



### **NEWSLETTER**

### SUMMER 2007

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

### **INSIDE THIS ISSUE:**

Getting To Know Our Customers	1
Farm Worker's Dream Comes True	2
The System Got Me A Job!	3
MAC Family Day Benefits Seniors	4
Wicomico DSS Provides Chairs	4
Centre Job Fair Planned	5
Joan Harris Accepts New Position	5
Job Fair Flyers	6-8
Patricia Grate Is Retiring	9
Quarterly Web Stats	10
Customers Served Charts	11-12
Job Market Activity Reports	13-16

### **Contact Us**

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 <u>geberts@dllr.state.md.us</u>

### **Getting To Know Our Customers**

This issue includes the end of Program Year 2006 activity reports for the Job Market. When viewing the number of customers served and services provided, it's apparent that many Lower Shore residents have benefited from assistance provided by Job Market staff. However, looking at the numbers only tells part of the story.

In this issue, we have added what we hope will become a regular feature, one that focuses on our customers. We have included two stories, one provided by the Telamon Corporation and another by the Maryland Department of Labor, Licensing and Regulation's Division of Workforce Development. The articles are written by or about real customers and tell how their lives were improved by their Job Market experiences.

The Telamon Corporation provides employment and training services to the migrant and seasonal farm worker community. Many of Telamon's customers come from other places and know very little about available community resources. Some don't speak English and others may not have sufficient job skills but want to find permanent work in the area. The first story is about a husband and wife, originally from Ecuador, who moved to Salisbury from Florida. The Telamon Corporation provided guidance and helped them find jobs. They have worked hard and recently achieved their goal of home ownership.

The Division of Workforce Development strives to assist people who are looking for good jobs, and employers who are looking for good people. The second story focuses on a job seeker who had previous experience with the employment and training system but had been out of the workforce and was intimidated by the job search process. He came to the Job Market seeking help in finding a job and eventually ended up on the other side of the desk helping others.

### Farm Worker Family's American Dream Comes True By Rosa Rodriguez, Regional Manager, Telamon Corporation

Galo and Maria Morales are a farm worker family that came to Maryland in 2002 to work in the tomato fields for Pacific Tomatoes. After the agriculture season ended, they decided to settle down in Salisbury, Maryland and came to the Telamon Corporation requesting assistance. They were interviewed and enrolled into the Section 167 adult program under the Workforce Investment Act. This program is geared to helping farm workers and their families obtain stable year round employment through job training and employment services. They received job counseling, job search assistance, housing counseling and housing assistance. With the help of Telamon, they rented their first home on Smith Street in Salisbury. Due to their lack of transportation, they needed employment that was close to home and Perdue Farms fit the bill. Telamon helped them to become employed at Perdue where they have both worked for the past five years. They have been successful and bettered their lives through hard work and perseverance and recently bought their first house in Salisbury.





Maria Morales

**Galo Morales** 

Maria and Galo were interviewed for this article and the conversation has been translated below:

1. How do you feel, now that you have acquired the American dream of becoming a home owner?

Galo: "I feel happy, satisfied, secure, and in debt."

- 2. What do you think are some of the benefits of becoming a homeowner? Galo: "Paying for something that will be mine, not just paying for rent to somebody else."
- 3. As a homeowner, what do you feel are your responsibilities now? Galo: "The mortgage payment, having to fix everything that gets broken. I have to cut the grass, to do regular maintenance, and repairs. Although, Maria likes it better because she gets to plant flowers. She wants to have a nice and beautiful garden. "
- 4. How do you feel about the area you moved into?

Maria: "It is a very nice area, quiet and it is kept clean".

5. Is there any disadvantage about being a homeowner?

**Maria**: "The struggle we face every month to pay the mortgage, because the amount is higher than what we used to pay for the previous apartment."

### Lower Shore Workforce Investment Board

Nola Arnold **Benjamin Ballard Derek Bland** Peggy Bradford Ted Doukas Lawrence Elsev Harry Gemmell Walter Kissel Patricia Mannion Robert McIntvre Karen Megronigle Freddy Mitchell **Diana Nolte Bonita Porter** Dana Seiler Linda Southerland **Renee Stephens** Jay Tawes Daniel Thompson E.C. Townsend 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.

### American Dream, From Page 2

6. Is there anything significant about buying this house?

**Maria**: "We bought this house with our children in mind. We want to have something for them when they come to the U.S., a place that they can call home."

7. What is your next goal?

**Maria**: "Our next goal is to buy a car. Galo is studying the driving book, so he can take the test and get his driver license and then we'll buy a car."

8. Tell me about the process of buying this house. Was it hard, long, complicated; did you get all the help needed?

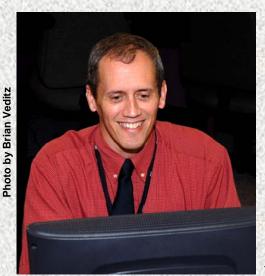
**Galo:** "I think that it was long. We looked at many houses looking for the perfect one. We were approved for a certain amount and most of the houses we wanted were over the limit. It took us a while to decide for a house that was close to work and was big enough for when our children come to America."

### 9. Was it worth the wait?

**Galo**: "Yes, it was. We finally met our goal and we don't have any regrets. We really appreciated the help from Telamon because they helped us a lot when we came to Maryland and during the process when buying our house."

### Hey, This System Actually Got Me a Job!

By Phil Webster, Job Service Specialist, Cambridge, MD



Phil Webster still searches his computer for jobs, but now it's to assist his job seeking customers

"Okay, I'll go to the Job Market and apply for a job. The newspaper ads and the websites never contact me. I remember there was a guy that helped me get a job at the University of MD Eastern Shore (UMES) a few years ago. I'll go to that Job Market and try again." I had just spent three years home-schooling my children and the thought of re-entering the workforce was intimidating.

Ed Banning, the job counselor who'd helped me, had gone the extra mile and done a job search considering my Spanish speaking background. He told me about a part-time job as an adjunct Spanish professor at UMES. I applied for the position, as well as an adjunct position at Wor-Wic Community College. My five years teaching at Salisbury Christian School helped me get the two professor jobs. My experience as adjunct professor in Spanish helped me get a full-time job at Mountaire Farms as a Spanish Translator/Training Instructor. I worked there on the night shift for 3 years. Being married and having four children, the night work caused me to miss the kids' sports and school activities. I started searching for a day job by looking in the newspapers and checking websites.

My search took me back to the One-Stop Job Market in Salisbury. I updated my resume and did a job search on the Maryland Workforce Exchange. I found some jobs through the search and was assisted by Paul Anderson, who sent me a referral for a job with the Maryland Department of Labor, Licensing and Regulation (DLLR). It took a while, a little over a month, but I received an unexpected phone call as a result of the referral. The call was from Peggy Randall, the Upper Shore Labor Exchange Administrator with DLLR. She asked me to fill out a state application and come in for an interview.

The interview went well. I was relaxed and it helped when I showed the interviewers that I could relate to the struggles of job seekers. I complimented Ed Banning's effort to help me find a job. Sincere compliments can

### System, From Page 3

go a long way. My positive approach was hopefully refreshing to the people giving the interview. I try to incorporate clean humor (some would debate the humor part) in my dealings with people. I told the interviewing group that I would try to use humor in the workplace to help people feel at ease.

Something worked because I was offered the job. If you read this article as a job seeker, be encouraged. This system can really help you find a job - it worked for me!

### "Family Fun Day" In Ocean City Benefits Senior's Programs

### Contributed by the MAC, Inc. Staff

The Senior Employment Program at the One-Stop Job Market is one of several MAC, Inc. programs that will benefit from a unique fundraising event at the Jolly Roger Amusement Park in Ocean City, MD on July 28, 2007.

MAC, Inc. is a private, not-for-profit organization dedicated to serving the needs of citizens aged 55 and up on the Eastern Shore of Maryland. In addition to the Senior Employment Program, the agency operates health and wellness programs that enable seniors to remain active members of the community and work-force. These include various aquatic exercise and pain management programs. To supplement funding for these programs, MAC, Inc. invites you to join the festivities at the Jolly Roger "Family Fun Day".

There is ample free parking and the fun includes unlimited rides on many Jolly Roger attractions. Tickets for the event, which begins at 10:00 a.m. and ends at 7:00 p.m., must be purchased in advance and are \$30 each (\$25 if purchased in quantities of 10 or more). Contact Faye Timmons at (410) 742-0505, Ext. 113 to receive complete details and learn how you can arrange to soak up the sun and join in the fun.

### Wicomico DSS Provides Conference Room Chairs

The Job Market recently encountered a serious equipment problem when the 38 chairs in the Pennington Conference Room began to literally fall apart. The room, an integral part of the One-Stop, is regularly used for meetings, workshops, and customer orientations and the chairs were simply worn out. The partner agencies all contributed equipment and other resources when the Job Market opened in 2002 and those chairs were provided by the Department of Labor, Licensing and Regulation at that time. Unfortunately, there was no money for chair replacement in this year's budget.

A solution began to emerge when the issue was discussed at the April 2007 One-Stop Leadership Meeting. Matt Maize, Assistant Director for Administration with the Wicomico Co. Department of Social Services (DSS), represented his agency and said he would discuss the problem with Paula Erdie, the Wicomico County DSS Director. Paula provided the solution when she approved the disbursement of DSS funds to purchase the Pennington Room chairs.

Successful employment and training centers have partners who willingly share resources for the common good and the One-Stop Job Market has many of them. The Job Market thanks the Wicomico County Department of Social Services for their partnership and generosity.



Paula Erdie

### Salisbury Chamber of Commerce and Job Market Plan Job Fair

### By Greg Eberts, DLLR Lower Shore Labor Exchange Administrator

The One-Stop Job Market and the Salisbury Area Chamber of Commerce are co-sponsoring a job fair at the Centre at Salisbury on October 11, 2007 from 3:30 p.m. until 7:00 p.m. Approximately 60 employers and 2,000 job seekers participated in last year's Centre Job Fair and even more are expected this year.

Promotion of the job fair will officially kickoff in August. However, the Salisbury Area Chamber of Commerce is accepting employer registrations now, and flyers are included in this publication. Promotional information for the event is posted on the customer information boards in the lobby of the Job Market and is available from the Salisbury Area Chamber of Commerce and the partner agencies. Additional forms and other job fair related materials, including job seeker tips, may be downloaded from the Job Market website. The site will include a list of participating employers which will be updated as new registrations are received. WMDT TV has signed on to promote the job fair at no cost. A web mail form for employers and job seekers to request information and make inquiries is also available on the site.

Volunteers are needed to help promote and work at the job fair. Individuals may volunteer by sending an email to <u>salisbury@dllr.state.md.us</u>. Please join in and help duplicate the success of last year's job fair.



Job Market staff members Luis Aleman, Laura Patey, and Stacy Michelson (left to right) operated one of the information desks at the 2006 ChamberFest Job Fair at the Centre at Salisbury. Volunteers from the Job Market are needed to work at the October, 2007 event.

Photo by Brian Veditz

### Joan Harris Accepts New Position By Susan Hill, Tri-County Workforce Development Initiative Supervisor

Tri-County Workforce Development Initiative would like to announce that Joan Harris has accepted employment with the Stockley Center in Georgetown, Delaware. Joan will be the Development Disabilities Program Administrator. The Stockley Center's mission is to improve the quality of life for Delaware's citizens by promoting health and well being, fostering self-sufficiency, and protecting vulnerable populations. Joan has served as the Life Skills Coordinator for Tri-County Workforce Development Initiative since the program's inception in October 2003. Joan created the 3-Week Life Skills training that is utilized today. Life Skills covers many topics such as self esteem/interpersonal skills, decision making/goal setting, interview techniques and workplace behavior to prepare customers who are entering/re-entering the workforce.



Joan Harris (Photo by Brian Veditz)

The program serves customers from the Somerset, Wicomico and Worcester

County Department of Social Services offices. Joan's positive, upbeat, devoted and caring persona has encouraged many customers to face their challenges to ensure success for themselves and their families. Joan has assisted customers in many ways outside of the classroom and is always willing to go the extra mile. She will be greatly missed by staff and customers alike. Tens of thousands of people visit the mall each day, can you afford to miss an opportunity to reach so many?

# 

Thursday, October 11, 2007 3:30-7 p.m. at The Centre at Salisbury 2300 N. Salisbury Blvd.

- Sign up now to participate in a job fair at the Centre at Salisbury mall
- Booths will be set-up throughout the main corridors
- Open to any business seeking employees in the Lower Shore area
- 10 ft. space with an 8 ft. table and two chairs (tablecloth and skirting provided)
- Hospitality room
- Extensive advertising to local job seekers
- Show sold out last year, space is limited, register now!

For more information call: Phone: 410-749-0144 Fax: 410-860-9925 chamber@salisburyarea.com www.onestopjobmarket.com

Sign-up before

September 10th and

save!!

### **Sponsored by:**





Page 6

### JOB FAIR 2007 Sponsored by the One-Stop Job Market & Salisbury Area Chamber of Commerce

Company Name:	
Contact Person:	Phone:Phone:
Address:	Fax:
	Email:Email:
Types of Occupations you are	hiring for:
How many job openings are yo	ou looking to fill?
Are you bringing a visual disp floor display [] and what is th <b>Centre at Salisbury's rules</b> , a <b>Also, if you plan to bring a la</b>	rom your organization (estimate) lay?If yes, is it a table display [ ] or ne height?Please note that due to the displays higher than 6 ft. are NOT allowed. arge display you will need to come before 10 and it will not be allowed to be broken down 9 p.m.
Signed: Number of spaces requested [] Full payment received by S [] Full payment received by O	ts:Date:Date: eptember 10, 2007\$75 per booth space ctober 5, 2007\$100 per booth space tricity, other special support is at exhibitor's very limited)
Total payment enclosed: [ ] Please invoice my company If paying by credit card, please	
Card Number:	Exp.Date:Visa MC Amer. Exp.
Thursday, October 11, 2007; 3:30 Set up times:	<u>-7 p.m.</u> Before 10 a.m. if bringing a large display Before 3 p.m. if bringing small display
Knockdown times:	After 7 p.m. only if breaking down a small display After 9 p.m. if breaking down a large display
Staffeldt at the Chamber a	you have a small or large display please contact Lesley at 410-749-0144 or chamber@salisburyarea.com
Address: P.O. Box 510, Salisbury, I	MD 21803-0510/Phone: 410-749-0144/Fax: 410-860-9925

Accepted by SACC Events Director:\_\_\_\_\_Date:\_\_\_\_\_Date:\_\_\_\_\_

# Job Fair







Date: 10/11/07

## *Time: 3:30-7 p.m.*

Ever wondered if you were better suited for another job? Not sure what opportunities exist? Mark you calendar now and

- be sure to attend.
- Great opportunity to meet employers who represent a wide range of industries
- Employers from all around Delmarva
- Resume doctor on hand to
   assist you
- Various levels of positions
  Dress for success
- Bring multiple copies of your resume

# Centre at Salisbury Mall

2300 N. Salisbury Blvd. (Rt. 13N)

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

For more information call: Phone: 410-749-0144 Fax: 410-860-9925 chamber@salisburyarea.com www.onestopjobmarket.com

### Patricia Grate Is Retiring

### By Becky Cathell, DLLR Administrative Assistant

Patricia Grate, Department of Labor, Licensing and Regulation, will be retiring from 27 plus years of State service. Pat is a familiar face to all of you here at the One-Stop as a career assessments counselor in the Career Resource Lab.

Pat started with the Job Service division in January 1980 at the old Salisbury office located on Cypress Street. She counseled customers interested in entering training. When the CETA Center opened in Snow Hill in March of that year, Pat went to work there to test, assess, and counsel applicants interested in attending training. When the CETA Center closed in October 1983, Pat went to work at the Ocean City Job Service of-

fice located at 8<sup>th</sup> and Philadelphia Avenue. She worked as an interviewer who assisted customers in finding work. She remained there until the merger of the Snow Hill and Ocean City offices in September 1997 to downtown Berlin. There she worked as a job interviewer as well as giving job readiness workshops. In December 2001, after the Unemployment Insurance Division moved out, the Berlin office downsized and moved to a smaller office on Rt. 50 in Ocean City. When the Ocean City and Princess Anne offices went to a part-time schedule in 2004, Pat worked in the Ocean City office two days per week and she started working at the One-Stop three days per week. Her main function was to administer career assessments tests. She began working at the One-Stop full-time when the Princess Anne and Ocean City offices closed in February 2005.

Pat continued to administer career assessments manually. When the One-Stop took over operations of the Wor-Wic Community College computer lab, Pat was assigned to the newly created Career Resource Lab. Soon after that, career assessment testing was automated. Testing was then administered on a regular basis. Pat administered these tests as well as met with customers to discuss the results before referring them to training courses.

For those who have known Pat since she became part of the DLLR family, we will miss her friendship and dedication. I know her

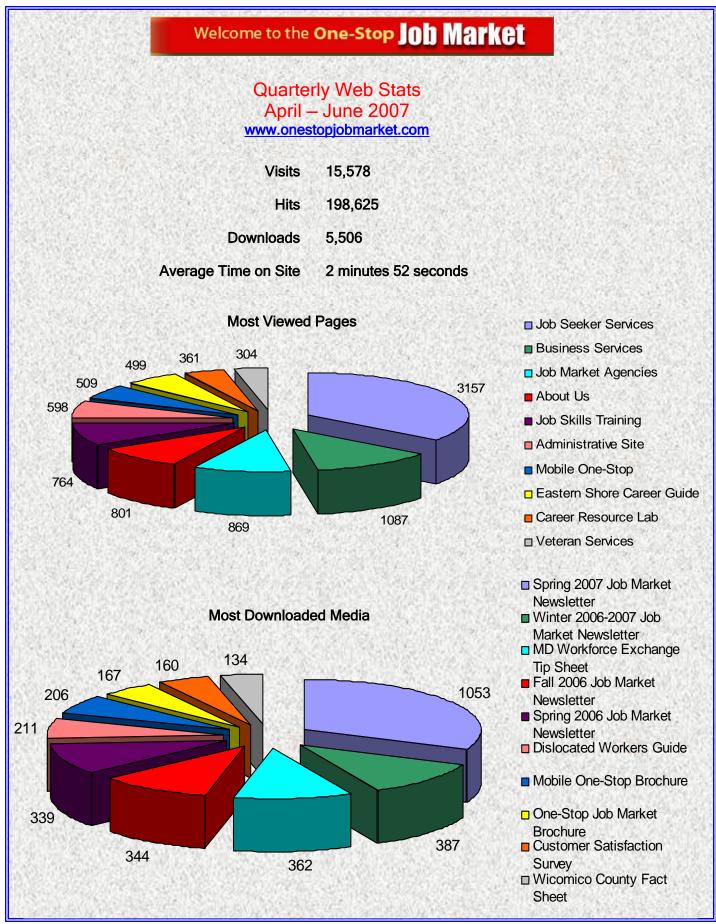
new friends here at the One-Stop will miss her as well. In anticipation of her retirement, Pat and her husband have just returned from vacation at where else??....Disney World and Myrtle Beach. As Pat looks forward to the future, she will retire to her home in Ocean Pines with husband Frank (whom she is still making work). She is looking forward to spending time with her gardening and art as well as trying out new recipes from her favorite cook, Paula Deen. Most of all, Pat is looking forward to spending more time with her family, including her husband, her two sons and three grandchildren.

Good luck Pat and best wishes for a great retirement!



Photo by Brian Veditz

Pat Grate





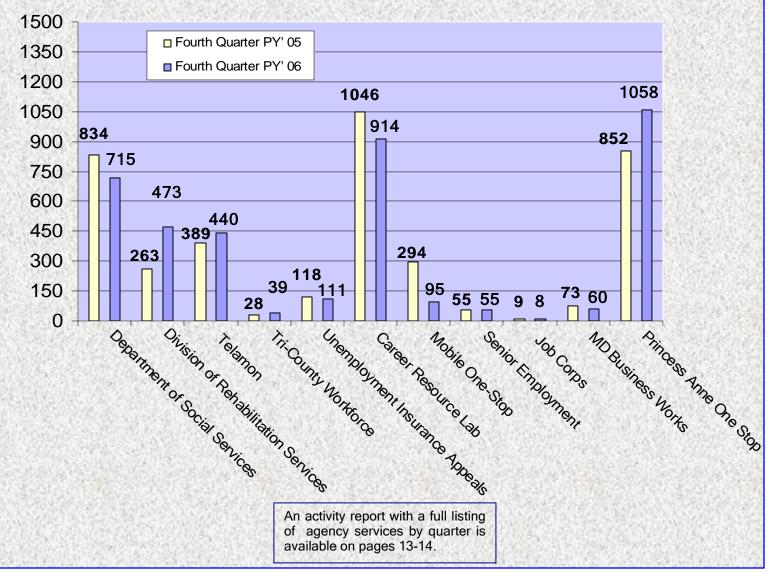
### **Quarterly Charts**

Program Years 2005 and 2006 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 the following chart provides additional detail.

550 050		 3,331	<b> </b>
550 050 550	2,887		
050 550 50	Fourth Qtr. PY'05	 Fourth Qtr. PY'06	

Department of Labor, Licensing and Regulation





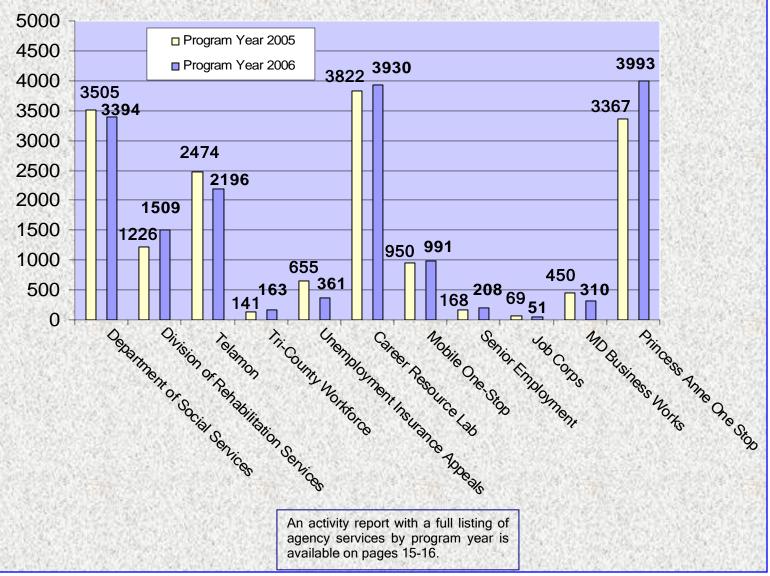
### **Program Year Charts**

Program Years 2005 and 2006 Year Over Year

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 the following chart provides additional detail.

1500 3500 2500		}		
500	12,858		13,619	
500				
500				
500	Program		Program	
500	Year		Year	
500	2005		2006	
500				

Department of Labor, Licensing and Regulation



# **One-Stop Job Market Customers Served** Program Years 2005 and 2006 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2006 – June 30, 2006	April 1, 2007 – June 30, 2007
MD Workforce Exchange		
Early Intervention	160	179
Job Openings Received	2,372	2,697
Workforce Exchange Walk-ins	2,727	3,132
Department of Social Services		
Job Search Class	88	65
Purchase of Care	64	*
Orientation	119	106
Transit Tickets Issued	550	1181
Transit Photos Issued	17	23
Transit Photos Extended	13	8
Curb to Curb	3	12
Customer Walk-ins	834	715
Transit Expiration	*	0
Transit Cancellation	0	0
Taxi	0	0
Div. of Rehabilitation Services		
Customers Served	263	473
Telamon Corporation		
Employment/Training	107	91
Emergency Assistance	10	17
Housing Counseling	11	12
Translation	10	18
Food Pantry	209	229
Other Services	42	73
Tri-County Workforce		
Development		
Referred to Life Skills	70	64
Enrolled Into Life Skills	28	39
Completed Life Skills	18	24
Assessment	17	24
Work Experience/Community Services	13	21
Job Developer	3	2
Other Referral Services	1	1
Unemployment Insurance Appeals		
Appeals Hearings	118	111

\* Denotes activity not tracked this period

# **One-Stop Job Market Customers Served** Program Years 2005 and 2006 Fourth Quarter Over Quarter Table

Agency	April 1, 2006 – June 30, 2006	April 1, 2007 – June 30, 2007
Career Resource Lab Activity		
Total Number of Clients	1,046	914
WIA Training Information	241	291
CASAS	131	152
CS Interest	102	81
CS Aptitude	102	81
Career Clips	98	81
O*Net Interest/Values	1	3
Resume Assistance	159	133
Employon	0	0
TCWDI	228	162
Career Counseling	106	80
Job Search	100	40
Career Guide	1	15
Other	43	52
Total Services	1,312	1171
	1,312	11/1
One-Stop Mobile Unit		
Total Number of Clients	294	95
MD Workforce Exchange	238	41
MD Workforce Exchange Resume	182	25
O*Net Interest Profiler	83	28
Career Clips	41	28
Online Applications	10	4
WinWay	3	3
Referrals to One-Stop Training	*	2
Other	47	14
Senior Employment & Training		
Total Participants Served	55	55
Job Search Inquiries	165	143
Providing Service to General Community	32	36
Providing Service to the Elderly Community	23	55
Unsubsidized Placements	3	4
New Participants During Quarter	2	3
Exits During Quarter	5	2
Job Corps		-
Youth Interviewed	9	8
	4	8
Applications Completed	5	4
Pending Approval		
Enrolled in A Job Corps Center	4	4
MD Business Works		
Projects Initiated this Quarter	24	20
Funds Awarded	\$9,709.62	\$10,212.36
Participants Trained	73	60
Industries Served	Manufacturing, Healthcare, Small Business	Manufacturing, Healthcare, Sma Business
Princess Anne One Stop Walk-ins	852	1058

\* Denotes activity not tracked this period

# **One-Stop Job Market Activity Report** Program Years 2005 and 2006 Year Over Year Table

AGENCY	July 1, 2005 – June 30, 2006	July 1, 2006 – June 30, 2007
<u>MD Workforce Exchange</u>		
Early Intervention	612	655
Job Openings Received	7,466	9,144
Workforce Exchange Walk-ins	12,246	12,964
Department of Social Services		
Job Search Class	342	256
Purchase of Care	327	97
Orientation	613	447
Transit Tickets Issued	2,838	3,606
Transit Photos Issued	115	80
Transit Photos Extended	130	68
Curb to Curb	30	35
Customer Walk-ins	3,505	3,394
Transit Expiration	4	0
Transit Cancellation	1	0
Taxi	2	0
Div. of Rehabilitation Services		
Customers Served	1,226	1,509
Telamon Corporation		
Employment/Training	591	592
Emergency Assistance	152	108
Housing Counseling	181	135
Translation	51	64
Food Pantry	1,252	1,022
Other Services	247	275
<u>Tri-County Workforce</u> Development		
Referred to Life Skills	342	344
Enrolled Into Life Skills	141	163
Completed Life Skills	84	106
Assessment	83	107
Work Experience/Community Services	50	81
Job Developer	24	17
Other Referral Services	10	8
Unemployment Insurance Appeals		
Appeals Hearings	655	361
11		001

\* Denotes activity not tracked this period

# **One-Stop Job Market Activity Report** Program Years 2005 and 2006 Year Over Year Table

Agency	July 1, 2005 – June 30, 2006	July 1, 2006 – June 30, 2007
Career Resource Lab Activity		
Total Number of Clients	3,822	3,930
WIA Training Information	547	1,263
CASAS	537	539
CS Interest	517	386
CS Aptitude	519	385
Career Clips	507	383
O*Net Interest/Values	18	3
Resume Assistance	558	676
Employon	10	0
ГСWDI	683	681
Career Counseling	291	336
Job Search	200	212
Career Guide	16	52
Other	62	127
Total Services	4,465	5,043
One-Stop Mobile Unit	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	2,012
Total Number of Clients	950	991
MD Workforce Exchange	672	496
MD Workforce Exchange Resume	546	309
O*Net Interest Profiler	210	249
Career Clips	184	109
Online Applications	51	89
WinWay	40	20
GED Pathways	2	0
Referrals to One-Stop Training	*	38
Other	83	25
<u>Senior Employment &amp; Training</u>		
Total Participants Served	168	208
Job Search Inquiries	458	499
Providing Service to General Community	92	126
Providing Service to the Elderly Community	69	95
Unsubsidized Placements	13	4
New Participants During Year	14	18
Exits During Year	14	7
Job Corps		
Youth Interviewed	69	51
Applications Completed	41	38
Pending Approval	14	15
Enrolled in A Job Corps Center	27	21
_	<i>21</i>	21
MD Business Works		
Projects Initiated this Year	56	91
Funds Awarded	\$30,994.43	\$49,037.82
Participants Trained	450	310
Industries Served	Healthcare, Manufacturing, Small Business	Architecture, Engineering, Healthcare, Insurance, Manufacturing, Small Business, Technology