



The #1 Stop For Your Employment Needs!

NEWSLETTER

Summer 2012

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

Lower Shore Workforce Investment Board

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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.

One-Stop Job Market Open House

By Becky Cathell, Administrative Specialist,
Department of Labor, Licensing & Regulation,
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The One-Stop Job Market held its ribbon cutting and open house on Monday, June 25, 2012 at 1:30pm. The keynote speaker was United States Senator Benjamin L. Cardin. Craig N. Mathies, Tri-County Council Chair; Richard M. Pollitt, Wicomico County Executive; and Joe Holloway, Wicomico County Council President welcomed everyone to the new One-Stop. Simon Taylor, Deputy Administrator and Chief Administrative Officer for the Maryland Transit Administration; and Christian S. Johansson, Secretary of the Maryland Department of Business and Economic Development addressed the over 200 guests in attendance. In his address, Delegate Jim Mathias spoke highly of the One-Stop Job Market facility and the services provided to the citizens of the Lower Shore. Mike Pennington, Executive Director of The Tri-County Council welcomed everyone to the open house and thanked everyone for all their hard work in this extensive project. After the ribbon cutting, the One-Stop Job Market was open for tours of the building and refreshments were served.

Following the ribbon cutting, the One-Stop hosted the Salisbury Chamber of Commerce "Business after Hours" from 5:00-7:00pm. As guests entered the One-Stop, they were given a map of the facility. Each agency in the one-stop was open and guests were invited to visit each area to allow staff the opportunity to showcase their available services. As guests visited each area, they had their map stamped. After they had visited each agency, they could turn their stamped map in for a chance to win a door prize. Refreshments were served by members of the Local Restaurant Association. Music was provided by "Backfin Banjo". Tours of the building were also available.

Continued on page 8

Job Market Quarterly Activities April through June 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 April through June 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
- Telamon English As A Second Language Training
- Telamon English In The Workplace Training
- Tri-County Workforce Development Initiative (TCWDI) Life Skills Training
- TCWDI Money Management Workshop
- DSS Smoking Cessation Class (Health Department)
- DSS Family Investment Training
- DLLR EUC REA Orientations for Unemployment Insurance Claimants

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

- DSS Advisory Board Meeting
- Job Corps Orientation
- LSWA WIA Assessments
- LSWA Steering Committee Meeting
- LSWA Homeless Alliance of the Lower Shore
- LSWA Youth Vendor Meeting
- One-Stop Job Market Leadership Meetings
- Shore Transit Drivers' Meeting and Training
- Shore Transit Advisory Board Meeting
- Shore Transit Staff Meeting
- Telamon Food Distribution
- Telamon Staff OSHA Training
- Tri-County Council Executive Board Meeting
- Tri-County Council Business Resource Networking Meeting
- Tri-County Council Event Planning Committee
- Tri-County Council Incubator 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:

- Auto Zone
- Elizabeth Cooney Care Network
- Royal Farm Stores
- Quality Service Integrity
- Manpower
- CVS Pharmacy
- US Army

For a complete list of upcoming activities, please go to the Yahoo calendar located at: <http://calendar.yahoo.com/ljsjm03> .

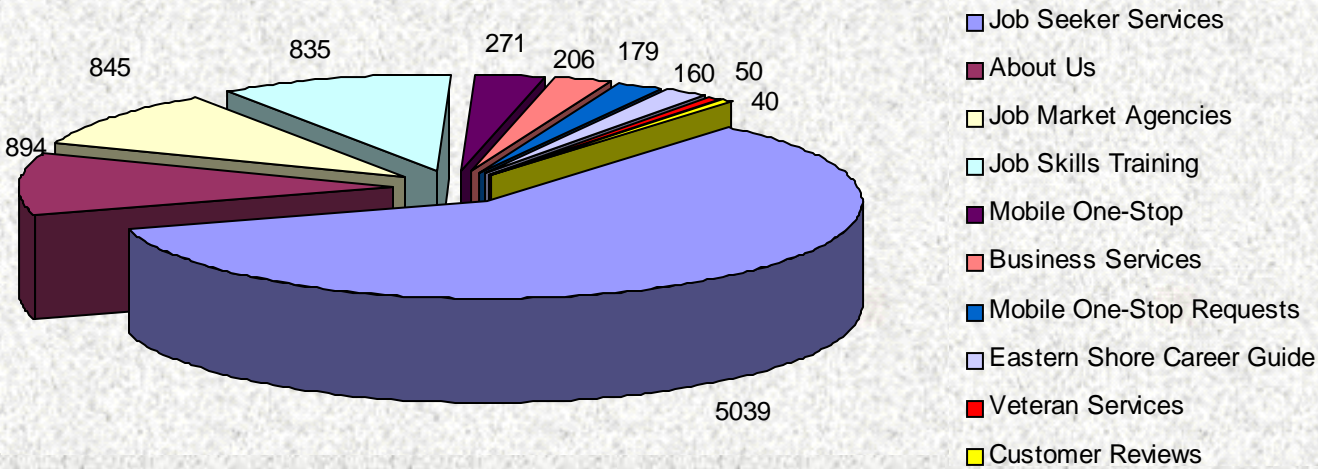
Welcome to the One-Stop Job Market

Quarterly Web Stats January-March 2012

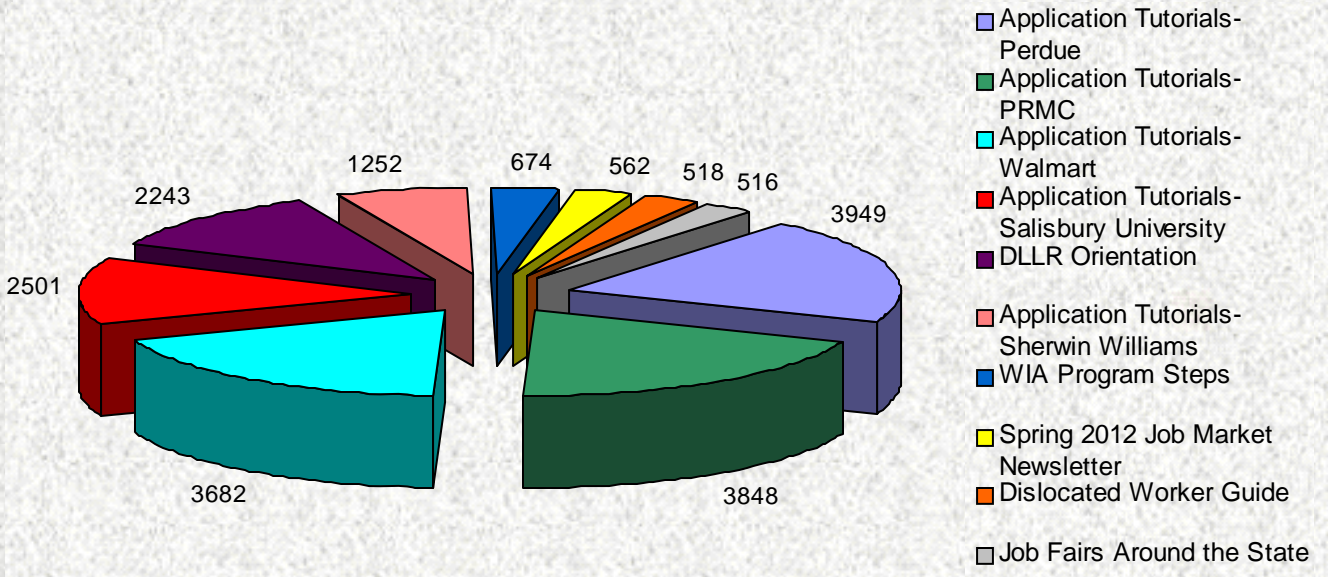
www.onestopjobmarket.org

Visits	31,840
Hits	265,622
Downloads	43,973
Average Time on Site	3 minutes 22 seconds

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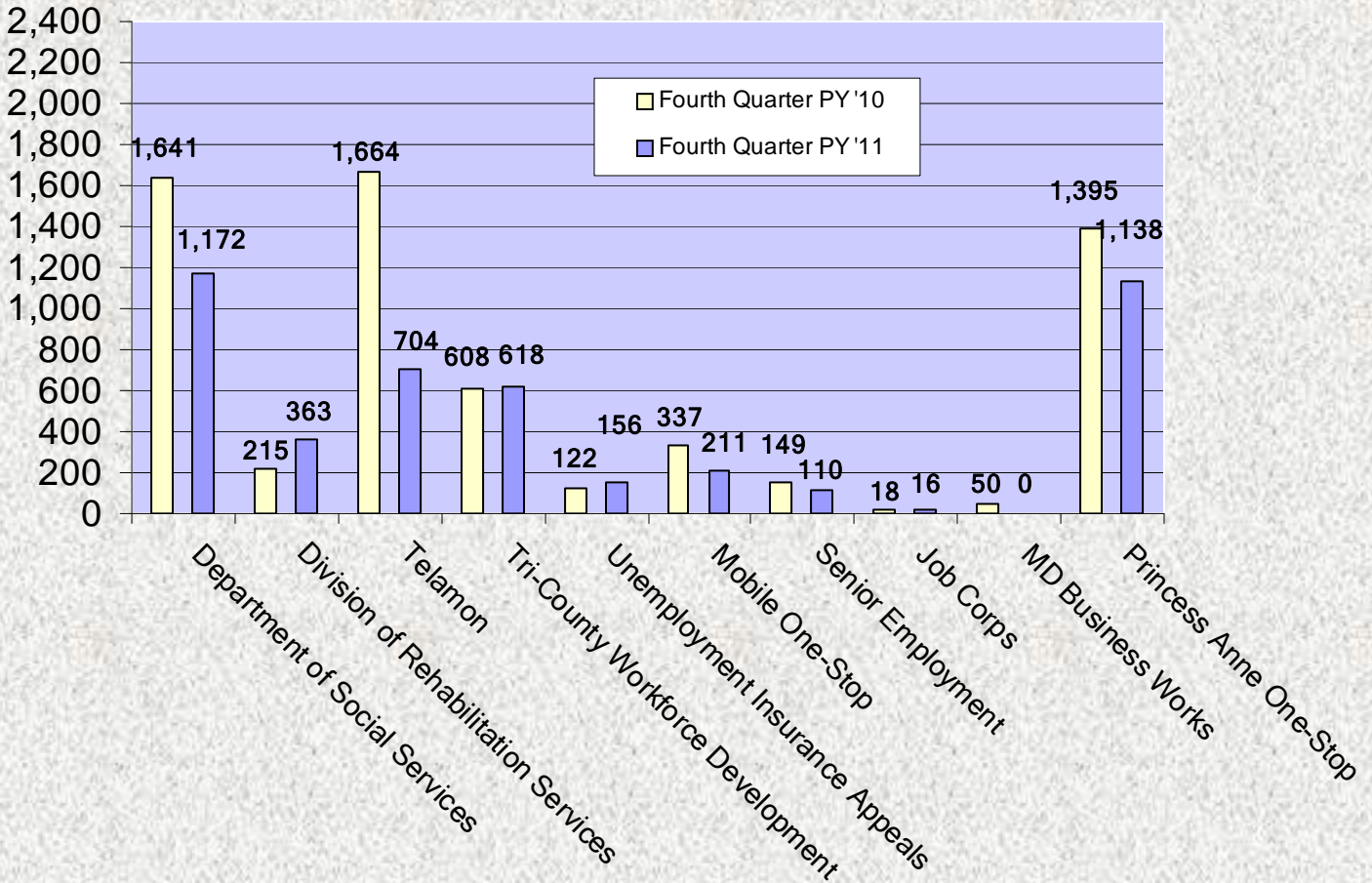
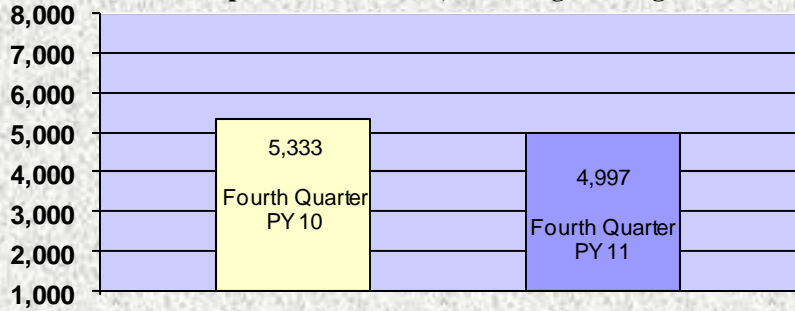
Customers Served

Quarterly Charts

Program Years 2010 and 2011 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 this 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 5-6.

One-Stop Job Market Customers Served

Program Years 2010 and 2011 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2011 – June 30, 2011	April 1, 2012 – June 30, 2012
<u>MD Workforce Exchange</u>		
Early Intervention	213	223
Job Openings Received	1,229	1,390
Workforce Exchange Walk-ins	5,120	4,774
<u>Department of Social Services</u>		
Wor-Wic CC Preemployment Class	131	67
Orientation	269	324
Customers Assisted With Transportation	2,265	1,457
Customer Walk-Ins	1,641	1,172
Temporary Cash Assistance	373	367
<u>Div. of Rehabilitation Services</u>		
Customers Served	215	363
<u>Telamon Corporation</u>		
Employment/Training	60	76
Emergency Assistance	9	51
Housing Counseling	70	30
Translation	1	16
Food Pantry	661	234
EWP (ESL) Class	358	180
ESL Lab	264	52
Out-of-School Youth	107	54
GED Class	114	0
Other	*	11
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	34	25
Enrolled Into Life Skills	22	13
Completed Life Skills	20	10
Customers Served	608	618
Assessment	20	*
Work Experience/Community Services	181	438
Day care	421	255
Job Placements	62	*

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2010 and 2011 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2011 – June 30, 2011	April 1, 2012 – June 30, 2012
<u>Unemployment Insurance</u>		
Appeals Hearings	122	156
<u>One-Stop Mobile Unit</u>		
Total Number of Clients	337	211
MD Workforce Exchange	271	211
MD Workforce Exchange Resume	86	25
Other Job Search Engines	37	16
Employment Applications	46	45
WinWay Resumes	18	0
Referrals to One-Stop Training	63	6
Other	94	8
<u>Senior Employment & Training</u>		
Total Participants Served	149	110
Job Search Inquiries	16	10
Services to the Elderly Community	149	110
Unsubsidized Placements	0	0
New Participants During Quarter	0	0
Exits During Quarter	3	0
<u>Job Corps</u>		
Youth Interviewed	18	16
Enrolled in A Job Corps Center	3 + 2 pending	9 + 5 pending
<u>MD Business Works</u>		
Projects Initiated This Quarter	12	X
Funds Awarded	\$5,238.16	X
Participants Trained	50	X
Industries Served	Insurance, Manufacturing, Health Care	
<u>Princess Anne One-Stop Walk-ins</u>		
	1,395	1,138

* 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 35 One-Stop Job Market surveys collected during the sample week of June 11-June 15, 2012.

Overall during this sample week, customers rated One-Stop Job Market services with an average of **3.94** 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	3.80	4.0	3.83
Staff was friendly and helpful	3.78	4.0	3.88
Staff was knowledgeable about services available	3.80	4.0	3.92
I would recommend the services I received to others	3.88	4.0	3.75
I had an overall good experience	3.88	4.0	3.83
Average Rating	3.94	4.0	3.94

A breakout of numbers regarding which services customers filling out surveys received is listed below. One person may have received more than one service:

Activity	One-Stop Surveys	Mobile Unit Surveys
Job Search	25	10
Resume Assistance	0	0
Career Information	0	0
Training	4	0

Open House and Ribbon Cutting
June 25, 2012

Continued from page 1

Congratulations to the door prize winners: Kindle Fire-Megan Collins of TGM Group, Kodak Digital frame- Larry Anderson of Landmark Insurance, and thumb drives- Phyllis Hardy of Goodwill Industries, Bethany Miller of Nationwide Insurance, Jessica Weber of Maryland Capital Enterprises and Alicia Robinson of Shore Up.

Thanks to Kristie Eberly, Kathy Strother, and all the partner agencies for their hard work in the planning and implementation of the ribbon cutting ceremony, Open House and "Business after Hours" events.



Open House and Ribbon Cutting
June 25, 2012



Craig N. Mathies



Richard Pollitt



Joe Holloway



Senator Benjamin Cardin



Christian Johansson



Simon Taylor



Mike Pennington



Jim Mathias

More photos can be seen on our website: www.onestopjobmarket.org



DLLR

VETERAN

Priority of Service (POS)

ONE-ON-ONE ASSISTANCE

Veterans' Services at Maryland's One Stop Career Centers

Did you Serve in the Armed Forces?

You are a veteran if you are a former military service member or a National Guard Member or Reservist who served on active military duty. You are a valued member of the civilian workforce, and your character, training, and skills are valued by employers.

Who is Eligible for POS?

Veterans and eligible spouses must be identified at the point of entry to the One Stop Career Centers so that they may take full advantage of Priority of Service (POS).

A former service member is eligible for POS if he or she served at least one (1) day in active military service and was discharged or released under conditions other than dishonorable.

A spouse is eligible if his/her husband/wife was a veteran who has a total disability resulting from a service-connected disability or who died as a result of a service-connected disability.

What is POS?

POS means that Veterans and eligible spouses, who meet the eligibility requirement, shall be given access to employment, training, and placement services at an earlier time or before persons who are not eligible for POS.

What Services are Available?

Veterans and eligible spouses receive access, on a POS basis, to the full range of public employment and training resources, including résumé assistance, job search assistance workshops, career counseling, job referral assistance, and referral to other supportive and training services.

Examples of specific programs and services available include:

- Helmets to Hardhats (H2H) - is a national program that connects National Guard, reserve, and transitioning active duty military members with quality career opportunities in the construction industry.
- The Homeless Veterans Reintegration Program (HVRP) provides services to assist homeless veterans find meaningful employment.
- The Veterans Workforce (Investment) Program (VWIP) provides funding for short-term training and other services to assist veterans in obtaining meaningful employment.
- The Incarcerated Veterans Transitional Program (IVTP) provides assistance to current as well as formerly incarcerated veterans who were released within 180 days from incarceration.
- The Work Opportunity Tax Credit Program (WOTC) is a federal tax credit that Congress provides to private-sector businesses for hiring individuals from twelve target groups (that include veterans) who may be facing barriers to employment.

One Stop Career Centers offer a variety of services to assist veterans, transitioning military personnel, and other qualified individuals.

Veterans and other eligible persons may also receive one-on-one assistance. Local Veterans Employment Representatives (LVERs) develop hiring opportunities within the local areas by contacting businesses, Federal agencies and contractors, and employer associations to encourage the hiring and advancement of qualified Veterans. Disabled Veterans' Outreach Program (DVOP) staff provide specialized intensive employment assistance to eligible Veterans who have special employment and training needs. The DVOPs assist individuals to overcome barriers that prevent them from gaining meaningful employment. DVOPs apply a case management approach and access a broad network of providers and resources to assist eligible Veterans with their employment goals. A list of Veteran Representatives is found on side two of this flyer.

For more information about Veterans' Services, contact your local Veterans Representative listed on side two of this flyer, your local One Stop Career Center, the DWDAL Central Office number at 410.767.2173, or visit the DLLR website at <http://dllr.maryland.gov>.



MARTIN O'MALLEY, GOVERNOR
ANTHONY G. BROWN, LT. GOVERNOR
ALEXANDER M. SANCHEZ, SECRETARY

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