



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

# NEWSLETTER

**Winter  
2008-2009**

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

## INSIDE THIS ISSUE:

Economic Development in Somerset	1
MD Capital Enterprises	2
Putting Ability To Work	3
Telamon Success Stories	4-5
2008 Centre Job Fair	6
People In The Workplace	7-9
Job Market Quarterly Highlights	10
Job Market Quarterly Web Stats	11
Customers Served Quarterly Charts	12
Customers Served Quarterly Tables	13-14

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## Economic Development Activity in Somerset County

By Danny Thompson, Executive Director, Somerset County Economic Development Commission

The Somerset County Economic Development Commission (EDC) was established in 1980 by resolution as a result of recommendations made to the County Commissioners by an Economic Development Planning Committee. The County Commissioners wanted an organization that would assist in addressing the issue of promoting economic development for the betterment of all the citizens of Somerset County. Understanding that, the Somerset County Economic Development Commission's goal is to increase the economic viability and vitality of the county's business community by creating a positive vision for economic growth. This can be achieved with the help of the various financing programs and workforce development initiatives that are available through the state and local resources.

Crisfield and Princess Anne are the two major business and industrial centers of the County. Major employers are Lankford/Sysco Food Services, McCready Hospital, Eastern Correctional Institute, University of Maryland Eastern Shore, Mountaire Farms, PNC Bank, Perdue Inc., and the Sherwin Williams Company/Rubberset.

Somerset is a major seafood processor and poultry producer and provides a rich agricultural harvest, including soybeans, corn, tomatoes, and wheat. The County's EDC is working on developing services in and around Princess Anne to assist the University of Maryland Eastern Shore and commercial interests in the waterfront of Crisfield. Plans are moving forward with a marine/barge terminal and alternative energy projects (biomass, ethanol, etc.). The establishment of the Wal-Mart Distribution Center and a Crisfield Industrial Park near the Carvel Hall building are also progressing. The Wal-Mart facility would encompass approximately 800,000 square foot and provide a tremendous boost for Somerset County, creating approximately 750 jobs. The marketing of the existing Princess Anne Industrial Park continues. The industrial park currently has a 55,000 sq. ft. building, formerly occupied by Oddi Atlantic, available for prospective clients. Other projects that have materialized are the attraction of Greenlight



**Danny Thompson**

See Somerset, Page 2

Biofuels and Poole & Associates.

Somerset County has a 499 acre Enterprise Zone located within the City of Crisfield, and a 1,297 acre Enterprise Zone in the Town of Princess Anne. In addition, Somerset is participating in the One Maryland Program, which offers significant tax credits for capital investments that create jobs. The EDC operates and administers its own local revolving loan program. The Small Business Expansion Program (SBEP) was established to assist local area businesses in the county, to retain and create more jobs, and to generate interest and involvement in attracting outside businesses to locate to the area.

There are tremendous business and growth opportunities in the future for Somerset County, and with collaborative efforts between all entities these goals can be achieved. I look forward to continuing our partnership with the One-Stop Job Market and promoting workforce development on the Lower Eastern Shore of Maryland. For further information about our programs, contact the Somerset County EDC office at 410-651-0500, or visit [www.somersetcountyledc.org](http://www.somersetcountyledc.org).

### Maryland Capital Enterprises Partners with the One-Stop Job Market

By Kristen Bacon, MCE Training Coordinator

Maryland Capital Enterprises (MCE) has been serving the residents of Maryland's Eastern Shore since 1999. The mission of Maryland Capital Enterprises is to help economically disadvantaged residents of Maryland's Eastern Shore become self-sufficient through entrepreneurship by aiding in the creation and expansion of micro-businesses owned by minorities, women, and others with low incomes and limited assets. MCE works with start-up and existing businesses by providing **free** one-on-one business counseling, business plan and marketing plan development assistance, and small business loans. Assistance is provided to those businesses that do not qualify for bank loans due to lack of credit/poor credit, the nature of their start-up venture or lack of sufficient collateral.



Kristen Bacon

Once every other month, Maryland Capital Enterprises offers a **FREE** workshop entitled "First Steps in Starting Your Own Small Business" at the One-Stop Job Market. This two-hour workshop includes the following topics:

- *Pros & Cons of Small Business Ownership*
- *What skills do I need?*
- *What resources will I need?*
- *What do I need to do in order to start a new business?*
- *Why is my credit important?*
- *Why do I need to write a business plan?*
- *Do I need a small business loan to get started?*

### Lower Shore Workforce Investment Board

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

### Our Mission

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

After attending the workshop, participants will have the tools necessary to help them make an informed decision about entrepreneurship. They can then schedule an appointment with a Business Counselor at Maryland Capital Enterprises to further discuss their business idea. This is a free service offered by MCE. For more information or to register for a workshop, please call Maryland Capital Enterprises at 410-546-1900.

## Putting Ability To Work

By Jackie Gast, Director, Eastern Shore Business Leadership Network



Jackie Gast

Have you ever had a conversation with a former employee who says they are not working because they are on disability or they can only work part-time because they will lose their disability benefits if they make too much money? Tell them you know of a program that, if they qualify, allows them to have benefits and make over \$30,000 if single or over \$42,000 for a married couple. If they look at you with a blank stare, you may want to consider a different promotional plan for them or just know they're not looking for work. On the other hand, if they say "Heck, yes. I'd love to work more!", then you have the basic ingredients for a successful employee and letting them know about this program could be a win - win situation.

The program is called the Employed Individuals with Disabilities (EID) Program, also known as the Medicaid Buy-In, which is administered through the Maryland Department of Health and Mental Hygiene. Of course, there are eligibility requirements. The individual and spouse cannot have more than \$10,000 in countable assets such as cash and stock investments. Let's face it, in this financial market more of us might qualify for this program than we think! One good thing about the program is that certain retirement accounts like 401Ks, 403Bs, and Keogh plans are not counted in the \$10,000 limit. For the aged, blind, or disabled, exclusions include the home, household autos, life insurance up to \$1,500, home furnishings, and some other items. An employee could actually make more than the amounts noted above by deducting work expenses related to individuals who are blind, expenses needed for work because of a disability, premiums paid for employer-sponsored insurance and some other expenses.

It seems that many employees or potential employees may be reluctant to move to this program because it was so difficult for them to get their current disability benefits. The EID program benefits would come from a different fund; similar to if your company changed insurance carriers for its health benefits package. Also, there is a monthly premium to pay that is based upon income level, ranging between \$0 and \$55. I think it is safe to say that most of us who are working pay much more than that for health benefits.

Think about it though. If your income from disability is about \$500/month and you make \$500/month at your job, you are at the poverty level and the idea of savings is laughable. If you are getting along at that level, you should become a financial advisor to show the rest of us how you survived! Having the opportunity to make even \$20,000/year but paying \$300 per year in premiums with possibly better benefits is a simple decision to make. By the way, this program is for self-employed individuals as well. For more information call the EID Call Center 866-373-9651.

## Telamon Success Stories

By Rosa Rodriguez and Maria Carmen Huesca, Telamon Corporation

Telamon Corporation would like to spotlight two customers, Jimmy Major Jr. and Gerald Hutto, who successfully transitioned to stable year round employment under the National Farmworker Jobs Program.

**Jimmy Major, Jr.** came into contact with Telamon during an outreach visit to Elizabeth Cornish Landing Apartments on January 10, 2008. He came to Delaware to work at a potato farm. He was enrolled in the Workforce Investment Act Adult 167 program (National Farmworker Jobs Program- NFJP) for employment and training assistance. At the time of enrollment, Mr. Major was looking for employment. He has been participating in our Telamon program for almost a year. He is currently employed at Jimmy's Grill in Bridgeville, Delaware.

We interviewed Mr. Major, Jr. and his responses follow:

Telamon: "How many years have you been coming to work in the fields in Delaware?"

*"Four to five years working in potato fields with Mr. Izael Willies in Delaware."*

Telamon: "How do you compare working in the fields vs. working in a restaurant?"

*"Working in a restaurant is better because I took the job as my own. My father taught me to work hard. Nevertheless, I had been doing silly stuff, but it was time for me to change my way of life. Having a permanent job makes me feel secure. The best of all is that in a restaurant I can eat free meals, good meals, and always on a regular schedule. When I worked in the field, I didn't have a specific time to eat and sometimes I just ate potatoes, "french fries". In addition, working in a restaurant my income is better. Overall, my life style has changed for the best. Now, I don't have to worry about the weather. Even when it is raining I can go to work. I get a paycheck every two weeks and I can pay my bills and plan for my monthly expenses."*

Telamon: "What are your future plans?"

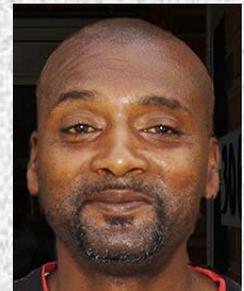
*"I want to obtain my drivers license and get a second job. I plan to start getting prepared so I can buy a house. I don't want to be paying rent for the rest of my life. I know that right now it is not a good time to buy a house and that I have to wait a few years. But someday I will get my own house."*

Telamon: "How has Telamon helped you to reach your goals?"

*"Telamon provided transportation and training to help me better my life. They gave me a Money Smart training class that taught me how to administrate my money by budgeting and paying my bills on time. They were always there for me when I needed assistance with something."*

Telamon: "Do you have any advice for other farmworkers?"

*"When you are ready to make a change, go to Telamon Corporation. They will help you to reach your goals."*



Telamon Photo

Jimmy Major, Jr.

See Success Stories, Page 5

**Gerald Hutto** is a farmworker from Florida. He decided to join the National Farmworker Jobs Program's employment and training program managed by Telamon Corporation in Delaware. At the end of the agricultural season Mr. Hutto went to live at Elizabeth Cornish Landing Apartments, a subsidized housing development for farmworkers. Telamon Corporation staff contacted Mr. Hutto and assisted him to obtain employment at Mountaire Farms of Delaware.

Mr. Hutto's interview progressed as below:

Telamon: "How long did you do farm work?"

*"I started doing farm work when I was a kid. I used to work in an orange field in Florida. I worked at different jobs in Florida but I got laid off twice and that made me go back to doing farm work. I have been doing agriculture work for three consecutive years."*



Telamon Photo

Gerald Hutto

Telamon: "How long did you work at Mountaire?"

*"I worked for Mountaire for three months, after that I moved to a closer job, because I did not have transportation and it was hard for me to get to work on time. I got a job at Solo Cup. I worked there as a laborer and then I applied for a maintenance position, unfortunately, they didn't give me the opportunity, and so I decided to apply with another company. I then applied for a Panel Operator position at Feed Manufacturing Facility, Allen's Hatchery Inc. in Seaford, Delaware. They hired me right away. My schedule is from 2:00 PM to 10:00 PM and my income is \$10.00 an hour."*

Telamon: "What differences do you see between working as a farm worker or as a Panel Operator?"

*"I am 55 years old now and I can not do too much physical work. The Panel Operator position demands less physical movement and is more professional. I performed my job inside a building in a sitting position with air conditioning. Now, I have to think about my retirement. I may remain in this position until that moment."*

Telamon: "How has Telamon helped you during the transition from farm work to year round employment?"

*"Telamon was a truly blessing from God. They helped me out to get a job. I tried to get a job by myself. I applied with various companies in the area at the end of the farm season, but they never called me back. Telamon contacted me and the next day we went to apply for a job at Mountaire Farms. They provided transportation and helped me to settle down. Thanks to that help I was able to buy my own car and find the job that I have right now."*

Telamon: "Is there any suggestion that you want to give Telamon staff, so that they can provide other services or improve their services?"

*"What can I say? I just appreciate all that Telamon has done for me. They have proven that if you are serious about improving your life style, they are there to help you every step of the way."*

## Job Market Partners with Salisbury Area Chamber Commerce for 2008 Job Fair

By Shannon Mitchell, Salisbury Area Chamber of Commerce Events Coordinator and Greg Eberts, DLLR Lower Shore Labor Exchange Administrator



The One-Stop Job Market and the Salisbury Area Chamber of Commerce held their 3rd annual job fair at the Centre at Salisbury on Thursday, October 16. With over 60 employers and 3,000 job seekers, the event was a great success. We would like to thank The Centre at Salisbury, the Wicomico County Public Library's Will Center, and all of the businesses, participants, and volunteers who made the event possible. Since its inception in 2006, the number of job seekers attending the job fair has increased by 50%.

Photos by Brian Veditz

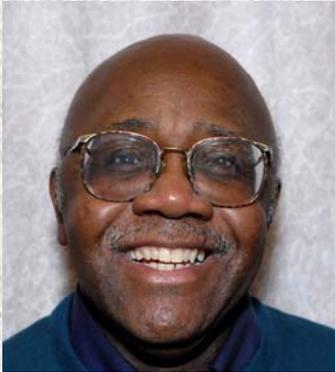


# People In The Workplace

## Bryan Elsey Retires From DLLR

By Brian Veditz, DLLR, Division of Workforce Development

Photo by Brian Veditz



Bryan Elsey

Long-time Department of Labor, Licensing and Regulation (DLLR) employee Bryan Elsey retired January 1, 2009 after 31 years of state service. Bryan graduated from James M. Bennett High School in 1972 before enrolling at Morgan State University the same year. At Morgan State, Bryan majored in elementary education and received his bachelors degree in 1976. Bryan returned to Salisbury and completed graduate courses at Salisbury University while attending part-time.

In 1977 Bryan interviewed and was hired as a counselor with the Wicomico County Department of Social Services. It was a temporary position, funded through the Comprehensive Employment and Training Act (CETA). A year later, Bryan was notified that a permanent state position was available with the Employment Security Administration, which is now the DLLR Division of Workforce Development.

Bryan was hired by the agency on November 30, 1978 as a CETA counselor. His primary responsibilities involved certifying and enrolling candidates for vocational training programs. The CETA program was replaced by the Job Training Partnership Act, and eventually the Workforce Investment Act. Bryan remained a training counselor through all the changes and has helped many Lower Shore residents enroll in training programs and prepare for new careers.

Bryan said he wants to thank DLLR for a long career and wishes his Job Market co-workers future success in serving the citizens of Maryland. Bryan will be sorely missed and we wish him all the best in retirement.

## Vanessa Satchell Becomes WIA Counselor

Vanessa Satchell is already well known to many Job Market employees and customers. Since 2004 she has greeted many of them from behind the reception desk as a customer service representative. While she remains in the One-Stop, her work station and responsibilities recently changed .

Photo by Brian Veditz



Vanessa Satchell

In January, Vanessa became a new Workforce Investment Act (WIA) training counselor when Bryan Elsey retired. Vanessa said she really enjoyed the reception desk and customer service work but also looks forward to the rewards and challenges of her new position.

## Dustin Ford Joins Job Market Staff

Dustin Ford has a passion for helping people and knew in the eighth grade that she wanted to pursue a career in social work. She recently took her first step in that direction when she joined the Job Market as a customer service representative at the reception desk.

Dustin recently completed her sophomore year at Wor-Wic Community College and plans to study social work at Salisbury University. She said that interacting with the Job Market customers and staff is extremely interesting and rewarding.

Photo by Brian Veditz



Dustin Ford

# People In The Workplace

## Fran Giddins Returns to Lead Seniors Program

By Brian Veditz, DLLR Division of Workforce Development

Photo by Brian Veditz



Fran Giddins

We are pleased to welcome Fran Giddins back to the One-Stop Job Market in the office of MAC Incorporated. Fran returned in November to resume the duties of Senior Aides Project Director for Dorchester, Somerset, Wicomico and Worcester counties. Fran, who retired from MAC in the summer of 2006, never really stopped working. In addition to traveling and relaxing, Fran worked extensively with youth as a substitute teacher, private tutor and activities coordinator for her church.

Fran said she thoroughly enjoyed working with young people but she also missed the opportunity to assist seniors. The Senior Aides program enables low income seniors ages 55 and up to train in community assignments and work toward the goal of unsubsidized employment.

You may call Fran at (410) 341-0011 or email [macsraides@macinc.org](mailto:macsraides@macinc.org) to learn more about the Senior Aides program.

## DLLR Adds New Staff Members

Article and Photos By Brian Veditz, DLLR Division of Workforce Development

The Department of Labor, Licensing and Regulation's (DLLR) Division of Workforce Development Salisbury office welcomes new employees Kelly Brinkley, Meghan Forbes and Kendall Richards. They began work at the One-Stop Job Market on December 10, 2008.

Originally from Florida, Kelly graduated from Wesleyan College in Macon, Georgia. She has extensive experience in retail management, specializing in human resources and staff training. She lives in Salisbury with her husband and two children.



Kelly Brinkley

A native of Salisbury, Meghan is a 2007 graduate of the University of Maryland, College Park, with a Bachelor's Degree in Government and Politics. Prior to joining DLLR, Meghan was the Assistant Director as well as Communications and Events Coordinator of Camp Odyssey, a non-profit organization based at The Salisbury School.



Meghan Forbes

Kendall is originally from Baltimore and moved to Salisbury to attend Salisbury University in 2002. She graduated in 2005 with a degree in Communication Arts and a minor in English. Her past work experience includes real estate appraisals, sales, and property management.



Kendall Richards

Kelly, Meghan and Kendall work in the Maryland Workforce Exchange lab providing job search assistance to job applicants and helping business customers fill available job openings. They can be reached at (410) 341-8533.

# People In The Workplace

## One-Stop Child Care Attendants Sew Necessity Bags

By Dustin Ford, Department of Social Services

Photo By Doug Andrews



Bernice Wood and Beatrice Fountain

The Department of Social Services would like to recognize Job Market Child Care attendants Beatrice Fountain and Bernice Wood for their generous contribution of time and effort to make 60 necessity bags for Job Market customers.

The bags were handcrafted with love from donated fabrics and filled with toiletry items that are needed on a daily basis. Thank you Beatrice and Bernice. Your wonderful contributions have not gone unnoticed.

The ladies are willing to make more bags but additional materials are needed. Anyone interested in donating fabrics and/or toiletry items may contact Michelle Hardy at (410) 713-3523.

## Division of Rehabilitation Services Welcomes New Employees

By Cassandra Shoffler, Rehabilitation Specialist Supervisor

The Division of Rehabilitation Services (DORS) would like to welcome two new staff members to the Salisbury office.

Nora "Katie" Perry recently transferred to the Salisbury office as the Rehabilitation Counselor for the Office of Blind and Vision Services, covering the nine counties of the Eastern Shore. Katie has 17 years of experience with the Division of Rehabilitation Services.

Anna Jacobs was recently hired as the Rehabilitation Specialist for the Deaf and Hard of Hearing, covering the nine counties of the Eastern Shore. She comes to DORS with a Masters Degree in Guidance and Counseling from the University of Maryland Eastern Shore. Her work experiences have included Social Services (Early Intervention and Foster Care), Go-Getters (Community Support Advocate) and Wicomico County (Substitute Teaching).



Photo by Brian Veditz

Nora "Katie" Perry is pictured above. Anna Jacobs was not available when the photo was taken.

## 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 October through December 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 Labor, Licensing and Regulation (DLLR)/LSWA WIA Orientations
- 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 As A Second Language Classes
- 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:

- Disability Program Navigator Assistance
- DORS District Staff Meeting
- DORS Disability Mentoring Day
- Health Coverage Tax Credit Staff Meeting
- Job Market Holiday Event
- LSWA Board of Directors Meeting
- LSWA Staff Meeting
- LSWA WIA Counselors Meeting
- LSWA WIA Assessments
- 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 Council of the Lower Eastern Shore Public Meeting
- Tri-County Workforce Development Initiative (TCWDI) Meeting
- TCWDI CASAS Testing

**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
- Family Christian Stores
- Job Market/Salisbury Area Chamber of Commerce 2008 Annual Job Fair
- Mountaire Farms Inc.– Millsboro
- Mountaire Farms Inc.– Selbyville
- Santa Maria Motel
- United Postal Service
- Verizon Communications

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

## Quarterly Web Stats October - December 2008

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

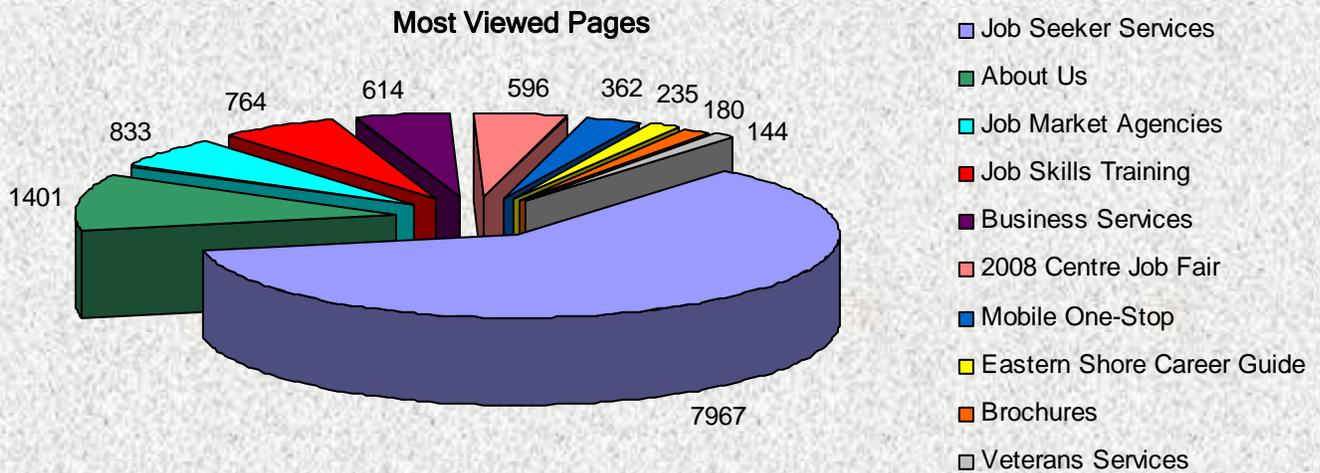
Visits 26,145

Hits 343,831

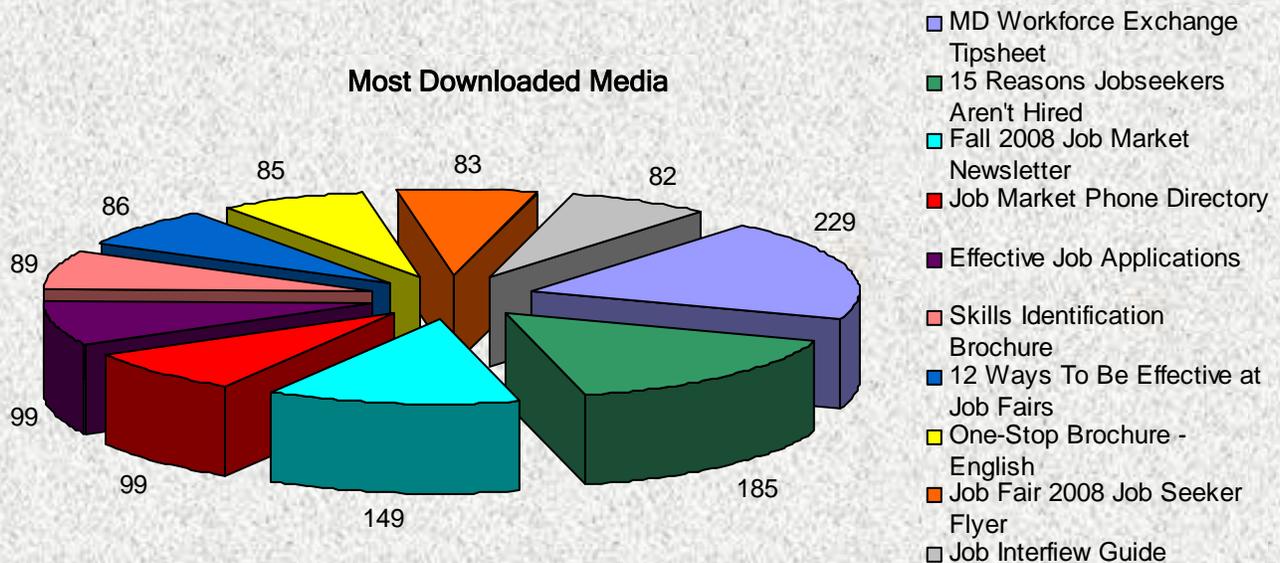
Downloads 6,214

Average Time on Site 4 minutes 30 seconds

### Most Viewed Pages



### Most Downloaded Media



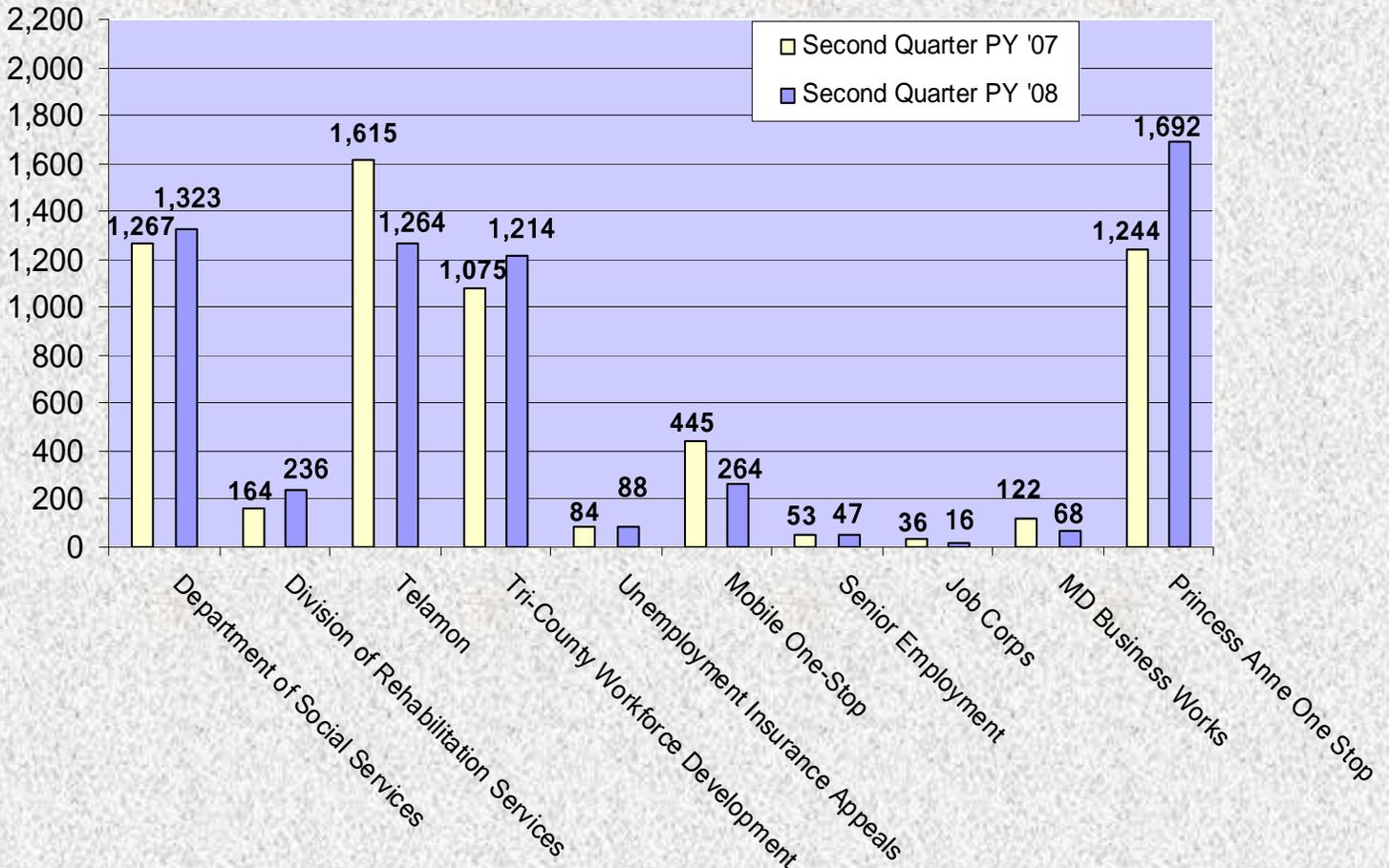
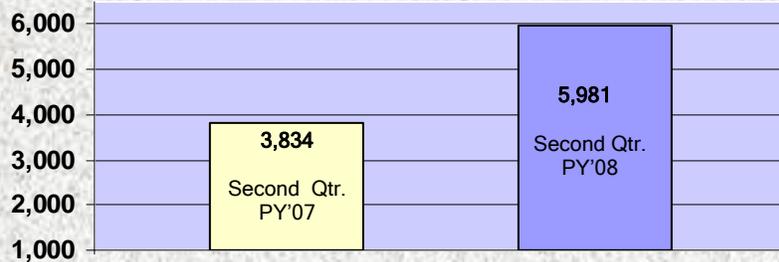
# Customers Served

## Quarterly Charts

Program Years 2007 and 2008 Second 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 13-14.

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 Second Quarter Over Quarter Table

AGENCY	October 1, 2007– December 31, 2007	October 1, 2008–December 31 , 2008
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	191	239
Job Openings Received	3,382	2,691
Workforce Exchange Walk-ins	3,643	5,742
<b><u>Department of Social Services</u></b>		
Wor-Wic CC Preemployment Class	*	92
Purchase of Care	120	*
Orientation	205	249
Customers Assisted With Transportation	1,627	1,288
Customer Walk-Ins	1,267	1,323
Temporary Cash Assistance	*	228
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	164	236
<b><u>Telamon Corporation</u></b>		
Employment/Training	114	73
Emergency Assistance	47	14
Housing Counseling	11	9
Translation	23	0
Food Pantry	357	558
EWP (ESL) Class	711	375
ESL Lab	275	73
Out-of-School Youth	54	53
GED Class	7	100
Other Services	16	9
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	27	80
Enrolled Into Life Skills	20	61
Completed Life Skills	14	51
Customers Served	1,075	1,214
Assessment	20	51
Work Experience/Community Services	355	58
Job Developer	58	30
Other Referral Services	0	1

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2007 and 2008 Second Quarter Over Quarter Table

AGENCY	October 1, 2007–December 31, 2007	October 1, 2008–December 31, 2008
<b><u>Unemployment Insurance</u></b>		
Appeals Hearings	84	88
<b><u>One Stop Mobile Unit</u></b>		
Total Number of Clients	445	264
MD Workforce Exchange	228	126
MD Workforce Exchange Resume	169	84
O*Net Interest Profiler	141	147
O*Net Work Importance Profiler	10	0
Work Maturity and Employability	10	0
Career Clips	0	0
Employment Applications	9	17
WinWay	13	0
Referrals to One-Stop Training	38	6
Other	47	15
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	53	47
Job Search Inquiries	173	30
Services to the Elderly Community	53	77
Unsubsidized Placements	0	1
New Participants During Quarter	6	1
Exits During Quarter	2	2
<b><u>Job Corps</u></b>		
Youth Interviewed	36	16
Enrolled in A Job Corps Center	17	14
<b><u>MD Business Works</u></b>		
Projects Initiated This Quarter	41	22
Funds Awarded	\$15,815	\$6,524.74
Participants Trained	122	68
Industries Served	Small Business, Manufacturing, Health Care	Small Business, Manufacturing, Health Care
<b><u>Princess Anne One-Stop Walk-ins</u></b>		
	1,244	1,692

\* Denotes activity not tracked this period