



Key Points to a Successful Job Search

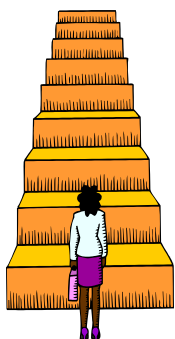
- Identify your skills and abilities
- Identify industries and jobs that need your skills
- Take charge and manage your job search
- Keep focused, yet flexible - Focus on what you can control
- Know how to market yourself effectively
- Record your job search activities

SERVICES AVAILABLE FOR YOUTH!

(AGES 14 TO 24) AT OUR ONE STOP YOUTH CENTER



- **Assistance with resume development and critique.**
- **Assistance with job search and job leads in the local area.**
- **Workplace Readiness Preparation & Certification.**
- **Computer and Job Search workshops.**
- **Paid work internship, and summer job opportunities (available upon funding availability) or volunteer work experience and placements.**
- **Career/College exploration or vocational/occupational training.**
- **Assistance with Financial Aid and information on available scholarships.**
- **Referrals to HiSET, English as a Second Language (ESL), Adult Basic Education (ABE), Westover Job Corps, and school drop-out intervention.**



For more information contact:

- ☐ **Gladys Lebrón-Martínez, Youth Services Director**
(413) 322-7143
- ☐ **Sergio Vicente, Youth Counselor & Operations Coordinator**
(413) 322-7168



Online Web Resources

Job Opportunities

- www.mass.gov/jobquest
- indeed.com

Career Exploration

- www.mass.gov/dwd/cis
- www.acinet.org/acinet

Labor Market Information

- www.mass.gov/dwd



WORKFORCE INNOVATION OPPORTUNITIES ACT

The Workforce Innovation Opportunities Act is a federal program providing specialized services to assist people to gain employment in the workforce. MassHire Holyoke CC, MassHire Springfield CC, and the MassHire Hampden County Workforce Board administer the program. The goal of the program is to help individuals who might not find employment because of limited marketable skills or lack of work experience.

Eligibility for Workforce Innovation Opportunities Act services is determined on an individual basis by a Career Counselor. Services focus on four types of individuals:

- Economically Disadvantaged** individuals with low family household income* (see reverse)
- Youth** between the ages of 14 and 24 years old
- Dislocated Workers** who have lost their jobs through no fault of their own
- Displaced Homemakers** who must return to the workforce due to the loss of a spouse's economic support

The Workforce Investment Act can provide the following services to appropriate individuals:

Career Exploration and Individual Career Development Planning

- ✓ unlimited one-to-one career counseling
- ✓ comprehensive assessment of career aptitudes

Intensive Job Search Assistance

- ✓ electronic job matching of an individual with relevant job leads
- ✓ developing networking strategies
- ✓ resume development and critique
- ✓ youth employment service

Training Exploration**

- ✓ occupational training programs
- ✓ on-the-job training programs
- ✓ computer workshops

****IMPORTANT FACTS REGARDING TRAINING:**

Eligible individuals also must be determined appropriate candidates for training, who otherwise cannot find employment due to significant barriers or lack of marketable skills.

WIOA Training Funds cover part or all of the tuition costs of *select, pre-approved training programs* that are one year or less in length and will lead to re-employment in the workforce. Training or education programs that are greater than one year in length are not acceptable. WIOA Training Funds must be approved before beginning any training program.

WIOA Training Funds are limited and disbursed on a first come first served basis. Therefore, there is no guarantee that WIOA Training Funds will be available, even if you are eligible. All other potential financial grant funds must be utilized before WIOA Training Funds.

Please be aware that if you want to collect unemployment while in training, you must apply for permission before the **20th week** of your unemployment claim.

(Please turn page over)

You MAY be eligible if your family income was equal to or below:

Family Income does not include public assistance (welfare) or Unemployment benefits.

<u>Family Size</u>	<u>Annual Family Income</u>	<u>Last 6 Months Family Income</u>
1	\$ 12,490	\$ 6245
2	\$ 18,432	\$ 9,216
3	\$ 25,298	\$ 12,649
4	\$ 31,229	\$ 15,649
5	\$ 36,856	\$ 18,428
6	\$ 43,099	\$ 21,549
7	\$ 49,342	\$ 24,671
8	\$ 55,585	\$ 27,792
9	\$ 61,828	\$ 30,914
10	\$ 68,071	\$ 34,035
11	\$ 74,314	\$ 37,157
12	\$ 80,557	\$ 40,278

Or if you receive:

SNAP Benefits

or

Welfare (TAFDC)

or

Supplemental Security Income (SSI)

<p>If you believe you are eligible and want to find out more, please register for a Training Opportunities Workshop offered Friday at 10:00 A.M.</p>

Updated 7/2019



WORK SEARCH ACTIVITY LOG

The Massachusetts Department of Unemployment Assistance (DUA) requires that as a condition of eligibility you **must**:

- engage in a minimum of three (3) work search activities per week:
 - on three (3) separate days;
 - utilizing three (3) different job search methods (*i.e., web search such as JobQuest, workshops, networking, job fairs, etc.*);
- you may be randomly selected to provide proof of your job search activities (using this form) to continue your eligibility for unemployment benefits;
- remember to bring printed completed copies of all Work Search Activity Logs to your Career Center appointments.

This log is provided to help you track your work search activities. Most likely you have done more, but you only need to list **3 job search activities** for each week claimed. If you need additional logs, you can download a copy at www.mass.gov/dua/worksearch or obtain a copy at your local Career Center.

PRINT A COPY OF WORK SEARCH ACTIVITY LOG (this form) PRIOR TO SUBMISSION.

Name _____ Social Security Number _____

Previous Occupation _____ Occupation of Interest _____

Previous Pay Rate \$ _____ Minimum Acceptable Pay Rate \$ _____

Week beginning Sunday: 1 / 8 / 13 through Saturday: 1 / 14 / 13

DATE	POSITION	PAY RATE	EMPLOYER/ADDRESS/TELEPHONE	JOB ID OR PERSON CONTACTED	HOW CONTACTED: (WEB, PHONE, MAIL, JOB FAIR, NETWORKING, ETC.)	RESULTS
1/9/13	Analyst	\$52,000 per year	ABC Research, Inc. Johntown, MA 508-774-9876	Jen Smith	Informational Phone Interview	Made Network Contact
1/11/13	Cook	\$12 per hour	Joe's Diner Anytown, MA 508-791-1110	Joe Jones	Walk-in	No-openings
1/13/13	Personal Trainer	\$25 per hour	Company Confidential	Contact Name or Job ID Number	Web	Closed

Week beginning Sunday: / / through Saturday: / /

DATE	POSITION	PAY RATE	EMPLOYER ADDRESS/TELEPHONE	PERSON CONTACTED	HOW CONTACTED: (WEB, PHONE, MAIL, JOB FAIR, NETWORKING, ETC.)	RESULTS

Do you need new skills to get a job?

Apply to the Training Opportunities Program (TOP)



The Training Opportunities Program (TOP, for short) allows you to collect unemployment benefits while you attend full-time training for new job skills.

If you qualify, you can:

- Collect unemployment benefits, **without** having to search for a job, and
- Extend your unemployment benefits up to 26 weeks.

Who can be in TOP?

You may qualify if:

- You no longer work for your former employer
- You filed a claim and are eligible for unemployment benefits
- It will be difficult for you to get a new job, unless you get new skills
- You have the skills to complete and benefit from approved training
- Your training program is full-time and approved by the TOP unit

Is there a deadline to apply?

You must apply during the first 20 weeks you receive unemployment benefits.

Tip: Apply for TOP as soon as you know you are eligible for unemployment benefits **AND** have a training course.

What kind of training can I choose?

Choose a training program that will give you job skills that are in demand.

You can choose training for jobs in demand where you live now, or in another place you would commute to or move.

Learn more about the labor market and which jobs are in demand at: www.mass.gov/lmi.

Is the training free?

No. You must pay for the training or find scholarships or grants that can help you pay.

Here are some financial aid resources:

- **Massachusetts One-Stop Career Center:** Go to your local center. Ask a job specialist to help you look for grants or loans.
- **Federal Financial Aid:** To find out if you are available for financial aid, including Pell grants for up to \$5350, and other grants and loans, fill out a **Free Application for Federal Student Aid (FAFSA)**.

If you already have a 4-year college degree, you won't qualify for a Pell grant but you may qualify for other kinds of aid.

- Visit www.opportunity.gov for information about financial aid, and tools to help you explore careers and options.

How do I know if my program is approved?

You can find out what training is DUA-approved by:

- Calling the TOP Unit at 617-626-5521, or
- Going to any Massachusetts One-Stop Career Center, or
- Searching at www.mass.gov/jobquest

The program you choose must be an intensive, full-time vocational, technical or basic skills training program that you can finish within 2 years.

The training program should also:

- Give you job placement opportunities for a specific occupation before the training ends,
- Have proven success in placing similar trainees, and
- Provide proof that the training will help you get a new job.

Type of Program	Minimum Requirement
Vocational/Industrial Training	20 or more supervised class hours per week See: www.mass.gov/dpl
School- or College-based Training	12 credits per semester at a school or college licensed by the state Department of Education See: www.mass.edu
Distance Learning Training	12 credits per semester, or 20 hours per week – Cannot be self-paced; must follow established curriculum
Internships or Externships	20 or more hours a week, if it is part of the established curriculum
	Call the TOP unit to see if your program qualifies if it is: <ul style="list-style-type: none">• Part coursework, part internship or practicum, or• An undergraduate or graduate degree program.



What if I need basic skills training first?

You may need basic skills before you can do a training program. For example, you may need to:

- Improve your reading, writing, or math skills,
- Learn English if it is not your first language, or
- Prepare for a high school equivalency test if you did not graduate from high school.

If you need any of these basic skills, your vocational plan will include classes from one or more of these areas:

- English as a second language,
- Adult Basic Education (ABE), or
- General Equivalency Diploma (GED)

TOP allows claimants who need basic skills 3 years to complete their program. That gives you extra time to take the basic skills classes you need along with vocational or technical training.

Important! Your eligibility period for benefits does not change.

How can I apply?

To apply to TOP and to extend your Unemployment Benefit period, follow these steps:

1. Find an approved training program that will prepare you for the job market. The best way to do this is:
 - Go to any Massachusetts One-Stop Career Center, or
 - Search at: www.mass.gov/jobquest
2. Call the TOP unit to get an application: 617-626-5521
3. Fill out your part of the application. Ask your training program to fill out their part.
4. Send your completed application to the DUA TOP department at least **3 weeks before** your program starts

If you don't hear from TOP within 3-4 weeks of applying, call: **617-626-5521**.

Need help selecting a training program?

Go to a One-Stop Career Center where staff can help you find training that is right for you.

The Career Center staff can also:

- Evaluate your job skills,
- Give you a list of approved training programs,
- Tell you if you can finish the training before your unemployment benefits run out,
- Explain your options for paying for the training, and
- Help you fill out the TOP application.

Could I lose my TOP benefits during training?

Yes. You could lose your benefits, if you:

- Stop requesting your weekly claims for unemployment,
- Do not keep up with the training program requirements,
- Stop the training program before you complete it, or
- Take more than one training program at a time (unless the other program is for Basic Skills).

If you are receiving TOP extended unemployment benefits when your training ends your TOP benefits will end the last week of the training program.

Important! If you are having problems with your training program, contact TOP right away. Call: **617-626-5521**.

If my job training program has vacation breaks, will my TOP benefits stop?

No, if:

- The vacation period is **less than 3 weeks**, and
- You go back to the training program right after the break.

If the vacation period is **more than 3 weeks**, and you continue searching for work as required, you may be able to get regular benefits but not extended unemployment benefits.

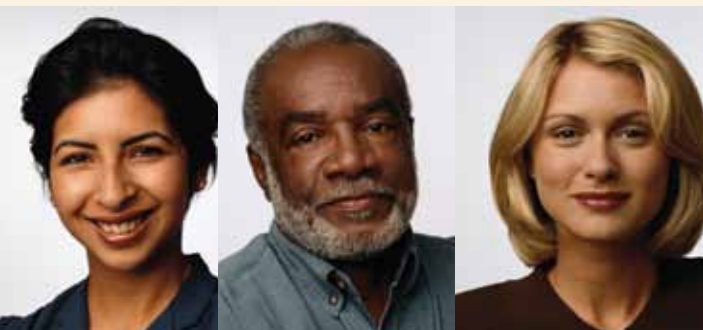


AMERICAN JOB CENTERS

American Job Centers, sometimes known locally as One-Stop Career Centers or by a different name, are “full service” career centers. Services provided generally include:

- Information about employment and training opportunities
- Skills assessments
- Job placement
- Job counseling
- Other supportive services

It is important to maintain contact with local American Job Centers to meet required deadlines, ensure proper understanding of the rules, and receive guidance on benefits and services available to workers.



To find the nearest American Job Center, either call or visit:



PHONE:

1-877-US2-JOBS
1-877-889-5627 (TTY)



WEB:

www.servicelocator.org

CONTACT INFORMATION

For further information, please contact:



U.S. Department of Labor

Employment and Training Administration
Office of Trade Adjustment Assistance
200 Constitution Ave, N.W., Room N-5428
Washington, D.C. 20210



PHONE:

1-888-DOL-OTAA (1-888-365-6822)
1-202-693-3560



FAX:

1-202-693-3584
1-202-693-3585
1-202-693-3586



WEB:

To learn more about how to file a petition, locate a state or regional contact, check on the status of a petition, or to obtain more information on benefits and services, please visit our website at: www.doleta.gov/tradeact



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PATHWAYS TO CAREER SUCCESS



americanjobcenter

Note: This brochure is intended as a general description and is not legally binding.

EMPLOYMENT AND TRAINING ADMINISTRATION

THE TRADE ADJUSTMENT ASSISTANCE PROGRAM

GETTING Back to Work

AFTER A TRADE RELATED LAYOFF



Trade Adjustment Assistance as expanded by the Trade Adjustment Assistance Extension Act of 2011



U.S. Department of Labor
EMPLOYMENT AND TRAINING ADMINISTRATION

OVERVIEW AND PETITION PROCESS

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program that assists U.S. workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

The first step to receiving TAA benefits and services is to file a petition on-line or by mail with the U.S. Department of Labor (DOL). Petitions are available on-line and may also be obtained at American Job Centers. The petition may be filed by:

- Three or more workers in the same firm or subdivision;
- The workers' employer;
- A union official or other duly authorized representative of such workers; or
- American Job Center operators or partners (including state workforce agencies and dislocated worker units).

Upon receiving a petition, DOL initiates an investigation to determine whether the circumstances of the layoff meet the group eligibility criteria established by the Trade Act of 1974, as amended.

To learn more, please visit our website at www.doleta.gov/tradeact.

PROGRAM ELIGIBILITY

A petition identifies a worker group at a specific firm or subdivision and covers all individuals in that group. Generally, if a worker is laid off, a petition must be submitted within one year of the layoff for that worker to be covered by the petition and the certification if DOL grants the petition.

A group of workers may be eligible for TAA if their jobs are lost or threatened due to trade-related circumstances as determined by the DOL investigation. These circumstances may include:

- Increased imports of either articles or services;
- A shift in production to or an acquisition of services or articles from any foreign country by the worker group's company;
- An employer's loss of business from a customer with TAA-certified workers; or
- An employer is identified as trade-injured by the International Trade Commission (ITC).

After the investigation, DOL determines group eligibility to apply for TAA benefits and services. Workers in a certified group will be notified by their state, at which time they may apply for individual eligibility for benefits and services.

BENEFITS AND SERVICES

If a worker is a member of a worker group certified by DOL, that worker may receive the following benefits and services at a local American Job Center:

Employment and Case Management Services:	Skill assessments, career counseling, supportive services, information on training, and more.
Training:	Up to 130 weeks of full-time or part-time training.
Trade Readjustment Allowances (TRA):	Up to 130 weeks of income support for workers enrolled in full-time training within 26 weeks of their trade-related layoff or certification, whichever is later.
Health Coverage Tax Credit (HCTC):	A tax credit covering 72.5% of the worker's monthly premium for qualified health insurance.
Reemployment Trade Adjustment Assistance (RTAA):	A wage subsidy for up to 2 years available to workers age 50 or over who are reemployed at annual wages of \$50,000 or less.
Job Search Allowance:	Reimbursement for job search costs outside the worker's local area.
Relocation Allowance:	Reimbursement for relocation costs for a job outside the worker's local area.



Work Opportunity Tax Credit

How the Tax Credit Works

If you are a "for-profit" employer in Massachusetts, you may be eligible for a federal tax credit through the Work Opportunity Tax Credit program. Individuals must be identified as members of one of these targeted groups before a job offer is made.

Calendar Year 2010

- Massachusetts WOTC unit processed 31,586 new requests from the employer community.
- Massachusetts WOTC unit issued 12,210 certifications.
- These certifications represent a "maximum potential" tax credit of over \$42,000,000 to Massachusetts based employers.

The Work Opportunity Tax Credit (WOTC) program has two purposes:

- To help individuals who qualify as members of a target group to get a job, and
- To help employers who hire qualified individuals by giving them a credit on their federal taxes.

Target Groups

- A member of a family that is receiving or has received Temporary Assistance to Needy Families (TANF) for any 9 months during the 18-month period that ends on the hiring date.
- A veteran who is a member of a family that is receiving or has recently received Supplemental Nutrition Assistance Program (SNAP) benefits and certain qualified disabled veterans.
- A recently released ex-felon.
- An 18 to 39 year old resident of one of the 105 federally designated Empowerment Zone/Renewal Communities. (Lowell/Lawrence Renewal Communities expired 12/31/2009; Boston Empowerment Zone expires 12/31/2011. Please note that legislative reauthorization is possible)
- A vocational rehabilitation referral who completed or is completing rehabilitative services from the Commonwealth of Massachusetts, an Employment Network, or the U.S. Department of Veterans Services.
- A 16 to 17 year old Empowerment Zone/Renewal Community resident hired between May 1 and September 15 as a Summer Youth Employee. (Lowell/Lawrence Renewal Communities expired 12/31/2009; Boston Empowerment Zone expires 12/31/2011. Please note that legislative reauthorization is possible)
- An 18 to 39 year old member of a family that is receiving or has recently received SNAP benefits.
- A recipient of Supplemental Security Income (SSI) benefits.
- A long-term TANF recipient.
- The "American Recovery and Reinvestment Act of 2009" has created two additional WOTC categories for individuals hired in 2009 and 2010: Unemployed Veterans and Disconnected Youth. (expired 12/31/2010 but please note that legislative reauthorization is possible)

Amount of the Credit

The WOTC credit can potentially be as much as:

- \$2,400 for each new adult hire;
- \$4,800 for each new disabled veteran hire;
- \$1,200 for each new summer youth hire; and
- \$9,000 for each new long-term TAFDC/TANF recipient hired (this is claimed over a two-year retention period)

Application Process

The first step is pre-screening to determine eligibility. The jobseeker and the employer must complete the following forms:

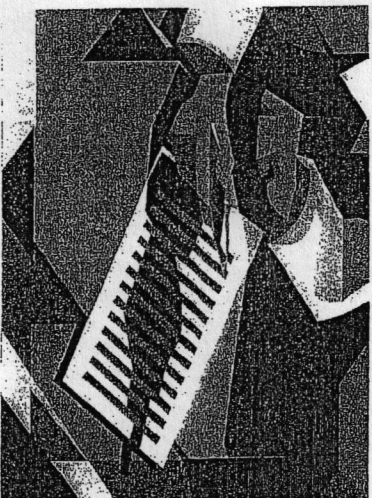
- Individual Characteristics Form Work Opportunity Tax Credits ETA 9061 or ETA 9062
- Pre-Screening Notice and Certification Request for Work Opportunity Credit, IRS Form 8850
- The employer and the jobseeker must sign the Form 8850. The employer then sends the forms to the Department of Career Services postmarked no later than the 28th day after the jobseeker begins work.

Mail the Form 8850 with the ETA 9061 or ETA 9062 attached to:

Work Opportunity Tax Credit Unit
19 Staniford Street
Boston, MA 02114
Telephone: 617-626-5353



You have the right...



to file a complaint.



YOUR RIGHT TO FILE A COMPLAINT

If you have an employment related complaint we may be able to assist you by:

- Investigating complaints about specific jobs to which you were referred by any of the Massachusetts One-Stop Career Centers
- Investigating complaints about the One-Stop Career Centers services.
- Referring your complaint to the appropriate enforcement agency for investigation.

What kinds of complaints are investigated?

- If you think an employer has been unfair in dealing with you or has violated employment related laws or regulations.
- If your complaint concerns actions or omissions by the One-Stop Career Center under applicable regulations.

KEEPING INFORMED

The One-Stop Career Center will keep you informed of action taken concerning the status of your complaint.

HOW TO FILE A COMPLAINT

It's important to provide us with as much information about your problem as possible, this will enable us to investigate and provide you with a prompt response.

Be prepared to provide us with the following:

1. Your name, address and daytime telephone number.
2. Name and address of the employer involved in your complaint or inquiry.
3. Detailed description of the complaint, what happened, the dates involved, and the names of persons involved or witnesses.

YOU MAY FILE YOUR COMPLAINT AT:

Your nearest One-Stop Career Center

or

**Division of Career Services
19 Staniford Street, 1st Floor
Boston, MA 02114**

Attn. José V. Ocasio



ONE-STOP CAREER CENTER CLIENT RIGHTS

You have the right to:

- Receive training services within 45 days of determination of WIA eligibility and/or determination of training need. You are not required to complete more than one core service and one intensive service before receiving a training voucher. Training is contingent on availability of WIA training funds.
- Accurate information about the jobs listed at Career Centers, including whether they are permanent or temporary, and full-time or part-time.
- A list of training providers and programs eligible to receive funding under a Training Voucher, with information about how many graduates found jobs after completing the training program and the average salary of these graduates.
- Information about the local job market, including which fields are growing, what skills and training those jobs require, and how much the jobs pay.
- Meet with (or at the customer's choice, schedule an appointment with) a Career Counselor on the day of your orientation to initiate services.
- Information and referrals for supportive services, including transportation and childcare.
- Reasonable accommodations for any disabilities so that you can use our services fully.
- Services and written information in your primary language as required and available.
- Welfare recipients are eligible for the full range of services from Career Centers.
- Freedom from discrimination, with equal access to all of our services without regard to your race, color, religion, sex, age, sexual orientation, disability, and national origin. Career Centers may collect information about race, ethnicity, sex, age, disability, education level, income source, and type of employment. This information is used for determining eligibility for programs and for the purpose of evaluating Career Center Programs.
- File a grievance if you are not satisfied with the assistance or services offered to you, or if you believe that your rights have been violated. Ask for a copy of the **Grievance Procedure**.

CUSTOMER COPY

EXPECTATIONS OF MASSHIRE HOLYOKE CUSTOMERS

The staff at MassHire Holyoke is committed to providing you with prompt, professional, safe and courteous service. In order to meet this commitment, we ask that you please agree to abide by the following guidelines:

- Always demonstrate common courtesy and respect for all MassHire Holyoke CC customers and staff.
- While in the Center, cell phones must be either silenced or on a non-ringing “vibrate” mode. Please leave MassHire Holyoke to have a cell phone conversation.
- Children under 14 must be with a parent or guardian at all times and must act appropriately for a business environment. Children are not permitted in the Resource Center or workshops, and cannot be left alone in the Reception area or other areas of the Center.
- Out of respect for customers and staff, we require that you be on time for all appointments and workshops. If you are more than 10 minutes late, you will be asked to reschedule your appointment or workshop.
- Come dressed appropriately. You can never tell when you might have an interview that leads to your next job. Please be aware that MassHire Holyoke frequently holds on-site job fairs.
- If you appear to be under the influence of alcohol or drugs, you will be required to leave the Center.
- Resource Center equipment - computers (including Internet access), copiers, printers, fax machines, and telephones- may be used only for job search, training or educational purposes. When conversing in the Resource Center, please always be considerate of others.
- Solicitation or outside sales is prohibited either for-profit or not-for-profit activities without the written approval of the Executive Director or his designee.

By signing the MassHire Holyoke Clients Rights Form, I also agree to follow the above Customer Expectations and understand that my failure to comply with them may result in my being prohibited from accessing Career Center services and programs on either a temporary or permanent basis.