

# Maryland Department of Labor

SUSQUEHANNA WORKFORCE CENTER – ELKTON



# Mission

- ▶ The Maryland Department of Labor is committed to safeguarding and protecting Marylanders. We're proud to support the economic stability of the state by providing businesses, the workforce and the consuming public with high quality customer-focused regulatory, employment and training services.

# Mission (Short Version / DWAL)

- ▶ **Help job seekers find and retain employment**
- ▶ **Help employers find and retain talented workers**
- ▶ Build job search skill sets within clients
- ▶ Help job seekers identify and overcome barriers to employment
- ▶ Provide access to job seeking tools, resources, and expertise for individuals who need it
- ▶ Help the unemployed return to work faster
- ▶ Help job seekers and employers understand the local labor market

# Staff and Structure

- ▶ Part of Susquehanna region, which includes Harford County
- ▶ Local office in Elkton AJC
- ▶ Central administration from main office in Baltimore
  - ▶ Certain statewide programs centered elsewhere
- ▶ Currently, services are provided remotely

# Greg Adams (supervisor)

- ▶ (this space intentionally left blank)

# Staff and Structure

## **Denise Carey**

(Labor Exchange Administrator  
and fearless leader)



## **Liz Rodriguez**

(Business Service Rep)



# Staff and Structure

- ▶ Jaime Madison (Job Service Specialist)



# Staff and Structure

- ▶ April Rothwell (Job Service Specialist)

# Staff and Structure

- ▶ Mardea James (Job Service Specialist)



# Staff and Structure

- ▶ Scott Stevens (Disabled Veteran Outreach Program Specialist)



# Unemployment

- ▶ Not housed in the Elkton AJC
- ▶ All we can provide is general information such as contact information for Unemployment (such as general phone and web access points)
  - ▶ If you need this info, let me know
  - ▶ Still try to help clients as best we can
  - ▶ Slightly more powers if the client was called in to an workshop mandated by Unemployment

# Key Functions / Programs

- ▶ Provide Technology Access
- ▶ Job search Assistance
- ▶ Resume Assistance
- ▶ Labor Market Information
- ▶ Job Fairs and Hiring Events
- ▶ Interview Preparation
- ▶ Business Services
- ▶ Federal Bonding
- ▶ Reemployment Services and Eligibility Assessment (RESEA)
- ▶ Reemployment Opportunity Workshop (ROW)
- ▶ Veteran Programs (JVSG, DVOP)
- ▶ Trade Adjustment Assistance (TAA)
- ▶ Agricultural Labor (H2A, MSFW)

# Technology Access

- ▶ Computers, printer, copier, and fax machine in office free for work search purposes
  - ▶ Open to public (when center is open)
- ▶ Staff available to assist with questions/problems
- ▶ DoL maintains the Maryland Workforce Exchange ([mwejobs.maryland.gov](http://mwejobs.maryland.gov))
  - ▶ Site houses a job databank, resume builder, labor market information, and more
  - ▶ Free and open to almost anyone, will require self-registration to use fully
  - ▶ Staff can provide guidance
- ▶ Available to the public

# MWE Details

← → ↻ 🔒 mwejobs.maryland.gov/vosnet/Default.aspx

Apps Gmail Maps MWEJobs - Maryla... Division of Unempl... About Workday GCDF Institute: Log... COVID-19 Trends fo... Other bookmarks

Unemployment Insurance Questions call: 410-949-0022 or Email: UI.Inquiry@maryland.gov

 MARYLAND Workforce Exchange  
Where Business and People Connect

MARYLAND DEPARTMENT OF LABOR  
Maryland Workforce Exchange

Search Maryland.gov Search

Click the logo to find top employment opportunities on our COVID-19 page.





Username

Password

Sign In

Forgot Username/Password?

Register

Select Language

Live Chat

**Unemployment Insurance Claimants:**

*Please Note:* The Maryland Workforce Exchange, and its help desk, are not associated with Unemployment Insurance (UI); please do not

# MWE Details (2) – Core Features

- ▶ Job Search
  - ▶ Databank of thousands of jobs, including those which employers specifically list with us
  - ▶ Aggregates jobs from multiple sources across the internet for good one-stop shopping
  - ▶ Usually best to search based on zip or other location
- ▶ Resume Builder
  - ▶ Walks users through creating a good, basic resume
  - ▶ Can upload a resume if they prefer
  - ▶ Preserves the resume
  - ▶ Ancillary questions facilitate employer search
- ▶ Labor Market Information
- ▶ Registration required for many services

# Job Search Assistance

- ▶ Staff available to answer questions and provide guidance
  - ▶ Advice on how to conduct a job search, where to look for jobs, completing applications, handling barriers, etc...
  - ▶ We handle this stuff every day and have built up a lot of expertise – staff hold a variety of certifications
  - ▶ One-on-one assistance available, especially for clients with barriers – best to pre-schedule if possible

# Resume Assistance

- ▶ Conduct regular resume workshops (in ordinary times)
- ▶ Most staff either hold or are working on Certified Professional Resume Writer certification
- ▶ Individual consultations for resume review available by appointment
  - ▶ More detailed assistance available for those with higher needs

# Labor Market Information

- ▶ Staff maintains knowledge of local job market
- ▶ Access to LMI through Maryland Workforce Exchange and other sources
- ▶ Staff can help provide context and understanding of the information for clients
  - ▶ How to understand
  - ▶ How to use as part of a job search

# Job Fairs and Hiring Events

- ▶ Events often coordinated with partner organizations
- ▶ Range in size from single-employer events to county-wide job fairs
- ▶ Presently, Labor business service activity centered in Bel Air
- ▶ Wide variety of offerings for job seekers

# Interview Preparation

- ▶ Interview skills workshop integrated with resume workshop
- ▶ Support resources available, such as common interview questions
- ▶ Can provide 1-on-1 mock interviews
  - ▶ Lead time appreciated when possible
- ▶ Staff available to answer questions at any time

# Business Services

- ▶ Work with employers to identify talent to meet their needs
- ▶ On-site recruitment / job fairs
- ▶ Labor Market analysis
- ▶ Linkages to and assistance with support programs and resources

# Federal Bonding

- ▶ Free program to assist job seekers with background concerns, including arrest/conviction, poor/no credit, substance abuse
- ▶ Simple application process
- ▶ \$5000 Bond covers employer for loss for 6 months after hiring covered individual
- ▶ Generally will not kick open doors, but can help tip the scales when an employer would hire but for background issues
- ▶ Please spread the word

# Reemployment Services and Eligibility Assessment (RESEA)

- ▶ Services Unemployment claimants, mandated participation
- ▶ Provides orientation to American Job Center services and community resources (if you want to speak or provide information, let me know)
- ▶ Clients, in conjunction with staff, generate a basic plan for continued engagement and/or reemployment
- ▶ Designed to return clients to employment and end Unemployment claim sooner
- ▶ Also reviews work search activity for compliance

# Reemployment Opportunity Workshop

- ▶ Services Unemployment claimants, mandated participation
- ▶ Provides brief orientation to American Job Center and community resources
- ▶ Focuses on building job search skills, such as resume writing and interview skills
- ▶ Designed to return clients to employment and end Unemployment claim sooner
- ▶ Longer and more detailed session than RESEA
- ▶ Locally, heavy focus on individual empowerment

# Veteran Programs

- ▶ Priority of Service
- ▶ Veteran Representatives for vets with significant barriers to employment
  - ▶ Can provide case management and linkages to community and veteran specific resources
- ▶ Outreach to veteran populations
- ▶ Work with employers to develop awareness of an opportunities for veterans

# Trade Adjustment Assistance (TAA)

- ▶ Federal program designed to assist workers who lose their jobs when operations are moved overseas or when lost due to foreign competition
- ▶ Wide variety of financial support, training, case management, and job search resources
- ▶ Requires federal certification
- ▶ If you work with anyone who has lost employment due to foreign competition or outsourcing, please let us know

# Agricultural Programs

- ▶ MSFW – designed to make migrant farm workers aware of American Job Center reemployment services
  - ▶ Migrant farm workers are extremely uncommon in MD
- ▶ H2A Agricultural Visa Program
  - ▶ Labor administers housing inspections and a few other ancillary components of these programs in the area

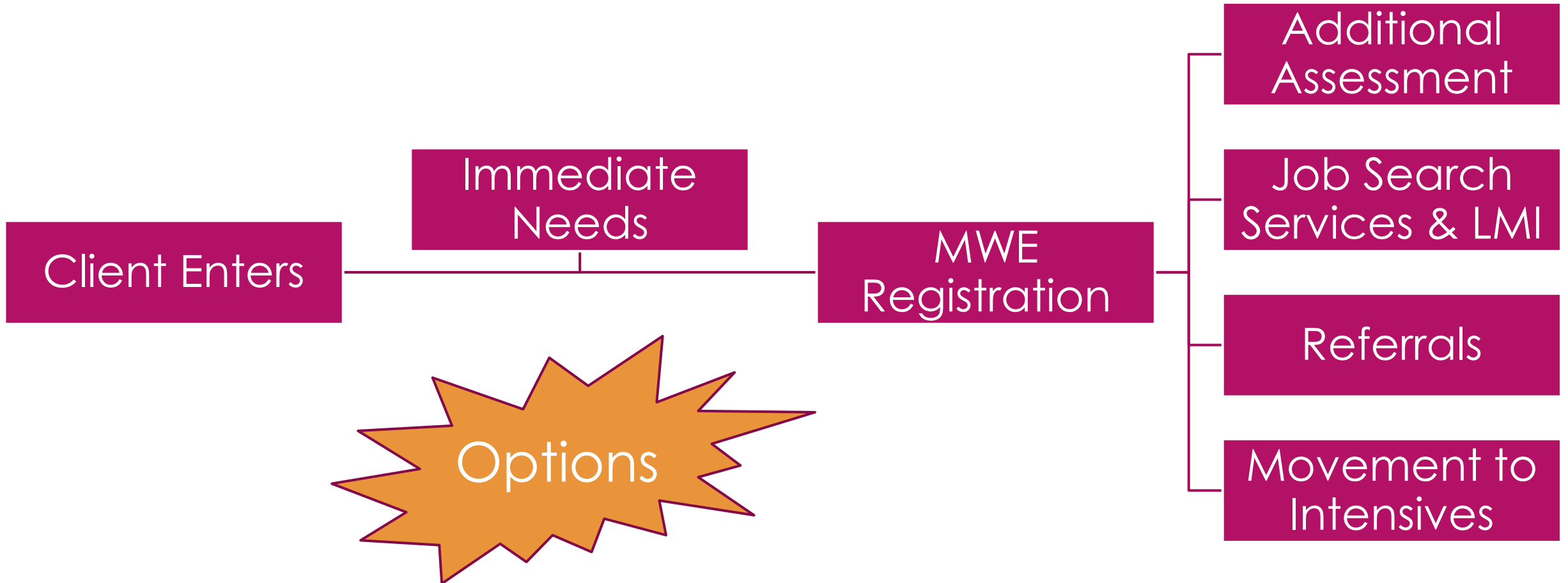
# Program Eligibility

- ▶ Self-service and informational activities have no eligibility requirements
- ▶ Most services will require self-registration in the Maryland Workforce Exchange, and will require authorization to work in the US
- ▶ Detailed, staff-assisted service will require an additional brief eligibility update, but is still open to anyone
- ▶ Certain programs such as Veteran Services and Trade have program-specific eligibility requirements
  - ▶ For vets, priority of service is open to all vets not discharged dishonorably.
  - ▶ DVOP services require significant barriers to employment such as low income, disability, recent separation, or long term unemployment

# Customer Flow

- ▶ Customers most often enter through Unemployment programs, referral, or walk-in/word of mouth
- ▶ In almost all cases, asked to register on MWE
- ▶ For Unemployment-based programs, sessions provide an orientation to center services, basic needs assessment, and encouragement to continue to engage in the workforce system
- ▶ For walk-ins or other referrals, clients are assessed for needs as early as possible / as early as they will allow, then linked to appropriate resources
- ▶ For more detailed assistance and areas outside our expertise, we usually refer to partner programs

# Customer Flow



# Contact Info

- ▶ Greg Adams
  - ▶ [Gregory.adams@Maryland.gov](mailto:Gregory.adams@Maryland.gov), 410-996-0552 (Office), 667-500-4125 (cell)
- ▶ Jaime Madison
  - ▶ [Jaime.madison1@Maryland.gov](mailto:Jaime.madison1@Maryland.gov), 410-996-0550 (Office),
- ▶ April Rothwell
  - ▶ [April.Rothwell@Maryland.gov](mailto:April.Rothwell@Maryland.gov), 410-996-0550 (Office),
- ▶ Mardea James
  - ▶ [Mardea.james@Maryland.gov](mailto:Mardea.james@Maryland.gov), 410-996-0550 (Office)
- ▶ Scott Stevens
  - ▶ [Scottc.stevens@Maryland.gov](mailto:Scottc.stevens@Maryland.gov), 410-996-0550 (Office), 443-987-7089 (cell)