



The #1 Stop For Your Employment Needs!

NEWSLETTER

Winter 2012-2013

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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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 Year Anniversary New One-Stop Job Market

By Becky Cathell, Administrative Specialist, DLLR



Current front entrance of One-Stop

It has been one year since we moved into our new one-stop. A lot has changed since construction began in the fall of 2010 and when we moved in the week of January 20-27, 2012. We officially opened for business on January 30, 2012.

A new sign was installed over the front entrance doors in June 2012. An open house was held on June 25, 2012. Landscaping was completed in the summer of 2012. The parking lot was also completed in the summer of 2012.

A new maintenance facility for Shore Transit and Greyhound Bus will be added to our facility. To allow bus parking and traffic, trees were removed and grading was done. This was completed in August 2012. Renovations are still in progress with the construction of the Shore Transit and Greyhound bus terminal. In order to access the structure, a road is currently under construction. Completion of the maintenance facility is scheduled for mid-2013. Once this is completed, busses will be moved to our location and new bus routes will be established. Shore Transit offices and a ticket counter will be added to the one-stop to accommodate staffing and bus passenger flow. Future plans include the addition of a vendor to provide sandwiches in the cafeteria. Once these projects are completed, the one-stop will be a 24/7 operation.

More photos on page 9

Job Market Quarterly Activities October Through December 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 October through December 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 Emergency Unemployment Compensation Reemployment Assistance Orientations
- DLLR/Lower Shore Workforce Alliance (LSWA) WIA Orientations
- Division of Rehabilitation Services (DORS) Group Orientations
- DORS Benefits Counseling
- 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
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon Farmworkers' Focus Group
- Tri-County Workforce Development Initiative (TCWDI) Life Skills Training
- TCWDI Money Management Workshop

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

- DSS Advisory Board Meeting
- Job Corps Orientation
- LSWA Staff Meetings
- LSWA Workforce Investment Act (WIA) Counselors' Meetings
- LSWA WIA Assessments
- One-Stop Job Market Leadership Meetings
- Shore Transit Supervisors' Training
- Shore Transit Advisory Board Meeting
- Telamon Food Distribution
- Telamon Staff Meeting
- Tri-County Council Staff Meeting
- Tri-County Council Event Planning Committee
- 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:

- United Parcel Service
- Tyson Foods
- One Stop Job Market/Chamber of Commerce Job Fair at the Centre of Salisbury
- Construction Labor Contractors

For a complete list of upcoming activities, please go to the Yahoo calendar located at: <http://calendar.yahoo.com/lsjm03/>

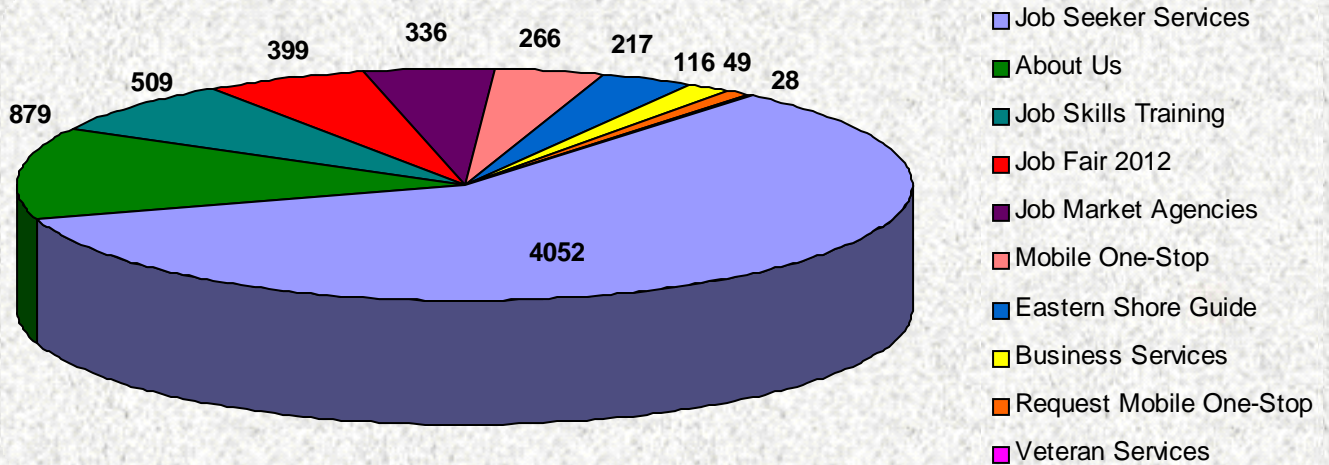
Check back often as the calendar changes daily.

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

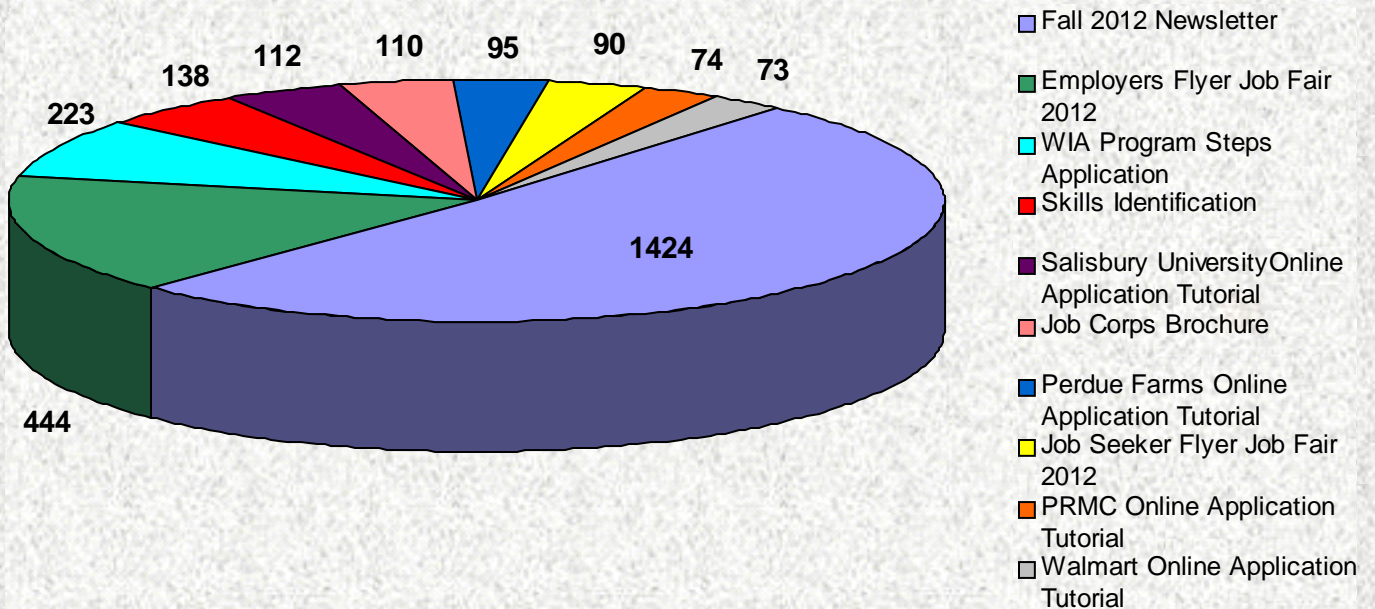
Quarterly Web Stats October – December 2012 www.onestopjobmarket.org

Visits	24,118
Hits	297,961
Downloads	25,161
Average Time on Site	3 minutes 23 seconds

Most Viewed Pages



Most Downloaded Media

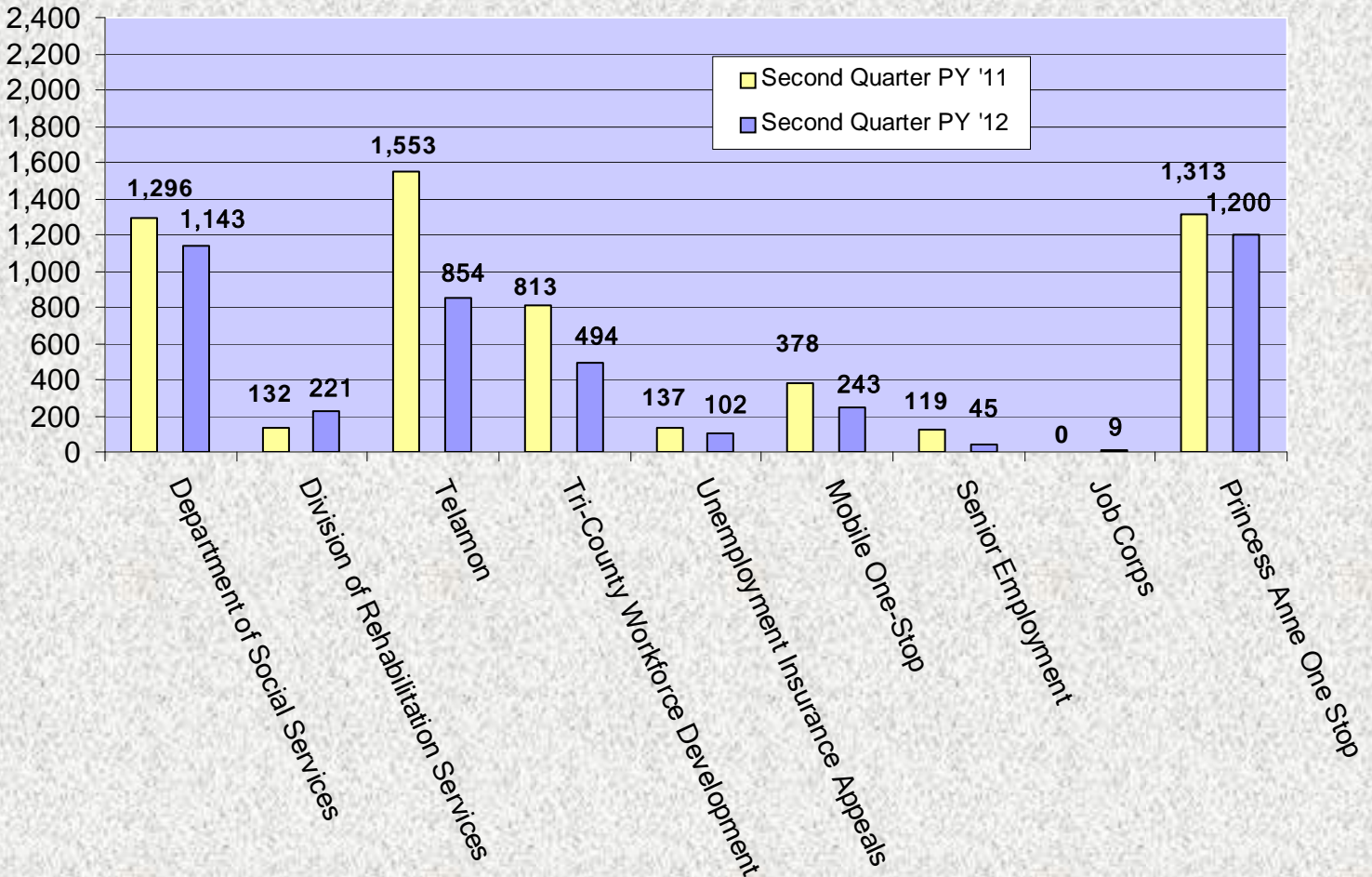
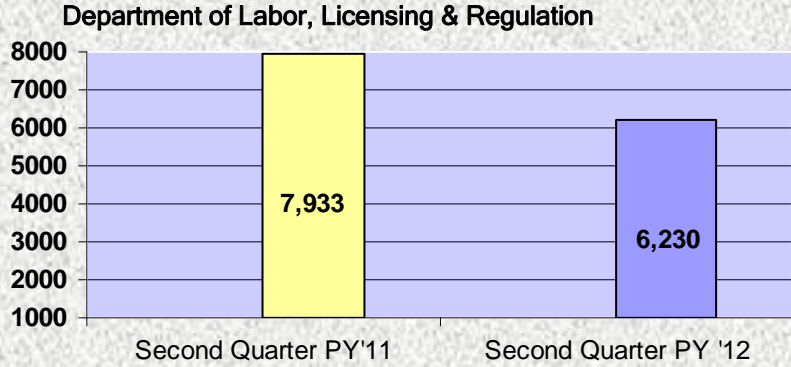


Customers Served

Quarterly Charts

Program Years 2011 and 2012 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.



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 2011 and 2012 Second Quarter Over Quarter Table

AGENCY	October 1, 2011 – December 31, 2011	October 1, 2012 – December 31, 2012
<u>MD Workforce Exchange</u>		
Early Intervention	242	218
Job Openings Received	1,394	1,318
Workforce Exchange Walk-ins	7,933	6,230
<u>Department of Social Services</u>		
Wor-Wic CC Pre-employment Class	160	50
Orientation	310	353
Customers Assisted With Transportation	2,595	1,854
Customer Walk-Ins	1,295	1,143
Temporary Cash Assistance	410	349
<u>Div. of Rehabilitation Services</u>		
Customers Served	132	221
<u>Telamon Corporation</u>		
Employment/Training	140	122
Emergency Assistance	32	63
Housing Counseling	97	7
Translation	41	12
Food Pantry	610	295
EWP (ESL) Class	380	175
ESL Lab	156	74
Out-of-School Youth	40	76
Other	57	30
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	29	28
Enrolled Into Life Skills	21	14
Completed Life Skills	15	10
Customers Served	813	494
Assessment	15	10
Work Experience/Community Services	196	336
Day care	391	397

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2011 and 2012 Second Quarter Over Quarter Table

AGENCY	October 1, 2011 – December 31, 2011	October 1, 2012 – December 31, 2012
<u>Unemployment Insurance</u>		
Appeals Hearings	137	102
<u>One Stop Mobile Unit</u>		
Total Number of Clients	378	243
MD Workforce Exchange	148	88
MD Workforce Exchange Resume	93	20
Other Job Search Engines	19	2
Employment Applications	47	33
WinWay Resumes	5	0
Referrals to One-Stop Training	71	12
Other	86	111
<u>Senior Employment & Training</u>		
Total Participants Served	119	45
Job Search Inquiries	25	35
Services to the Elderly Community	66	29
Unsubsidized Placements	*	1
New Participants During Quarter	0	2
Exits During Quarter	2	0
<u>Job Corps</u>		
Youth Interviewed	*	15
Enrolled in A Job Corps Center	*	9 + 2 pending
<u>Princess Anne One-Stop Walk-ins</u>		
	1,313	1,200

* Denotes activity not tracked this period



One-Stop Customer Satisfaction Survey Summary

The One-Stop Job Market Customer Satisfaction Survey was implemented in January 2004. The survey document has evolved into a resource that rates the One-Stop Job Market and the Mobile Unit on the environment presented to our customers.

The information in this document includes information from 34 One-Stop Job Market surveys collected during the sample week of December 3, 2012 – December 13, 2012.

Overall during this sample week, customers rated One-Stop Job Market services with an average of **3.97** 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	3.97	4.00	3.98
Staff was friendly and helpful	3.94	4.00	3.97
Staff was knowledgeable about services available	3.97	4.00	3.98
I would recommend the services I received to others	3.97	4.00	3.98
I had an overall good experience	3.7	4.00	3.98
Average Rating	3.96	4.00	3.97

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	34	11
Resume Assistance	3	0
Career Information	1	0
Training	1	0

7th ANNUAL JOB FAIR

Co-Sponsored by the One-Stop Job Market and the Salisbury Area Chamber of Commerce
October 18, 2012 at The Centre at Salisbury

Over 1,500 job seekers and 40 employers participated in the job fair



One-Stop Job Market Anniversary

Continued from page 1



December 2010



December 2012



Maintenance facility-under construction—December 2012

**TELAMON FOOD PANTRY
DESPENSA DE COMIDA EN TELAMON**

HOURS

The Telamon Food Pantry is open for walk-in customers on Tuesday, Wednesday, and Thursday from 9am to 12pm and from 1pm to 4pm.

Monday and Friday only with referrals.

HORAS

La Despensa de Comida de Telamon está abierto para todos los clientes los Martes, Miércoles y Jueves de 9am hasta 12pm y 1pm hasta 4pm.

Lunes y Viernes solo con referencias.

**Department of Labor, Licensing and Regulation
Resources listed on Home Page**

By Greg Eberts, Labor Exchange Administrator

On the DLLR website home page, the following resources and more are available.

Please visit: www.dllr.state.md.us and click on the links to learn more.



Interactive tool designed to visualize data and patterns related to the supply and demand of Maryland's workforce, education and training



Unemployment Insurance
How to apply for Maryland
Unemployment Insurance
Video



Learn about Governor
O'Malley's efforts to
eradicate worker mis-
classification



Job seekers and employers services such as job listings, training and education, labor market and career information.



Make sure your home im-
provement contractor is
licensed by Maryland
Home Improvement



Labor Market Statistics
including employment and
payroll, wage data and
monthly labor review.



Facing foreclosure? Find
out your rights and state
resources.



Career Centers are located
throughout Maryland to serve
businesses and job seekers.



Financial Education including
budget worksheets, loan cal-
culators, and consumer pro-
tection.



THE FEDERAL BONDING PROGRAM Instructions to Job Seekers

The Federal Bonding Program is sponsored by the United States Department of Labor and is to be used as an ***incentive*** to **encourage employers to hire *qualified*** individuals, that they might not normally give an opportunity to, because of various "risk" factors in the individuals' personal background:

- History of arrest, conviction, incarceration, probation or parole
- History of substance abuse, that has been treated
- Poor credit history i.e. bankruptcy
- Lack of employment history
- Dishonorable discharge from the military
- Anything where honesty might be an issue.

The Federal Bonding Program is ***not*** a guarantee of hire. As an eligible individual, you will be issued a **Letter of Eligibility** that you will use during your job search and when you go out on job interviews to let the employer know that you are eligible for the Program.

Once an employer ***agrees to hire you*** and ***gives you a firm first day*** of work, **the employer** must contact the State Bonding Coordinator. A bond certificate will be issued to be effective your first day of work and continues for the ***first six months*** of employment. The bond itself will be mailed directly to the employer. It is a fidelity bond that insures the business against stealing by theft, larceny, embezzlement or forgery.

To apply or for further information, please see a staff person or call 410-341-8533 to set up an appointment.