

Maryland Department of Labor

SUSQUEHANNA REGION – HARFORD COUNTY



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 / DWDAL)

- ▶ **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 and Cecil Counties
- ▶ Local office Bel Air AJC
- ▶ Central administration from main office in Baltimore
 - ▶ Certain statewide programs centered elsewhere
- ▶ Currently, services are provided remotely

Staff and Structure

Denise Carey

(Labor Exchange Administrator
and fearless leader)



Liz Rodriguez

(Regional Business Service Rep)



Staff and Structure

- ▶ Sharon Miller (Supervisor)
- ▶ Tela Vass (Job Service Specialist)
- ▶ Tondi Correll (Job Service Specialist)
- ▶ Mardea James (Job Service Specialist – Elkton)
- ▶ Mary Johnson (ROW Facilitator)

Staff and Structure

- ▶ Greg Ingram (Disabled Veteran Outreach Program Specialist)
- ▶ Jorge Cruz (Local Veterans Employment / Business Service Representative)
- ▶ Julie McFillin (NPEP Supervisor)

Unemployment

- ▶ Not housed in the 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 a 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
- ▶ Apprenticeship

- ▶ Federal Bonding
- ▶ Reemployment Services and Eligibility Assessment (RESEA)
- ▶ Reemployment Opportunity Workshop (ROW)
- ▶ Veteran Programs (JVSG, DVOP)
- ▶ Trade Adjustment Assistance (TAA)
- ▶ Agricultural Labor (H2A, MSFW)
- ▶ Non-Custodial Parent Employment Program (NPEP)


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)
 - ▶ Site houses a job databank, resume builder, labor market information, and more
 - ▶ Free and open to almost anyone 24/7, will require self-registration to use fully
 - ▶ Staff can provide guidance
- ▶ Available to the public



MWE Details

mwejobs.maryland.gov/vosnet/Default.aspx


Unemployment Insurance Questions call: 667-207-6520 or <http://labor.maryland.gov/UIHelp>


 MARYLAND DEPARTMENT OF LABOR
Maryland Workforce Exchange
Where Business and People Connect

Search Maryland.gov


 

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



 Sign In

+ Select Language



MWE Details (2) – Core Features

- ▶ Available 24/7 at mwejobs.maryland.gov
- ▶ 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 (in ordinary times)
- ▶ 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
- ▶ The Big Interview module in MWE

Business Services

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

Apprenticeship

- ▶ DoL maintains linkages to a wide array of apprenticeship programs statewide
 - ▶ Includes many programs outside fields traditionally associated with apprenticeships such as trades
- ▶ More information at MDapprenticeship.com

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 clients, mandated participation
- ▶ Provides orientation to American Job Center services and community resources (if you want to speak or provide information, let Sharon Miller 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

Reemployment Opportunity Workshop (ROW)

- ▶ 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 Representative 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 and 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

Non-Custodial Parent Employment Program (NPEP)

- ▶ Assists non-custodial parents living in Harford County with obtaining employment so that they can meet child support obligations
- ▶ Participation based on referral from court system

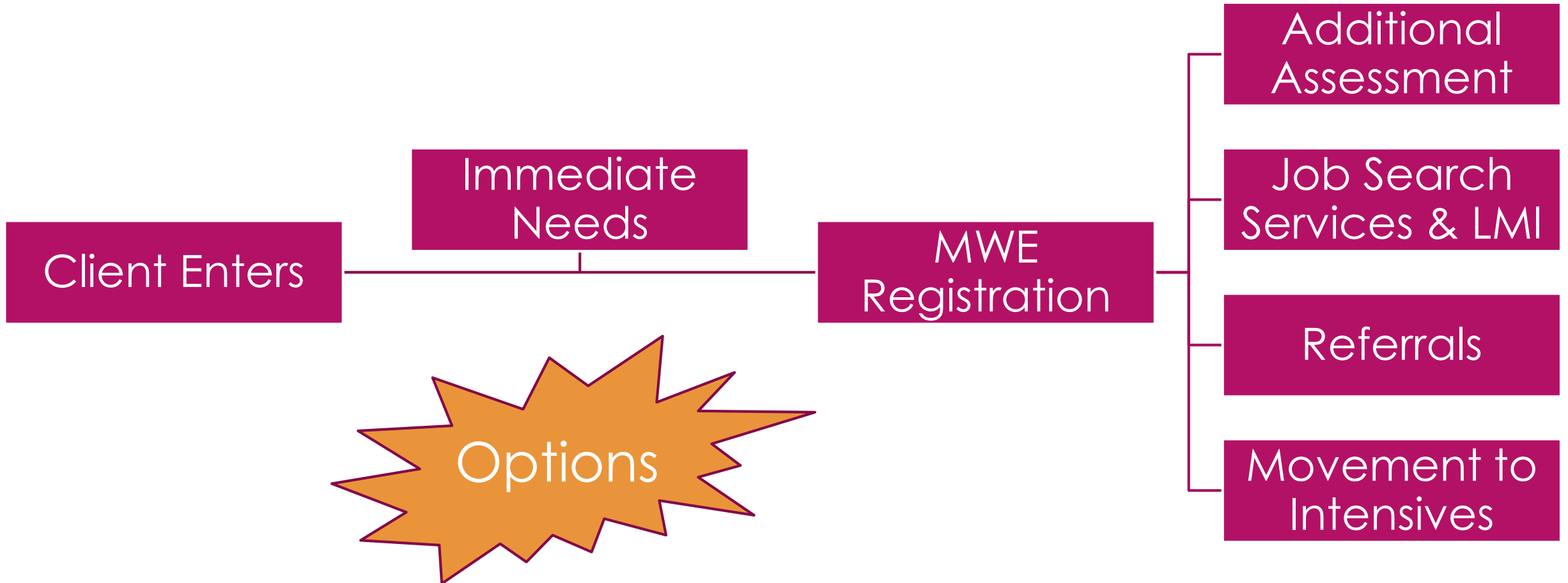
Program Eligibility

- ▶ 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, history of justice involvement, 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

- ▶ Sharon Miller - Sharon.miller@maryland.gov, 410-836-4631 (Office)
- ▶ Tela Vass - Tela.vass@maryland.gov
- ▶ Tondi Correll - Tondil.correll@maryland.gov
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- ▶ Mary Johnson - Maryc.johnson1@maryland.gov
- ▶ Greg Ingram - Gregory.ingram@maryland.gov
- ▶ Jorge Cruz – Jorge.cruz@maryland.gov
- ▶ Liz Rodriguez – Liz.rodriguez@maryland.gov, 410-836-4646 (Office)