



**WIN**

# **Workforce Investment Network**

**FOR MARYLAND**

# President's Message

## PROVIDING OPPORTUNITIES FOR ALL MARYLANDERS

These continue to be challenging and changing times, even though the economic indicators suggest that we are no longer in a recession. The visible effects of an improved economy have not been felt by enough individuals to instill confidence in our citizenry. It is only gratifying to hear that Maryland has maintained an unemployment rate of 25% below the national average if you are among the gainfully employed. There are still far too many Marylanders without jobs. The Workforce Investment Network for Maryland (WIN), in partnership with the state's Department of Labor, Licensing and Regulation, is actively addressing this challenge. WIN's twelve member workforce organizations, supported by their local workforce investment boards, are collectively providing thousands of Maryland job seekers and employers an array of employment and training resources through the network's 35 One-Stop Career Centers.

The Career Centers are found throughout the state and offer the essential services to get people employed and provide businesses with trained and qualified workers. Opportunities abound at the centers for resume building and improved interview techniques, technical skills training and career planning. The focus is and will be on acquisition and retention of jobs.

WIN serves as the lynchpin for the collaboration of our numerous partners from Pre-K-12 publics schools, Community Colleges, Divisions of Rehabilitation Service, Social Services, Departments of Aging, Economic Development and the state and local Chambers of Commerce. Using a "synergistic approach" allows us to develop a workforce delivery system that can be tailored to the needs of each local jurisdiction or region.

The American Recovery and Reinvestment Act (ARRA) provided a much-needed boost to our economy and allowed for training opportunities that had not been available in quite a while. Many individuals have taken advantage of training in high growth areas and will be ready when those jobs are a reality. Biotech and Green Energy are among those areas that have seen an uptick in training. Unfortunately, this investment of money into our workforce system will soon end.

With the support of the Governor's Workforce Investment Board and our partners, the workforce delivery system in Maryland will be able to remain true to its mission and provide opportunities for all Marylanders. Please read with interest the following pages to learn more about the role of the Workforce Investment Network in shaping the workforce in our state.



Barry Williams, *President*

Workforce Investment Network for Maryland



# The Workforce Investment Network for Maryland

The Workforce Investment Network for Maryland (WIN), a coalition of the directors of Maryland's twelve local workforce investment agencies, engages the supply and demand sides of the workforce equation to help build a strong and responsive workforce in Maryland. This dual focus shapes and guides WIN's work as an organization. It's a formula that works – businesses need qualified and skilled workers and workers need employment opportunities with good wages and growth potential.



The ability of Maryland's locally driven workforce investment system to address the supply and demand sides of the workforce equation is crucial to building a competitive workforce in our state. In addition to addressing current and future workforce development needs through their Workforce Investment Boards, WIN members oversee and provide direction to the state's community-based network of One-Stop Career Centers. Part of a national workforce investment system that includes over 2,000 such centers, Maryland's One-Stops offer a diverse menu of employment and training services to job seekers and businesses across the state.

Whether helping people get back to work, filling job vacancies, training young people for 21st century careers, helping to bridge skills gaps in critical industry sectors or preparing Maryland's workforce for base realignment (BRAC) employment opportunities, WIN's member organizations continually leverage their assets and resources to help propel Maryland's economy forward. With hundreds of thousands of visits each year, One-Stop Career Centers are an integral component of Maryland's workforce development efforts.

A strong partnership with the Department of Labor, Licensing and Regulation (DLLR) and the Governor's Workforce Investment Board (GWIB) helps to ensure that Maryland's One-Stop Career Centers play a necessary and central role in the fabric of Maryland's communities. WIN extends a very special thanks to DLLR and GWIB for their leadership in advancing our shared mission of building a strong and responsive workforce.



Maryland's network of One-Stop Career Centers offers a diverse menu of employment and training services to job seekers and businesses across the state. Annually, hundreds of thousands of visits are made to Maryland's One-Stop Career Centers.

### CONNECTING THE JOB SEEKER

The focal points for service delivery, Maryland's One-Stop Career Centers offer a comprehensive array of services to businesses, job seekers, dislocated workers, mature workers, and special populations. Services are tailored to meet the demands of the regional economies and labor markets in which the One-Stops are located. Job seekers' needs are as different as their employment interests and skills. Some require only short-term counseling, access to computer labs or assistance in upgrading their résumé to obtain and retain employment. Others have challenging barriers to employment and need direct intervention, marketable skills development, and intensive support. One-Stop services range from professional career assessment, literacy, GED preparation, English as a Second Language, employment and workplace counseling, to providing labor market information, career workshops, and connecting customers to occupational skills training opportunities – all at one location. The broad menu of services available at Maryland's One-Stop Career Centers is supported by partnerships with DLLR, Veterans Services, Division of Rehabilitation Services (DORS), Department of Human Resources (DHR), K-12 education, as well as community colleges, other post-secondary institutions, and a variety of human service providers.

### MEETING THE NEEDS OF THE BUSINESS CUSTOMER

Adept at facilitating the needs of employers, the business services staff at each of Maryland's One-Stop Career Centers assists businesses who want to “grow” their workforce. Professionally facilitated services include recruitment and screening, coordinated employment events, job fairs, and outplacement services to counter job loss due to downsizing. In addition, business services staff often partner with local community colleges and private training entities to customize training curricula for business customers that will improve the skill sets of new employees and incumbent workers.

### PREPARING NEW WORKERS FOR 21<sup>st</sup> CENTURY CAREERS

Maryland's workforce investment system is also working aggressively to build the state's future workforce. Using proven techniques and pioneering new and creative strategies, WIN agencies link students and young people who are disconnected from the traditional school system and the mainstream economy to the workplace and careers. Activities such as paid summer work experiences, internships, job shadowing, and mentorships guide young peoples' career exploration, promote their attachment to the workforce, and aid their transition to postsecondary education, training and/or employment. Tapping into a variety of local, state and federal grants, WIN agencies work with thousands of youth each year, helping them build the academic competencies and technology skills that are essential in today's job market.

### A FORMULA THAT WORKS:

Skilled workers + Strong businesses = a **WIN** for Maryland

## BUILDING SKILLS

Maryland Business Works (MBW) and employer-driven customized training initiatives are two key training strategies that WIN agencies use to promote career growth, job retention, and increased wages for existing workers in high-demand industries. MBW-participating businesses provide a “dollar for dollar” cash match for every dollar awarded by a WIN agency, doubling the value of the initial investment. Hundreds of Maryland businesses participate in MBW and customized training programs each year, upgrading the skills of thousands of employees in diverse areas such as medical billing and coding, healthcare services, computer networking, information technology, home inspection certification, AutoCAD, precision manufacturing, and more. Additionally, each local workforce investment area creatively utilizes a variety of traditional and non-traditional resources and forges extensive partnerships with the private sector to help support a myriad of employment and training opportunities for businesses and job seekers.

## FOCUSING ON PROFESSIONALISM

Strong organizations, staffed by skilled professionals, are critical to providing job seekers and business customers with the exceptional service they expect. The Maryland Institute for Workforce Excellence helps front-line staff acquire and develop skills they need to provide exceptional service, while also assisting supervisors, managers, and directors to provide the guidance and leadership necessary for effective program operations. Through training, consulting, facilitation of strategic planning and staff retreats, coaching, conference coordination, and programs that lead to professional certifications in the workforce development field, The Institute helps strengthen Maryland’s workforce development system.



## RAISING THE BAR

WIN's annual *Raising the Bar* workforce development conference is one of the premier events for workforce development professionals in Maryland and the mid-Atlantic region. The conference draws more than 800 attendees representing local workforce investment organizations, One-Stop Career Centers, community colleges and universities, K-12 education, disability services, economic development, veteran services, welfare to work programs, state and federal agencies, non-profit community-based organizations, and the business community. Over the course of two days, keynote speakers and workshop presenters address critical topics and emerging trends in key areas of job seeker services, business services, innovative practices, job creation and retention, technology, program planning, youth services, leadership and management, personal development, and partnering for success.

## ADVOCATING FOR THE WORKFORCE INVESTMENT SYSTEM

While fulfilling our mission of linking qualified candidates to current job vacancies and ensuring that our business customers' workforce needs are met form the core of our work, WIN also helps to build consensus on important work-force policy and appropriations issues through advocacy at the state and federal levels. Advocacy priorities include:

- **Helping Marylanders get back to work as quickly as possible**
- **Preparing Marylanders for jobs in high-growth industries**
- **Connecting Marylanders to Green jobs**
- **Ensuring our workforce is prepared for BRAC-related employment opportunities**
- **Equipping youth (our future workforce) with skills they'll need to compete in the labor force**
- **Helping businesses stay competitive by upgrading the skills of their workforce**
- **Resolving ongoing workforce funding challenges**



## RECOGNIZING OUR PARTNERS

In addition to our essential state partners – the Department of Labor, Licensing and Regulation and the Governor's Workforce Investment Board – WIN would like to thank the political leadership of each local workforce area for their ongoing support and acknowledge the invaluable contributions of the members of Maryland's twelve local Workforce Investment Boards. Bringing the voice of business to the table, these high-level boards help to create a world-class workforce investment system by promoting stronger linkages among system stakeholders – K-16 education, economic development, community-based organizations, and the philanthropic community – and by catalyzing the development of a comprehensive workforce investment strategy that complements local and regional economic needs.

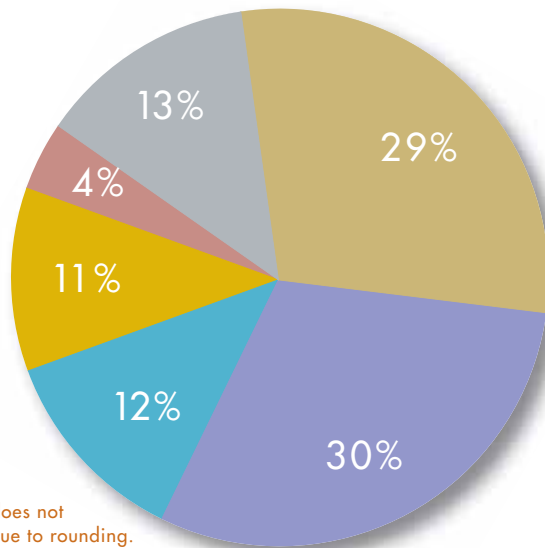
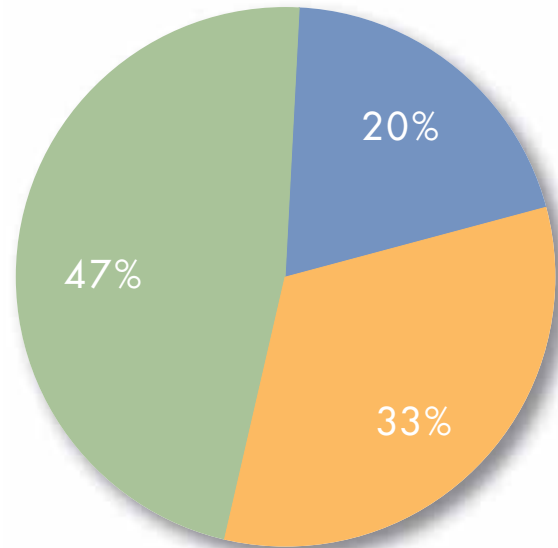
# Performance Results

**FISCAL YEAR 2010** (July 1, 2009 - June 30, 2010)

Through a combination of specific training and skills development activities, WIN, and its partner organizations connected **64,574 Maryland residents** to employment and helped create workforce solutions for **6,931 Maryland businesses**.







**556,632 VISITS**  
were made to WIN's  
**One-Stop Career Centers**  
(an increase of over 41,600 visits  
from the prior year)

## CAREER-RELATED TRAINING



NOTE: Total does not equal 100% due to rounding.

## FUNDING BY SOURCE

	WIA	\$ 22,191,296
	ARRA*	\$ 21,618,286
	NON WIA FEDERAL	\$ 9,842,469
	STATE GRANTS	\$ 8,428,024
	LOCAL GRANTS	\$ 8,839,851
	OTHER	\$ 2,576,110
<b>TOTAL</b>		<b>\$ 73,496,036</b>

\*Federal American Recovery and Reinvestment Act (ARRA) funds for use between 2/17/09 and 6/30/11

# IT'S ALL ABOUT JOBS

# Contact Information

## WORKFORCE INVESTMENT AREA DIRECTORS

### ANNE ARUNDEL COUNTY

Anne Arundel Workforce  
Development Corporation

Kirkland J. Murray, Executive Director

For information call: 410/987-3890

E-mail: kmurray@aawdc.org

www.aawdc.org

### BALTIMORE CITY

Mayor's Office of  
Employment Development

Karen L. Sitnick, Director

For information call: 410/396-1910

E-mail: ksitnick@oedworks.com

www.oedworks.com

### BALTIMORE COUNTY

Baltimore County Office of  
Workforce Development

Barry Williams, Director

For information call: 410/887-2008

E-mail: bfwilliams@  
baltimorecountymd.gov

www.baltimorecountymd.gov/agencies/  
jobtraining/index.html

### FREDERICK COUNTY

Frederick County Workforce Services

Laurie Holden, Director

For information call: 301/600-2255

E-mail: lholden@frederickcountymd.gov

www.frederickworks.com

### LOWER SHORE REGION

Somerset, Wicomico, and  
Worcester Counties

Lower Shore Workforce Alliance

Milton Morris, Director

For information call: 410/341-3835

E-mail: mmorris@lswa.org

www.lswa.org

### MID-MARYLAND REGION

Carroll and Howard Counties  
Columbia Workforce Center and  
Carroll County Business and  
Employment Resource Center

Francine Trout, Director

For information call: 410/290-2620

E-mail: ftrout@howardcountymd.gov

www.howardcountymd.gov/doa/

doa\_workforce\_development.htm

www.carrollworks.com

### MONTGOMERY COUNTY

Montgomery County Department  
of Economic Development, Division  
of Workforce Investment Services

Barbara Kaufmann, WIB Director

For information call: 240/777-2022

E-mail: barbara.kaufmann@  
montgomerycountymd.gov

www.montgomeryworks.com

### PRINCE GEORGE'S COUNTY

Prince George's County Economic  
Development Corporation, Division  
of Workforce Services

Patricia N. White, Executive Director

For information call: 301/618-8425

E-mail: pwhite@co.pg.md.us

www.pgworkforce.org

### SOUTHERN MARYLAND REGION

Calvert, Charles, and St. Mary's Counties

Tri-County Council for  
Southern Maryland

Ellen Flowers-Fields, Director

Regional Economic Development

For information call: 301/274-1922

E-mail: eflowers-fields@tccsmd.org

www.tccsmd.org

### SUSQUEHANNA REGION

Cecil and Harford Counties

Susquehanna Workforce Network, Inc.

Bruce England, Executive Director

For information call: 410/939-4240

E-mail: bengland@swnetwork.org

www.swnetwork.org

### UPPER SHORE REGION

Caroline, Dorchester, Kent, Queen Anne's,  
and Talbot Counties

Upper Shore

Workforce Investment Board

Dan McDermott, Executive Director

For information call: 410/822-1716

E-mail: dmcdermott@chesapeake.edu

www.uswib.org

### WESTERN MARYLAND REGION

Allegany, Garrett, and Washington Counties

Western Maryland Consortium

Peter Thomas, Executive Director

For information call: 301/791-3076

E-mail: pthomas@  
westernmarylandconsortium.org

www.westernmarylandconsortium.org

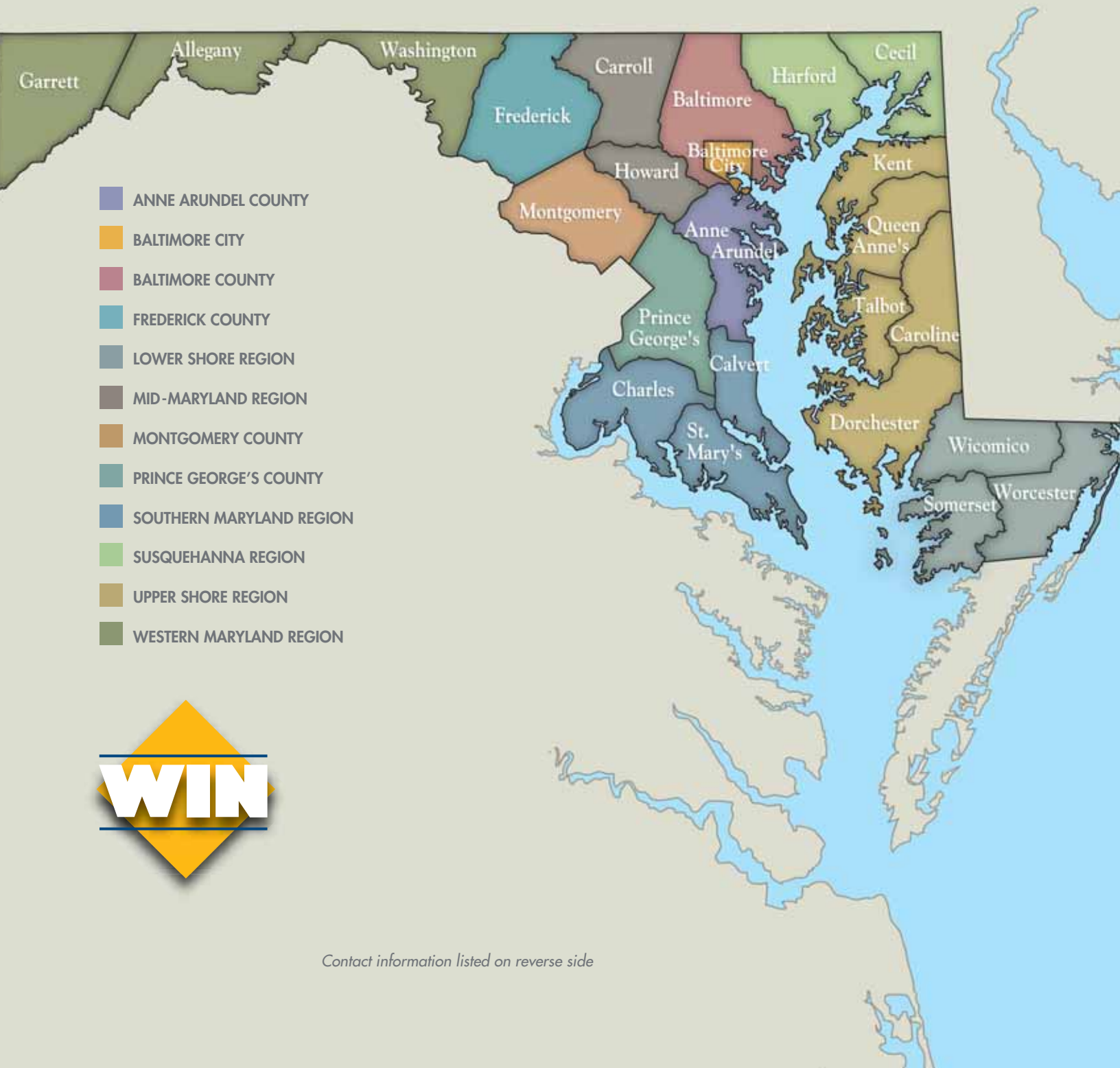


**Workforce  
Investment  
Network**  
**FOR MARYLAND**

See reverse side for map of local areas

# Maryland's Workforce Investment Areas

## MARYLAND'S 12 WORKFORCE INVESTMENT AREAS



Contact information listed on reverse side

# One-Stop Career Center Locations

## ANNE ARUNDEL COUNTY

Anne Arundel One-Stop Career Center  
at Glen Burnie  
Glen Burnie, MD • Phone: 410/424-3240

Anne Arundel One-Stop Career Center  
at Annapolis  
Annapolis, MD • Phone: 410/269-4429

Anne Arundel One-Stop Career Outreach  
Center at Fort Meade (*veterans only*)  
Fort Meade, MD • Phone: 410/674-5240

Anne Arundel One-Stop Career Center  
at Arundel Mills  
Hanover, MD • Phone: 410/777-1845

Anne Arundel One-Stop Career Center  
at BWI Thurgood Marshall Airport  
BWI Airport, MD • Phone: 410/684-6838

Anne Arundel One-Stop Career Center  
at Arnold  
Arnold, MD • Phone: 410/793-5635

## BALTIMORE CITY

Baltimore Works One-Stop Career Center  
Baltimore, MD • Phone: 410/767-2148

Eastside One-Stop Career Center  
Baltimore, MD • Phone: 410/396-9030

Northwest One-Stop Career Center  
Baltimore, MD • Phone: 410/523-1060

## BALTIMORE COUNTY

The Workforce Development Center  
at Hunt Valley  
Hunt Valley, MD • Phone: 410/887-7940

The Workforce Development Center  
at Eastpoint  
Baltimore, MD • Phone: 410/288-9050

The Workforce Development Center  
at Liberty Center  
Randallstown, MD • (*opening in Jan. 2011*)

## FREDERICK COUNTY

Frederick County Business and  
Employment Center  
Frederick, MD • Phone: 301/600-2255

## LOWER SHORE

Somerset, Wicomico, and Worcester Counties  
One-Stop Job Market  
Salisbury, MD • Phone: 410/341-6515

## MID-MARYLAND

Carroll and Howard Counties

*Carroll County*  
Business & Employment Resource Center  
Westminster, MD • Phone: 410/386-2820

*Howard County*  
Columbia Workforce Center  
Columbia, MD • Phone: 410/290-2620

## MONTGOMERY COUNTY

MontgomeryWorks - Wheaton Center  
Wheaton, MD • Phone: 301/946-1806

MontgomeryWorks -  
Germantown One-Stop Career Center  
Germantown, MD • Phone: 240/777-2050

MontgomeryWorks -  
Montgomery County Correctional Center  
Boyd's, MD • Phone: 301/929-6880

## PRINCE GEORGE'S COUNTY

Prince George's One-Stop  
Career Center  
Largo, MD • Phone: 301/618-8425

Laurel Business Resource Center  
Laurel, MD • Phone: 301/362-9708

## SOUTHERN MARYLAND

Calvert, Charles, and St. Mary's Counties

Southern Maryland Workforce Services  
Waldorf, MD • Phone: 301/645-8712

Louis L. Goldstein Multi-Purpose Center  
Prince Frederick, MD • Phone: 443/550-6750

Joseph D. Carter Multi-Service Center  
Leonardtown, MD • Phone: 301/ 880-2800

## SUSQUEHANNA

Cecil and Harford Counties

*Cecil County*  
Cecil County Workforce Center  
Elkton, MD • Phone: 410/996-0550

*Harford County*  
Aberdeen Workforce Center  
Aberdeen, MD • Phone: 410/272-5400

Bel Air Workforce Center  
Bel Air, MD • Phone: 410/836-4603

*New Jersey*  
Maryland Transition Center  
Fort Monmouth, NJ • Phone: 732/403-4537

## UPPER SHORE

Caroline, Dorchester, Kent,  
Queen Anne's, and Talbot Counties

Caroline Career Center  
Denton, MD • Phone: 410/479-5900

Dorchester Career Center  
Cambridge, MD • Phone: 410/901-4250

Kent Career Center  
Chestertown, MD • Phone: 410/778-3257

Queen Anne's Career Center  
Centreville, MD • Phone: 410/758-8044

Talbot Career Center  
Easton, MD • Phone: 410/822-3030

## WESTERN MARYLAND

CONSORTIUM

*Allegany, Garrett, and Washington Counties*

Allegany County One-Stop Job Center  
Cumberland, MD • Phone: 301/777-1221

Garrett County One-Stop Job Center  
Oakland, MD • Phone: 301/334-8445

*Washington County*  
Washington County One-Stop Job Center  
Hagerstown, MD • Phone: 301/791-3164

Western Maryland Consortium  
Hagerstown, MD • Phone: 301/791-3076

# Our Business Leaders

## WORKFORCE INVESTMENT BOARD CHAIRS

### ANNE ARUNDEL COUNTY

Walter Townshend  
President  
Baltimore-Washington Corridor Chamber of Commerce

### BALTIMORE CITY

John W. Ashworth, III  
Senior Vice President , Network Operations and Associate Dean  
University of Maryland School of Medicine  
University of Maryland Medical System

### BALTIMORE COUNTY

Mark Habicht  
President  
Kirk-Habicht Company

### FREDERICK COUNTY

Terry O'Malley  
Vice-President, Human Resources  
Frederick Memorial Hospital

### LOWER SHORE REGION

*Somerset, Wicomico, and Worcester Counties*  
Zoraida Maldonado-Williams  
Human Services Manager  
Trinity Sterile, Inc.

### MID-MARYLAND REGION

*Carroll and Howard Counties*  
Dennis Matthey  
Division Director, Construction  
The Columbia Association

### MONTGOMERY COUNTY

Lori Golino  
Senior Vice President-Human Resources  
Social & Scientific Systems, Inc.

### PRINCE GEORGE'S COUNTY

Roy G. Layne  
Principal  
GKA, CPA

### SOUTHERN MARYLAND REGION

*Calvert, Charles, and St. Mary's Counties*  
Austin J. Slater, Jr.  
President & CEO  
Southern Maryland Electric Cooperative

### SUSQUEHANNA REGION

*Cecil and Harford Counties*  
Barney Michel  
Principal Business Strategist  
Joint Research & Development, Inc. (JRAD)

### UPPER SHORE REGION

*Caroline, Dorchester, Kent, Queen Anne's, and Talbot Counties*  
Royce L. Sampson  
President & CEO  
Royce Enterprises

### WESTERN MARYLAND REGION

*Allegany, Garrett, and Washington Counties*  
Jim Kesselring  
Quality Support Manager  
Garrett Container Systems, Inc.

## STORIES LIKE THESE HAPPEN EVERY DAY IN ONE-STOP CAREER CENTERS ACROSS MARYLAND

### MARILYN BALDWIN

“I loved my job, and I felt awful,” recalled Marilyn Baldwin about getting laid off. “I’m 55 years old, and I didn’t think anybody would hire me because of my age.”

Thirteen other workers – one of whom had worked there for 50 years – lost their jobs in that October 2006 downsizing at Statton Furniture in Hagerstown, and further layoffs followed. Ms. Baldwin had been at Statton six years, rising from customer service to stockroom manager.

The Western Maryland Consortium offered retraining assistance under the Trade Assistance Act (TAA), and “helped me figure out what I wanted to do and who would offer the training. They told me my business administration degree was a dinosaur and advised me to go back to school.” After completing computer training at the Consortium, Ms. Baldwin earned her Paralegal Certificate at Hagerstown Community College (HCC) in May 2008, winning the Award of Excellence for maintaining straight A’s.

Until she began her studies at HCC, Ms. Baldwin “spent every day at the Consortium as if it were a job. I went there early in the morning and stayed until they closed. What I was doing was self-training on the computer and they had newspapers there and I looked for a job. That way I didn’t have to sit at home and rot – it gave me the feeling I had a job.”

Now she’s working full-time for an attorney in nearby Waynesboro, PA. “I found it through my teacher at HCC . . . I really love it.” Ms. Baldwin praises the Consortium staff. “Cathy Bergeman, my case manager, would always say ‘Oh, you’re so awesome,’ which you really need to hear when you’ve lost your job. They brought in speakers, consultants, people who gave training tips. They talked about what to wear, how to wear my hair . . . I’d been in a factory and had been wearing jeans for a long time.” Before she lost her job, Ms. Baldwin had never heard of the workforce development system. Now, she says, “If I ever need to get another job, I’d definitely go back to the Consortium.”

**“If I ever need to get another job,  
I’d definitely go back to the Consortium.”**



### JOEL BRUCE MORGAN

**“From the outset, they [the One-Stop] gave me opportunity. It’s amazing, it really is.”**

When Bruce Morgan got out of the Federal Penitentiary, he was at a crossroads. He wanted to support his family, he knew he needed a career, but he was convinced that his criminal past limited his opportunities. He had been a truck driver, but his Commercial Driver’s License had expired while he was behind bars. One day, someone suggested he might get help at the Southern Maryland Workforce Services’ Leonardtown office.

Mr. Morgan learned job search and interviewing strategies that helped him present his criminal past to employers without jeopardizing his opportunity for a job. “It was excellent. A lot of people when they come home [from prison], they are fearful. We want a second chance, but we are intimidated. They taught me how to communicate, how to interact, how to look someone in the face.” Career consultant, Jonathan Toye helped Mr. Morgan enroll in the Federal Bonding Program to “give potential employers a little more assurance that you’d do what you were supposed to do,” he explained.

The One-Stop provided tuition assistance so he could obtain his Class B Commercial Driver’s License, and helped him identify potential employers and prepare a targeted resume.

“They have a pool of potential employers that will give you a second chance,” Mr. Morgan said. “I stand on the shoulders of those who went before. It actually went pretty smoothly because of their prior relationships with employers.”

In the fall of 2006, eight months after he first walked into the Workforce Services center, Mr. Morgan had secured full-time employment as a truck driver with Saunders Distributors, a beverage delivery company. “From the outset, they gave me opportunity. It’s amazing, it really is.”

**“They have a pool of potential employers that will give you a second chance...I stand on the shoulders of those who went before.”**

# Success Stories

**JOEL BRUCE MORGAN** (continued from previous page)

The future looks “very bright. The first year I made \$40,000, the second year around \$60,000. The owner wants to step back soon, he wants me to take over and run things; it’s been a major turn-around. I have two kids – a 14-year-old and an 18-year-old. This has afforded me the opportunity to support them in a way that’s stable for them. Our relationship is better. My son just graduated and he’s going into the military. He says, ‘Dad, you don’t take the easy way out, I don’t want to be lazy either.’ I see how the whole workforce process has opened things up.”

**“At a certain point...a person determines the workforce is a great place for someone who wants to do something.”**

Mr. Morgan intends to study for the Class A license he had when he was incarcerated, so he can drive 18-wheelers again. “At a certain point,” he believes, “a person determines the workforce is a great place for someone who wants to do something.”

**LISA McDOWELL**

**“It all started at One-Stop.”**

“It all started at One-Stop,” according to Lisa McDowell. With no typing or computer skills, Ms. McDowell couldn’t get the office job she wanted. “When I had last worked in an office, people were still using switchboards. When I interviewed for a medical receptionist job, they asked what types of computer programs I knew. I said I knew Lotus, and WordPerfect. They said they didn’t use them anymore.”

At 42 years old, Mrs. McDowell had recent work experience in fast food restaurants and a convenience store, but she wanted more. She learned about the Baltimore Works One-Stop Career Center in early 2007 and that’s when her job prospects began to turn around.

“I had good people skills, good telephone skills, office etiquette, light typing ... things like that. But a lot of the office jobs required computer skills.” Baltimore Works staff pointed her to the center’s Digital Learning Lab, where technology trainer Melvina Johnson taught her essential computer skills – from using a mouse and accessing files and folders, to understanding email and the Internet. As she mastered word processing, she also increased her typing speed from one-finger tapping to 56 words per minute.



**“It feels good to be able to help others get their understanding. You can teach it to someone else and they light up.”**

As Ms. McDowell earned certificates of mastery in computer trainings, her confidence grew, and Center staff helped her land an unpaid internship with the State Department of Budget and Management while she continued her computer training. That led to an \$8.25/hour temporary position as a clerical aide at the State Department of General Services. Eager to continue improving her skills, she returned to the Digital Learning Lab, with her employer’s support so she could pursue the Internet and Computing Core Certification (IC3) – a global, validated, standards-based training and certification program for basic use of computer hardware, software, networks, and the Internet. “They set up my schedule so I come in Monday through Thursday, with Fridays off to go to the Learning Lab.”

Ms. McDowell enthusiastically refers other jobseekers to the Career Center, and helps new people get started. “It feels good to be able to help others get their understanding. You can teach it to someone else and they light up.”

**“Im earning \$45,000 a year, with benefits. If I hadn’t had that training, I’d still be at McDonald’s.”**

Her computer training and work experience has opened other doors for her, and she is now working as an administrative assistant at the Maryland State Board of Public Works, where her keyboarding speed is up to 65 WPM. “I’m earning \$45,000 a year, with benefits. If I hadn’t had that training, I’d still be at McDonald’s.”

**EVANGELIN G. REDD**

Healthcare may be a high-growth, high-demand industry, but that didn’t keep Evangelin Redd from losing her job with a health insurance company. Ms. Redd had been working at a desk job when she was laid off after 21 years of service. Suddenly, she was a dislocated worker – divorced, 55 years old, with a \$1,300 monthly mortgage to pay on her own. With no income other than unemployment compensation and food stamps, she was concerned about losing her home. “It was a horrible feeling,” she recalled.

**“From the time I walked in the door, everybody was very kind, very professional.”**

Desperately seeking employment, she heard about Baltimore County's Workforce Development Center at Hunt Valley. "From the time I walked in the door, everybody was very kind, very professional." Ms. Redd especially appreciated the Career Path Strategies/Early Intervention seminar. "Shemel Bowden, who presented the seminar, was a dynamic speaker. I went from having very low self-esteem when I walked in the door to thinking that I could get back out there like a champion and gain employment."

**"...I went from having very low self-esteem when I walked in the door to thinking that I could get back out there like a champion and gain employment."**

Ms. Redd's career consultant, Annie Hatchett, helped her explore career options and look for jobs. She enrolled in GNA/CNA (geriatric/certified nursing assistant) training, with financial support from the Center, but "from the first day I walked in the class, I felt doomed to fail." She did struggle at first, but not for long. She achieved her GNA/CNA in mid-2008, thanks to her own hard work and the Career Center's persistence.

Today, after working brief stints in two nursing homes, Ms. Redd is well on her way to building her own business. She has completed the paperwork necessary to start an assisted living business, and currently earns money providing in-home care for one patient; her plans are to expand her business, bringing other Medicaid-eligible elderly or disabled people into her home and hiring additional staff. "This is what I like doing – taking care of other people who can't take care of themselves," she says with pride.

**"If the workforce development center hadn't been there for me, I don't know what I would have done...from the day I walked in, I knew I was okay. I couldn't have done it by myself. They were there for me; they care about people. I just so appreciate it."**

"If the workforce development center hadn't been there for me, I don't know what I would have done. God sends people into your life. From the day I walked in, I knew I was okay. I couldn't have done it by myself. They were there for me; they care about people. I just so appreciate it."

## ROBERT L. OSBORNE BEY

"You'll be back," mocked the prison guard captain, as Robert L. Osborne Bey walked out of the Maryland House of Corrections in October 2006, after serving 23 years.

The captain's prediction haunted Mr. Osborne Bey as he contemplated a bleak future. He knew he needed a job, but "with no formal training, no social skills, no technical skills, and no job training," he recalls, he didn't know where to begin. He had "no knowledge of what I may or may not be able to qualify for in an age where manual labor had been replaced by automation and the keyboard was king."

Luckily, Mr. Osborne Bey ran into a fellow ex-offender who told him about the Prince George's County One-Stop Career Center in Largo. There, he met with a career consultant, Pete Goodson, who provided him with assessments, counseling, eyeglasses, job referrals, skills training, and, perhaps most important, hope for a better future.

Through the One-Stop, Mr. Osborne Bey landed a part-time job stacking carts at Giant Food for \$6.20 an hour. He described this first job as "a test from God." Within months, he had moved up to a management position in the Seafood Department, with a substantial raise. He had also met the woman who would become his wife – a Giant shopper who always seemed to be there when he needed encouragement.

**Within months, he [Robert] had moved up to a management position...with a substantial raise.**

While working at Giant, Mr. Osborne Bey studied for his Commercial Driver's License – a requirement for the Metro bus operator training Mr. Goodson had arranged for him. After an unsuccessful stint driving for Metro, he returned to his One-Stop career consultant, who referred him for a job as a shuttle driver at Doctors Hospital. Soon, with financial obligations mounting, he sought a higher paying position. While undergoing a lengthy background check for a job with the U.S. Department of Homeland Security, he worked as a driver for the Coast Guard. Although he received a commendation from the Coast Guard, DHS terminated him because of his criminal background. His ex-offender status kept him from retaining a job at the U.S. Department of Energy as well.

Finally, Mr. Osborne Bey caught a break. His top performance as a Coast Guard driver led his supervisor to refer him to the

# Success Stories

**ROBERT L. OSBORNE BEY** (continued from previous page)

Federal Reserve Center. Hired as a driver there in late 2007, within a year he earned a promotion to Supervisor of Transportation, at \$21.76 per hour.

Mr. Osborne Bey's job retention barriers inspired him to initiate *Begin Again*, a pre-release program that assists ex-offenders in acquiring birth certificates, social security cards, state ID cards, and other papers necessary for employment. He also serves on the County's Gang Task Force, along with the same captain who predicted he'd return to a life of crime. Side by side, they help discourage school children from gang involvement.

## AARON SIERAK

"I lost motivation to continue," recalls Aberdeen resident Aaron Sierak about dropping out of school during his junior year despite earning As and Bs. "My grandfather had just passed away, my grandmother came to live with us, and there was a lot of stress at home."



**"I wanted to change... I wanted to better myself. I knew that I ultimately had to get my GED because I wanted to go to college."**

Dropouts cost Maryland taxpayers \$42 million per year in increased governmental expenditures and reduced taxes. The Susquehanna Workforce Network attacks that crisis by helping dropouts like Mr. Sierak return to school. Like most of the young people who drop out of school, Mr. Sierak was discouraged about his future. "I wanted to change. I sat around for a couple of months, and I was working full-time in a warehouse, but I wanted to better myself. I knew that I ultimately had to get my GED because I wanted to go to college."

A friend told Mr. Sierak about Reconnecting Youth, a dropout recovery program run by the Harford County Public Schools in partnership with the Susquehanna Workforce Network. "Miss Boo [Martha Chrismer] came out to talk to me and gave me all the information. I didn't have to go anywhere else, it was all right there in front of me. They offered to pay for my learner's permit, and for the classes, and for pretty much everything else. So all I had to do was apply myself. That was my only focus."

**"...it was all there in front of me... so all I had to do was apply myself. That was my only focus."**

Once he got started, Mr. Sierak didn't waste any time. He earned his GED within three months, entered Harford Community College, and obtained a Pell Grant for the first year's tuition. He's working toward his Associate's degree and, eventually, his Registered Nursing certification. "It feels really good to know what I want to do, and to have a goal so I'm not off track. I like the fact that an RN means I'll always have a job."

He acknowledges that "It's kind of hard keeping that motivation up all the time.

I keep in touch with Miss Boo and Miss Deb [Temple]; they're interested in helping me and knowing I'm okay. I really appreciate what they did for me there. They really took the pressure off me and let me apply myself, and that's what I did."

**"They're interested in helping me and knowing I'm okay. I really appreciate what they did for me. They really took the pressure off me and let me apply myself, and that's what I did."**



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