



The #1 Stop For Your Employment Needs!

NEWSLETTER

Summer 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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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

H.I.R.E. Maryland—A Hiring Incentive For MD Employers

By Greg Eberts, Lower Shore Labor Exchange Administrator
 Department of Labor, Licensing & Regulation,
 Division of Workforce Development and Adult Learning

With the Hiring Incentive Rebate for Employers, Maryland businesses may be able to save up to \$5,000 per employee by hiring certain employees into new positions.

“This tax credit program gives employers an extra incentive to hire people who were laid off during the recent economic downturn. It is designed to get unemployed Marylanders back on the payroll as quickly as possible,” said Elisabeth Sachs, Policy Director at the Maryland Department of Labor, Licensing & Regulation.

Eligible employees must be Maryland residents hired between March 25, 2010 and December 31, 2010 and meet the following criteria:

- Individuals at the time of hire must be receiving unemployment insurance benefits or have exhausted their benefits in the previous 12 months and not working full-time immediately preceding the date of hire;
- Employees must be hired into full-time, newly-created positions, or a full-time position that had been vacant for at least 6 months. The program allows employers to re-hire laid-off workers, as long as the position was vacant for at least 6 months;
- Full-time is defined as working more than 35 hours per week.

More information regarding how employers and unemployment insurance claimants (including those who have exhausted their unemployment insurance benefits) may qualify for this program is detailed in the flyers which follow this article, or visit www.dllr.maryland.gov.

See H.I.R.E. , Page 2



Finding Qualified Employees: The Maryland Workforce Exchange

Functions have been added to the Maryland Workforce Exchange (MWE) job order form and candidate search function to facilitate listing a H.I.R.E. job order and recruiting qualified candidates. After placing the order on the exchange, employers are immediately able to view a candidate list in the MWE of job seekers who qualify for the program. Likewise, when job seekers view job orders, they can see which employers are interested in recruiting qualifying applicants. For those job orders, the following statement will appear: "Employer seeking UI claimant".



UI claimants will have a Citibank debit card with the Maryland blue crab that is issued by DLLR's Division of Unemployment Insurance or an IRS form 1099 issued by the UI Division. After an online application is received from an employer, DLLR will verify this and other information. Complete your online application at: <http://www.dllr.maryland.gov/>.

According to a statewide report provided by Susan Kaliush, Public Relations and Marketing Coordinator for the Department of Labor, Licensing & Regulation's Office of Field Operations, from April 13, 2010 to June 25, 2010, 117 unique employers listed 277 job orders and 1,082 job openings requesting applicants who qualify under the program. During the same period, 8,992 referrals were made to these openings. In the Lower Shore, 61 job orders have been posted requesting job seekers who qualify for the tax credit program. In response to these job orders, hundreds of job seekers have applied for the job openings. Local employers recruiting for H.I.R.E. eligible job candidates can be located online at www.mwejobs.com.

Key Points

Several key points should serve as your guide in working with the H.I.R.E. program, according to Elisabeth Sachs, Policy Director of the Maryland Department of Labor, Licensing and Regulation, during a recent webinar:

- Seek eligible employees through MWE and the Business Service Representatives at your local one-stop.
- Ask prospective hires to show you their UI debit card with the blue crab.
- File online AFTER you have hired the employee.
- For online filing, enter data carefully and review your answers before pressing submit.
- Please call or email the Department of Labor, Licensing & Regulation with any questions as you go through this process - from the hiring stage to the filing stage - at (410) 767-2996 or taxcredit@dllr.state.md.us.

Both employers and job seekers can find out more about the program by visiting their local one-stop. To find the one-stop in your area, visit <http://www.dllr.state.md.us/county/>, or by email at taxcredit@dllr.state.md.us. In the Lower Shore, please contact the one-stop at 410-341-8533 and tell us you would like to know more about how the H.I.R.E. Maryland tax credit program can serve your needs.

Lower Shore Workforce Investment Board

Ruth Baker
Derek Bland
Peggy Bradford
Margaret Dennis
Ted Doukas
Greg Eberts
Paula Erdie
Joey Gardner
Robert McIntyre
Freddy Mitchell
Diana Nolte
John Ostrander
Bonita Porter
Jennifer Shahan
Renee Stephens
Jay Tawes
Daniel Thompson
E.C. Townsend
Maria Waller
Donna Weaver
Zoraida M. Williams
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.



H.I.R.E.
MARYLAND

**HIRING INCENTIVE
REBATE FOR EMPLOYERS**

a Job Creation Tax Credit Program

How Can the Tax Credit Help My Business?

With the **Hiring Incentive Rebate for Employers**, Maryland businesses may be able to save up to \$5000 by hiring certain employees into new positions.

Which Employees Qualify?

All employees must be Maryland residents hired between March 25, 2010 and December 31, 2010 and meet the following criteria:

- Individuals at the time of hire must be receiving unemployment insurance benefits or have exhausted their benefits in the previous 12 months and not working full time immediately preceding the date of hire.
- Employees must be hired into full-time, newly-created positions, or a full-time position that had been vacant for at least 6 months.

How do I Apply?

Employers must receive certification from the Department of Labor, Licensing, and Regulation (DLLR). Online filing is available at www.dllr.maryland.gov. All applications will be processed on a first-come, first-served basis.



MARTIN O'MALLEY
GOVERNOR

ANTHONY G. BROWN
LT. GOVERNOR

To be eligible, employers must certify that:

- They are conducting or operating a trade or business in Maryland.
- They file a Maryland tax return or are tax-exempt under 501(c) of the Internal Revenue Code.
- The employees for which they are seeking credit meet the qualifying criteria.
- The position for which they are seeking credit is full time, of indefinite duration and will remain filled for at least 12 months.
- The position for which they are seeking credit is a newly created position or was vacant for a period of at least 6 months at the time it was filled.
- The position for which they are seeking credit was not created through a change in ownership of a trade or business.
- The position for which they are seeking credit was not created as a result of an employment function being contractually shifted from one business entity to another.
- The position for which they are seeking credit did not displace an existing employee.
- If the position for which they are seeking credit was created through a consolidation, merger, or restructuring, the position is a net new job for the organization in the State of Maryland.

Call 410-767-2996 to speak with a DLLR representative or email taxcredit@dllr.state.md.us.

Sample Application: www.dllr.maryland.gov/taxcredit

Business Info: www.choosemaryland.org

Maryland Government: www.maryland.gov

Comptroller's Office: <http://business.marylandtaxes.com/taxinfo/taxcredit/jobcreation/default.asp>

MARYLAND OF OPPORTUNITY.

Department of Business &
Economic Development





Martin O'Malley,
Governor



Anthony G. Brown,
Lt. Governor

Resources for Job Seekers

Maryland's Hiring Incentive Rebate for Employers (H.I.R.E.) can be used as an *incentive to encourage employers to hire* unemployed individuals.

What is the tax credit?

- The Job Creation and Recovery Tax Credit (JCRTC) is a tax credit available to Maryland businesses that hire qualified workers for newly-created or certain vacant positions in the State.
- Employers will receive a maximum credit of \$5,000, for each qualified employee, up to \$250,000.

How does an employer qualify?

To qualify for the credit:

- Employees must be Maryland residents as well as hired between March 25, 2010, and December 31, 2010.
- At the time of hire, individuals must be receiving unemployment insurance benefits or have exhausted their benefits in the previous 12 months and not working full-time immediately preceding the date of hire.
- Positions must be full-time as well as newly-created or have been vacant for at least 6 months.

Where can I get more information?

For more information, visit the DLLR website at www.dllr.state.md.us or one of the 34 One Stop Career Centers. (An updated listing is on the back of this flyer.)



A STATE OF MARYLAND JOB
GROWTH INITIATIVE

MARYLAND OF OPPORTUNITY.

Department of Business &
Economic Development

Calendar of Upcoming Job Market Events

The One-Stop Job Market partners will host or participate in the following upcoming special events



Mark your Calendar
5th Annual Job Fair Scheduled!!



The 5th annual Centre at Salisbury Job Fair, sponsored by the One-Stop Job Market and the Salisbury Area Chamber of Commerce has been scheduled for October 14, 2010. The 2009 event was attended by thousands of job applicants who discussed employment opportunities with over 40 employers.

Planning for this years job fair is underway and details will be made available at onestopjobmarket.org when they are finalized. In the meantime, employers interested in pre-registering or those with questions about the 2010 job fair may contact the Salisbury Area Chamber of Commerce at (410) 749-0144 or via email at chamber@salisburyarea.com or the One-Stop Job Market at (410) 341-8533 or email at salisbury@dllr.state.md.us.

Job Market Staff Attend Complaint Taking Training

By Brian Veditz, Job Service Specialist
Department of Labor, Licensing & Regulation
Division of Workforce Development and Adult Learning



Yolanda Milam, Maryland's Monitor Advocate with the Department of Labor, Licensing & Regulation's (DLLR) Baltimore office, visited the One-Stop Job Market to conduct One-Stop Complaint Training for staff members and supervisors from Salisbury's Workforce Development & Adult Learning office, Lower Shore Workforce Alliance, and Telamon Corporation on June 14, 2010.

In addition to Job Market staff, representatives from the Upper Shore Workforce Investment and DLLR offices attended. The refresher training focused on the procedures to be used when accepting, resolving and referring complaints alleging violations of employment related laws and regulations.

Job Interview Tips

By Susan Willey, Labor Exchange Specialist
Department of Labor, Licensing & Regulation
Division of Workforce Development and Adult Learning

After much hard work submitting applications, a potential employer has scheduled you for an interview. Here are some guidelines to help you make the most of the interview and help you get the job.

Before the Interview - Preparation, Preparation, Preparation

- Research the company with help from the Internet. If they have a website, write down key points:
 - What the company does
 - Who it's customers are
 - Company goals/values, etc.
 - Current projects/future goals.
 - If they don't have a website, call their Human Resources department, explain that you are doing research to prepare for an interview and ask for this information.
- Practice answering all of the common interview questions. Look at the job posting when you do this and make sure all of your answers relate to the job and the specific skills they are seeking:
 - Pay special attention to "negative" questions (your 3 worst qualities, example of a time you made a mistake and how you fixed it, example of how you handled a co-worker/boss with whom you did not get along;
 - Itemize your skills, values, and interests as well as your strengths and weaknesses as they relate to the job/company;
 - Emphasize what you can do to help the company rather than just what you are interested in doing;
 - The number one answer they want to know is...Why should they hire you?
- Prepare your questions to ask the interviewer or panel of interviewers;
- Make sure you have the exact location and directions to the interview;
- Gather items you will need to bring with you to the interview:
 - Notepad and pen/pencil
 - Resume
 - References (names, addresses, and phone numbers);
 - Driver's license
 - Social Security card.

Interview Day - It's Showtime

- Relax and think positive thoughts!
- Dress for the interview and the job. Don't overdress or look too informal.
- Bring interview items (see above list).
- Go to the interview alone. Arrange for babysitters, transportation, etc. ahead of time.
- Be on time (or even early) to the interview! If you are going to be late, call them.
- Turn off your cell phone once you are at the interview site.
- During the interview:
 - Smile! Greet the interviewer in a friendly and business-like manner and with a firm handshake;
 - Be aware of your body language and walk confidently with good posture;
 - Speak clearly;
 - Project a positive attitude;
 - Look interviewer in the eyes when speaking;
 - Be cooperative and responsive to questions and speak positively of former employers/co-workers no matter why you left, even if you were fired;

See Job Interview Tips, Page 7

Job Interview Tips, From Page 6

- o Make sure all of your answers relate to the job and the skills they seeking;
- o Get the names and contact information (phone number, e-mail, address) of all of the people who interview you. You will need this for your thank you letters.
- Don't:
 - o Bite your nails;
 - o Play with your hair;
 - o Fidget with your hands;
 - o Slouch when sitting;
 - o Cross your arms in front of your body;
 - o Use poor grammar, or talk about personal problems.
- At the end of the interview:
 - o Find out when/how they will tell you their final decision (if they haven't already told you). You can also ask about following up - with whom and preferred contact method;
 - o Thank the interviewers by name for their time. Tell them how impressed you are with the company, the people you've met and say how exciting the job sounds and what a good fit you are for it.

After the Interview - Thank You Letters

- Thank you letters are very important! Send them as soon as possible (preferably within twenty-four hours) after your interview. This is your chance to say anything important that didn't come up in the interview or that you didn't answer as well as you would have liked and also to tell the employer again how much you want the job. Don't forget to proofread your letter for spelling, grammar and typos before sending it! If you're not sure about the correct names, spellings, or titles of your interviewers, call the office to double-check. You can send your thank you by e-mail, fax, or mail. For mailed letters, hand write them neatly on a card or type them.

Congratulate yourself for a successful interview!

Telamon's Project STRIDE

By Jennifer Shahan, State Director, Telamon Corporation

Project STRIDE (Supporting The Rising Individual During Empowerment) is a new demonstration project designed to work towards helping additional customers qualify for Workforce Investment Act (WIA) Adult Training services. There are some customers who, though they are otherwise eligible for WIA Adult Training Services, do not score high enough on the prerequisite standardized CASAS assessments. There are many reasons for this including test anxiety, not fully understanding the importance of the assessment and not being able to complete the test in the time allotted. However, the most common reason is the need for remedial education in reading and/or math.

Project STRIDE provides a short term, intensive remedial education program for these customers. Case management, supportive services, and soft skills training are included in the program design as well. The program lasts between 12 and 16 weeks, depending on the customer's needs. If you would like to refer someone to the program, or would like more information, please contact Kristen Drummond, Case Manager, at (410) 546-4604, Ext. 232 or via email at kdrummond@telamon.org.

Putting Ability To Work - ESBLN Site Is a Great Recruiting Tool for Employers

By Jackie Gast, Director, Eastern Shore Business Leadership Network

As an employer, you have probably had experience with some of the following individuals: the high maintenance employee that is always in crisis or is always asking for time off; the person who is always pushing the clock to get to work; the person who is on time and there every day but clearly not into their job and miserable to be around; or maybe the person with hard-working parents but you find this offspring fell a little too far from the tree; like out the door, down the hill and into the nearest latte café enjoying conversation with their beach buddies.



Jackie Gast

Time and time again, I have heard employers say, "Give me a person who wants to work, has a good attitude, will get to work on time, will have good attendance and I will train them to do the work." Over the past few months, I've seen an upturn in the number of people getting jobs. Employers looking for people who actually want to work should consider recruiting from the list of agencies on the Eastern Shore Business Leadership Network (ESBLN) web site. They provide supported employment services for people with disabilities and there is no cost to employers for these services.

According to a recent survey, there were 154 people with disabilities registered and actively looking for work with the agencies responding to the survey. Those agencies are located from Talbot/Caroline Counties down to Worcester/Somerset Counties. Their clients have a wide range of interests and skills: agriculture, hospitality, laundry/dry cleaning, construction trades, managerial/office, mechanics, nursing, inside sales, childcare, retail/stocking and sales, and manufacturing/assembly. As you can see, those interests correspond to the needs of many local industries and companies.

Many times the accommodation for a person with a disability is simply allowing a little more time for training and then they are good to go. I will bet the time spent up front training a person with a disability who wants to work and be independent is miniscule compared to the constant supervision required by a high maintenance employee you may be employing now and have had for years. Every agency that responded to the survey has job coaches assigned to help their clients be successful in the workplace. In other words, you do not have to be the one to take care of a problem that may arise with the employee. Simply call the agency, inform them of the problem and they will take care of it. I work with agencies that have pulled job candidates from sites so as not to jeopardize their relationship with the employer. Fortunately, these situations are often remedied and can result in the employer retaining a more highly motivated employee.

Trade-offs are everywhere but it seems that when you invest more time in any activity, whether it is maintaining your lawn, spending quality time with your spouse, or helping someone become independent, your efforts are rewarded. For more information on disability employment, visit www.esbln.org.

"Disability is a matter of perception.

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

People In The Workplace

Telamon Welcomes New Staff Members

Kristen Drummond represents the newest employee of Telamon Corporation, starting work at the Job Market in April, 2010. She currently maintains the Case Manager Position within the new Demonstration Project, Project STRIDE (Supporting The Rising Individual During Empowerment). Project STRIDE is a program that is designed to meet the educational and employment needs of individuals who range from the ages of 18 through 24.

Kristen is a native of the Lower Eastern Shore of Maryland. She is a graduate of Washington High School in Princess Anne, MD in addition to being a two-time graduate from the University of Maryland Eastern Shore, also located in Princess Anne, MD. She has received her Bachelors Degree in Sociology and her Masters Degree in Rehabilitation Counseling. Beginning August 2010, Kristen will continue her education at The University of Iowa, pursuing her Ph.D. in Rehabilitation Education. You may contact Kristen by email at kdrummond@telamon.org or by telephone at (410) 546-4604, Ext. 232.



Photo by Brian Veditz

Kristen Drummond



Mark Thompson

Minister Mark Thompson joined Telamon Corporation as a part-time GED/ABE instructor in April, 2010 and plans to work with Project STRIDE helping older at-risk youth to successfully transition into Adult Training.

Mark was born in Erie, PA and received his BS degree in Industrial Management from Gannon University in Erie. Following graduation, he was employed by Federal Express Corporation as a courier, then promoted and moved through the ranks quickly as a manager in Pittsburgh, PA, Washington DC and Salisbury, MD where he was responsible for the entire Eastern Shore. When he moved to the Eastern Shore in 1996, he accepted the call to the ministry at First Baptist Church in Salisbury and completed his studies at the Christian World College of Theology. He resigned after 23 years with Fed Ex in August of 2004 to become the Executive Director of the West Salisbury Youth Club. There he established many successful youth programs for a variety of different needs in the community. In April 2008 he was reassigned to become Director of the Eastside Salvation Army where he continued to serve the youth of the community. In January 2010, he left the Salvation Army to finish his studies at Wilmington University where he is pursuing a Masters Degree in Elementary and Secondary Guidance Counseling. He is working with students at Delmar Middle/High School. In June 2005, he was appointed by the Governor of Maryland to serve on the Board of Education for Wicomico County. He was elected vice president of the board in 2006 and elected president on July 14, 2009.

Mark and his wife Felicia are the proud parents of David 17, and Joshua 13. He lives by the song 'If I can help somebody as I pass along, then my living shall not be in vain.' Mark can be reached at mthompson@telamon.org or via phone at (410) 546-4604, Ext.232.

People In The Workplace

Department of Social Services Employees Join Job Market Staff

Leon O. Doughty, who resides in Snow Hill, Maryland, began working as an Addiction Specialist with the Department of Social Services (DSS) at the One-Stop Job Market on May 19, 2010. Before accepting the position, he was employed at Wicomico County Detention Center as a Certified Addiction Counselor for their Residential Substance Abuse Treatment (RSAT) program through the Wicomico County Health Department. Leon received his Associates Degree at Wor-Wic Community College in 2005. He takes pleasure in helping others and is looking forward to assisting the Job Market customers. When not working, Leon enjoys baking and cooking for small dinner parties for his friends. He is an active member at The New Collins Temple AME Church in Snow Hill MD where he enjoys attending church functions and lending a helping hand in any way he can. He is single and enjoys spending time with his mother, two nieces, one nephew and two godchildren. You may contact Leon in his office by phone at (410) 713-3631 and by email at ldoughty@dhr.state.md.us



Photo by Brian Veditz

Leon O. Doughty

Patricia Ann Feathers recently began working at the One-Stop Job Market where she assists Department of Social Services (DSS) customers with Food Stamp and Medical Assistance Program applications. Originally from Tennessee, Pat has lived for the past five years with her cousin Betty in Pittsville, Maryland, where they moved after a brief and challenging period as chicken farmers. She graduated from East Tennessee State University with a major in art and education and for 29 years taught art to students on many levels, from kindergarten to college. Pat enjoys helping her customers and has found many similarities between the people of this region and rural Tennessee. Her job with Social Services keeps her busy but she enjoys reading and caring for animals when she isn't working. Pat may be reached at (410) 713-3518 and pfeather@dhr.state.md.us. A photo of Pat was not available when this article was published.

Local Veterans Employment Representative To Retire



Bernie Kemp

Bernie Kemp has announced his decision to retire from the Department of Labor, Licensing & Regulation's (DLLR) Division of Workforce Development & Adult Learning on August 1, 2010. For the past two years, Bernie has provided military veterans with employment and training services and coordinated the Lower Shore veteran's program as the Local Veterans Employment Representative (LVER) at the One-Stop Job Market.

Bernie graduated from Wicomico High School in 1966, then served as an Army officer in Vietnam. He attended the University of MD Eastern Shore and graduated with a Bachelor of Arts degree in 1976. After graduating, Bernie worked for many years as an Inventory Control Specialist at Dresser Industries in Salisbury. In April, 2002 Bernie began his career with DLLR when he was hired to help Worcester County residents enroll in Workforce Investment Act training programs. On July 1, 2003 Bernie's job was eliminated due to budget cuts and he was hired by the Lower Shore Workforce Alliance to provide reemployment services to dislocated workers. Bernie returned to DLLR as a Disabled Veterans Outreach Program Specialist in July, 2004 and worked in that position until his promotion to LVER in 2008. Known for his stimulating conversations, Bernie will be missed by his veteran customers and Job Market co-workers alike.

An avid fisherman, Bernie plans to spend many retirement hours on the water and will continue to help veterans by performing volunteer work with local veterans advocacy groups.

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 April through June 2010.

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
- DORS Exploratory Career Assessment
- DORS Video Relay Service Training
- 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 Family Café Workshop
- Telamon GED Classes (funded by a grant from LSWA)
- Telamon Green Job Capacity Training
- Telamon Supporting the Rising Individual During Empowerment Class
- 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:

- Disability Program Navigator Assistance
- DORS District Staff Meeting
- DORS Work Opportunity Meeting
- DSS Advisory Board Meeting
- Health Coverage Tax Credit Staff Meeting
- LSWA Board of Directors Meeting
- LSWA Staff Meetings
- LSWA Workforce Investment Act (WIA) Counselors Meetings
- LSWA WIA Assessments
- One-Stop Job Market Leadership Meetings
- Shore Transit Directors Meeting
- Shore Transit Route Planning Meeting
- Shore Transit Shore Mobility Action Resource Team Meeting
- Telamon Awards Program
- 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:

- AFLAC
- Mountaire Farms Inc.– Selbyville
- Trinity Sterile
- 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 21 One-Stop Job Market and 6 mobile surveys collected during the sample week of May 17 – 21, 2010.

Overall during this sample week, customers rated One-Stop Job Market services with an average of 3.8 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	3.6	3.8	3.7
Staff was friendly and helpful	3.8	4	3.9
Staff was knowledgeable about services available	3.7	4	3.85
I would recommend the services I received to others	3.8	4	3.9
I had an overall good experience	3.8	3.8	3.8
Average Rating	3.7	3.9	3.8

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	21	6
Resume Assistance	2	0
Career Information	2	0
Training	4	0

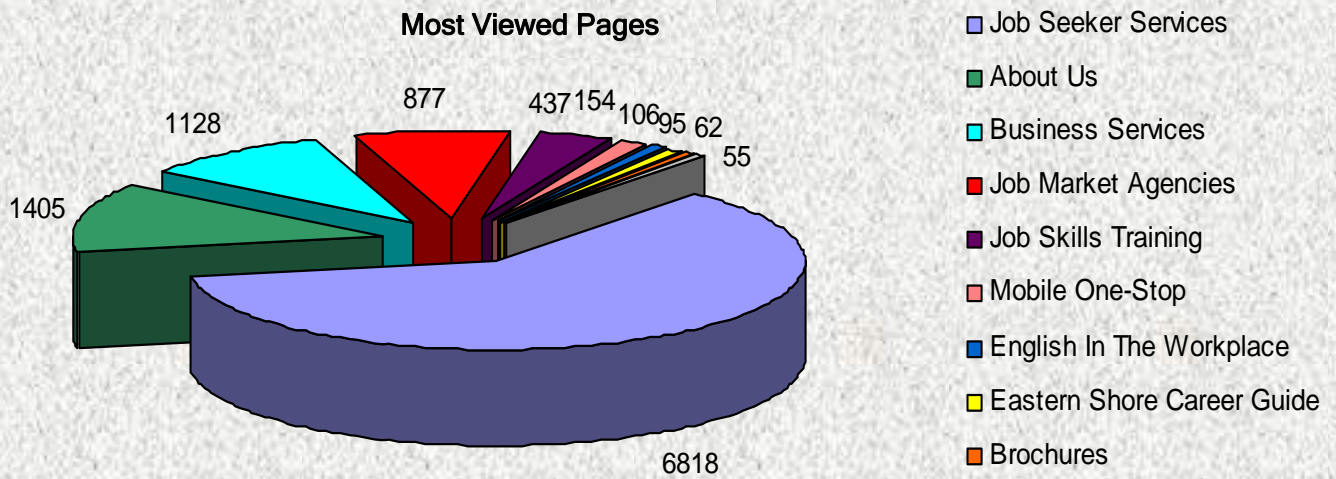
COMMENT: The One-Stop Job Market is a valuable job search tool.

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

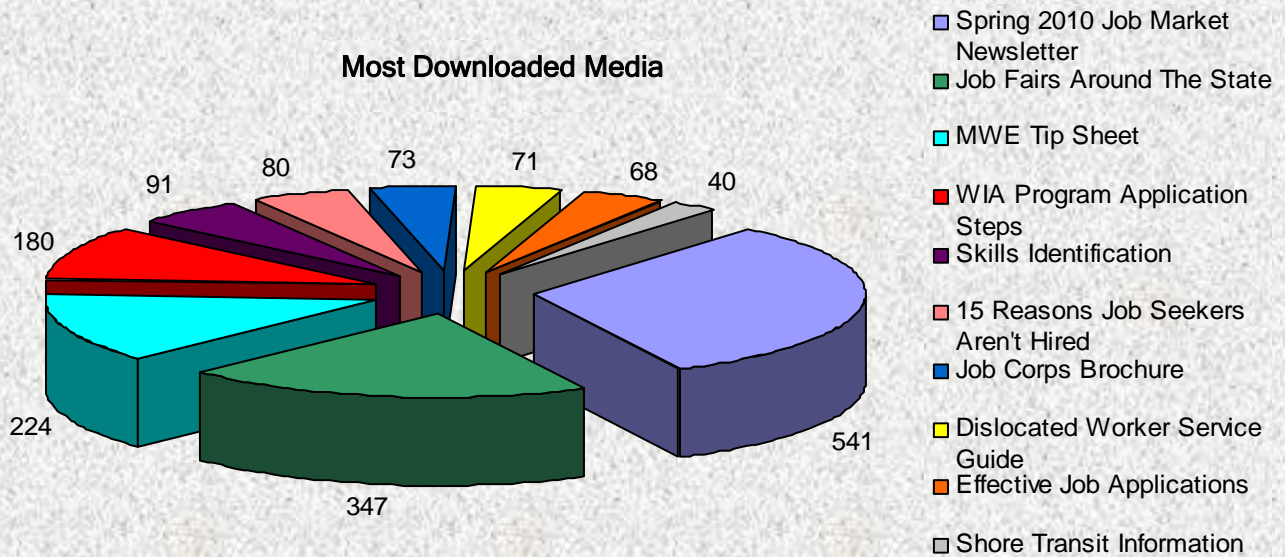
Quarterly Web Stats
 April – June 2010
www.onestopjobmarket.org

Visits	23,604
Hits	303,286
Downloads	21,739
Average Time on Site	3 minutes 13 seconds

Most Viewed Pages



Most Downloaded Media



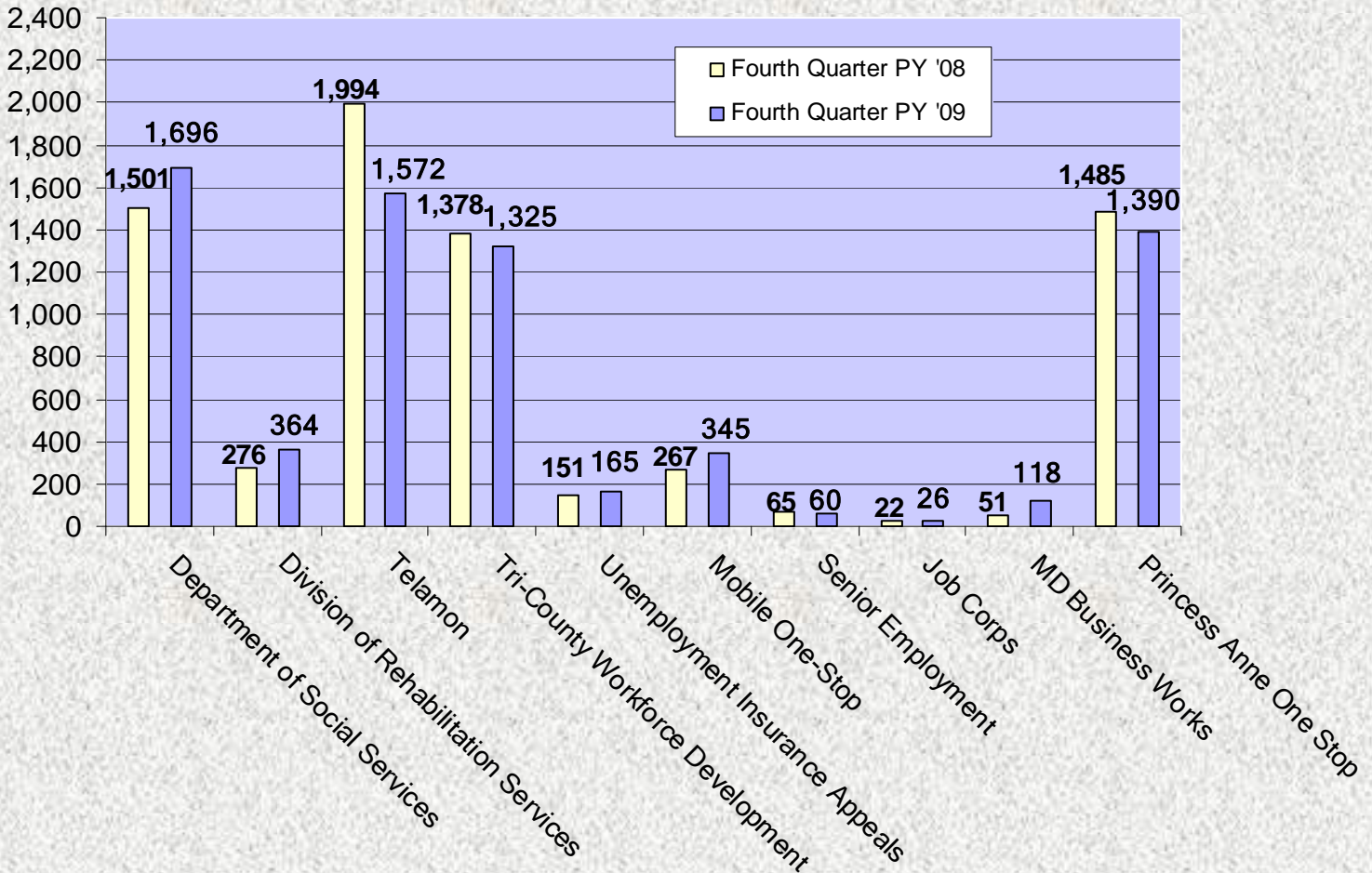
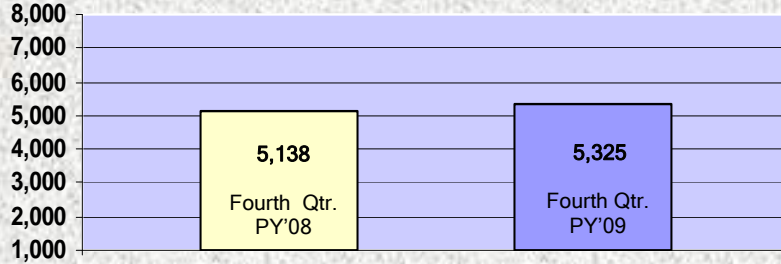
Customers Served

Quarterly Charts

Program Years 2008 and 2009 Fourth Quarter Over Quarter

Department of Labor, Licensing and 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 15-16.

One-Stop Job Market Customers Served

Program Years 2008 and 2009 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2009 – June 30, 2009	April 1, 2010 – June 30, 2010
<u>MD Workforce Exchange</u>		
Early Intervention	210	237
Job Openings Received	1,797	1,671
Workforce Exchange Walk-ins	4,928	5,088
<u>Department of Social Services</u>		
Wor-Wic CC Preemployment Class	63	190
Orientation	195	340
Customers Assisted With Transportation	999	1,603
Customer Walk-Ins	1,501	1,696
Temporary Cash Assistance	173	302
<u>Div. of Rehabilitation Services</u>		
Customers Served	276	364
<u>Telamon Corporation</u>		
Employment/Training	200	101
Emergency Assistance	26	1
Housing Counseling	11	0
Translation	13	1
Food Pantry	467	583
EWP (ESL) Class	449	549
ESL Lab	187	98
Out-of-School Youth	162	82
ARRA Youth	313	0
Project Stride Older Youth	*	10
GED Class	80	138
Other Services	86	9
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	68	37
Enrolled Into Life Skills	45	23
Completed Life Skills	39	11
Customers Served	1,378	1,325
Assessment	17	34
Universal Engagement	*	100%
Job Placements	*	72

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2008 and 2009 Fourth Quarter Over Quarter Table

AGENCY	April 1, 2009 – June 30, 2009	April 1, 2010 – June 30, 2010
<u>Unemployment Insurance</u>		
Appeals Hearings	151	165
<u>One Stop Mobile Unit</u>		
Total Number of Clients	267	345
MD Workforce Exchange	212	288
MD Workforce Exchange Resume	119	254
Other Job Search Engines	*	157
O*Net Interest Profiler	0	0
O*Net Work Importance Profiler	0	0
Work Maturity and Employability	0	0
Career Clips	0	0
Employment Applications	12	87
WinWay Resumes	0	124
Referrals to One-Stop Training	73	100
Other	22	65
<u>Senior Employment & Training</u>		
Total Participants Served	65	60
Job Search Inquiries	55	29
Services to the Elderly Community	80	89
Unsubsidized Placements	3	0
New Participants During Quarter	16	11
Exits During Quarter	5	3
<u>Job Corps</u>		
Youth Interviewed	22	26
Enrolled in A Job Corps Center	18	18
<u>MD Business Works</u>		
Projects Initiated This Quarter	22	25
Funds Awarded	\$8,964	\$8,877
Participants Trained	51	118
Industries Served	Small business, Manufacturing, Health Care	Small business, Manufacturing, Health Care
<u>Princess Anne One-Stop Walk-ins</u>		
	1,485	1,390

* Denotes activity not tracked this period

One-Stop Job Market Customers Served

Program Years 2008 and 2009 Year Over Year Table

AGENCY	July 1, 2008 – June 30, 2009	July 1, 2009 – June 30, 2010
<u>MD Workforce Exchange</u>		
Early Intervention	807	1,028
Job Openings Received	9,798	6,260
Workforce Exchange Walk-ins	21,553	24,069
<u>Department of Social Services</u>		
Wor-Wic CC Preemployment Class	313	637
Orientation	811	1,023
Customers Assisted With Transportation	5,973	7,307
Customer Walk-Ins	5,342	6,417
Temporary Cash Assistance	726	935
<u>Div. of Rehabilitation Services</u>		
Customers Served	936	1,220
<u>Telamon Corporation</u>		
Employment/Training	626	1,032
Emergency Assistance	238	238
Housing Counseling	107	107
Translation	48	32
Food Pantry	2,191	2,239
EWP (ESL) Class	1,513	1,426
ESL Lab	557	525
Out-of-School Youth	362	274
ARRA Youth	313	429
Project Stride Older Youth	*	10
GED Class	374	368
Other Services	168	123
<u>Tri-County Workforce Development</u>		
Referred to Life Skills	271	236
Enrolled Into Life Skills	197	162
Completed Life Skills	143	126
Customers Served	4,643	5,073
Assessment	140	126
Universal Engagement	*	100%
Job Placements	58	72
* Denotes activity not tracked this period		

One-Stop Job Market Customers Served

Program Years 2008 and 2009 Year Over Year Table

AGENCY	July 1, 2008 – June 30, 2009	July 1, 2009 – June 30, 2010
<u>Unemployment Insurance</u>		
Appeals Hearings	537	689
<u>One Stop Mobile Unit</u>		
Total Number of Clients	1,000	1,237
MD Workforce Exchange	706	950
MD Workforce Exchange Resume	450	786
Other Job Search Engines	*	181
O*Net Interest Profiler	195	136
O*Net Work Importance Profiler	10	0
Work Maturity and Employability	0	0
Career Clips	0	0
Employment Applications	56	163
WinWay	0	131
Referrals to One-Stop Training	104	152
Other	53	187
<u>Senior Employment & Training</u>		
Total Participants Served	352	244
Job Search Inquiries	298	248
Services to the Elderly Community	423	328
Unsubsidized Placements	6	3
New Participants During Year	35	20
Exits During Year	15	17
<u>Job Corps</u>		
Youth Interviewed	82	102
Enrolled in A Job Corps Center	64	64
<u>MD Business Works</u>		
Projects Initiated This Year	89	90
Funds Awarded	\$39,226	\$44,297
Participants Trained	370	386
Industries Served	Healthcare, Manufacturing, Small Business	Healthcare, Manufacturing, Small Business
<u>Princess Anne One-Stop Walk-ins</u>		
	5,013	5,994

* Denotes activity not tracked this period