



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

## NEWSLETTER

**WINTER  
2006 - 2007**

*A publication of the One-Stop Job Market Partners' Association.  
This edition edited by Department of Labor, Licensing & Regulation staff in Salisbury.*

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### Contact Us

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

## Introducing the New LSWA Board Chair

By Carole DiPietro, Executive Assistant

The Lower Shore Workforce Alliance (Workforce Investment Board) held its regular, quarterly meeting on October 18, 2006 and elected Derek C. Bland to serve as chair. The Workforce Investment Board is comprised of public and private sector representatives from the three Lower Shore counties and provides policy, planning and oversight for the local workforce system.



Photo by Brian Veditz

**Derek Bland**

Derek was appointed by the Wicomico County Council in 2004 to serve on the Board. He is the president and founder of CMG Studio, Inc., which specializes in scale model design and fabrication, architectural illustration, 3d rendering, animation and graphics, web and multimedia design.

Bland is “looking forward to working with the staff and Board to continue to fulfill the Lower Shore Workforce Alliance mission” which is to provide job training opportunities for eligible youth, adults and dislocated workers who are residents of Somerset, Wicomico and Worcester counties. Bland also stated that “As funding dollars decrease, our mission becomes more challenging and I’m excited that there are so many dedicated individuals who give selflessly of their own time to help our local residents succeed in the workplace.”

In addition to attending and leading Lower Shore Workforce Alliance Board meetings, Bland will also be representing the Board at the annual meeting of the National Association of Workforce Boards in Washington D.C. in February 2007.

## City Of Crisfield Embraces Mobile One-Stop Services

By Sharon Jones, Mobile One-Stop Job Market Coordinator

Outreach to the residents of Somerset, Wicomico and Worcester counties has been the mission of the Mobile One-Stop Job Market since it began canvassing the region just over a year ago. This article is intended to highlight services we provide in the City of Crisfield, Maryland. The Princess Anne One-Stop satellite office is located 20 minutes away, and the people of Crisfield appreciate the convenience offered by the Mobile One-Stop. It has been a real benefit to the Crisfield community and warmly received by its residents.

One resident in particular, Percy "PJ" Purnell, the Mayor of Crisfield, has taken a huge interest in the services provided by the Mobile Unit. While the Mobile was on a site visit at the Crisfield Housing Authority last July, the Mayor boarded with several City Council members and a reporter from the local newspaper. The entourage watched as several area residents enrolled in Maryland Workforce Exchange and searched the database for job opportunities. They discussed with the Mobile Coordinator what they could do to ensure that the Unit was being fully utilized when it visited the area. The Mayor suggested advertising the Mobile's schedule on the local cable channel and offered to reserve parking space for the vehicle at City Hall two times each month. With the generous offer extended, the Mobile was then available to Crisfield residents on a weekly basis.



Photo by Brian Veditz

The cable advertisement and customer endorsements are paying off. The Mobile is not just receiving curious looks as it passes through town because job seekers are beginning to understand the services we provide. More importantly, they are taking advantage of those services, which are enhanced by the friendly staff that provides assistance to those who are "technology challenged". The number of customers obtaining services in Crisfield has increased by nearly 60% over the last quarter.

We do our best to promote what we're doing and to ensure that customers receiving services leave with a positive impression. During a recent visit, an area resident boarded in search of a job. She realized that she would have to hone her job search skills, as it had been more than 16 years since she had needed to look for employment. After working with Mobile staff for over an hour, she commented upon leaving that an anxious time had been made

See Mobile One-Stop, Page 3

### Our Mission

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

### Lower Shore Workforce Investment Board

Nola Arnold  
Derek Bland  
Peggy Bradford  
Ted Doukas  
Lawrence Elsey  
Harry Gemmill  
Walter Kissel  
Patricia Mannion  
Robert McIntyre  
Karen Megrignole  
Freddy Mitchell  
Bruce Morrison  
Diana Nolte  
Bonita Porter  
Gabriel Purnell  
Dana Seiler  
Linda Southerland  
Renee Stephens  
Jay Tawes  
Daniel Thompson  
E.C. Townsend  
Doug Wilson



Photo by Sharon Jones

much easier. "You are really doing a good thing here. You made me feel relaxed. I feel like I am really prepared to find a new job".

**Mobile One-Stop Assistant Brandon Gale provides job search assistance to a customer.**

Mayor Purnell remains an avid supporter and he visits the Mobile each time we're in the area. When asked his thoughts on the impact of the Mobile's presence, the Mayor had this to say: "I feel the service being provided by the mobile van is one of the best utilizations of tax money that I have encountered.

The mobile van is providing one of the best job search, job seeking assistance services that I have ever encountered. It comes to our town and provides these services on multiple sites and at multiple times during the month. This is a service that costs hundreds of dollars in many urban areas, and here it is free. Everyone seeking employment on the lower shore should find the schedule and utilize this service. Great!"

The number of Crisfield residents receiving services has increased dramatically, undoubtedly due to Mayor Purnell's support. We are proud to partner with the Crisfield Mayor and City Council, the Crisfield Housing Authority, and the Crisfield Library. We thank them for their support.

You may visit the Job Market website at [www.onestopjobmarket.com](http://www.onestopjobmarket.com) to view the complete Mobile One-Stop schedule or request services.

**The Mobile One-Stop Job Market parked in front of Crisfield's City Hall. The unit also makes regularly scheduled visits to the Crisfield Housing Authority.**



Photo by Sharon Jones

## March Date Set for Annual Ocean City Job Fair



The Ocean City Chamber of Commerce, in conjunction with the Town of Ocean City and the Division of Workforce Development (Department of Labor Licensing & Regulation), will be conducting the 22nd Annual Ocean City Job Fair on Saturday, March 3, 2007, at the Convention Center. The Job Fair will take place from 9am-2pm. Any interested businesses wishing to participate are encouraged to reserve booth space.



A \$50.00 registration fee per booth for Chamber members and a \$150.00 registration fee for non-members must accompany your application. Please call Sandee Sharp in the Chamber Office at 410 213-0522 or visit their web site at <http://www.oceancity.org/> for more information.

## Have A Safe One-Stop Winter

By Kathy Strother, One-Stop Facilities Coordinator

I am the Safety Coordinator at the One-Stop Job Market (OSJM) and with cold weather quickly approaching, I'd like to provide some tips to help ensure that we have a safe winter season.

### SPACE HEATERS

***The best safety tip is not to use a space heater.*** With that said, some One-Stop employees are using space heaters. Just be aware that the units do increase the potential for fires. When purchasing a space heater, make sure the heater has an automatic safety switch that turns the unit off if it is tipped over. The heater should also have a guard around the heating element.

Each Job Market partner agency is responsible for the condition and appropriate operation of any space heaters used in their area. Please contact me if you have any questions about this issue. Read and follow all the manufacturers instructions and materials provided with the heater. In addition, remember to make sure the heater is placed on a level, hard surface away from all papers, computers and furniture. ***Do not leave a space heater in an office unattended; turn the unit off if you leave the room.***

### PREVENTING SLIPS AND FALLS

We cannot control the environmental conditions that cause slippery surfaces, but we can be aware of the potentially hazardous conditions that could cause us to slip and fall. The OSJM has a contractor to clear the parking lot and entranceways of ice and snow. These surfaces will be cleared by the start of each business day but may freeze again if temperatures remain low. Stay alert because areas that appear to be wet may actually be icy. Take your time when walking to the building and wipe your feet on the entrance mat. If you see any floor areas in the building that are wet, please notify me so they can be dried.

### INCLEMENT WEATHER

Everyone should be aware of the One-Stop Job Market's weather related closing procedures. The Lower Shore Workforce Alliance (LSWA), as the landlord, will decide when weather conditions warrant the building be closed to the public.

As soon as the decision is made to either close the building or delay its opening, this information will be added to the outgoing voice message on the front desk phone (410) 341-6515. WBOC-TV and WMDT-TV will also be notified so the information can be added to their list of closings and postponements.

Employees will be allowed to enter the building if it is closed to the public, but LSWA requests that all customer appointments, meetings, etc. be cancelled. It will be the responsibility of each partner agency to decide if their employees should report for work and how they will be notified. Please contact me if you have questions.

## Fall 2006 Job Market/Salisbury Area Chamber of Commerce Job Fair

By Greg Eberts, Lower Shore DLLR Labor Exchange Administrator

On Thursday, October 19, 2006 from 3:30-7:00 p.m. the Job Market and the Salisbury Area Chamber of Commerce sponsored a job fair at the Centre of Salisbury. Booths were set up throughout the main corridors of the mall, and the job fair was open to any business seeking employees and any job seeker looking to connect with the pulse of the lower shore labor market. The job fair featured over 60 employers representing a wide range of industries. Some of the industries represented were manufacturing, construction, communications, hospitality, health care, local government, food processing, and retail trade, which made the job fair the place to be for a great opportunity to meet with many employers.



Photo by Brian Veditz

Employers, job seekers and a festive atmosphere filled the Centre at Salisbury at the 2006 ChamberFest Job Fair. Positive feedback was received from employers, job seekers and the Centre at Salisbury representatives. The One Stop Job Market and Salisbury Area Chamber of Commerce officials are planning another fall job fair in 2007.

A resume doctor was also on hand to provide job seekers insight into creating a high impact resume which gets results. Another job fair feature was the Job Market Mobile One-Stop, which allowed job seekers to look for jobs online and also served as an internet café for employers to check email.

According to chamber officials, 2000 job seekers attended the job fair and many employers averaged over a hundred applications. Some employers reported interacting with fewer than twenty-five job seekers while others spoke with 200-300 applicants. Many employers lost count and reported seeing “tons” of job seekers. Here are a few quotes from employers who participated in the job fair.

“It was well attended and organized.”

“It was a great opportunity to reach the general public in a stress free environment.”

“Have it 2 or more times a year, I loved everything about it.”

The results of our Employer Feedback Form revealed the vast majority of the employers would participate in the job fair next year. Many of the employers reported their favorite features about the fair were networking opportunities, open accessible atmosphere and the excellent customer service by Job Market and Salisbury Chamber staff.

## Job Fair , From Page 5

Many job seekers also expressed satisfaction with the job fair. Comments included being impressed by the number of employers, industries represented and ease of participation.

Plans are underway for the fall 2007 job fair which will again be sponsored by the Job Market and the Salisbury Area Chamber. The current plan is to hold the fair in October of 2007 at the Centre of Salisbury. For more information about the 2007 job fair, please send an email to [salisbury@dllr.state.md.us](mailto:salisbury@dllr.state.md.us) . Thank you to everyone who participated in the 2006 job fair. See you next year.



Photos by Brian Veditz

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

## Quarterly Web Stats October – December 2006 [www.onestopjobmarket.com](http://www.onestopjobmarket.com)

Vists 10,964

Hits 189,817

Downloads 2,821

Average Time on Site 3 minutes 34 seconds

### Most Viewed Pages

#### October

Job Seeker Services  
Fall 2006 Job Market Job Fair  
Job Skills Training  
About Us  
Job Market Agencies  
Business Services  
Eastern Shore Career Guide  
Job Market Mobile  
Administrative Site  
Veterans Services

#### November

Job Seeker Services  
Business Services  
Job Skills Training  
Job Market Agencies  
About Us  
Job Market Mobile  
Eastern Shore Career Guide  
Administrative Site  
Career Resources Lab  
Veterans Services

#### December

Job Seeker Services  
About Us  
Business Services  
Job Market Agencies  
Job Skills Training  
Job Market Mobile  
Administrative Site  
Customer Reviews  
Eastern Shore Career Guide  
Veterans Services

### Most Downloaded Media

#### October

Job Market Newsletter  
One-Stop Brochure  
Mobile One-Stop Brochure  
Dislocated Worker Service Guide  
Shore Works Flyer  
Customer Satisfaction Results  
Disability Navigator Brochure  
Job Outlook  
LSWA Brochure  
Career Resource Lab Menu

#### November

Job Market Newsletter  
Dislocated Worker Service Guide  
Disability Navigator Brochure  
Job Outlook  
One-Stop Brochure  
Career Resource Lab Menu  
Mobile One-Stop Brochure  
LSWA Brochure  
Shore Works Flyer  
Customer Satisfaction Results

#### December

Job Market Newsletter  
Dislocated Worker Service Guide  
One-Stop Brochure  
Customer Satisfaction Results  
Shore Works Flyer  
Disability Navigator Brochure  
Job Outlook  
Mobile One-Stop Brochure  
Career Resource Lab Menu  
LSWA Brochure

## Disability Program Navigator Accepts New Position

An original member of the One Stop Job Market (OSJM) family is moving on to accept yet another challenge. Disability Program Navigator Kaye Holloway has accepted a new part-time position with the Holly Community Inc. (HCI) in Salisbury. She will begin her new job in the rehabilitation department on January 2, 2007.

Kaye was a supervisor with the MD Division of Rehabilitation Services (DORS) when the agency moved into the newly renovated Job Market in January 2002. She retired from DORS in 2004 after 24 years of service dedicated to assisting people with disabilities. After a short break, she worked as a front desk receptionist at the OSJM before accepting the Disability Program Navigator position in 2005.



Photo by Brian Veditz

Kaye Holloway

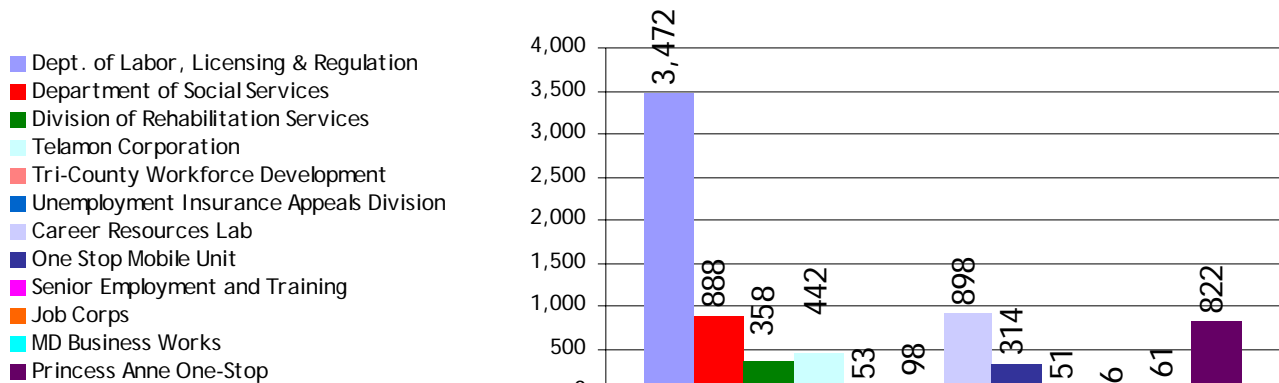
Holloway sends the following message to her many Job Market friends: "I have been fortunate to be able to work with individuals with disabilities for the last 26 years. This is my passion, and I am excited to be able to continue my career by going to HCI and working in their rehab program. It is exciting and a little scary at the same time. I will miss all of the friends and co-workers from the OSJM. It has been a pleasure to work in one of the few comprehensive one-stops in Maryland. The concept of being co-located with partners who are all working together toward seamless services for individuals seeking employment is very exciting. I would like to thank everyone who has made my time at the OSJM memorable and enjoyable."

It's rumored that Kaye plans to use the OSJM as a resource in her new position, and we certainly hope to see her often!

## One-Stop Job Market

October 1, 2006 - December 30, 2006

### Customers Served at a Glance Quarterly Chart



An activity report with a full listing of agency services is available on pages 9-10.



## One-Stop Job Market Activity Report

Program Years 2005 and 2006 Second Quarter Over Quarter Table

AGENCY	October 1, 2005 – December 30, 2005	October 1, 2006 – December 30, 2006
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	168	161
Job Openings Received	1884	2014
Workforce Exchange Walk-ins	3357	3311
<b><u>Department of Social Services</u></b>		
Job Search Class	80	52
Purchase of Care	95	28
Orientation	157	105
Transit Tickets Issued	955	492
Transit Photos Issued	31	11
Transit Photos Extended	62	23
Curb to Curb	17	7
Customer Walk-ins	861	888
Transit Expiration	4	0
Transit Cancellation	1	0
Taxi	1	0
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	341	358
<b><u>Telamon Corporation</u></b>		
Employment/Training	141	123
Emergency Assistance	22	15
Housing Counseling	31	13
Translation	4	16
Food Pantry	350	218
Other Services	38	57
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	93	113
Enrolled Into Life Skills	43	53
Completed Life Skills	27	33
Assessment	27	34
Work Experience/Community Services	16	22
Job Developer	9	7
Other Referral Services	2	4
<b><u>Unemployment Insurance Appeals</u></b>		
Appeals Hearings	216	98

\* Denotes activity not tracked this period

# One-Stop Job Market Activity Report

Program Years 2005 and 2006 Second Quarter Over Quarter Table

Agency	October 1, 2005 – December 30, 2005	October 1, 2006 – December 30, 2006
<b><u>Career Resources Lab Activity</u></b>		
Total Number of Clients	910	898
WIA Training Information	*	323
CASAS	101	111
CS Interest	139	90
CS Aptitude	140	89
Career Clips	141	88
O*Net Interest/Values	8	0
Resume Assistance	100	162
Employon	5	0
TCWDI	127	150
Career Counseling	*	70
Job Search	*	53
Career Guide	*	4
Other	*	25
Total Services	1371	1165
<b><u>One-Stop Mobile Unit</u></b>		
Total Number of Clients	133	314
MD Workforce Exchange	133	109
MD Workforce Exchange Resume	133	89
O*Net Interest Profiler	*	77
Career Clips	*	77
Online Applications	*	27
WinWay	*	1
Referrals to One-Stop Training	*	5
Other	26	0
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	51	51
Job Search Inquiries	153	103
Providing Service to General Community	28	32
Providing Service to the Elderly Community	20	20
Unsubsidized Placements	6	0
New Participants During Quarter	8	5
Exits During Quarter	7	2
<b><u>Job Corps</u></b>		
Youth Interviewed	*	6
Applications Completed	*	6
Pending Approval	*	6
Enrolled in A Job Corps Center	*	0
<b><u>MD Business Works</u></b>		
Projects Initiated this Quarter	4	21
Funds Awarded	\$2,157	\$11,189
Participants Trained	51	61
Industries Served	Manufacturing, Healthcare, Small Business	Architecture, Insurance, Technology, Small Business
<b><u>Princess Anne One Stop Walk-ins</u></b>		
	935	822