



THOMASVILLE JOBLINK

LINK LETTER



2ND QUARTER, 2011

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DCCC Advanced ESL Class

A group of thirteen students from Davidson County Community College's Advanced ESL class visited the JobLink Center on May 24, 2011 accompanied by David Whitehead, ESL Coordinator and staff.

English as a Second Language (ESL) teaches English to adults whose native language is not English. Instruction includes conversation, pronunciation, vocabulary, basic reading and writing, spelling, and English grammar. Citizenship preparation is also available.

A JobLink presentation of core services, partner services, and training programs was made as well as a tour of the Career Resource Center. Students were from countries such as Japan, the Philippines, and Mexico. Mr. Whitehead stated that being bilingual can be a good credential to have in today's global job market.

An invitation was also extended to the students to continue visiting the JobLink Center for job search and career assistance.

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Thomasville By the Numbers

The following figures have been compiled from monthly reports as taken from the daily sign-in logs. For the 2nd Quarter of 2011, Thomasville JobLink had a total of 3,540 customer visits, with 1,621 being new customers. The total number of job placements for this quarter was 107, with 86 employer contacts and 61 services to businesses.



Are you 16 - 21, a high school dropout

and want to change your future?



From the Front Line

JobLink has noticed several customers have been busy pursuing either GEDs or Adult High School certifications. We commend these folks on their efforts and extend our congratulations to those who have already completed these programs. As we know, this is an integral piece of the puzzle for their success in obtaining employment.

Also, several JobLink customers have recently gone to work under the WIA OJT program administered locally by DavidsonWorks. There is the prospect of more placements this month. This is certainly good news with both the participants and the employers benefiting from the program.

There have been many new customers to the JobLink again this month. Some having just lost their jobs and some being first time job seekers fresh out of high school or college. It continues to surprise staff that there are folks who have not yet visited our center.

Another trend to note is the number of retirement age customers who still desperately want to work. Many of these folks have worked the same job their entire lives. Every effort is made to ensure that all new (and repeat) customers receive good information about our services, resources, and partnerships.

CareerScope Online Assessment

DavidsonWorks also will be implementing an “online” version of CareerScope which is suggested as a first step for career or educational planning. This assessment will measure a participant's interests and aptitude based on responses given to questions during the session. A detailed report is printed upon completion as well as a list of possible occupations that are matched to the participant's interest and aptitude results.

Prove IT Online Assessment

DavidsonWorks recently purchased the “online” Prove It assessment software. The new software will allow staff to set up assessments for customers (job seekers/employers) to be taken from any internet computer. Also, multiple assessments can be initiated simultaneously.

Assessments can be administered for various occupations as well as tutorials are available for Microsoft Office, Outlook, Explorer, Peachtree, and QuickBooks. Upon completion, assessment results are immediately emailed to the designated email address.



Job Connector Training

Tim Byerly, ESC Employment Counselor, recently conducted Job Connector training for JobLink and DavidsonWorks staff on June 9, 2011.

Some staff members were familiar with the system and others were not but, everyone received detailed instruction in practicing hands on examples. Staff learned a great deal as well as Mr. Byerly answered specific questions.

An additional training session will be held for those staff members not able to attend at a later date.

Update from Vocational Rehabilitation

The Lexington Unit of Vocational Rehabilitation moves into summer with great anticipation regarding programs that serve disabled citizens of Davidson, Davie, and Randolph Counties.

School caseload counselors are preparing for the return of students in the fall as well as getting ready for the intake process for new students. Counselors of the Physical and Mental Health case loads are also working to increase their knowledge by calls to employers to ascertain projected workforce needs.

Vocational Rehabilitation statewide is in the process of rolling out a new client data management program. This program known as BEAM is much more user and Windows friendly than the retiring database program known as CATS. This program operates much like the programs used in many medical offices. The name BEAM has been the center of much levity as the term "BEAM me up" has been heard throughout the state. BEAM is also going to have as a component a database for employer contacts from across the state allowing for greater possibilities for job placement.

As the Business Relations Representative for Davidson and Davie counties, I continue to place myself at the service of clients and employers as a point of contact for area services offered through JobLink partners.

I welcome calls from potential clients and/or employers regarding our services. Please feel free to call me at (336) 249-0241.

Have a great summer!



Richard Michaels, VR
Team Member



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



JobLink
Your Link to Success

Update from Urban League

- The program is still on an enrolling freeze. The main focus at this time is in job development and placement into unsubsidized jobs for participants currently enrolled in the program. Several participants have been exited from the program due to their reaching their duration limit of 48 months. However, Ms. Kale continues to welcome all referrals to add to her "waiting list".
- Wanda Moretz who was out of work and had no income for months when she came to the Thomasville JobLink Career Center looking for work was referred to the SCSEP Program in Davidson County. Ms. Moretz was eager to work and had excellent customer service skills. Ms. Moretz was assigned to work at the Thomasville JobLink Center and DavidsonWorks office in Lexington, NC where she received additional training in office support and customer service. In a little less than one year, Ms. Moretz made it from SCSEP participant to a Davidson County employee joining the staff of the DavidsonWorks office. Kudos to Wanda!

**JobLink main-
tained a 99%
positive Customer
Service Rating for
the
2nd Quarter of
2011**

Customer Service

Comments from the surveys completed during the 2nd Quarter 2011

- Allow people to apply for more than 3 jobs.
- Excellent staff, great customer service.
- There needs to be a universal application. "It's a job finding a job".
- A very pleasant experience. I'm glad I came here this a.m.
- Very nice people; very helpful.
- Add another ESC representative to move people more quickly through the ESC office.
- Great staff.
- Great things happen with qualified staff that cares.
- I suggest to don't change a thing. The staff is helpful and very friendly.

New Faces at DavidsonWorks

Wanda Moretz



DavidsonWorks would like to welcome Wanda Moretz as the new Office Support III staff member who joined them on June 6, 2011.

Wanda will be assisting customers in the resource room, helping enroll customers in Job Clubs and intensive workshops. Wanda brings with her excellent customer service skills, a desire to learn and a great smile! She has already

made quiet an impression on our customers.

Wanda will work at the DavidsonWorks Lexington office a majority of the time, but will also continue to work at Thomasville JobLink every Monday.

Cris Waugh

Another new face at DavidsonWorks is Crystal Waugh – (Cris). Cris joined the staff on June 20, 2011 as the Business Services Job Developer. She comes to DavidsonWorks from Monarch, where she worked with the behaviorally challenged school-age population of Lexington City schools. Prior to that, Cris was the JobLink Operations Manager at Alleghany JobLink.

Cris will be working with both Business Services and Career Services in her position and she will have a caseload of enrolled customers. She will conduct Job Club sessions, work one-on-one intensively with customers on job search, meet with employers and be a member of the JobLink Business Solutions Team.



Celebrating Success

Mr. J came into the Thomasville JobLink last spring to begin his job search efforts after a personal battle with several serious issues. He had recently been released from Federal incarceration and was in need of new direction, not only in his job search efforts, but in his life as well.

JobLink staff began by referring Mr. J to our partner, Project Re-entry, whose representative scheduled an appointment with him to discuss the program and its benefits. In the meantime, he came to the JobLink center almost daily to pursue his job search efforts. He put in numerous applications online and obtained referrals from JobLink staff for postings on our website. Through our ESC partnership, he also conferred with their representative about job information and referrals.

Mr. J was very open to possibilities that were suggested to him. He was referred to and attended our "Resume Writing" workshop, as well as our "Job Seeking Skills and Interviewing Magic" workshop. Now being equipped with his resume, Mr. J was able to submit it online and to fax it to potential employers. In addition, he had obtained advice on how to handle interviews, especially given his criminal background.

Due to past circumstances, Mr. J was also in need of services from our Vocational Rehabilitation partner. Their counselor met with him at the JobLink to discuss ways in which to assist him with the life problems that were concerning him.

Periodically, the JobLink would receive a call from the facility that was monitoring Mr. J's whereabouts during the day to make sure he was pursuing work. Staff was glad to report to them that he was diligently looking for work and going above and beyond most normal efforts to obtain employment.

During the course of the first week in June last year, staff realized that Mr. J had not yet been into the JobLink, which was very unusual. On June 7, we received a letter from him letting us know that he not only had obtained employment at a local company through a staffing agency but had not been able to stop to tell us the news because he was working twelve hour days, six days a week! The letter went on to thank staff for all of their help. The following is an excerpt from that letter: "You guys are the greatest. JobLink is the only way for the people in Thomasville to get back to work."

In dire economic times, and with the odds clearly stacked against him, Mr. J persevered in his job seeking efforts. JobLink staff was elated to have been a part of his success by connecting him with the services and assistance he needed from partners who all met with him in our location.

Submitted by Ginger W. Bethea