



# THOMASVILLE JOBLINK LINK LETTER



WELCOME TO ISSUE 12

3RD QUARTER, 2008

## Our Services & Partners Continue to Grow

Many of you may remember that in 2007 our center launched a series of steps to address what we identified as an increasing need in our community. We were seeing a trend of more and more ex-offenders having difficulty with employment and re-entry in our community. We began to focus more attention to addressing the needs of these customers. We purchased some new resources for the JobLink that focused on the Job Search Strategies for the ex-offender and the specific needs of ex-offenders. We also developed a new workshop “**Straight Talk - Breaking Free of Job Barriers**,” targeted to the job search needs of ex-offenders and developed a community resource guide for their use. In March of last year we hosted a Community Awareness Forum in Lexington with speakers from Department of Corrections and Community Success Initiative in Raleigh and testimonials from ex-offenders. We were shocked by the statistics reported and the roadblocks to re-entry, but certain of one thing, these ex-offenders *are* returning to our communities and we all play a role in their successful re-entry.

This quarter the Thomasville JobLink added yet another resource and is now partnering with Project Re-entry as we continue to address these needs. Project Re-entry has as its mission:

*“To establish a coordinated system of pre- and post- release services for offenders between the NC Department of Corrections, community resource agencies, **One Stop Systems**, faith based initiatives, employers, community residents and ex-offenders to improve reintegration for ex-offenders, reduce criminal justice costs and increase public safety.”*

Project Re-entry has repeatedly been recognized nationally as an “exemplary” or “promising practice.” We want to welcome **Ineta Cherry, Project Re-entry Employment Specialist**. Ineta is able to provide case management services and work intensively to help fill in the service gaps and assist ex-offenders in meeting basic needs and responsibilities. Ineta has scheduled hours each week at the Thomasville JobLink and we’re glad to have her on board.

### INSIDE THIS ISSUE:

SERVICES AND PARTNERS GROW	1
JOBLINK AT STANLEY	2
CUSTOMER SERVICE	2
BY THE NUMBERS	2
SUCCESS STORY	3
WIN FOR WORKKEYS	3



**Project Re-entry Employment Specialist, Ineta Cherry at the Thomasville JobLink**

### REMINDER

Virtual Job Fair

Nov. 16—22

Check out the website  
at <http://www.triadworks.org/>

## JobLink On-Site at Stanley Furniture

### Customer Service

Our customer service rating for the third quarter of 2008 was 99% positive. Comments from the surveys completed during the third quarter include:

- "This place is amazing"
- "People at JobLink were friendly and professional"
- "Very Courteous and Helpful"
- "Good Job! Office could be larger"

### Thomasville By the Numbers

**The following figures have been compiled from monthly reports as taken from the daily sign-in logs. Our numbers indicate that our customer traffic continues with some of the highest numbers ever. For the 3rd Quarter of 2008 Thomasville JobLink had a total of 4244 visits, with a very high number of new customers. The total number of job placements for this quarter was 128.**

JobLink staff participated in the Rapid Response services for Stanley employees during August and September. During August employee orientation sessions were held on site by JobLink partners. Stanley employees were informed of training and basic skills options, career planning services, job search assistance and workshops available, along with information on unemployment benefits and community resources.

JobLink team members assisted employees at an on-site workshop and at the Job Fair coordinated by DavidsonWorks, in September.

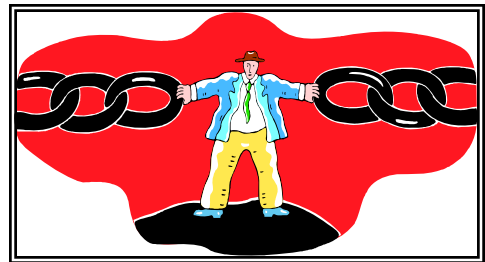


Above, JobLink team members Jackie Gilmore-Davis (DavidsonWorks) and Richard Michaels (VR) assist Stanley employees at the workshop and Job Fair in September.



Your Link to Success

Linking People and Businesses to Services





Our September Success Feature submitted by JobLink Team Member, Tim Manness



JobLink Team members participate in the Customer Service Training which is required by Chartering Standards. The training was held in September at DCCC.

Brenda McDowell came to the JobLink in August of 2006 looking for employment assistance and to learn about training opportunities. She was in a predicament that she had not experienced in quite sometime, she was unemployed. Brenda was laid off from Thomasville Furniture Industries where she had worked for 32 years. She found herself at a crossroads in her career. The furniture industry in Davidson County was going away along with her 32 years of experience. Faced with many difficult career decisions, Brenda utilized the assistance of the JobLink system. She worked with ESC, WIA and DCCC staff to make decisions about her career. This is the story of her transition from a TFI factory worker to a student at DCCC to a Pharmacy Technician at Wake Forest University Baptist Medical Center.

The story begins at the DCCC JobLink where Brenda worked with a Career Development Consultant to discover her interests and abilities. Brenda wanted to take a career path that would not only lead to employment, but something that she would enjoy. After much career exploration and employment consultation she decided that Pharmacy Technology was an area of interest where she could find employment and resume her career.

Shortly after making the decision to enroll into school, Brenda began taking classes. Although she had not been in a formal educational setting in 35 years she did not let that faze her. Brenda excelled in the classroom; she worked hard and persevered. Her hard work led to a Pharmacy Technology Diploma from DCCC and a nationally recognized certificate from the Pharmacy Technician Certification Board; she received both in May of 2008. One more little detail should be pointed out here; she graduated with a 3.75 GPA!

It should be noted that Brenda also proved to be resilient when it came to working with JobLink staff. Due to a staff member's resignation and an interdepartmental promotion, Brenda was transferred twice and worked with three different Career Development Consultants. Normally being transferred from one consultant to another can be very frustrating to a client. Brenda did not let the transfers affect her. She remained positive, continued to work hard and excelled.

After a challenging job search that lasted approximately three months, Brenda was hired at Wake Forest Baptist Medical Center. Her first day on the job was August 25, 2008. She works second shift in the Pharmacy Department. Her hard work and positive attitude paid off. Brenda's story is a true example of what one can do if they put their mind to it and put their best foot forward!

### WIN for WORKKEYS

by Janet Money

JobLink is excited to have the capability of offering our customers assistance to improve their work place skills at their convenience. **WIN for WorkKeys** is a program that increases your chances for employment and promotion. It also provides training to help you obtain a Career Readiness Certification.

**WIN for WorkKeys** is available at Thomasville JobLink and once a student has enrolled, they can access WIN via the internet from home or other location. Training areas are: Applied Mathematics, Applied Technology, Listening, Locating Information, Observation, Reading for Information, Teamwork, Writing, Business Writing, Work Habits