



Commonwealth of Massachusetts  
Executive Office of Labor and Workforce Development

**WELCOME TO**

**ValleyWorks Career Center**

**10/4/2018**




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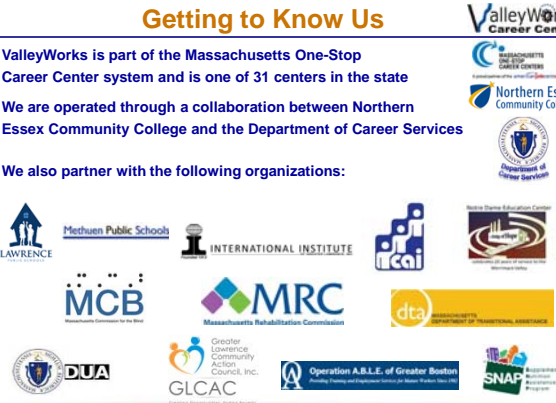

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**Getting to Know Us**

ValleyWorks is part of the Massachusetts One-Stop Career Center system and is one of 31 centers in the state

We are operated through a collaboration between Northern Essex Community College and the Department of Career Services

We also partner with the following organizations:


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**How ValleyWorks Career Center Can Help You**



Finding a job is a full-time commitment.

Don't do it alone - our staff is dedicated to helping you achieve your career goals!

We have:

- A support system of knowledgeable & experienced staff
- Access to valuable tools, resources, and services
- Connections with employers looking for you!
- Connections with support agencies

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**Business Services**



**ValleyWorks Career Center**  
www.ValleyWorks.cc **Business Services**

See our 'Grab-N-Go' racks for current job fair and recruitment information!

**Recruiting Services**

- Free Job Postings
- Individual Recruitments
- Job Fairs

**Enhanced Referral Services**

- Incumbent Worker Training Grants
- Safety Training Grants
- Lay-off Aversion Programs
- Apprenticeship / OJT
- Hiring Incentives

**EMPLOYERS:**  
Call and ask to speak with a Business Services Representative today!  
Building and Promoting workforce potential to support regional business growth and economic prosperity.

ValleyWorks is a Massachusetts One-Stop Career Center and a partner of the American Job Center Network.

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**Industry Sector Teams (IST)**

**ValleyWorks has 4 Industry Sector Teams (IST)**

- Construction & Trades
- Healthcare & Human Services
- Manufacturing
- Professional Services

**Each team is:**

- Knowledgeable about YOUR industry
- Connections with businesses hiring NOW
- Understand training needs for YOUR industry

**Let us know after the seminar if you are interested in meeting with an IST Counselor**



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**Multilingual Services**

Multilingual Services coordinates *translation and interpretation services* for multiple languages, including American Sign Language (ASL).



To access translated publications and documents, visit our Multilingual webpage at:  
<http://www.mass.gov/lwd/eolwld/multilingual-information/multilingual/>

I Speak:

Spanish	עברית	
French	हिन्दी	
Italian	한국어	
Tagalog	日本語	
Portuguese	فارسی	
Russian	العربية	
Amharic	عربية	

[Click here](#)

If you need language assistance call the Multilingual Toll-free telephone line: (888) 822-3422 for Spanish, Haitian Creole, Cantonese, Mandarin, Vietnamese, Portuguese, Russian, Khmer, Lao, Korean, French and Arabic

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**Connect to Community Resources** 

- **Fuel Assistance**
- **Transitional Assistance**
- **Food Pantry**
  - [www.projectbread.org](http://www.projectbread.org)
  - 800-645-8333
- **Food Stamps**
  - SNAP: 866-950-FOOD (3663)
- **Additional Community Resources:**
  - Resource (211) Flyer is located in your CCS packet
  - Web Resource: [www.massresources.org](http://www.massresources.org)

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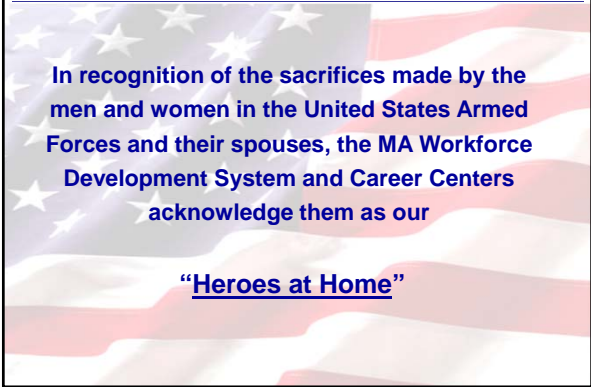
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**Veterans' Services** 

In recognition of the sacrifices made by the men and women in the United States Armed Forces and their spouses, the MA Workforce Development System and Career Centers acknowledge them as our

**"Heroes at Home"**



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**Veterans' Services** 

- All Veteran Customers and Eligible Spouses receive Priority of Service
- Individual assistance available
- Veterans' Employment Representatives on site
- Access to other Veterans' Services & Benefits

*Thank you for your service!*



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**Department of Unemployment Assistance (DUA)** 

*Unemployment Insurance (UI)* provides temporary, partial wage replacement.

- You must be able, available and actively seeking work while collecting UI benefits.

**To apply for UI Benefits or contact DUA directly:**

Online	By Phone
To apply online, create a UI Online account, <b>manage your account, schedule a callback:</b> <a href="http://www.mass.gov/dua">www.mass.gov/dua</a>	To file by phone or reach the TeleClaim Center call (617) 626-6800

*Computer access to UI is available at each of the **One Stop Career Centers** across the Commonwealth*

**Direct Deposit of Unemployment Payments:**

- Available to new and existing claimants. Sign up today by phone or web
- Direct Deposit dedicated phone line and multi-language menu (617) 626-6570

**DUA provides debit cards to access your UI benefits:**

- DUA Debit Cards expire after 3 years
- If your card is expiring this month and you have not yet received a replacement card, please call Bank of America at (855) 898-7292

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**Customers with Disabilities** 

- Assistive equipment available
- Individual assistance
- Referrals to partner agencies

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**Young Adults** 

**Helping Out-of-School and In-School Youth ages 14-24 with the following services:**

- HiSet (formerly known as GED) and Training Programs
- Career Counseling Services
- Job Search Assistance
- Summer Jobs for Youth

To obtain more information, speak with our Membership Desk

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### Work Opportunity Tax Credit (WOTC)

The WOTC Program provides money to companies that hire jobseekers from nine targeted groups who face barriers to employment

The targeted jobseeker groups include:

- Qualified Veterans
- People with Disabilities
- Qualified Long-Term Unemployed Job Seekers
- Recipients of Temporary Assistance for Needy Families



*Please see Career Center staff for more information*

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### Services to Migrant Seasonal Farm Workers (MSFW) and Agricultural Employers

Employment services to individuals legally eligible to work in the US and of legal age to perform services for wages:

Staff Assisted:

- Program Registration
- Job Referrals
- Job Development/Training
- Job Placement
- Career Guidance/Counseling
- Complaint System
- Job Order Posting
- Recruitment Assistance

Referrals to Support Services:

- Child Care Information
- Educational Resources and Training Programs
- Healthcare Service Providers
- Legal Assistance
- Emergency Needs Resources
- Federal, State & Local Compliance Administrators and Enforcement Agencies

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### Career Guidance: Training

Training Grants are available for individual job seekers who need occupational skills training in order to successfully re-enter the workforce and who meet program qualifications either based on household income or based on having been terminated or laid off from your last job and found eligible for unemployment benefits.

- Must meet eligibility requirements to access training funds
- Preference for training funds is provided to those who live or worked in the VWCC service area (Veterans are exempt):  
Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury & West Newbury)
- If you would like to meet with an employment counselor to discuss a need for training assistance, let us know before you leave today.

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**Training Opportunities Program (TOP) Section 30** 

**Your work search requirements may be waived while attending full-time, approved training:**

- You may be eligible for up to an additional 26 weeks of unemployment benefits while in approved training
- Submit application to the *Department of Unemployment Assistance (DUA)* by the 20th payable week of benefits
- Training must be approved by the *Department of Unemployment Assistance (DUA)*
- Training must enhance skills for jobs that are in demand
- Department of Unemployment Assistance (DUA) does not pay for the training

**For more information:**

- Meet with a staff member in the Resource Room
- Contact the TOP unit: (617)-626-5521 or <http://www.mass.gov/dua/top>



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**Trade Programs** 

- ✓ Have your hours been reduced due to international trade?
- ✓ Has the impact of international trade caused or will cause a layoff at your company?
- ✓ Have you lost your job through no fault of your own as a result of foreign competition?

If your job has been adversely affected by:

- Foreign competition or production
- The service you provided moved overseas

If yes, you may be eligible for benefits including:

- Financial assistance for job training
- Extension of your Unemployment Benefits (TRA)

Strict deadlines apply for obtaining some of the benefits under the Trade Adjustment Assistance (TAA) Programs, especially for Trade Readjustment Allowance (TRA) cash benefits.

For additional information and/or to obtain a listing of TAA certified companies ask a Career Center staff person immediately about these benefits

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**National Dislocated Worker Grants (NDWGs)** 

**What are the services that NDWGs offer?**

- National Dislocated Worker Grants (NDWGs) assist customers who are affected by large scale layoffs caused by unexpected economic events
- NDWGs help customers by providing funding assistance for training, career development, and job placement
- A list of current NDWG companies is available upon request
- If you believe you may be eligible for NDWG services, please visit our Membership Desk immediately after the CCS

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## Workshop Registration



ValleyWorks has workshops for all of your job search needs!

- To attend a workshop, please register in advance (in person or by phone 978-722-7000)
- Calendars are available in the Resource Room and online: [www.valleyworks.cc](http://www.valleyworks.cc)
- A list of workshop topics is in your CCS packet
- Workshops begin promptly at scheduled time
- Please arrive 15 minutes prior to the start of workshop (late arrivals may not be admitted).
- As a courtesy to other jobseekers, ***please give 24 hour notice if unable to attend a workshop.***

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## Job Quest



Job Quest is the state's online job bank – similar to other online job search websites

As part of your unemployment eligibility be sure to register\* on the Job Quest website:

[www.mass.gov/JobQuest](http://www.mass.gov/JobQuest)

**Benefits:** Upload your Resume

Create a Job Match Profile

Hot Jobs Lists in Career Center and on WVCC Website

Search for Career Center Events (Job Fairs & Recruitments)

Search by Industry/Specialized Sectors

Search for Training Opportunities

\*This is mandatory for all job seekers who are selected for the Reemployment Services & Eligibility Assessment program

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Job Quest: [www.mass.gov/JobQuest](http://www.mass.gov/JobQuest)



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## Benefits of Tracking Your Job Search

- Organizes your job search
- Tracks companies and positions
- Expands your use of job search resources
- Highlights trends in your work search to identify alternative occupations or industries
- Compares your wage expectation to what employers are actually paying
- Conducive to timely follow-up

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## Work Search Activity Log

**Job Search Requirements**

To continue receiving benefits, you must:

Look for work at least:

- 3 times per week, on
- 3 or more different days

You must also keep a record of your work search.

If you are a union member and may only accept work through your union, you must keep track of all contacts between you and the Union.

**Work Search Activity Log**

Use the Work Search Log to:

- Record your job search activities
- Take to your Career Center appointments, and
- Prove you are looking for work if you are randomly selected.

You will probably look for work more often and for more ways than required. But you only have to record 3 searches per week on 3 different days.

Get more copies of this form at any Career Center or at: [www.mass.gov/benefits](http://www.mass.gov/benefits)

**Job Search Log**

Name: \_\_\_\_\_

SSN: \_\_\_\_\_

Week Starting Sunday date: Click here to enter a date - Saturday date: Click here to enter a date.

#1	Date	Position	Pay Rate	Employer Name & Address / Employer Website	Method of contact	Results
Person Contacted:				Contact Phone Number: Contact Email:	Action Taken: <input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person	<input type="checkbox"/> Referred Job Application <input type="checkbox"/> Asked About Available Work <input type="checkbox"/> Job Fair <input type="checkbox"/> Networking <input type="checkbox"/> Other
#2				Contact Phone Number: Contact Email:	Action Taken: <input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person	<input type="checkbox"/> Referred Job Application <input type="checkbox"/> Asked About Available Work <input type="checkbox"/> Job Fair <input type="checkbox"/> Networking <input type="checkbox"/> Other
#3				Contact Phone Number: Contact Email:	Action Taken: <input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person	<input type="checkbox"/> Referred Job Application <input type="checkbox"/> Asked About Available Work <input type="checkbox"/> Job Fair <input type="checkbox"/> Networking <input type="checkbox"/> Other

FAILURE TO SUBMIT A COMPLETE FORM MAY RESULT IN DISQUALIFICATION FROM RECEIVING BENEFITS AND A POTENTIAL OVERPAYMENT FOR BENEFITS ALREADY RECEIVED.

Include any documentation related to the worksearch activity listed above such as email with employer, job application receipt, job posting, job fair announcement, networking skill information or Career Center services.

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## Career Center Policies/Guidelines

- Child care arrangements should be made prior to your visit
- No food or drink in the Career Center
- Computers, telephones and fax are for job / educational search purposes only
- Cell phones should be turned off or muted
- If you cannot keep an appointment please call in advance to cancel and reschedule

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**ValleyWorks**  
Career Center

## Customer Feedback



**We are here to assist you!**

**We appreciate your feedback as it helps us improve our services**

**However, if you believe that you have been denied service or treated in an unfair or inappropriate manner, you have the right to file a complaint**

A feedback survey and complaint form are in your packet

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**ValleyWorks**  
Career Center

## ReEmployment Services and Eligibility Assessment (RESEA)

**RESEA is a federally-funded program that helps customers get back to work by using the services offered at career centers:**

- Assistance organizing your job search
- Creating or updating your resume
- Assistance with Unemployment Insurance requirements
- Demonstration of how labor market research can be helpful to your job search
- Registration on Massachusetts' online job bank – JobQuest
- Meeting with Career Center staff to review your progress



The Department of Unemployment Assistance (DUA) oversees the RESEA program and is managed by career centers across the state

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**ValleyWorks**  
Career Center

## Next Steps

- **ALL** Complete and submit:
  - ✓ Membership form
  - ✓ Acknowledgement form
  - ✓ Survey
- Those **not** selected for RESEA will be asked to leave once the forms are complete. You are welcome to meet with an Employment Specialist:
  - Sign in as a walk-in in the Resource Room
  - Request an appointment before you leave

- OR -

  - Begin a Self Directed Job Search

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ValleyWorks  
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## Assessment/Career Action Plan (A/CAP) Development

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ValleyWorks  
Career Center

### Reemployment Services and Eligibility Assessment (RESEA)

The **Mandatory** A/CAP goals for RESEA consist of:

1. Attend a Career Center Activity prior to RESEA Review
2. Conducting labor market research on your primary occupation
3. Registering in the State Job Bank (Job Quest)
4. Presenting work search logs for review (for each week of benefits you have received)
5. Presenting your current resume
6. Attending an in-person RESEA Review of your goals and present all required documentation
7. Attending a follow-up meeting or Career Center activity

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<b>A/CAP</b>	<p><b>VALLEYWORKS CAREER CENTER</b> <b>REASSESSMENT / CAREER ACTION PLAN (A/CAP)</b></p> <p><small>This document is designed to help you meet your requirements as part of receiving Unemployment Insurance (UI) benefits administered through the Department of Employment Security (DES). This form will be administered and kept on file in the Career Center. Please do not put off going to the Career Center until you are out of your 26 weeks of benefits.</small></p> <p>Name: _____</p> <p>DES/Case Number: _____</p> <p>Benefits to Employment (Check all that apply):</p> <table style="width: 100%; border: none;"> <tr> <td style="border: none;"><input type="checkbox"/> Lack of Marketable Skills</td> <td style="border: none;"><input type="checkbox"/> Additional Steps, Select "New" or "New" for each item</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Lack of Credentials, Certifications, Licensing or Training</td> <td style="border: none;">Reason: <input type="checkbox"/> (1) (2) (3)</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Lack of State Job Bank (SJB) Skills</td> <td style="border: none;">Other: <input type="checkbox"/> (1) (2) (3)</td> </tr> </table>	<input type="checkbox"/> Lack of Marketable Skills	<input type="checkbox"/> Additional Steps, Select "New" or "New" for each item	<input type="checkbox"/> Lack of Credentials, Certifications, Licensing or Training	Reason: <input type="checkbox"/> (1) (2) (3)	<input type="checkbox"/> Lack of State Job Bank (SJB) Skills	Other: <input type="checkbox"/> (1) (2) (3)	ValleyWorks Career Center
<input type="checkbox"/> Lack of Marketable Skills	<input type="checkbox"/> Additional Steps, Select "New" or "New" for each item							
<input type="checkbox"/> Lack of Credentials, Certifications, Licensing or Training	Reason: <input type="checkbox"/> (1) (2) (3)							
<input type="checkbox"/> Lack of State Job Bank (SJB) Skills	Other: <input type="checkbox"/> (1) (2) (3)							
<p><b>CLAIMANT STATEMENT:</b> I have assisted in developing this A/CAP by providing the information above. I agree to the level of cooperation and participation required for me to complete this plan, including completing all tasks and goals, attending assigned workshops, and meeting with Career Center staff. I am able, available, and actively seeking employment and am maintaining work search logs as required by DJA. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.</p> <p>I have been informed about the Training Opportunity Program (Section 30) and understand that I must apply for the Training Opportunity Program (Section 30) by the 20th payable week of my Unemployment Insurance payments to be eligible for Section 30 Unemployment benefits.</p> <p>Customer Signature: _____ Date: _____ Staff Signature: _____</p>								
<p><b>STAFF USE ONLY:</b></p> <p><input type="checkbox"/> Limited English _____ <input type="checkbox"/> Computer Skills _____</p> <p><input type="checkbox"/> Other: _____</p>								
<p><small>plan will result in a loss of my unemployment benefits.</small></p> <p><small>I have been informed about the Training Opportunity Program (Section 30) and understand that I must apply for the Training Opportunity Program (Section 30) by the 20th payable week of my Unemployment Insurance payments to be eligible for Section 30 Unemployment benefits.</small></p> <p>Customer Signature: _____ Date: _____ Staff Signature: _____</p> <p><small>FORM DES 1003</small></p>								

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## RESEA Next Steps



1. Complete your mandatory tasks and goals
2. Attend your RESEA Review Meeting with the following documents:
  - RESEA Assessment / Career Action Plan (A/CAP)
  - Resume
  - Labor Market Worksheet (or TORQ Report/Plan)
  - Work Search Logs (for each week of benefits)
3. Please stay seated until we call you to review your A/CAP

Failure to complete all RESEA Program Requirements will result in loss of unemployment benefits

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