



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

# NEWSLETTER

**Winter  
2009-2010**

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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## The Next Stop for the One-Stop Job Market

By Mike Pennington, Executive Director, Tri-County Council for the Lower Eastern Shore of Maryland

Tri-County Council for the Lower Eastern Shore of Maryland (TCC) recently purchased the former Powerwave Building in Salisbury, MD. The building, which was once associated with a loss of local jobs, will become a center for workforce development when the One-Stop Job Market (OSJM) relocates there in late 2010. For TCC, it represents a giant step forward, allowing consolidation of its various operations in the tri-county area and expansion to meet its growing needs.

TCC was formed by the Maryland General Assembly in 2001 and tasked to promote economic growth in Somerset, Wicomico, and Worcester Counties. Along the way, it absorbed the separate bus systems serving the area, creating Shore Transit, the public transportation system uniting the three counties. Shore Transit is currently divided among three separate locations in Salisbury, including a maintenance shop, bus yard, and the Calvert Street transfer point. Most recently, TCC has begun working with Greyhound to handle its ticket sales and serve as its transfer point. In 2002 the Lower Shore Private Industry Council collaborated with local agencies to create the One-Stop Job Market, which streamlined vital services for local job seekers and employers. In 2004 TCC became a partner, providing administrative services to the One-Stop Job Market.

The existing Powerwave Building will house Shore Transit's operations, service and support, the One-Stop Job Market and TCC administrative offices. The property around the building will be reconfigured to serve as the transfer point for both Shore Transit and Greyhound, and to provide parking for the transit vehicles, employees, and OSJM clients. A vehicle maintenance facility is also planned at the site.

"This is a complex process," explained project manager John Donegan, Director of Technical Services for TCC. "The site itself incorporates special needs with respect to the ecology, including wetland preservation and storm water management. Add to that the varying needs of our operations, our partners,

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our employees, and our customers, consider the impact of the building having stood empty for a number of years, and you have an idea of the scope of this project. I anticipate a full twelve to eighteen months before the move is completed.”

This transaction was truly a joint effort. Our growth is dependent upon strong partnerships with local agencies and the community we serve. Maryland Transit Authority, U.S. Department of Agriculture, and Maryland Department of Business and Economic Development were key to the identification and acquisition of this site. We are also fortunate to have a skilled and committed Executive Board, whose oversight and direction through this process were essential to its success.

A groundbreaking ceremony was held on December 21, 2009 to allow for public recognition of the agencies and the individuals involved.

**Job Market Inclement Weather Closing Policy**

**By Greg Eberts., One-Stop Operator**

Winter is back in town and it's time to review the One-Stop Job Market's weather related closing policy. The Lower Shore Workforce Alliance (LSWA), as the landlord, sets the inclement weather closing policy for the One-Stop Job Market. LSWA has decided the One-Stop Job Market will follow the Wicomico County government administrative office's closing policy. When inclement weather occurs and the counties' administrative office closes, the Job Market will close to the public. WBOC-TV and WMDT-TV will add the Job Market closing to their weather closings and postponements list when the Wicomico county administrative office is closed or it's opening is delayed.

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 or Kathy Strother at (410) 341-8533, Ext. 0 with weather related closing policy questions.

**Lower Shore Workforce Investment Board**

Glen Ains  
Nola Arnold  
Derek Bland  
Peggy Bradford  
Margaret Dennis  
Ted Doukas  
Greg Eberts  
Paula Erdie  
Robert McIntyre  
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**

**The One-Stop Job Market partners will host or participate in the following special events between January and March 2010:**

- January 31st—Tri-County Council for the Lower Eastern Shore of MD will hold it's annual employee meeting at the Wicomico Youth and Civic Center at 2:00 pm. Employees are encouraged to bring canned goods or other non-perishable items for the One-Stop Job Market food pantry.
- March 30th—Telamon will hold their 3rd Annual Farmworker Appreciation Night at the One-Stop Job Market from 6:00 pm—8:00 pm. Friends, customers, employers and partner agencies will gather to celebrate the successes of our farmworker customers. Farmworkers and their families will be honored for their hard work and dedication to achieving the American dream. For more information, please contact Maria Huesca, at (410) 546-4604, Ext.120 or via email at mhuesca@telamon.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.

## We're Open For Business!

By Robin Walker, Business Resource Representative  
Division of Workforce Development and Adult Learning



Photo by Brian Veditz

**Robin Walker**

The Maryland Department of Labor, Licensing and Regulation (DLLR) has all the resources to help with the recruitment, training and support needs of local businesses. These services can be customized to suit each individual employer and can be accessed in the One-Stop Job Market in the Business Resource section of the Division of Workforce Development and Adult Learning. I am the new Business Resource Services Representative for the Lower Shore area and charged with the exciting task of providing local area employers with the business tools and solutions to help strengthen and grow their companies.

While I am new to this position, I have been with DLLR and its predecessors for over 30 years. I started work in the Salisbury Office in early 1978 as a Comprehensive Employment & Training Act Counselor and then worked as the On-the-Job Training Coordinator in Salisbury before transferring to the Crisfield Office in early 1993 as a Training Counselor. I spent many happy years in the Crisfield and Princess Anne Offices until 2005. At that time, DLLR services were consolidated in the Salisbury Office and I returned back to my original home, this time as a Career Resource Specialist in the newly created Career Resource Lab and the Maryland Workforce Exchange (MWE). I was intrigued when the opportunity to work directly with employers as a Business Services Representative became available and transitioned to this position in August, 2009.

It has been an interesting and challenging experience so far. The state of the economy has resulted in a downturn in the job openings available while the number of experienced job seekers entering our doors has exploded. As I talk to employers, I try to accentuate the wide diversity and years of experience in the current available workforce. In addition to posting available job openings on MWE, I work with the MWE staff members to match potential job applicants with the openings. DLLR also develops customized labor market information for specific employers and provides interviewing facilities and the use of associated office equipment at no cost to our employer customers. MWE workshops are available to help businesses optimize their recruitment efforts. I am in contact with the employer community via telephone, email, fax, and, of course, in person, to provide the customized service necessary to help local businesses grow and expand.

One program we can offer local employers that is particularly beneficial is the Maryland Business Works program. It is a state program developed to support Maryland businesses in the retention and growth of their workforce. Eligible employers can obtain matching funds of 50% for training current workers. This encourages job retention and promotion. The priority focus areas for this program are small businesses, healthcare, manufacturing, aerospace, bioscience, construction, education, retail, finance, hospitality, information technology, business services, transportation and any green industry. The big benefit to this program is that it creates employment stability for these workers through an upgrade of their skills and also provides them with transferable skills or an industry-recognized certification.

Please feel free to contact me at (410) 341-8533 Ext. 234, or [rwalker@dllr.state.md.us](mailto:rwalker@dllr.state.md.us) for additional information. We're open for business!

## Online Job Applications; Expanding Your Opportunities

By Bill Draucker, DLLR Labor Exchange Specialist

Photo by Brian Veditz



Bill Draucker

We have all witnessed the changes in society with the introduction of the computer. It has changed everything; from the way we gather information, shop, correspond with friends and associates, to finding directions & locations to anywhere imaginable. And now, it has even affected the way we job search and apply for employment.

Today, many of the local employers have opted to have their job openings posted to a 3<sup>rd</sup> party web site such as the Maryland Workforce Exchange (MWE), Monster.com, CareerBuilder.com, and DelmarvaJobsOnline.com. Some companies have hired a webmaster or web service provider to create and maintain the company's web site. No longer may the job seeker expect to go to the company's office to obtain an application or submit a resume. "We no longer accept paper applications and/or resumes" is what is heard, and *online applications, in many cases, have been adopted as the only contact method.*

So, that's the state of the job search & application process in which today's job seekers find themselves. *What are we to do?* Hopefully, with a little understanding of the process and a well developed plan of action, we can make the online job search and application process work in our favor, and allow us to expand our opportunities.

### ABC's of Applying Online

**Allow yourself time** - Some web sites have a time limit on the enrollment and application process. Be sure you are prepared BEFORE you begin the process. A suggestion: before you start completing "live" applications, take a few "test runs" on company career portals where you don't want to work. This will allow you to gain experience completing applications and taking tests, and will ultimately increase your comfort level. *You'll then be better prepared to apply for jobs with your target companies.*

**Bring Materials - resume \ work history details \ references** - Renowned career author and columnist, Joyce Lain Kennedy, suggests downloading a sample job application and completing it before you start your online applications. This will give you all the information you need, ready to enter.

**Correct Grammar and Penmanship Required** - Be mindful of your spelling and grammar when typing information directly onto online forms. Typos are no less problematic on screen than on paper. Employers cited typos and grammatical errors as the most common mistakes job seekers make on their resumes.

**Heed the Job Description \ Don't Blast Away** - "There's nothing worse than randomly applying for everything. It's a waste of your time and a waste of the employer's time", states career expert Alison Doyle. Hiring managers seek tailored resumes that directly tie a job seeker's unique skills and abilities to the requirements of the position. Take the extra time and effort to customize your application material to each specific job opportunity.

**Do Your Homework \ Understand the Environment** - If you're interested in applying to a particular company, do some research and become knowledgeable on their product and history. Make contact with the person making the hiring decision. His or her information might appear on the company's website or you may have to try a Google search. You could also call the company and ask. Remember, job sites offer more than just

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listings, they can also serve as a launching pad for other opportunities. For instance, you may find an appealing job posting for which you are overqualified. Though you're not right for this role, you now know the company is hiring. Visit the prospective employer's website to see if there are any additional openings. Send a resume and cover letter to the company expressing your desire to be considered for future jobs.

Develop Personal Contacts \ Social Networking - Mark Mehler, co-founder of CareerXroads in Kendall Park, N.J. said once a person has applied online with a tailored application, he or she must "find a friend, acquaintance, alumnus who works in that company." Networking is one of the most effective ways of locating new opportunities, and the Internet makes it easier than ever to expand your web of contacts. Participating in chat rooms and discussion forums, such as those hosted by professional associations in your field or industry, is also an excellent way to find out about open positions.

While the Internet has revolutionized the way job seekers connect with prospective employers, an online job hunt shouldn't be the only strategy you use to find a new position. The best searches combine a variety of approaches, including exploring the services offered by recruiting and staffing firms, touching base with members of your professional network, and participating in industry events where you can hobnob with hiring managers.

## Telamon Receives Funding For Green Jobs Capacity Building & AmeriCorps Programs

By Jennifer Shahan, State Director, Telamon Corporation

Telamon Corporation is pleased to announce the successful application to the Department of Labor to operate a Green Jobs Capacity Building Grant from December 1<sup>st</sup>, 2009-November 30<sup>th</sup>, 2010. This ambitious program is designed to increase the capacity of Telamon Corporation and our partner agencies to assist farmworker customers and other unemployed workers into the burgeoning green industries. The DOL spotlight states:

**Project Description:** The project will effectively transition farmworkers and unemployed workers into entry level occupations within green industries and green-collar jobs. The project will develop an online training portal that includes tools and resources designed to help farmworkers upgrade their skills and enter green jobs. Staff will receive training and professional development to become in-house experts in green industries.

**Proposed Outcomes:** Outcomes for this project will include the development of a minimum of 4 Train the Trainer modules to be provided to local and regional staff, and 4 Customer Training modules for farmworker participants. Farmworker participants will receive training in a user friendly, multilingual "Local Green Jobs Resource Guide" that includes competency models and career ladders. The project anticipates serving hundreds of farmworkers each year with these tools and resources.

We are in search of energetic and committed people interested in serving on an Advisory Council for the one year program (bi-monthly meetings). Additionally, we are looking for employers and partner agencies involved or interested in green industries in the local area. Please contact Jennifer Shahan, State Director at [jshahan@telamon.org](mailto:jshahan@telamon.org) or via phone at (410) 546-4604, Ext. 122 for more information.

Telamon Corporation will once again be hosting an Association of Farmworker Opportunity Program's (AFOP) AmeriCorps National Direct Program at the One-Stop Job Market in Salisbury. With this program, we host an AmeriCorps Member from January 2010 through December 2010 whose multifaceted and expansive duties run the gamut from providing state certified Pesticide Safety Training to 600 farmworkers and their families to strengthening our volunteer program through mentors, tutors and special event volunteers. We are ecstatic to provide this program once again to the farmers, growers and our partner agencies throughout Maryland and Delaware. For more information, please contact the AFOP AmeriCorps Site Supervisor, Rosa Rodriguez, at [rrodriguez@telamon.org](mailto:rrodriguez@telamon.org) or via phone at (410) 546-4604, Ext. 119.

## Veterans' Stand Down Held at Salisbury Armory

By Bernie Kemp, Local Veterans Employment Representative

Photo by Brian Veditz



**Bernie Kemp**

About one-third of all adult homeless men and nearly one-fifth of all homeless adults served in the military, according to the U.S. Department of Veterans Affairs (VA). Many young veterans returning from Iraq or Afghanistan do not sign up for veteran's benefits and aren't familiar with organizations that could help facilitate their return to civilian life.

Stand Down refers to a grassroots, community based intervention program designed to help veterans "combat" life on the streets. Homeless and other veterans in need are brought together in a single location for one to three days and provided access to the community resources needed to begin addressing their individual problems and rebuilding their lives. In the military, stand down afforded battle weary soldiers the opportunity to renew their spirit, health, and sense of well being. The October Stand Down in Salisbury afforded the same opportunity to local veterans.

On October 24<sup>th</sup> and 25<sup>th</sup>, 2009, the National Addictions Therapy Research Association partnered with the VA to host the first Stand Down held at Salisbury's National Guard Armory. Stand Downs are one way the VA provides services such as food, shelter, clothing, health screenings, and VA and Social Security benefits counseling to homeless and at-risk veterans. The veterans are also guided toward assistance with housing, employment and substance abuse treatment.

One-Stop Job Market and Maryland Department of Workforce Development and Adult Learning veterans' staff members Bernie Kemp and Ronnette Purnell attended the event to provide employment and training assistance to participants. Many homeless and other veterans must overcome a variety of barriers before they can begin work. Bernie and Ronnette provided information about barrier removal, local employment and training opportunities and conducting successful job searches. The event also provided networking opportunities for the staff. They were able to share ideas with other service providers in an effort to expedite the delivery of critical services to Job Market veteran customers in need.

Approximately 150 vets, including 28 homeless veterans, were assisted at the Salisbury Stand Down. In addition to employment and training assistance, veterans were given housing referrals, meals, clothing, a place to stay during the event, phone cards, physical and mental health services, social services assistance, hair cuts and personal care kits. Veterans were also provided entertainment and heard pledges of support from local elected officials. Three vets took initial steps to receive treatment for post traumatic stress disorder and two were admitted to the VA Center at Perry Point. In addition, two were enrolled at McVet, a veteran's education and training facility designed to provide homeless and other veterans with comprehensive services.

Planning has already begun for another Stand Down next year, which is expected to include more service providers and veterans from Delaware.

# Annual One-Stop Job Market/Salisbury Area Chamber of Commerce Job Fair



The One-Stop Job Market and the Salisbury Area Chamber of Commerce (SACC) held their 4th annual job fair at the Centre At Salisbury on Thursday, October 15, 2009. Thousands of job seekers attended to discuss employment opportunities with over 35 employers.

“The Chamber enjoys working with the people from the One-Stop to provide the annual job fair,” stated Chamber Director Brad Bellacicco. “The business community gets a great opportunity to find job candidates thanks to this job fair.”

The Job Market would like to thank SACC, 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.

Photos by Shannon Mitchell



## Putting Ability To Work

By Jackie Gast, Director, Eastern Shore Business Leadership Network



Jackie Gast

Hopefully, you have noticed the “ABLE TO WORK” billboards located around the Eastern Shore. They picture two real people who live and work here in Maryland: Ms. Purnell, a Navy veteran and Department of Labor, Licensing & Regulation employee at the One-Stop Job Market, and Mr. Arena, an electronics assembler. The Eastern Shore Business Leadership Network has also aired television and radio spots about employment related success stories and the barriers to employment experienced by people with disabilities. We got quite a few inquiries, mostly from people with disabilities looking for work. You could say that is not surprising considering the current economic climate, but we heard a similar number of real stories when times were booming. The following are stories told by some of the people who inquired about our programs. Their real names have been changed for this article.

Mary recently became a registered nurse. Six months after passing the boards she was diagnosed with Multiple Sclerosis. On good days she can work on her feet all day, but on bad days she has hand tremors and cannot stand on her feet for a normal 12 hour shift. On those days, she feels she would work best using a wheelchair. She does not currently qualify for disability benefits but would rather work anyway and does not plan to apply for them. Mary told me she had an interview with a local healthcare facility. She disclosed her disability and was told by the employer that it did not matter so long as she could do the job. Accommodations for her could be as easy as moving supplies from top cupboards to bottom cupboards in the medical supply cabinet. Mary is a very pleasant, upbeat person just wanting to work.

Allen recently moved to the area looking for job leads. He was very personable and seemed eager to work. He disclosed that he had epilepsy so I referred him to the Eastern Shore Epilepsy Association (ESEA) in Salisbury. I also referred him to many other resources like the One-Stop Job Market and other career centers where he could update his job seeking skills and learn about current job openings.

Gene's brother called and was looking for assistance to help Gene find employment. Gene has a mental illness that is now under control with medication. I referred Gene's brother to the employment branch of Go Getters, Inc. where he was able to learn about a process that could help Gene regain his independence. An initial plan was made which is giving the family new hope.

John just moved to the area and is a quadriplegic. He has been in business for himself for over 20 years and has an impressive resume in the field of communications and sales. Like Mary, he is well qualified and looking for work.

Many people are unaware of the excellent employment resources in our area. Fortunately, I am able to help people make connections that may result in jobs for them, and some very good employees for local businesses. Please call me at 410 749-0144 if you have a disability and you are seeking work, or if you are an employer who is looking for qualified employees. You may visit the Eastern Shore Business Leadership Network website at [www.esbln.org](http://www.esbln.org) for more information about our programs and services.

*"Disability is a matter of perception.*

*If you can do just one thing well, you're needed by someone." Martina*



**Shore Transit Drivers Compete at Road-E-O**  
Submitted By Kathy Strother, One-Stop Job Market Facilities Coordinator

The annual Shore Transit Bus Road-E-O was held on Sunday, September 20, 2009 at the Tri-County Council Family Fun Day.



This year's event was held at Wicomico High School in Salisbury, Maryland. The annual competition brings together Shore Transit Bus Operators who are interested in competing for trophies and the opportunity to participate in the Maryland State Road-E-O competition in April 2010. The bus operators had the opportunity to "show off" their professional driving skills, including events such as judgment stops, turning and clearing obstacles, pre-trip inspections, brake checks, wheel chair securing and others.

This year's 1<sup>st</sup> place winner was Carolyn Long. Steve Hall was the runner-up and the 3<sup>rd</sup> place winner was Fred Costen. Congratulations to all the 2009 Bus Road-E-O winners and a thank you to everyone who volunteered and attended. This year's event was a huge success. It was great to see all the employees and their families on such a beautiful fun-filled afternoon. The children enjoyed the games, face painting and bouncy rides. Everyone enjoyed the food, cake walk and the entertainment by one of our own, Mark Kunie.



# People In The Workplace

## DLLR Welcomes New Staff Members

By Brian Veditz, Division of Workforce Development and Adult Learning

The Department of Labor, Licensing and Regulation's (DLLR) Division of Workforce Development and Adult Learning welcomed new employees Richard Drake and Chris Render on December 9, 2009. Richard and Chris were hired as Labor Exchange Specialists to work in the Maryland Workforce Exchange lab, providing job search assistance to job applicants and recruitment services to business customers. The hiring of these new staff members was made possible by funding provided through the American Recovery and Reinvestment Act of 2009 (ARRA).

Photo by Brian Veditz



**Richard Drake**

Richard Drake grew up and has lived in Ocean City, MD for his entire life. Before coming to DLLR, he was a Program Director for two area radio stations and he has worked in the broadcast field for over 8 years. While working in radio, Richard increased his station's target demographic ratings by 40% in the fall of 2008. He previously attended Salisbury University and graduated in 2003 with a Bachelor's Degree in Communication Arts and a minor in Marketing Management. He also graduated from Wor-Wic Community College in 2000 with an AA degree in General Education. Richard said he really looks forward to helping people in his new position as Labor Exchange Specialist. In his spare time Richard enjoys helping organize charitable events for local organizations, spending time outside in warm weather, listening to music, exercising, and watching the Dallas Cowboys.. Contact Richard by calling (410) 341-8533, ext. 213. His email address is [rdrake@dllr.state.md.us](mailto:rdrake@dllr.state.md.us).

Chris Render moved back to the Salisbury area in 2004 after spending time in North Carolina and Tennessee. He received his Bachelor's Degree in Business Administration from Covenant College in Georgia and is currently pursuing a Masters Degree in Education/School Counseling at the University of Maryland Eastern Shore. Chris finds great joy in working with and helping others and looks forward to working with Job Market customers. His past work experience has been primarily in the insurance and real estate fields, where he received numerous honors including membership in the "Million Dollar Sales Club". Chris especially enjoys working with youth and has coached basketball and football teams at local community centers and the boys club. Chris, his wife Charity, and their 3 daughters live in Parsonsburg. Contact Chris at (410) 341-8533, ext. 214 and [jrender@dllr.state.md.us](mailto:jrender@dllr.state.md.us).



**Chris Render**

## 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 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
- 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
- LSWA/Tri-County Youth Enhancement Program Workshops
- MD Capital Enterprises Small Business Workshops
- Telamon English As A Second Language Training
- Telamon English In The Workplace Training
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon Youth Program Workshops
- 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:

- DLLR/Job Market/Salisbury Chamber of Commerce Job Fair Planning & Employer Recruitment
- DLLR Finding Federal Jobs Workshop
- Disability Program Navigator Assistance
- DORS District Staff Meeting
- DSS Advisory Board Meeting
- Health Coverage Tax Credit Staff Meeting
- LSWA American Recovery and Reinvestment Act Orientation
- LSWA Apprenticeship Navigation
- LSWA Board of Directors Meeting
- LSWA Staff Meetings
- LSWA Work Readiness Sub-committee Meeting
- LSWA Workforce Investment Act (WIA) Counselors Meeting
- LSWA WIA Assessments
- LSWA Youth Vendors Meeting
- MAC Seniors Program Enrollment
- Maryland Classified Employees Association Informational Session
- One-Stop Job Market Leadership Meetings
- Shore Transit Directors Meeting
- Shore Transit National Transit Training
- Telamon Food Distribution
- Telamon Staff Meeting
- Tri-County Workforce Development Initiative (TCWDI) Meetings
- Unemployment Insurance Appeals Hearings

**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:

- Job Market/Salisbury Area Chamber of Commerce Job Fair
- Mountaire Farms Inc.– Millsboro
- Mountaire Farms Inc.– Selbyville
- United Parcel Service
- U.S. Census Bureau

## *One-Stop Customer Satisfaction Survey Summary*

By Rosemary Davis, Lower Shore Workforce Alliance Operations Coordinator

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 and 11 Mobile Unit surveys collected during the sample week of December 7, 2009 through December 11, 2009.*

\*\*\*\*\*

Overall during this sample week, customers rated One-Stop Job Market and Mobile Unit services with an average of 3.6 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	3.20	3.80	3.50
Staff was friendly and helpful	3.50	4.00	3.75
Staff was knowledgeable about services available	3.50	3.80	3.65
I would recommend the services I received to others	3.10	4.00	3.55
I had an overall good experience	3.10	4.00	3.55
<b>Average Rating</b>	<b>3.28</b>	<b>3.92</b>	<b>3.60</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	17	11
Resume Assistance	0	0
Career Information	2	0
Training	7	0

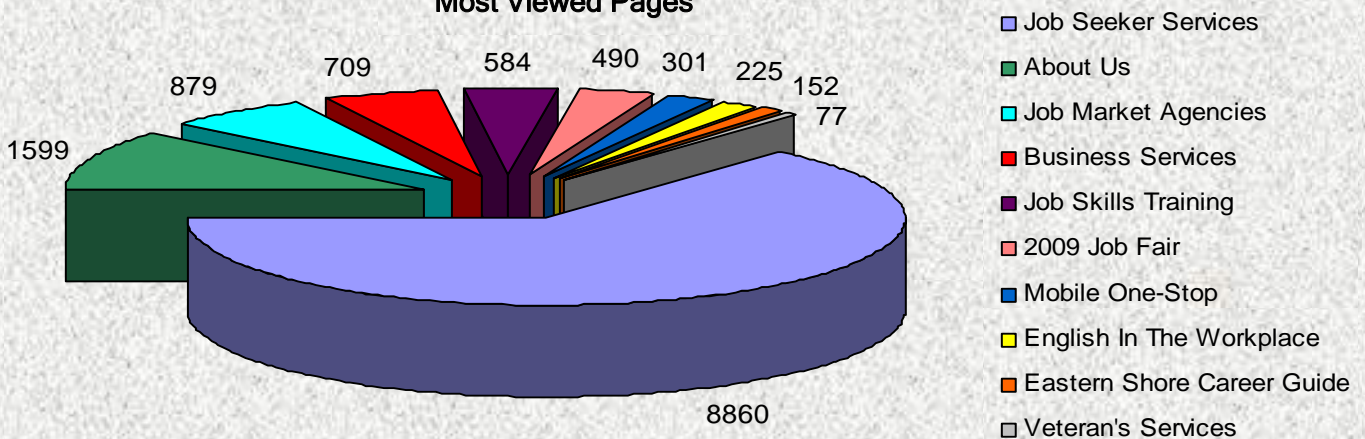
# Welcome to the **One-Stop Job Market**

## Quarterly Web Stats October – December 2009

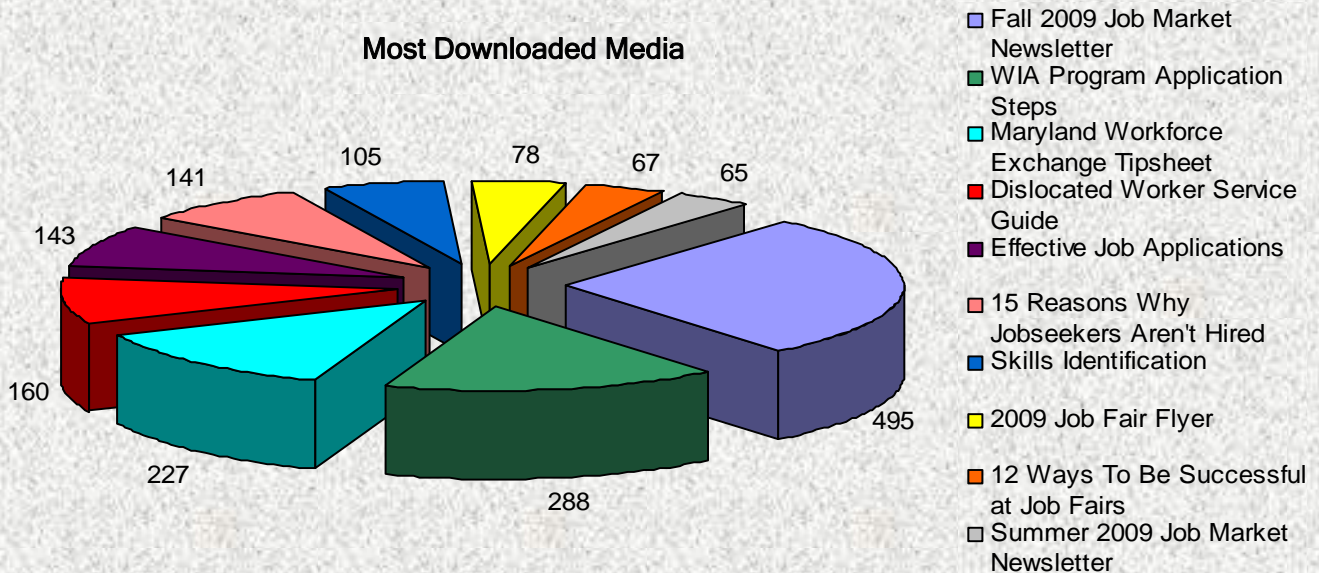
[www.onestopjobmarket.com](http://www.onestopjobmarket.com)

Visits	26,055
Hits	327,368
Downloads	2,191
Average Time on Site	3 minutes 33 seconds

### Most Viewed Pages



### Most Downloaded Media



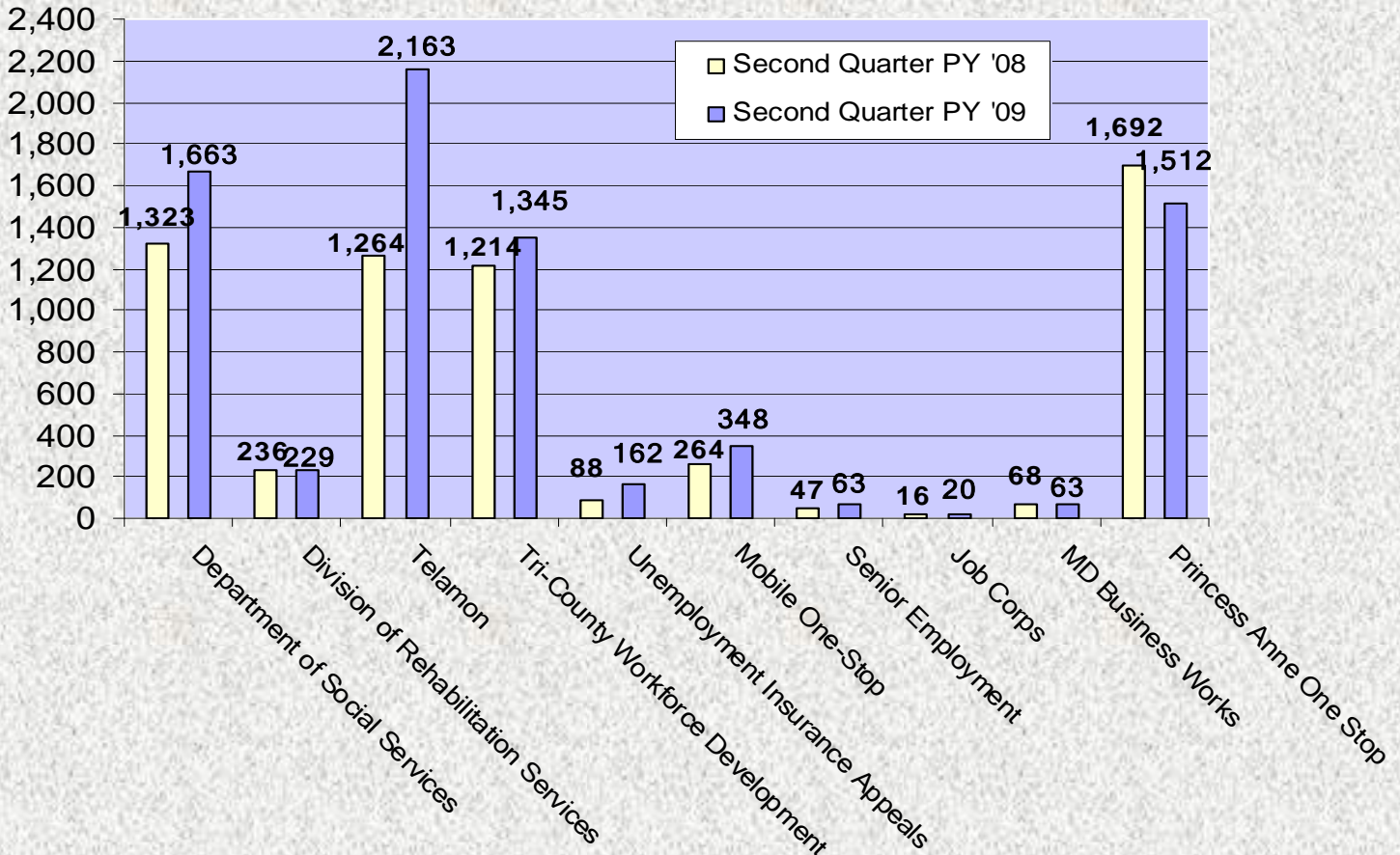
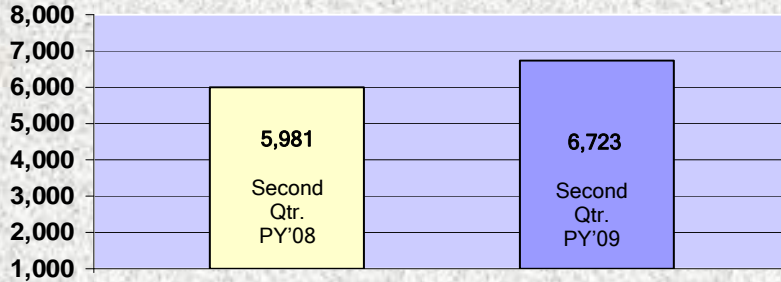
# Customers Served

## Quarterly Charts

Program Years 2008 and 2009 Second 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 15-16.

# One-Stop Job Market Customers Served

Program Years 2008 and 2009 Second Quarter Over Quarter Table

AGENCY	October 1, 2008 – December 31, 2008	October 1, 2009 – December 31, 2009
<b><u>MD Workforce Exchange</u></b>		
Early Intervention	239	237
Job Openings Received	2,691	1,162
Workforce Exchange Walk-ins	5,742	6,486
<b><u>Department of Social Services</u></b>		
Wor-Wic CC Preemployment Class	92	157
Orientation	249	254
Customers Assisted With Transportation	1,288	2,542
Customer Walk-Ins	1,323	1,663
Temporary Cash Assistance	228	239
<b><u>Div. of Rehabilitation Services</u></b>		
Customers Served	236	229
<b><u>Telamon Corporation</u></b>		
Employment/Training	73	497
Emergency Assistance	14	122
Housing Counseling	9	62
Translation	0	5
Food Pantry	558	530
EWP (ESL) Class	375	486
ESL Lab	73	160
Out-of-School Youth	53	88
ARRA Youth	*	11
GED Class	100	96
Other Services	9	106
<b><u>Tri-County Workforce Development</u></b>		
Referred to Life Skills	80	95
Enrolled Into Life Skills	61	72
Completed Life Skills	51	63
Customers Served	1,214	1,345
Assessment	51	63

\* Denotes activity not tracked this period

# One-Stop Job Market Customers Served

Program Years 2008 and 2009 Second Quarter Over Quarter Table

AGENCY	October 1, 2008 – December 31, 2008	October 1, 2009 – December 31, 2009
<b><u>Unemployment Insurance</u></b>		
Appeals Hearings	88	162
<b><u>One Stop Mobile Unit</u></b>		
Total Number of Clients	264	348
MD Workforce Exchange	126	184
MD Workforce Exchange Resume	84	124
O*Net Interest Profiler	147	136
O*Net Work Importance Profiler	0	0
Work Maturity and Employability	0	0
Career Clips	0	0
Employment Applications	17	23
WinWay	0	0
Referrals to One-Stop Training	6	20
Other	15	33
<b><u>Senior Employment &amp; Training</u></b>		
Total Participants Served	47	63
Job Search Inquiries	30	35
Services to the Elderly Community	77	75
Unsubsidized Placements	1	1
New Participants During Quarter	1	4
Exits During Quarter	2	9
<b><u>Job Corps</u></b>		
Youth Interviewed	16	20
Enrolled in A Job Corps Center	14	12
<b><u>MD Business Works</u></b>		
Projects Initiated This Quarter	22	12
Funds Awarded	\$6,524.74	\$7,864.17
Participants Trained	68	63
Industries Served	Small business, Manufacturing, Health Care	Small business, Manufacturing, Health Care, Construction
<b><u>Princess Anne One-Stop Walk-ins</u></b>		
	1,692	1,512

\* Denotes activity not tracked this period