



The #1 Stop For Your Employment Needs!

NEWSLETTER

Fall 2016

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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Contact Newsletter Staff

31901 Tri-County Way
Salisbury, MD 21804
Phone: 410-341-8533
Fax: 410-334-3454

salisbury@dllr.state.md.us

To submit articles for the newsletter or to comment regarding this issue, please contact Greg Eberts at greg.eberts@maryland.gov

11th Annual Job Fair

The 11th annual job fair will be held on Thursday, November 3, 2016 from 3-6 pm at the Centre at Salisbury. The job fair will be hosted by the Salisbury Chamber of Commerce in conjunction with the One-Stop Job Market. There will be many local employers looking to fill hundreds of job openings.

The job fair will also include free résumé assistance to job seekers by staff from the One-Stop. Several local community groups will be available for people to learn more about services and resources.

If you are interested in hosting a booth at the job fair, please complete the form on page 8 of the newsletter and return it to the Salisbury Chamber of Commerce.

We look forward to seeing you there!



Job Market Quarterly Activities July-September 2016

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 July-September 2016.

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

- Department of Labor, Licensing & Regulation (DLLR) ROW Workshops
- Department of Labor, Licensing & Regulation (DLLR) RESEA Workshops
- Department of Labor, Licensing & Regulation (DLLR) Veterans Job Club
- Department of Social Services (DSS) Orientation For New Customers
- Department of Social Services (DSS/DHR) First Aid/CPR/AED Training
- Department of Social Services (DSS) LGBT Safe Spaces Training
- Job Corps Orientations
- LSWA Computer Skills Training
- LSWA GIS Committee Meeting
- LSWA WIOA Orientation
- MCE First Steps to Starting Your Own Business
- Telamon Toastmasters Meeting
- Tri-County Workforce Development Initiative (TCWDI) Life Skills Training
- Wor-Wic GED Wicomico Adult Program
- Wor-Wic ABE/ESL Classes

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

- DEF Meeting
- DORS Regional Meeting
- LSWA Steering Committee
- Telamon Food Distribution
- Tri-County Workforce Initiative Team Meeting
- Tri-County Workforce Staff Meetings
- Workforce Investment Board (WIB) 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:

- Chaney Enterprises
- Credit Plus
- Delmarva Power
- Mountaire Farms
- Perdue Farms
- Royal Farms
- Securitas Security
- Walmart
- Worcester County Developmental Center

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

Check back often as the calendar changes daily.

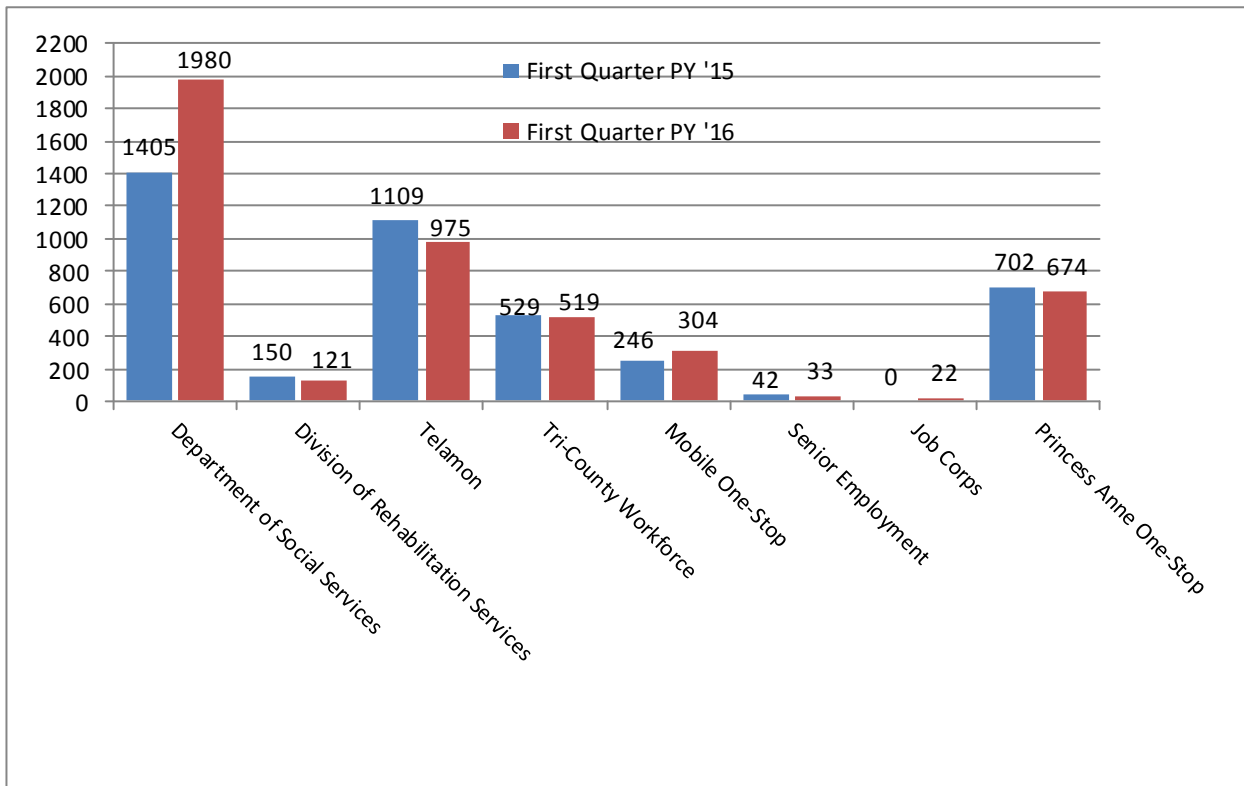
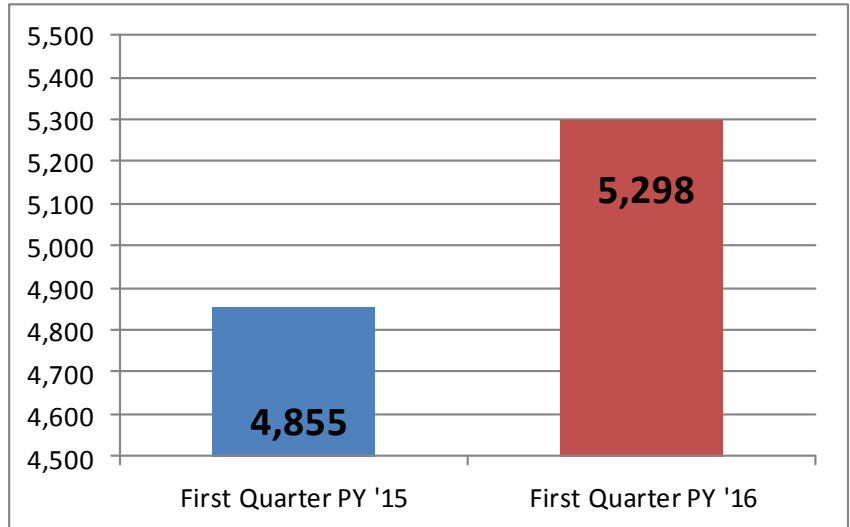
Customers Served

Quarterly Charts

Program Years 2015 and 2016 First Quarter Over Quarter

Department of Labor, Licensing & 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 4-5

One-Stop Job Market Customers Served

Program Years 2015 and 2016 First Quarter Over Quarter Table

AGENCY	July 1 – September 30, 2015	July 1 – September 30, 2016
<u>MD Workforce Exchange</u>		
Reemployment Opportunity Workshop	109	168
RESEA	53	126
Job Openings Received	978	428
Workforce Exchange Walk-ins	4855	5004
<u>Department of Social Services</u>		
Orientation	240	206
Customers Assisted With Transportation	1745	1305
Customer Walk-Ins	1405	1980
Temporary Cash Assistance	353	299
<u>Div. of Rehabilitation Services</u>		
Customers Served	150	121
<u>Telamon Corporation</u>		
Employment/Training	73	138
Emergency Assistance	61	17
Housing Counseling	156	108
Translation	5	1
Food Pantry	174	251
EWP (ESL) Class	0	1
ESL Lab	2	7
Out-of-School Youth	60	32
Other	83	49
Adult Basic Education	7	10
Rosetta Stone	19	64
FAST Program	455	297
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	17	134
Enrolled Into Life Skills	10	110
Completed Life Skills	9	63
Customers Served	529	519
Assessment	9	39
Work Experience/Community Services	264	228
Day care	689	493

One-Stop Job Market Customers Served

Program Years 2015 and 2016 First Quarter Over Quarter Table

AGENCY	July 1 – September 30, 2015	July 1– September 30, 2016
<u>Unemployment Insurance</u>		
Appeals Hearings	78	**
<u>One Stop Mobile Unit</u>		
Total Number of Clients by County	246	304
Somerset County	*	55
Wicomico County	*	166
Worcester County	*	83
MD Workforce Exchange	*	274
MD Workforce Exchange Resume	*	13
Other Job Search Engines	*	43
Employment Applications	*	24
Referrals to One-Stop Training	*	1
Other	*	0
Unavailable days	*	7
<u>Senior Employment & Training</u>		
Total Participants Served	42	33
Job Search Inquiries	23	28
Services to the Elderly Community	65	40
Unsubsidized Placements	5	5
New Participants During Quarter	0	1
Exits During Quarter	6	5
<u>Job Corps</u>		
Youth Interviewed	**	22
Enrolled in A Job Corps Center	**	16
<u>Princess Anne One-Stop Walk-ins</u>		
	702	674

* Denotes activity not tracked this period.

** Denotes activity not reported

Quarterly News



Tonya Squires is a Salisbury, MD native. She spent some of her earlier years in Baltimore, MD but returned to the Eastern Shore to graduate from James M. Bennett Senior High School. Prior to coming to the OSJM she was employed as a bus monitor and substitute teacher's aide/assistant for 6 years. Ms. Squires joined our team on 9/6/2016 as the Senior Child Care Provider for the Tri-County Council of the Lower Eastern Shore/OSJM. She loves children, and truly enjoys working with them every day. Their safety and happiness is top priority. She also likes communicating with the parents and learning about the children that she is entrusted to care for.

Telamon is proud to welcome the One Stop Café's newest staff member, Chef Ray Pettis! Chef Ray joined our team in September having spent the last 7 years working as the Shorebird Stadium's Executive Chef. He previously owned his own restaurant and also has experience in a variety of cuisines and cooking styles. Bringing his chef expertise to the One Stop Café, he and Cafeteria Services Manager Jeremy Tyler have a lot of welcome changes coming soon, like daily homemade soup for the fall and winter (stay tuned for more)! Chef Ray loves to teach and has



jumped right in teaching our Food and Service Training (FAST) Program trainees who are scheduled to complete their 16 week intensive full-time training in mid-to-late October. Chef Ray's love of making great food, pleasing customers, and sharing his knowledge aims to make the One Stop Café and FAST Program a win-win for everyone! Please help us welcome Chef Ray to the One-Stop!

11TH ANNUAL

JOB FAIR

Hosted by the Salisbury Area Chamber of
Commerce & One-Stop Job Market

JOB SEEKERS

Hundreds of job openings in a wide range of
industries!

Job Fair is FREE for attendees & open to the
community

Resume assistance available at event

Bring your resume & dress for success!

Visit www.salisburyarea.com
for a list of employers

Thursday
November 3, 2016

3:00 - 6:00 pm

**The Centre at
Salisbury**

(2300 N. Salisbury Blvd.)

EMPLOYERS

Open to any business
seeking employees in the
Lower Shore Area

To register visit
www.salisburyarea.com or call
the Chamber at 410-749-0144



SPONSORED BY



Quality Staffing Services

For more information contact
the Salisbury Area Chamber of Commerce
(P) 410-749-0144 | (F) 410-860-9925

www.salisburyarea.com
chamber@Salisburyarea.com



**One-Stop
Job Market**

2016 Job Fair Registration

***Deadline to Register:
Friday, October 21, 2016***

Company Name: _____

Contact Person: _____ Phone: _____

Address: _____

Fax: _____ Email: _____

→ Types of occupations you have available: _____

→ How many job openings would you like to fill? _____

→ Salary/Hourly Ranges: _____

→ Are you bringing a visual display? Yes / No

→ If yes, is it a table display [] or floor display [] and what is the height? _____

→ Detail any special requirements: _____

Signature: _____ Date: _____

Number of spaces requested _____
(Each booth space consists of a 6 ft. table with tablecloth and skirting & 2 chairs)

[] Full payment received by October 21, 2016 -- **\$125** per booth space

[] Add **\$25** if you require electricity (**electrical spaces are very limited**)

[] I would like to be a Sponsor of the Job Fair - **\$500** (includes booth space)

Total payment enclosed: _____ (make checks payable to: **SACC**)

[] **Please invoice my company to the above address.**

If paying by credit card, please circle type of card: **Visa** **MC** **Amer. Exp.**

Card Number: _____ **Exp.Date:** _____

Security Code: _____ **Zip Code:** _____

EVENT DETAILS → Date of Job Fair: Thursday, November 3 from 3:00-6:00 pm

- Booths will be set-up throughout the main corridors of the mall focused around area surrounding Boscov's and the former location of JC Penney

Set up times: November 3rd between Noon-2:45 pm. **All booths MUST be in place by 3 pm.** If you need to come in earlier to set-up please call Shannon at the Chamber to make arrangements.

Knockdown times: After 6 pm. Please do not begin packing up prior to 6 pm. All booths should be broken down by 9 pm.

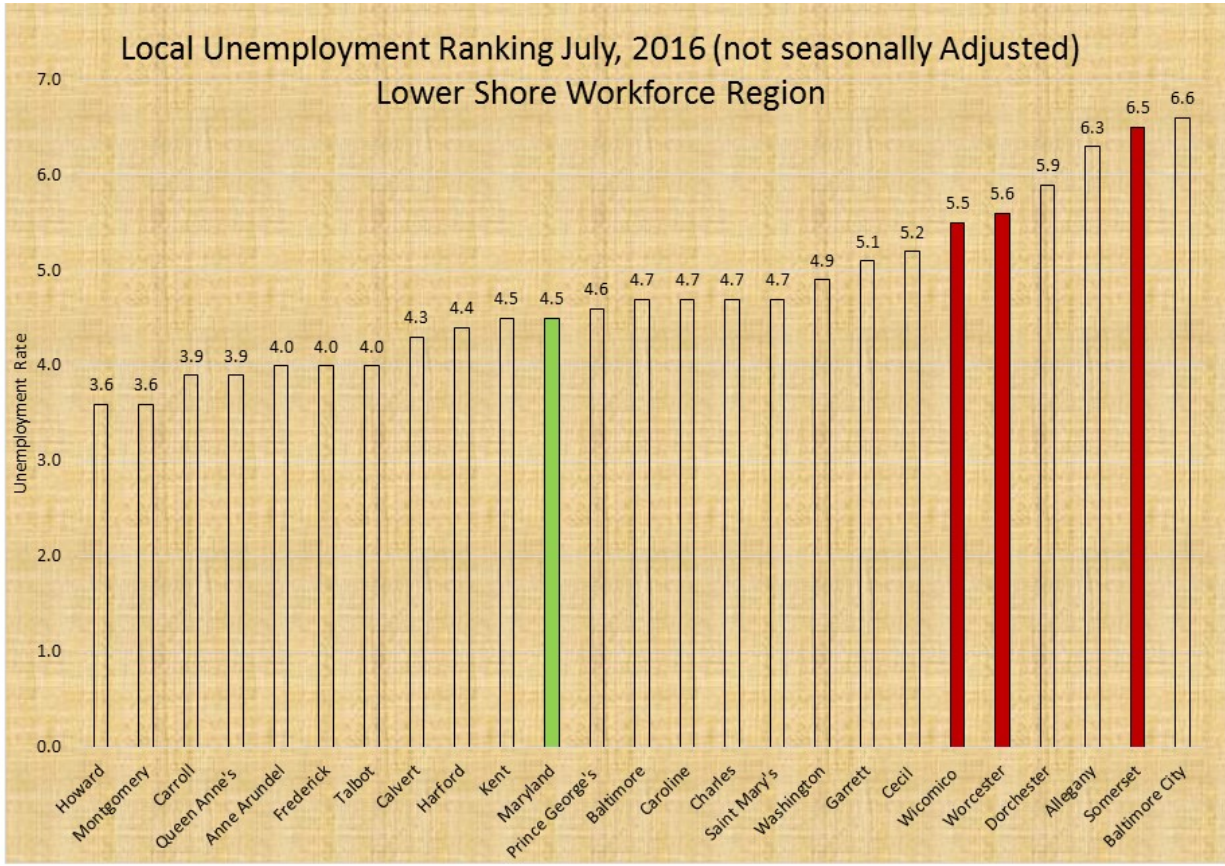
Please Note: We will mail/email you a letter with details about the Job Fair approximately 1 week prior to the event.

**Please Send Form To: Shannon Mitchell at the
Salisbury Area Chamber of Commerce (chamber@salisburyarea.com)**

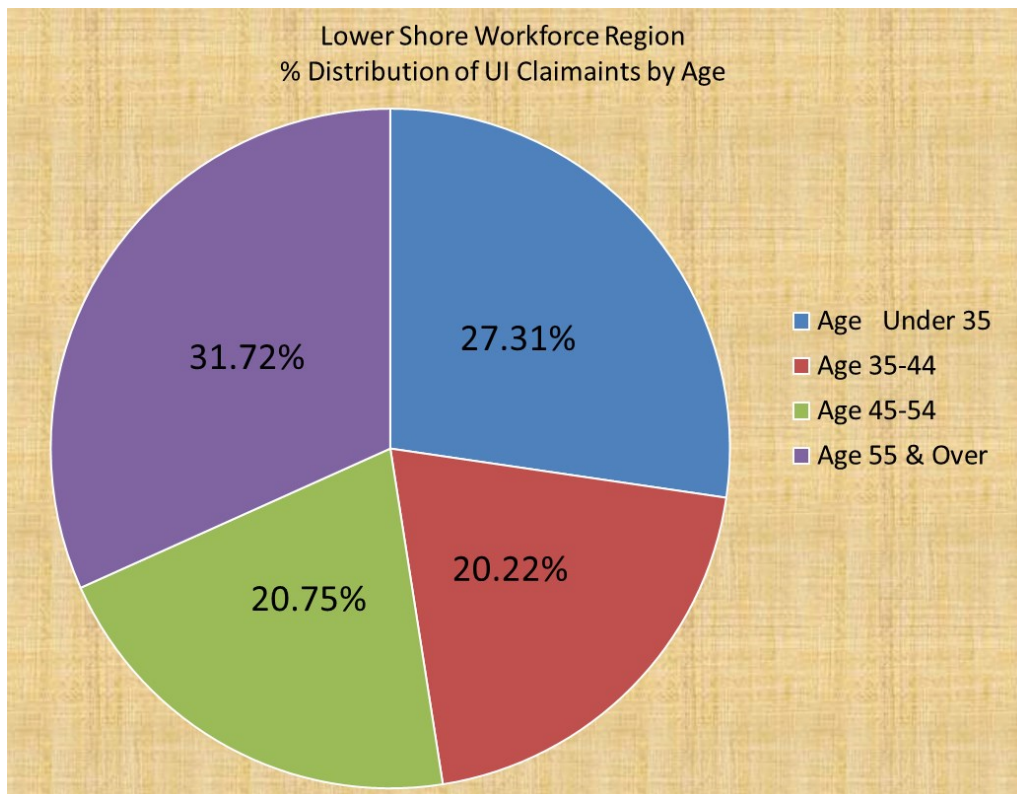
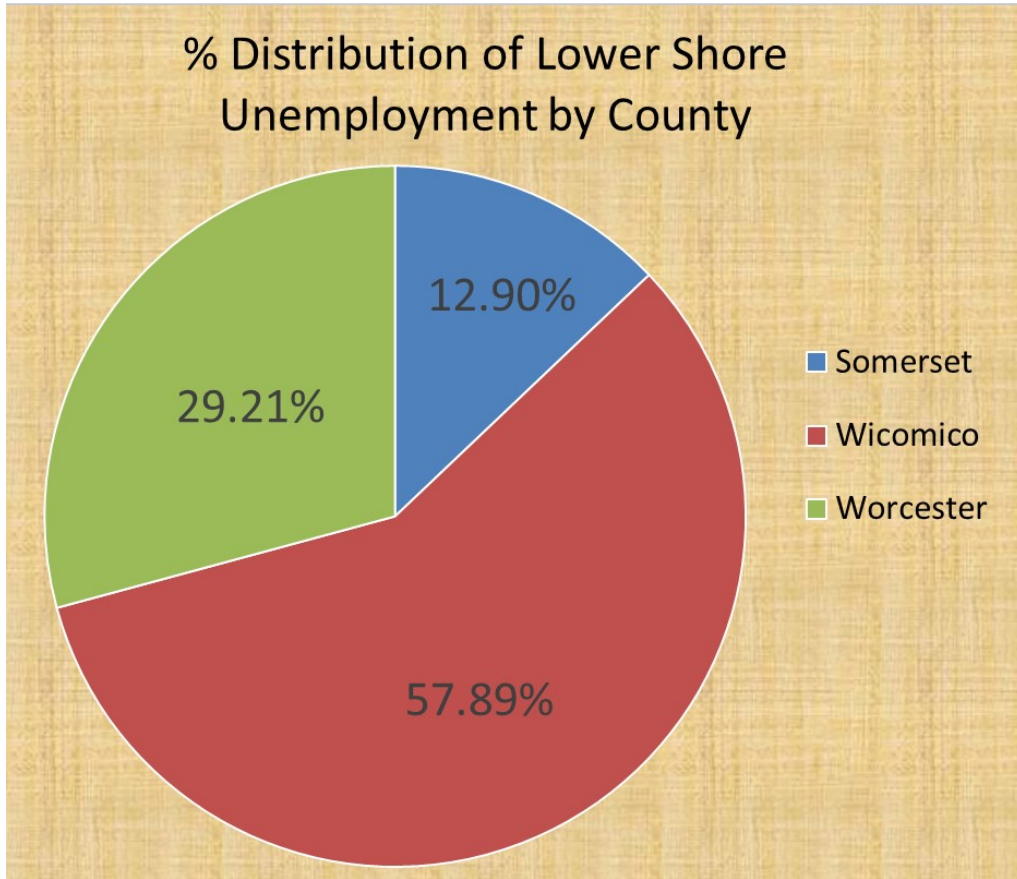
Address: P.O. Box 510, Salisbury, MD 21803 · Phone: 410-749-0144 · Fax: 410-860-9925

LOWER SHORE

Labor Force, Demographic and Jobs Overview



**LOWER SHORE
Labor Force, Demographic and Jobs Overview**

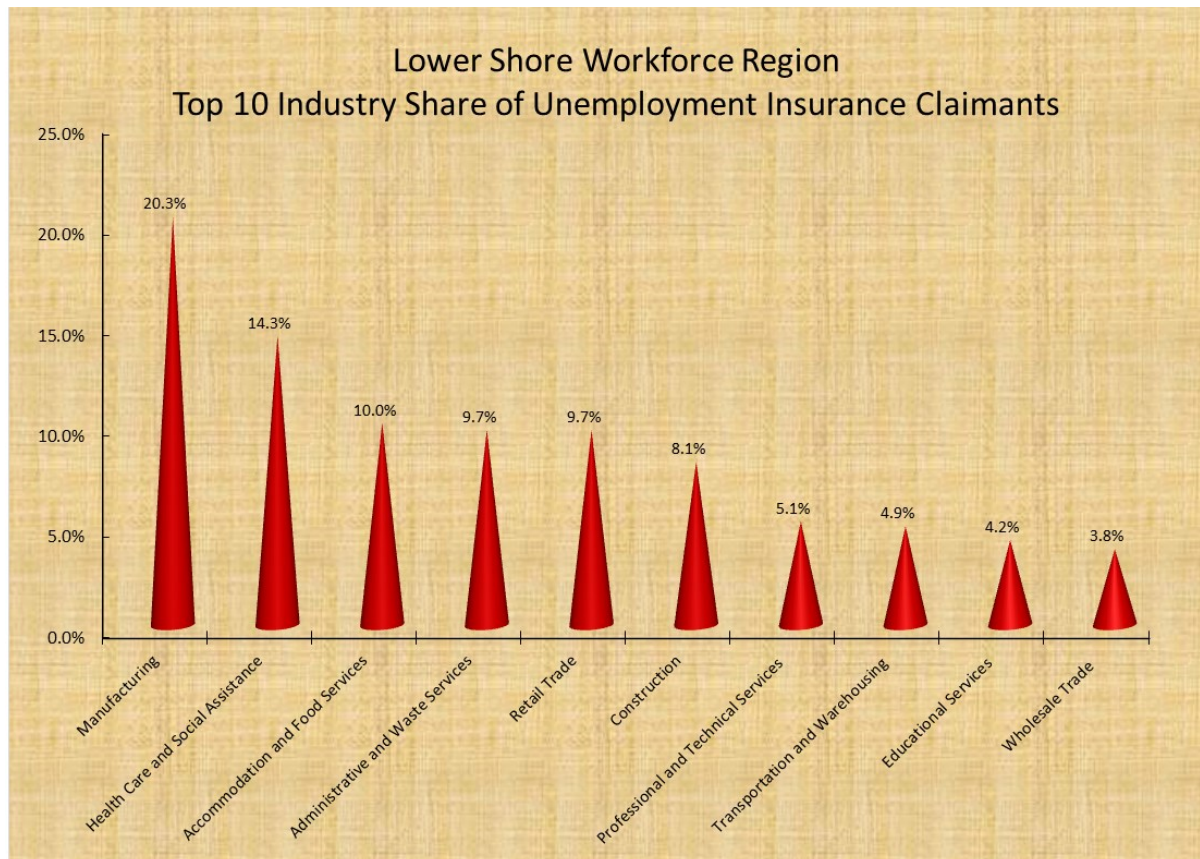
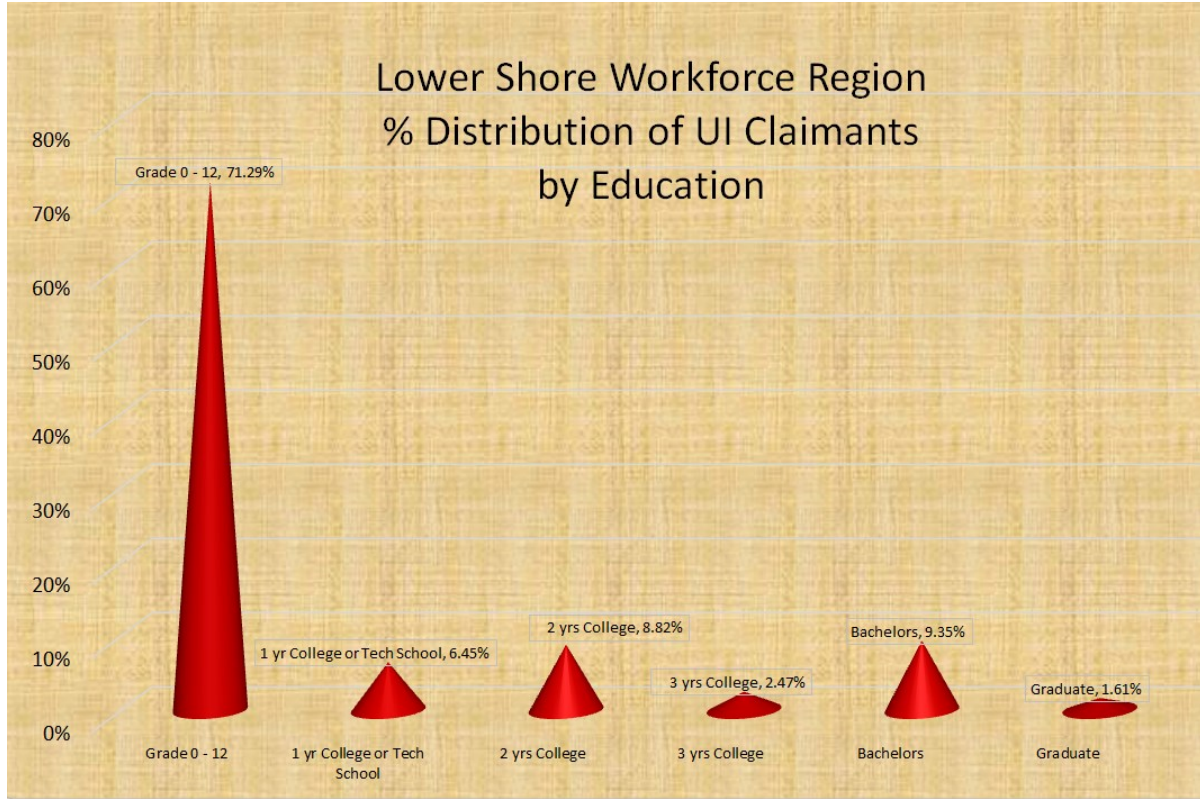


July 2016

Source: Office of Workforce Information and Performance/Labor Market Analysis

LOWER SHORE

Labor Force, Demographic and Jobs Overview

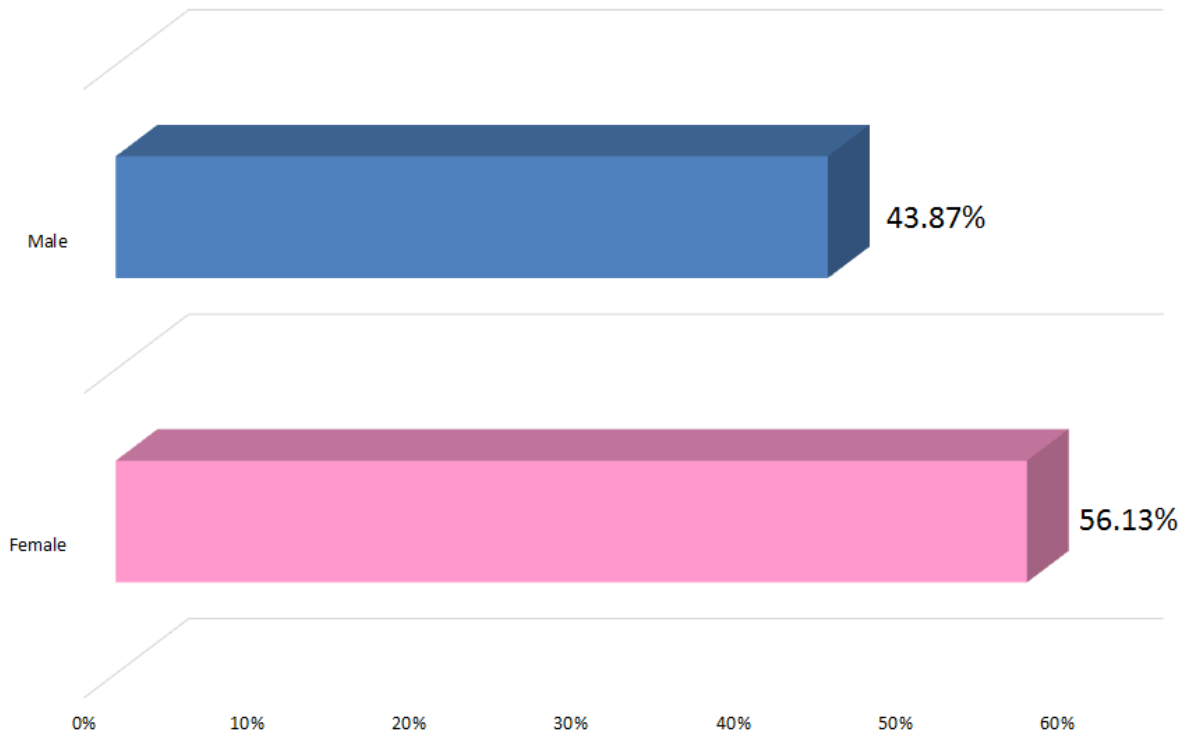


July 2016

Source: Office of Workforce Information and Performance/Labor Market Analysis

LOWER SHORE Labor Force, Demographic and Jobs Overview

Lower Shore Workforce Region
% Distribution of U.I. Claimants
by Gender



Top 10 Employers by the Number of Advertised Job Openings as of October 7, 2016

Rank	Employer Name	Number of Job Openings
1	Peninsula Regional Medical Center	333
2	Swift Transportation Co., Inc.	100
3	Atria Senior Living	69
4	DISH network	69
5	Salisbury University	67
6	Food Lion	41
7	PNC Financial Services Group, Inc.	41
8	Atlantic General Hospital	35
9	University of Maryland Eastern Shore	35
10	Home Depot	24

Source: Office of Workforce Information and Performance/Labor Market Analysis

LOWER SHORE
Labor Force, Demographic and Jobs Overview

Top 10 Industries by the Number of Advertised Job Openings Second Quarter 2016		
Rank	Industry Name	Number of Job Openings
1	Health Care and Social Assistance	1,447
2	Retail Trade	1071
3	Accommodation and Food Services	495
4	Manufacturing	459
5	Administrative and Support and Waste Management	431
6	Transportation and Warehousing	397
7	Finance and Insurance	314
8	Educational Services	209
9	Public Administration	207
10	Information	154

Top 10 Occupations by the Number of Advertised Job Openings Second Quarter 2016		
Rank	Occupation Name	Number of Job Openings
1	Registered Nurses	356
2	Retail Salespersons	309
3	Heavy and Tractor-Trailer Truck Drivers	217
4	Occupational Therapists	177
5	Customer Service Representatives	158
6	First-Line Supervisors of Food Preparation and Serving Workers	147
7	Physical Therapists	129
8	Maids and Housekeeping Cleaners	115
9	Combined Food Preparation and Serving Workers, Incl. Fast Foods	108
10	First-Line Supervisors of Retail Sales Workers	97

Source: Office of Workforce Information and Performance/Labor Market Analysis



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 summary includes information from the One-Stop Job Market surveys collected. There were 20 surveys collected during the week of 9/12/16 thru 9/16/16.

Overall during this sample week, customers rated One-Stop Job Market services with an average of 3.87 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	3.85	3.64	3.75
Staff was friendly and helpful	3.90	3.93	3.91
Staff was knowledgeable about services available	3.90	3.93	3.91
I would recommend the services I received to others	3.85	3.79	3.82
I had an overall good experience	3.85	3.93	3.89
Average Rating	3.87	3.84	3.86

A breakout of The OSJM Mobile Unit collected 14 surveys on 9/1/16 thru 9/15/16. Numbers reflect which services customers filling out surveys received and are listed below. One person may have received more than one service:

Activity	One-Stop Surveys	Mobile Unit Surveys
Job Search	12	14
Resume Assistance	5	1
Career Information	3	5
Training	8	9