



The #1 Stop For Your Employment Needs!

NEWSLETTER

Winter 2011-2012

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

Lower Shore Workforce Investment Board

- Ruth Baker
- Peggy Bradford
- Howard Crossan
- Margaret Dennis
- Ted Doukas
- Greg Eberts
- Paula Erdie
- Joey Gardner
- Dan Kuebler
- Robert McIntyre
- Freddy Mitchell
- John Ostrander
- Anthony Rodriguez
- Jennifer Shahan
- Renee Stephens
- Daniel Thompson
- E.C. Townsend
- Maria Waller
- Donna Weaver
- Zoraida M. Williams

Contact Newsletter Staff

917 Mt. Hermon Road
Salisbury, MD 21804
Phone: 410-341-6515
Fax: 410-334-3454
salisbury@dllr.state.md.us
onestopjobmarket.org

To be notified by email when the latest edition of the newsletter is posted on our website, or to comment regarding this issue, please contact Greg Eberts at geberts@dllr.state.md.us.

One-Stop Job Market Is Moving in January 2012

By Becky Cathell
Office of the Lower Shore Labor Exchange Administrator
Department of Labor, Licensing & Regulation,
Division of Workforce Development and Adult Learning



New One-Stop Job Market
31901 Tri-County Way

The One-Stop Job Market (OSJM) currently located at 917 Mt. Hermon Road in Salisbury, Maryland will be moving to a new state of the art facility this January 2012. The new address is 31901 Tri-County Way, Salisbury, Maryland. The new facility will increase from 25,000 square feet to over 74,000 square feet. This expansion will allow OSJM partners to serve more customers in a space designed to maximize the customer's workforce development experience. The front desk and traditional waiting area will be replaced by a welcome center designed to enhance the customer experience from the moment they enter the OSJM. In addition, the facility will also be the new home of the Tri-County Council, Shore Transit and Greyhound Bus Service.

The Department of Labor, Licensing and Regulation's (DLLR), Maryland Workforce Exchange lab will increase from 12 computer stations to 20. A mini lab with 6 computers is a new feature for DLLR customers. In this lab, DLLR will offer resume building, interview techniques, and job search workshops. DLLR's Unemployment Insurance Division will increase their capacity from holding one hearing to three hearings at a time.

The computer lab operated by Wor-Wic College will increase in capacity from 12 to 15 computer stations. The child care unit will increase in size and features. This service allows workforce development customers to participate in one-stop services while their children are cared for by child care professionals.

These are only a few of the changes you will see at the new One-Stop Job Market. Stay tuned for information on an open house that will occur in early 2012. The tentative date for opening is January 30, 2012.

Job Market Quarterly Activities October Through December 2011

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 2011.

Workshops - The following workshops and training sessions were held during the period:

- Department of Labor, Licensing & Regulation (DLLR) Early Intervention Job Search Workshops
- DLLR/Lower Shore Workforce Alliance (LSWA) WIA Orientations
- 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
- One-Stop Job Market Phone System Meeting
- 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:

- Mountaire Farms
- Dollar General
- One Stop Job Market/Chamber of Commerce Job Fair at the Centre of Salisbury

For a complete list of upcoming activities, please go to the Yahoo calendar located at: <http://calendar.yahoo.com/lsgm03> .

Check back often as the calendar changes daily.

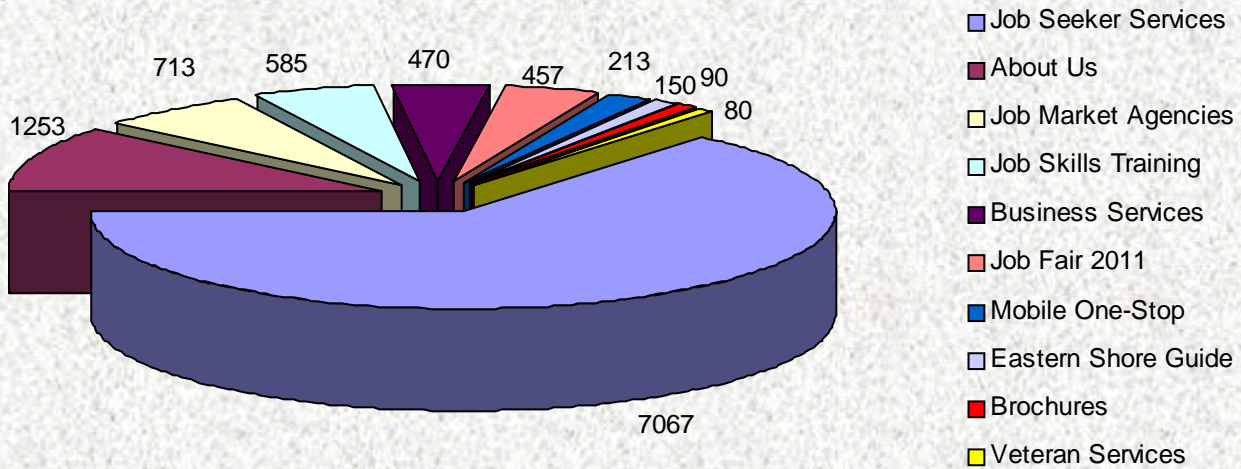
Welcome to the **One-Stop Job Market**

Quarterly Web Stats October-December 2011

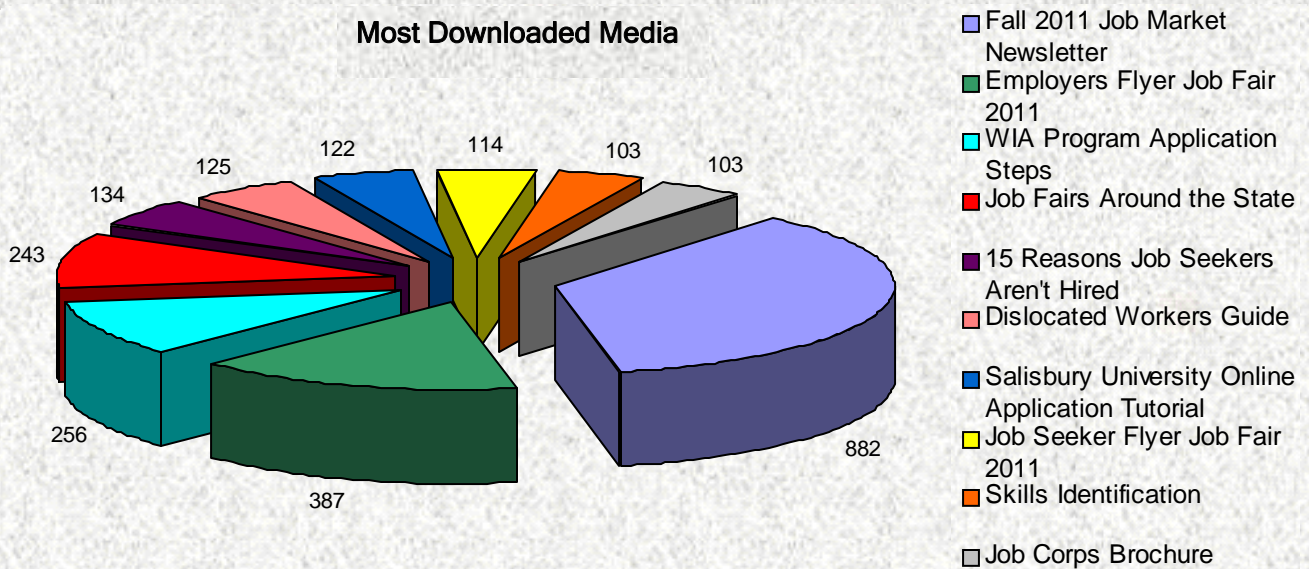
www.onestopjobmarket.org

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

Most Viewed Pages



Most Downloaded Media



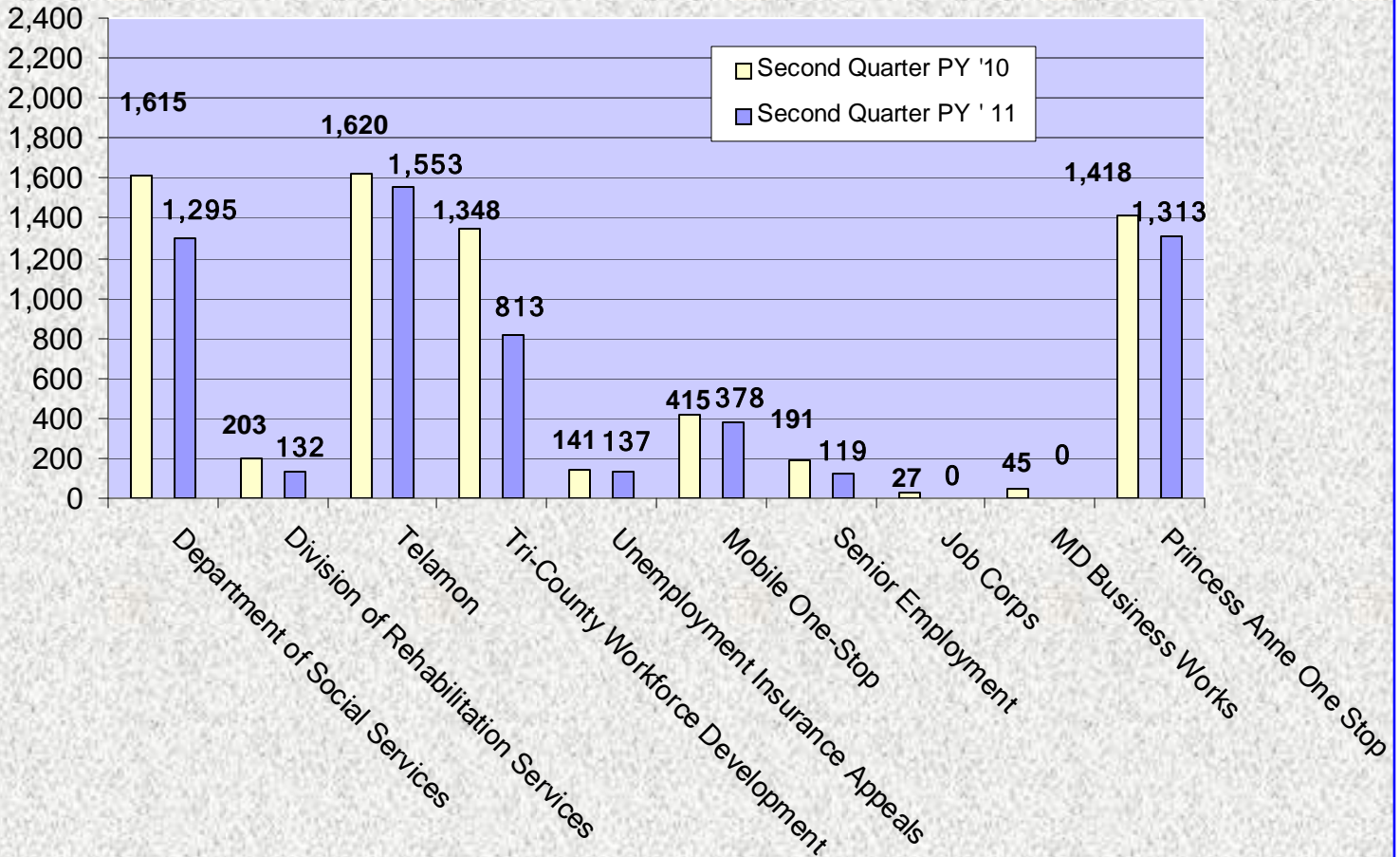
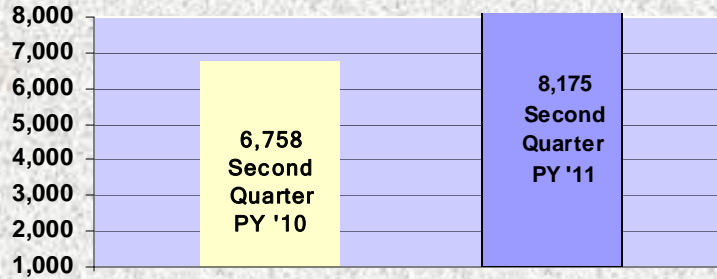
Customers Served

Quarterly Charts

Program Years 2010 and 2011 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 & Regulation



An activity report with a full listing of agency services by quarter is available on pages 5-6

One-Stop Job Market Customers Served

Program Years 2010 and 2011 Second Quarter Over Quarter Table

AGENCY	October 1, 2010 – December 31, 2010	October 1, 2011 – December 31, 2011
<u>MD Workforce Exchange</u>		
Early Intervention	224	242
Job Openings Received	945	
Workforce Exchange Walk-ins	6,534	7,933
<u>Department of Social Services</u>		
Wor-Wic CC Preemployment Class	140	160
Orientation	316	310
Customers Assisted With Transportation	2,621	2,595
Customer Walk-Ins	1,615	1,295
Temporary Cash Assistance	392	410
<u>Div. of Rehabilitation Services</u>		
Customers Served	203	132
<u>Telamon Corporation</u>		
Employment/Training	128	140
Emergency Assistance	63	32
Housing Counseling	33	97
Translation	15	41
Food Pantry	728	610
EWP (ESL) Class	439	380
ESL Lab	83	156
Out-of-School Youth	50	40
GED Class	81	57
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	51	29
Enrolled Into Life Skills	33	21
Completed Life Skills	17	15
Customers Served	1,358	813
Assessment	*	15
Work Experience/Community Services	268	196
Day care	*	391

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2010 and 2011 Second Quarter Over Quarter Table

AGENCY	October 1, 2010 – December 31, 2010	October 1, 2011 – December 31, 2011
<u>Unemployment Insurance</u>		
Appeals Hearings	141	137
<u>One Stop Mobile Unit</u>		
Total Number of Clients	415	378
MD Workforce Exchange	190	148
MD Workforce Exchange Resume	151	93
Other Job Search Engines	94	19
Employment Applications	51	47
WinWay Resumes	47	5
Referrals to One-Stop Training	87	71
Other	46	86
<u>Senior Employment & Training</u>		
Total Participants Served	191	119
Job Search Inquiries	20	25
Services to the Elderly Community	*	66
Unsubsidized Placements	1	*
New Participants During Quarter	0	0
Exits During Quarter	7	2
<u>Job Corps</u>		
Youth Interviewed	27	*
Enrolled in A Job Corps Center	5	*
<u>MD Business Works</u>		
Projects Initiated This Quarter	10	x
Funds Awarded	\$5,037.75	x
Participants Trained	45	x
Industries Served	Insurance, Manufacturing, Health Care	x
<u>Princess Anne One-Stop Walk-ins</u>		
	1,418	1,313

* Denotes activity not tracked this period x Program ended 6/30/11



One-Stop Customer Satisfaction Survey Summary

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

The information in this document includes information from 50 One-Stop Job Market surveys collected during the sample week of December 5 – December 9, 2011.

Overall during this sample week, customers rated One-Stop Job Market services with an average of **3.83** 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	3.77	3.60	3.69
Staff was friendly and helpful	3.88	3.90	3.89
Staff was knowledgeable about services available	3.83	3.90	3.87
I would recommend the services I received to others	3.81	3.90	3.86
I had an overall good experience	3.88	3.80	3.84
Average Rating	3.83	3.82	3.83

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	37	8
Resume Assistance	7	2
Career Information	5	0
Training	5	0

6th Annual Job Fair



The Resume Doctor was on hand to evaluate resumes of applicants and offer suggestions at no cost.



Representatives from Capital City Nurses meeting with potential employees.



Staff from the Delmarva Broadcasting Company at the 2011 Job Fair discussing job opportunities with their company.

The Salisbury Area Chamber of Commerce and the One-Stop Job Market held their 6th Annual Job Fair at the Centre at Salisbury on Thursday, October 13th. With over 40 employers and thousands of job seekers, the event was a great success. Job Fair sponsor, BBSI, generously provided refreshments for participating employers throughout the day of the job fair. Thank you to the staff at the One-Stop Job Market for their outstanding volunteer efforts, this event would not be possible without their support. A special thanks to the Centre at Salisbury and the helpful staff at the Wicomico Public Library's WILL Centre branch.



A representative from Peninsula Regional Medical Center speaks with prospective employees.



Tony Nichols of BBSI handing out refreshments to the employers during the 2011 Job Fair.