulation were 9.5% for Somerset County, 8.1% for Wicomico County, and 10.4% for Worcester County. This compares with a Maryland statewide unemployment rate of 6.9% and a United States rate of 9.1% for May 2011. The chart below depicts the unemployment rates by county for the state of Maryland in May 2011.



Detailed labor market information is available on the Department of Labor, Licensing and Regulation website located at: <http://dllr.state.md.us/lmi/mlr/>.

Inquiries regarding methodology, additional information, or general assistance may be directed to:

Department of Labor, Licensing and Regulation  
 Division of Workforce Development and Adult Learning  
 Office of Workforce Information and Performance  
 1100 North Eutaw Street  
 Baltimore, Maryland 21201  
 (410) 767-2250

## Job Market Quarterly Activities April Through June 2011

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 April through June 2011.

**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
- Division of Rehabilitation Services (DORS) Group Orientations
- DORS Benefits Counseling
- DORS Exploring Entrepreneurships
- Department of Social Services (DSS) Orientation For New Customers
- DSS TARP Assessments
- Job Corps Orientation For New Customers
- LSWA Start your Own Business Workshop
- Telamon English As A Second Language Training
- Telamon English In The Workplace Training
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon Next Step Program
- 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
- Health Coverage Tax Credit Staff Meeting
- LSWA Board of Directors Meeting
- LSWA Staff Meetings
- LSWA Workforce Investment Act (WIA) Counselors Meetings
- LSWA WIA Assessments
- One-Stop Job Market Leadership Meetings
- One-Stop Job Market EasyLobby Training
- Shore Transit Directors Meeting
- Shore Transit Staff Training
- Telamon Food Distribution
- Telamon Staff Meeting
- Telamon Safety Training
- Tri-County Council Staff Meeting
- Tri-County Council Events Committee Meeting
- 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:

- AFLAC
- Amick Farms
- Dollar General
- Food Lion

For a complete list of upcoming activities, please go to the Yahoo calendar located at: <http://calendar.yahoo.com/lsgm03> .

Check back often as the calendar changes daily.



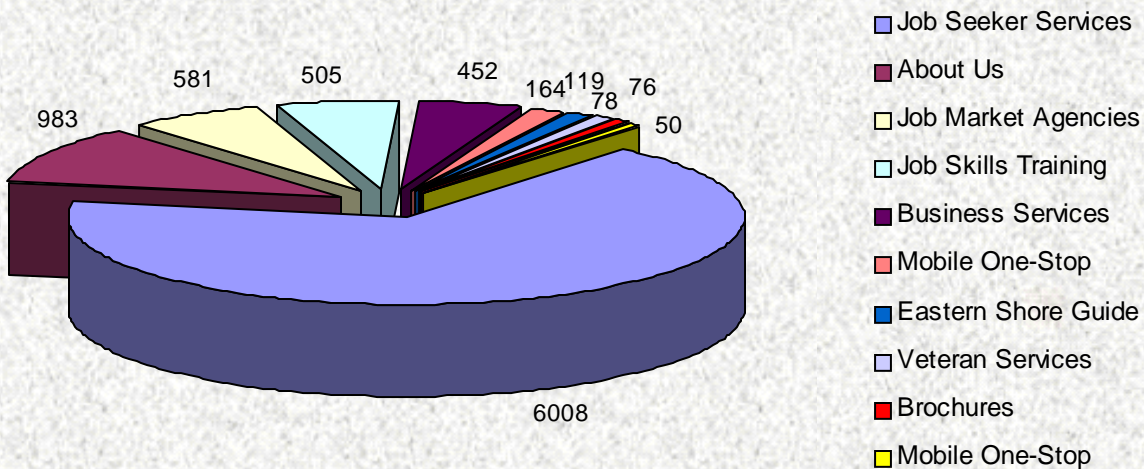
# Welcome to the **One-Stop Job Market**

## Quarterly Web Stats April-June 2011

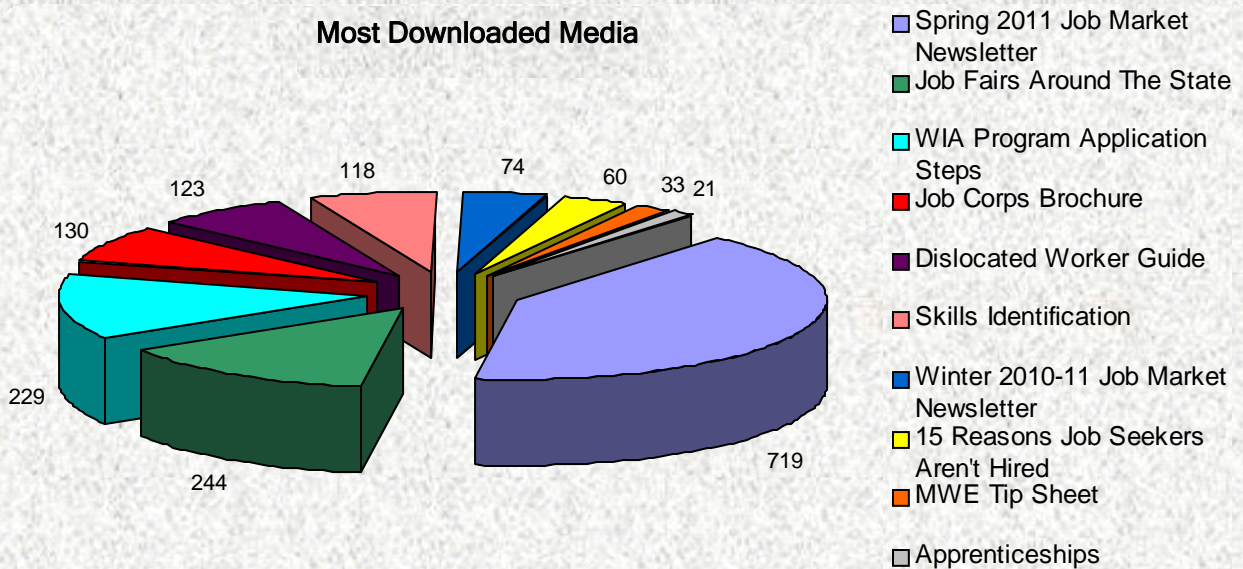
[www.onestopjobmarket.org](http://www.onestopjobmarket.org)

|                      |                      |
|----------------------|----------------------|
| Visits               | 22,178               |
| Hits                 | 227,324              |
| Downloads            | 18,379               |
| Average Time on Site | 3 minutes 26 seconds |

### Most Viewed Pages



### Most Downloaded Media



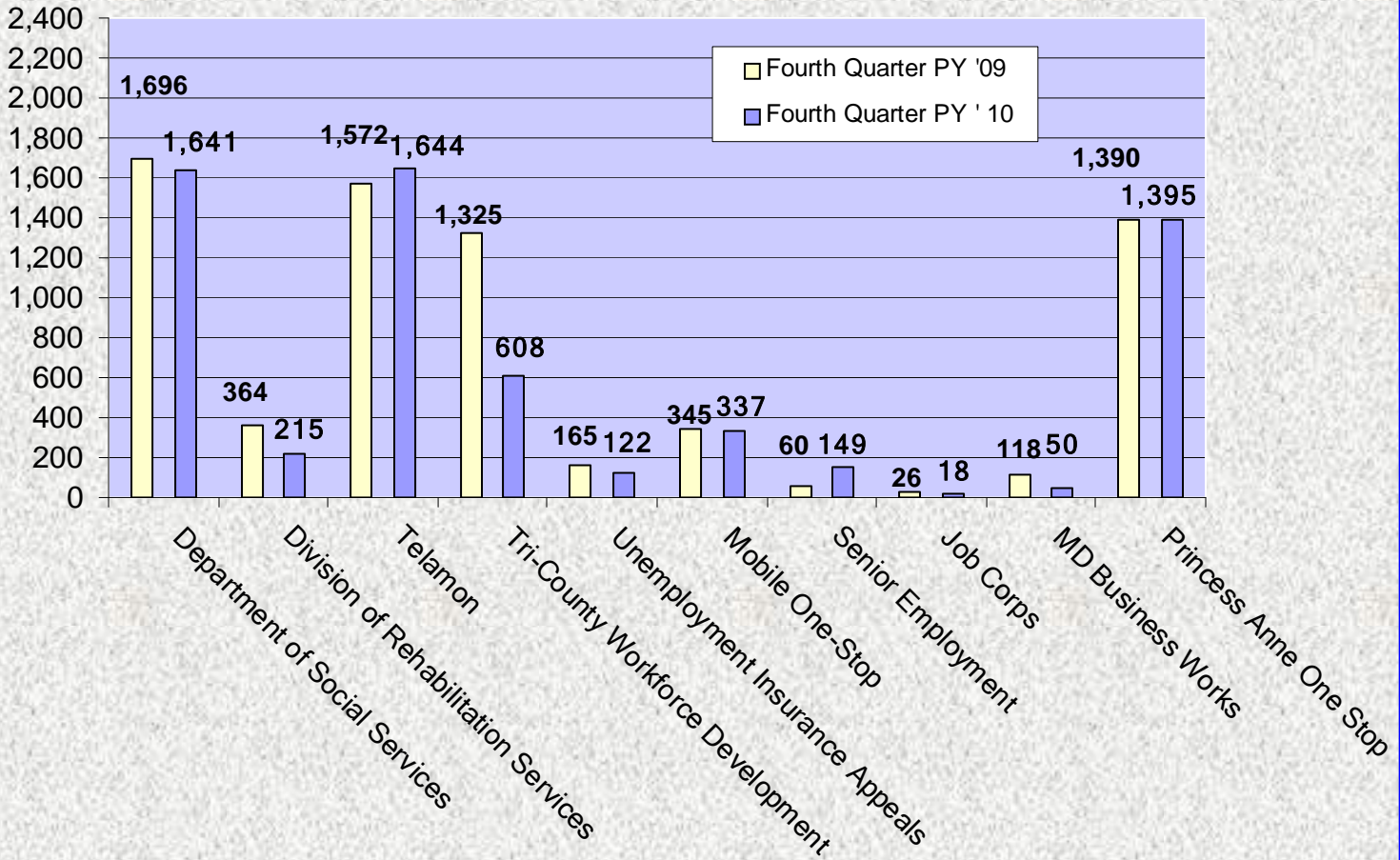
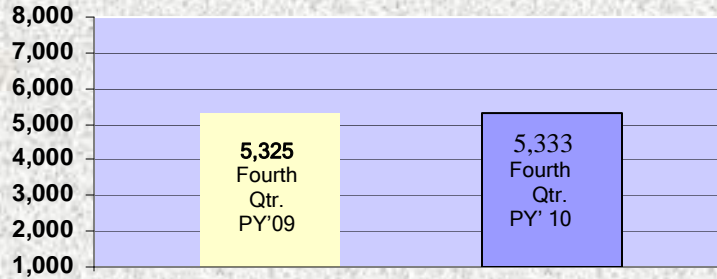
# Customers Served

## Quarterly Charts

Program Years 2009 and 2010 Fourth 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 2009 and 2010 Fourth Quarter Over Quarter Table

| AGENCY   | April 1, 2010 – June 30, 2010 | April 1, 2011 – June 30, 2011 |
|--|-------------------------------|-------------------------------|
| <b><u>MD Workforce Exchange</u></b>            |                               |                               |
| Early Intervention                             | 237                           | 213                           |
| Job Openings Received                          | 1,671                         | 1,229                         |
| Workforce Exchange Walk-ins                    | 5088                          | 5,120                         |
| <b><u>Department of Social Services</u></b>    |                               |                               |
| Wor-Wic CC Preemployment Class                 | 190                           | 131                           |
| Orientation                                    | 340                           | 269                           |
| Customers Assisted With Transportation         | 1,603                         | 2,265                         |
| Customer Walk-Ins                              | 1,696                         | 1,641                         |
| Temporary Cash Assistance                      | 302                           | 373                           |
| <b><u>Div. of Rehabilitation Services</u></b>  |                               |                               |
| Customers Served                               | 364                           | 215                           |
| <b><u>Telamon Corporation</u></b>              |                               |                               |
| Employment/Training                            | 101                           | 60                            |
| Emergency Assistance                           | 1                             | 9                             |
| Housing Counseling                             | 0                             | 70                            |
| Translation                                    | 1                             | 1                             |
| Food Pantry                                    | 583                           | 661                           |
| EWP (ESL) Class                                | 549                           | 358                           |
| ESL Lab  | 98                            | 264                           |
| Out-of-School Youth                            | 82                            | 107                           |
| ARRA Youth                                     | 0                             | 0                             |
| Project Stride Older Youth                     | 10                            | 0                             |
| GED Class                                      | 138                           | 114                           |
| Other Services                                 | 9                             | *                             |
| <b><u>Tri-County Workforce Development</u></b> |                               |                               |
| Referred to Life Skills                        | 37                            | 34                            |
| Enrolled Into Life Skills                      | 23                            | 22                            |
| Completed Life Skills                          | 11                            | 20                            |
| Customers Served                               | 1,325                         | 608                           |
| Assessment                                     | 34                            | 20                            |
| Work Experience/Community Services             | *                             | 181                           |
| Day Care                                       | *                             | 421                           |
| Job Placements                                 | 72                            | 62                            |
|  |                               |                               |
|  |                               |                               |
|  |                               |                               |
|  |                               |                               |

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2009 and 2010 Fourth Quarter Over Quarter Table

| AGENCY   | April 1, 2010 – June 30, 2010                 | April 1, 2011-June 30, 2011              |
|--|---|--|
| <b><u>Unemployment Insurance</u></b>           |   |  |
| Appeals Hearings                               | 165   | 122                                      |
| <b><u>One Stop Mobile Unit</u></b>             |   |  |
| Total Number of Clients                        | 345   | 337                                      |
| MD Workforce Exchange                          | 288   | 271                                      |
| MD Workforce Exchange Resume                   | 254   | 86                                       |
| Other Job Search Engines                       | 157   | 37                                       |
| Employment Applications                        | 87  | 46                                       |
| WinWay Resumes                                 | 124   | 18                                       |
| Referrals to One-Stop Training                 | 100   | 63                                       |
| Other  | 65  | 94                                       |
| <b><u>Senior Employment &amp; Training</u></b> |   |  |
| Total Participants Served                      | 60  | 149                                      |
| Job Search Inquiries                           | 29  | 16                                       |
| Services to the Elderly Community              | 89  | 149                                      |
| Unsubsidized Placements                        | 0   | *  |
| New Participants During Quarter                | 11  | 0  |
| Exits During Quarter                           | 3   | 3  |
| <b><u>Job Corps</u></b>                        |   |  |
| Youth Interviewed                              | 26  | 18                                       |
| Enrolled in A Job Corps Center                 | 18  | 3 + 2 pending                            |
| <b><u>MD Business Works</u></b>                |   |  |
| Projects Initiated This Quarter                | 25  | 12                                       |
| Funds Awarded                                  | \$8877.00                                     | \$5238.16                                |
| Participants Trained                           | 118   | 50                                       |
| Industries Served                              | Small business, Manufacturing,<br>Health Care | Insurance, Manufacturing,<br>Health Care |
| <b><u>Princess Anne One-Stop Walk-ins</u></b>  |   |  |
|  | 1,390   | 1,395                                    |
|  |   |  |
|  |   |  |
|  |   |  |
|  |   |  |
|  |   |  |

\* Denotes activity not tracked this period



## *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 26 One-Stop Job Market surveys collected during the sample week of June 6 – 10, 2011.

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Overall during this sample week, customers rated One-Stop Job Market services with an average of 3.74 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                    | 3.8             | 3.6                | 3.7            |
| Staff was friendly and helpful                      | 3.7             | 3.8                | 3.75           |
| Staff was knowledgeable about services available    | 3.8             | 3.7                | 3.75           |
| I would recommend the services I received to others | 3.8             | 3.8                | 3.8            |
| I had an overall good experience                    | 3.8             | 3.8                | 3.8            |
| <b>Average Rating</b>                               | <b>3.75</b>     | <b>3.72</b>        | <b>3.74</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         | 39               | 13                  |
| Resume Assistance  | 3                | 1                   |
| Career Information | 4                | 1                   |
| Training           | 4                | 0                   |

\*\*\*\*\*



## **About Us**

**The One-Stop Job Market in Salisbury is a one stop shop featuring employment and training services. The purpose of the Job Market is to provide access to an array of resources and information in one place. The Job Market offers 12 agencies that together offer just the right blend of services which lead our customers to highly successful careers. The Job Market agencies work together to make every customer visit productive and rewarding.**

### **Operation Hours and Days**

**Days: Monday - Friday**

**Hours: 8:00 AM - 5:00 PM\***

**\*Availability of specific services varies. Please call ahead on 410-341-6515 for dates and times.**

### **Contact Us**

**Our phone number: 410-341-6515**

**TTY Users call VIA Maryland Relay 7-1-1**

**Our address:**

**917 Mt. Hermon Road**

**Salisbury, MD 21804**

### **Find US**

#### **From US Route 50**

**At the intersection of US Route 50 and Truitt Street, turn right from the eastbound lane or left from the westbound lane onto Truitt Street. Proceed to the 1st traffic signal and turn left on Mt. Hermon Road. The Job Service office is located in the One Stop Job Market building, which is the first building on the left after turning onto Mt. Hermon Road.**

#### **From Business Route 13**

**At the intersection of Business Route 13 and Truitt Street, turn right from the northbound lane or left from the southbound lane onto Truitt Street. Proceed to the 3rd traffic signal on Truitt Street (the 2nd signal is at US Route 50). Turn left on Mt. Hermon Road at the 3rd signal. The Job Service office is located in the One Stop Job Market building, which is the first building on the left after turning onto Mt. Hermon Road.**