



THOMASVILLE JOBLINK

# LINK LETTER



## February—Literacy Awareness Month

4TH QUARTER, 2010



The month of February is regional Literacy Month and the **Get Not Out of Your Life** (Changing Attitudes & Behavior About Literacy & Lifelong Learning) campaign sponsored by TriadWorks. Partners are encouraged to participate.

Some of the objectives are:

- (1) Reach those missing out on being qualified for 21st century jobs
- (2) Improve attitudes and behaviors about the value of literacy, education and skills training to achieve prosperity
- (3) Increase use and awareness of literacy, education and career and technical training within the Triad Region.

The target audiences for this campaign are:

1. **Displaced adult workers** from legacy industries that did not require strong literacy and education—agriculture, tobacco, textiles and furniture manufacturing.
2. **Adolescents and young adults** 16-21 years old off-track or dropped out.
3. **Non-English speakers:** emphasis on Spanish speakers in low wage, low skill jobs whose children are US born
4. **Parents, grandparents and others** who devalue education due to life experience where literacy and education were not needed to achieve prosperity.

Visit JobLink, DavidsonWorks or the TriadWorks website for where to go to find out more about getting the **Not Our of Your Life**.

### INSIDE THIS ISSUE:

GET NOT OUT OF YOUR LIFE	1
THOMASVILLE EXPRESS	2
EMPOWERMENT WEEK	2
ACCESS POINTS	3
FROM THE FRONT LINE	3
CAROLINA COLLEGE ADVISING CORPS	3
UPDATE FROM VOCATIONAL REHABILITATION	4
UPDATE FROM PROJECT RE-ENTRY	4
UPDATE FROM WS URBAN LEAGUE	4
SUCCESS STORY	5
CUSTOMER SERVICE	5



Are you 16-21, a high school drop-out and want to change your future? Call Eric Torrence today at (336) 242-2241

DavidsonWorks



## The Thomasville Express

Getting from Point A to Point B just got a bit easier in Thomasville.

Davidson County Transportation (DCTS) began its new Thomasville Express fixed bus route on January 3, 2011. With 36 stops, the bus - painted white with an outline of a bulldog runs Monday-Saturday from 6:00 a.m. to 6:00 p.m. and rides are absolutely **FREE** to all passengers.

The route begins at the Davidson County Administrative Building on Colonial Drive, where the JobLink is located, and makes a continuous loop through town approximately every 40 minutes. If an individual gets dropped off at 1:00 p.m. he/she can expect the bus to return to that drop off point at about 1:40 p.m. Several JobLink customers have taken advantage of the free Thomasville Express.

According to news sources, funding for the bus came through High Point Transit Authority, stipulating that the money be used in the Thomasville half of the county. Thomasville is part of the High Point Transit Authority's Metropolitan Planning Organization. They also received some stimulus funds.

The first six months the bus is in service will act as a trial run. Davidson County Transportation will collect and analyze data to determine if certain stops are/aren't being utilized or collect requests for routes to different areas.

There are hopes to be able to connect the Thomasville Express to High Point buses and the Piedmont Authority for Regional Transportation (PART) system. This may expand job searching options for some JobLink customers.



**JobLink maintained a 100% positive Customer Service Rating for the 4th quarter of 2010**

### Customer Service

Comments from the surveys completed during the 4th quarter 2010

- *No complaints, everyone has always been very nice and helpful.*
- *Ability to call and make appointment for ESC.*
- *Keep up the good work.*
- *The staff was of great help and I wish them the best.*

## Empowerment Week 2010

Thomasville JobLink/DavidsonWorks participated in a Community Awareness Fair hosted by Emanuel Baptist Church, on October 27 through October 31, 2010. The week long event was free to the public and consisted of daily events such as Health Awareness, Family Day, Economic Awareness, Outreach Day, and Family & Friends Day, as well as free food.

Other organizations and businesses attending were: Bank of America, Davidson County Community College, Wood Forest National Bank, and Greensboro Fire Department.

Each participating organization and business managed a resource booth in the church Family Life Center with information about their organization or company and its' services.



Customers visit the JobLink booth during Empowerment Week.

DavidsonWorks



## Davidson Works/JobLink Access Points

Thomasville JobLink had the opportunity to hold our first Basic Computer Skills workshop at the Denton Library on Thursday, January 13, 2010.

We gave participants information about the JobLink Center, WIA programs, and all of our partner services. There were six customers in attendance. Each customer was so excited to learn computer skills. They wanted to be able to use the mouse and look up websites and know how to search for jobs on their own. When the workshop ended, all of them felt comfortable using the computer. They were referred to the Davidson County Community College for additional computer classes that are free to workers in transition. Information was shared with the seniors about the partnership that we have with the Senior Community Service Employment Program sponsored by the Winston Salem Urban League for those that were interested in working part-time. It was rewarding to be able to share our resources in the community and make an investment that will count in the future.



### From the Front Line

- The new year has ushered in more customers, old and new. We have had a steady flow and the need for more space is really a big concern at times. The new ESC “Job Connector” system has created some challenges for customers and staff, but hopefully once people have registered, they will be able to see that this will be a valuable tool.
- We have seen more people relocating to Thomasville in hopes of obtaining employment. More customers are realizing that they need basic computer skills in order to conduct a job search. They are beginning to be more willing to learn and attempt to complete online job applications.
- We have also noticed that more job seekers are willing to re-think their minimum salary allowances when it comes to taking less salary than they were receiving on their previous jobs and are also willing to consider applying for employment with temporary staffing agencies.
- The majority of the customers are very grateful to have a JobLink Center where they can access these types of services, resources, workshops, career information, and re-training assistance.

### Carolina College Advising Corps.

Now in its fourth year, the Carolina College Advising Corps—a program based in the Office of Undergraduate Admission at Carolina—helps low-income, first-generation and under presented students in North Carolina realize the goal of attending College.

The Corps places recent Chapel Hill graduates—many of them first-generation college students themselves—as college advisers in high schools across the state. Advisers work collaboratively with school counselors, teachers, and administrators to: increase the college-going rate at partner schools; expand the range of colleges and universities to which students apply and in which they enroll; and help principals, counselors, and teachers foster a college-going culture. Advisers assist all students with planning, applying, and enrolling in the post-secondary institution of best fit.

This position is being sponsored by UNC-Chapel Hill and DavidsonWorks. Whitney McLaughlin with Carolina College Advising Corps serves both LSHS and TSHS. During her first year she held 756 one on one sessions and 91 group sessions on topics such as financial aid, Latino College Night, SAT registration, etc. So far this school year she has held 372 one on one sessions and 49 group sessions.



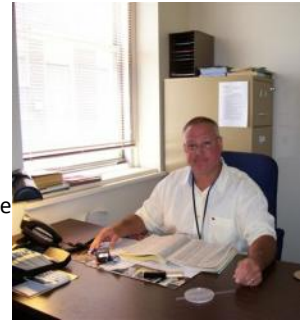
CAC, Whitney McLaughlin assists students with college applications at LSHS and TSHS

## Update from Vocational Rehabilitation

The Lexington unit of Vocational Rehabilitation covers a 3 county area, Davidson, Davie and Randolph County. Each of these offices lost several counselors due to changes in counselor requirements as mandated by state policy. However, I am happy to report that we are once again staffed with a group of highly qualified counselors who are working tirelessly to serve the needs of clients in the 3 county area.

The Mocksville office in Davie County has relocated from the JobLink to a new office located at 377 Hospital Street Suite 100. While staff members were sad to leave JobLink partners behind, the new office provides more room and a secure lobby. The Asheboro VR office in Randolph County has not moved but is proud of the addition to the current building. The program acquired the suite next door and expanded into that area giving this branch a larger area.

The School Job Club program which has been an activity for Davidson County Schools for several years has been expanded to include Thomasville High School with work underway to pull in Lexington High School. This program attempts to enhance the Occupational Course of Study (OCS) curriculum with visits to area JobLink partners (VR, DW, DCCC, ESC) as well as have speakers from various businesses talk to the youth regarding employer expectations. Activities throughout the Lexington VR Unit continue to include Employment Marketing Skills classes, Evaluation Services, and Adult /School Job Club Programs as well as professional counseling.



Richard Michaels, VR team member

## Update from Project Re-Entry

As I look back to 2010, I do so with the utmost satisfaction. Sixty-eight (68) clients obtained employment. Many are now enrolled at Davidson County Community College and Forsyth Technical Community College. Through long-term case management and monthly contact with our clients they have been able to maintain employment continuously. Some of our clients have been employed two years and counting, some have been promoted, and some have been made Lead in their department.

I am now conducting monthly workshops on Job Readiness/Job Retention for Child Support Enforcement at Career Connections in Lexington, NC. Project Re-entry is a major resource for Project Safe Davidson, an initiative to reduce violent crimes in Davidson County. I am excited to be able to serve these two new Davidson County partners.

Project Re-entry and our clients would like to thank Cindy Livengood, Director of DavidsonWorks/JobLink for her continued support of Project Re-entry and for providing office hours at Thomasville JobLink to serve Davidson County residents who find it more convenient to job search at the JobLink. Also, I would like to extend a special thank you to Jackie Gilmore-Davis, Job Developer, for all the workshops she facilitates at JobLink and for her support of Project Re-entry through her visits to Davidson Correctional. Participants are introduced to services provided by JobLink and its' partners.



Ineta Cherry, JobLink Team Member/ Project Re-entry Coordinator

## Update from Urban League



Update provided by team member Dora Kale, Senior Employment Specialist, Winston Salem Urban League

- Currently have 42 active participants on the program in Davidson County.
- We can no longer enroll new applicants until enrollment freeze is lifted (June 2011), but we are accepting applications and referrals for the purpose of compiling a waiting list.
- We are working hard on Job Development for the purpose of placing our existing participants into unsubsidized jobs.
- Recertification for existing participants will be starting in March, 2011.
- We are recruiting for new host agencies (must be non-profit)
- Developed two new host agencies in Davidson and two in Davie County.
- Eighteen (18) participants exited the program; to-date six (6) were placed in unsubsidized jobs and three (3) participants retired from work.

## Success Story

Mr. C came to the ESC office in Lexington immediately after losing his job in May of 2009. He had worked with a construction company for three years. Staff assisted him in starting his unemployment and in providing information on some of the available resources.

Almost a year went by before he came back into ESC. He had been asked to participate in RES (Re-Employment Services), a 12 week program that provides scheduled one-on-one assessments and assistance. During this program Mr. C, a veteran, was made aware of Veteran, Counseling and JobLink services. Going to the Thomasville JobLink was much easier and allowed him to get assistance from JobLink and ESC staff including the Veteran representative and ESC counselor. Assisting him in his job search and referring him to helpful workshops improved his skills and confidence. From July to September, he made regular contact with ESC at the Thomasville JobLink.

Third week in September he called to report starting to work for Head Start in Concord.

Later he sent the letter below.

*“Dear Ms Patricia Hillard;*

*Nov. 22, 2010*

*I am writing this letter of appreciation to inform you, of the wonderful and outstanding job that your employees from the Employment and Security Commission done for me. Their perseverance and determination to help me during my time of unemployment to find a job was very outstanding because they gave me their complete attention, care and concern. They treated me like a human being and showed that they were concern about my future, they search for jobs that will meet my experience or find a job that I might be interested in , they showed patient and etiquette towards me. I will like to commend Ms. Jennifer McKinney, Mr. John Francis and Mr. Tim Byerly, for their hard work, professional attitude, and their willingness to go the extra mile. Thank you for your help, cooperation, dedication and very thing that you all have done for me keep up the good work and thank you GOD SPEED”.*

It was his perseverance and determination, his renewed interest and concern for himself, and his professionalism in applying and replying to jobs that obviously captured that job for him. That RES invitation letter from ESC started a process that led to his ascent to improved job search skills and professionalism as reflected in the letter above.

Respectfully submitted,

Tim Byerly/ESC Employment Counselor



Success Story submitted by JobLink team member, Tim Byerly—ESC Employment Counselor.

## Success Notes

Front line staff shared another success from a letter received from a recent customer. He writes,

*“I wanted to thank you all very much for all of the help. You are the greatest. JobLink is the only way for the people in Thomasville to get back to work. I started work on Friday ....Thanks.*

Letters like these keep us going during these tough times.

### Thomasville By the Numbers

**The following figures have been compiled from monthly reports as taken from the daily sign-in logs. For the 4th Quarter of 2010, Thomasville JobLink had a total of 3,888 customer visits, with 993 being new customers. The total number of job placements for this quarter was 84, with 54 employer contacts and 36 services to businesses.**



*Linking people and services*