



## ValleyWorks Career Center Job Seeker Services

*A guide to everything you need to know about your  
One-Stop Career Center.*

[www.valleyworks.cc](http://www.valleyworks.cc)

### LAWRENCE

HERITAGE PLACE  
439 SOUTH UNION STREET  
BLDG. 2, SUITE 106  
LAWRENCE, MA 01843  
PHONE: (978) 722-7000  
TTY PHONE: (978) 722-7088

#### *ALSO AT THIS LOCATION:*

UNEMPLOYMENT INSURANCE  
(MONDAY-FRIDAY)  
DEBBIE'S STAFFING/SONOCO/SOLO CUP NEG  
JOB CORPS  
DEPARTMENT OF ELEMENTARY AND  
SECONDARY EDUCATION REPRESENTATIVE  
NORTHERN ESSEX COMMUNITY COLLEGE  
CAREER NAVIGATOR

#### CAREER CENTER HOURS

MONDAY—FRIDAY: 8:00 AM - 4:30 PM  
\*WEDNESDAY— 2ND AND 4TH WED.  
EACH MONTH OPEN AT  
10:00 AM

### HAVERTHILL

192 MERRIMACK STREET  
HAVERTHILL, MA 01830  
PHONE: (978) 469-7800  
TTY PHONE: (978) 469-7859

#### *ALSO AT THIS LOCATION:*

UNEMPLOYMENT INSURANCE  
(TUESDAY—THURSDAY)  
DEBBIE'S STAFFING/SONOCO /SOLO CUP NEG  
NORTHERN ESSEX COMMUNITY COLLEGE  
CAREER NAVIGATOR

#### CAREER CENTER HOURS

MONDAY—FRIDAY 8:00 AM - 4:30 PM  
\* WEDNESDAY— 2ND AND 4TH WED.  
EACH MONTH OPEN AT  
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Visit our Website at:  
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**VWCC Job Seeker Services & Programs**  
(Universal access for all customers)

<u>Program/Service</u>	<u>Description</u>
<b>Career Center Seminar (CCS)</b>  <input type="checkbox"/>	<p>The Career Center Seminar is designed to inform you how the Career Center can help you. Sign up for a Career Center Seminar to learn about the wide variety of Career Center services to help you with your job search, such as: workshops on job search techniques including interviewing, networking, and resume writing. Access to up-to-date local, statewide and national job listings. The primary goal of the seminar is to connect individuals looking for work to the many job search resources available at Massachusetts One-Stop Career Centers and to become a member of the ValleyWorks Career Center.</p>
<b>Department of Elementary and Secondary Education (DESE) (Adult Basic Education ABE/ESOL)</b>  <input type="checkbox"/>	<p>The Career Center offers a direct connection with an on-site DESE Representative if you are interested in <i>Adult Basic Education (ABE)</i>, <i>English as a Second Language (ESL)</i>, or <i>Family Literacy</i> programs. DESE programs enable people of all ages to improve their learning and language skills. Community providers serve the needs of the adult population in need of a high school GED, and provide adults with opportunities to develop the literacy and language skills needed to qualify for further education, job training, and better employment. Please speak with our Customer Service Representatives about scheduling an appointment with A DESE Representative.</p>
<b>Employment Services Representative</b>  <input type="checkbox"/>	<p>Employment Services (ES) staff provide a wide range of job search resources to job seekers as well as employers. ES staff can assist you with job search, career direction, community resources, workshops, and in accessing computer assistance and learning through Career Center workshops. ES staff can also provide you with information about our on-site employer recruitments and Job Fair events taking place at the career center and in our region.</p>
<b>College to Career Program at Northern Essex Community College</b>  <input type="checkbox"/>	<p>The College to Career Program at NECC was created to assist unemployed and underemployed workers navigate the community college system from enrollment to completion of a credential and employment. A college to career navigator is on site at VWCC to meet with customers to discuss college in general and offer answers to questions about NECC or other colleges in the Commonwealth. Massachusetts' fifteen community colleges were awarded a grant from Department of Labor to implement strategies that transform community colleges and improve the opportunity for students to succeed. Each college is creating accelerated or online courses that are industry driven to meet the needs of high demand jobs. The coursework also help students complete a credential faster and get back to work sooner. Navigators and achievement coaches are on staff to offer the supports students need to succeed. <i>[MCCWDTA is funded by a \$20 million dollar grant from US DOL, Employment and Training Administration TAACCCT. Grant agreement #TC-22505-11-60-A-25]</i></p>
<b>An Exploration of Your Need for Training</b>  <input type="checkbox"/>	<p>Explore your barriers to finding a new job. What do you need to overcome? Is it a lack of skills or other possible barriers? Learn how to determine if you have a need for training, gain an understanding of assessment resources, funding resources, and training funding eligibility through VWCC.</p>
<b>Resource Room</b>  <input type="checkbox"/>	<p>You are welcome to use our Resource Room to access a variety of resources including: computer and internet access, newspapers, magazines and other periodicals, fax and copy machines, document scanner, job listings and databases, computerized labor market information/statistics, and information regarding on-site employer recruitments and job fairs. Stand-Alone Self-paced Learning (SPLS) computers are also available as an added resource.</p>
<b>Self-Paced Learning Services (SPLS)</b>  <input type="checkbox"/>	<p>Develop key skills &amp; learn popular computer software programs at your own pace. Use our learning system to: learn how to type on a computer keyboard, create your own resume, improve your work readiness skills, improve your English skills (ESOL), study for the GED, or learn how to use Microsoft Office Suite. <u>Professor Teaches, Mavis Beacon &amp; Résumé Maker available on Stand Alone Computers in the Resource Room</u></p>

## VWCC Core Job Seeker Services & Programs

(Universal access for all customers)

<u>Program/Service</u>	<u>Description</u>
<b>Senior Community Service Employment Program (SCSEP)</b> <input type="checkbox"/>	The ValleyWorks Career Center refers mature workers, 55 and older, to this program which enables you to achieve gainful employment and personal development through community service and training. For more information, please speak with our customer Service Representatives or visit the National Able Network website at: <a href="http://www.nationalable.org">www.nationalable.org</a> .
<b>Unemployment Insurance Claims</b> <input type="checkbox"/>	If you choose to do so, you may file a claim by phone or in person at the ValleyWorks Career Center. You can: file a new claim for benefits, reopen an existing claim, be interviewed if there are issues that affect your eligibility, resolve problems with your claim, or attend a Career Center Seminar orientation.
<b>Veterans Services (LVER)</b> <input type="checkbox"/>	Local Veterans Employment Representatives (LVER) are located at both the Lawrence and Haverhill Career Centers and are available to assist you with all aspects of job search and career development. The LVER also plays an active role in making referrals to community services and supports such as local Veterans Affairs (VA) hospitals.
<b>ValleyWorks Career Center Workshops</b> <input type="checkbox"/>	The ValleyWorks Career Center offers a variety of workshops to assist you in gaining new skills and enhancing your current skills. Our workshops include professional development topics, various levels of computer software training, career advancement, job readiness, career exploration, job search topics, and English as a Second Language. Some workshops require a nominal fee. Please see our workshop calendar for more detailed information, speak with our staff about scheduling a workshop, or visit our website at: <a href="http://www.valleyworks.cc">www.valleyworks.cc</a> to download the Workshop calendar.
<b>Work Ready Youth</b> <input type="checkbox"/>	Designed to help you prepare for employment, to achieve success in your new position, and to assist you to complete a job application, interview, and type a basic resume. You must attend the entire workshop and complete a resume to earn a Work Ready Youth (WRY) certificate.
<b>Youth Welcome Session (YWS)</b> <input type="checkbox"/>	Youth Welcome Session held weekly in Haverhill and Lawrence provides youth (ages 14 to 21) the opportunity to become a member of the Career Center, learn about the many services offered, learn how to access all services and workshops, learn how to access youth specific services of interest, briefly explore work interests and abilities, then have a brief initial meeting with a Youth Career Counselor.

## VWCC Job Seeker Services & Programs

(Participation based on Program Eligibility)

<u>Program/Service</u>	<u>Description</u>
<b>Workforce Investment Act (WIA) Title I Employment and Training Programs</b> <input type="checkbox"/>	The Low Income Adult and Dislocated Worker Program, under WIA Title I are designed to provide quality employment and training services to assist eligible individuals in finding meaningful, self-sustaining employment. Individualized career services are available for customers who meet the eligibility guidelines of WIA programs. Individualized services include: career planning and development, occupational skills training, case management and job search assistance.
<b>Career Services - Career Services Advisor (CSA)</b> <input type="checkbox"/>	If you are seeking access to more significant one-on-one services, you may be eligible to receive intensive services should you qualify under WIA program eligibility guidelines. Intensive services may include any one or more of the following services: comprehensive and objective assessment, individual counseling and career planning, case management, occupational skills training, and On-the-Job Training (OJT).
<b>National Emergency Grants (NEG)</b> <input type="checkbox"/>	National Emergency Grants (NEG) are federal grants that provide funds that support skills development, job readiness, and assistance for workers affected by major economic dislocations such as workforce reductions and company closings. The grants are written for specific industries, companies or clusters of companies that are closing or implementing downsizing initiatives of significant proportions.

## VWCC Job Seeker Services & Programs

(Participation based on Program Eligibility)

<u>Program/Service</u>	<u>Description</u>
<b>JOB CORPS</b>  <input type="checkbox"/>	Job Corps is the nation's largest and oldest federally funded job training and education program for income eligible young adults ages 16 - 24. Training is available in one of more than 60 career areas such as nursing, construction, automotive repair, culinary arts, and information technology.
<b>Re-employment Services (RES) Program</b>  <input type="checkbox"/>	If you are collecting Unemployment Insurance benefits and are unlikely to return to your former job, the Re-Employment Services (RES) program can introduce you to job search services that can help you get back to work. RES participants will complete a job search readiness inventory during the Career Center Seminar and will work with Career Center staff to complete a Career Action Plan (CAP) to determine the appropriate next steps in finding employment.
<b>On-the-Job Training (OJT)</b>  <input type="checkbox"/>	On-The-Job Training provides you with an opportunity to enhance your skills while learning and training in a job with an employer. OJT is conducted in partnership with the Career Center and local employers and provides an on-the-job training plan and the necessary supports for you to develop the skills needed to attain and retain employment and to ensure that you maintain productive and satisfactory job performance.
<b>Skills Start Program</b>  <input type="checkbox"/>	The Skills Start Program assists individuals who are receiving SNAP (Supplemental Nutrition Assistance Program) benefits achieve economic self-sufficiency through the receipt of short term training and employment services through the Career Center. Eligible participants can receive a maximum of 6 weeks/120 hours of short term occupational skills training and attend at least 20 hours of training per week not to exceed 6 weeks.
<b>Trade/TAA Programs</b>  <input type="checkbox"/>	The Trade Adjustment Assistance Act (TAA) provides a variety of services and benefits to eligible customers if you have been laid off from a Trade certified company which has been adversely affected by foreign competition. Trade services and allowances may include employment counseling, vocational testing, job placement, support services, paid retraining programs, job search allowances, relocation allowances, weekly subsistence benefit payments, older worker assistance, and Health Coverage Tax Credit.
<b>Training for Sustainability (EPA Grant)</b>  <input type="checkbox"/>	The " <i>Training for Sustainability</i> " program provides training and industry recognized certifications for jobs in our communities. Training will prepare eligible program participants as environmental technicians in sustainable landscaping, deconstruction, and solid waste recycling, sorting, and collecting. To learn more about this training opportunity that leads to employment in "green" jobs in the Merrimack Valley, please visit our membership desk for more information. The third and last training cycle is scheduled to begin in March of 2013.
<b>Youth Services</b>  <input type="checkbox"/>	The VWCC Youth Department offers occupational skills training which leads to employment. Eligible youth, ages 16 - 21 may also be referred to programs that offer basic skills improvement. Youth programs include elements such as basic skills remediation, mentoring, work experience, occupational skills training, comprehensive guidance and counseling, and preparation for post secondary education. Individuals receive case management and support services. Contracted programs offer job development and job search assistance. In addition to similar services from ValleyWorks staff, all youth are referred to the Youth Welcome Session scheduled weekly at both Career Centers for a comprehensive assessment.

*The ValleyWorks Career Center (VWCC) is a workforce development collaboration of the Department of Training and Development and the Division of Career Services. Chartered by the Merrimack Valley Workforce Investment Board (MVWIB), the VWCC is funded through the Workforce Investment Act; the Commonwealth Corporation; the Division of Career Services; the Department of Workforce Development; the Department of Transitional Assistance; the Department of Labor; the Department of Education and the Commonwealth of Massachusetts. A federal- and state-funded center, the VWCC is designed to provide comprehensive services to job seekers and businesses of the Merrimack Valley. The VWCC is an Equal Opportunity Program. Auxiliary aids and services are available upon request to individuals with disabilities.*