

## CHAPTER 9 RESOURCES

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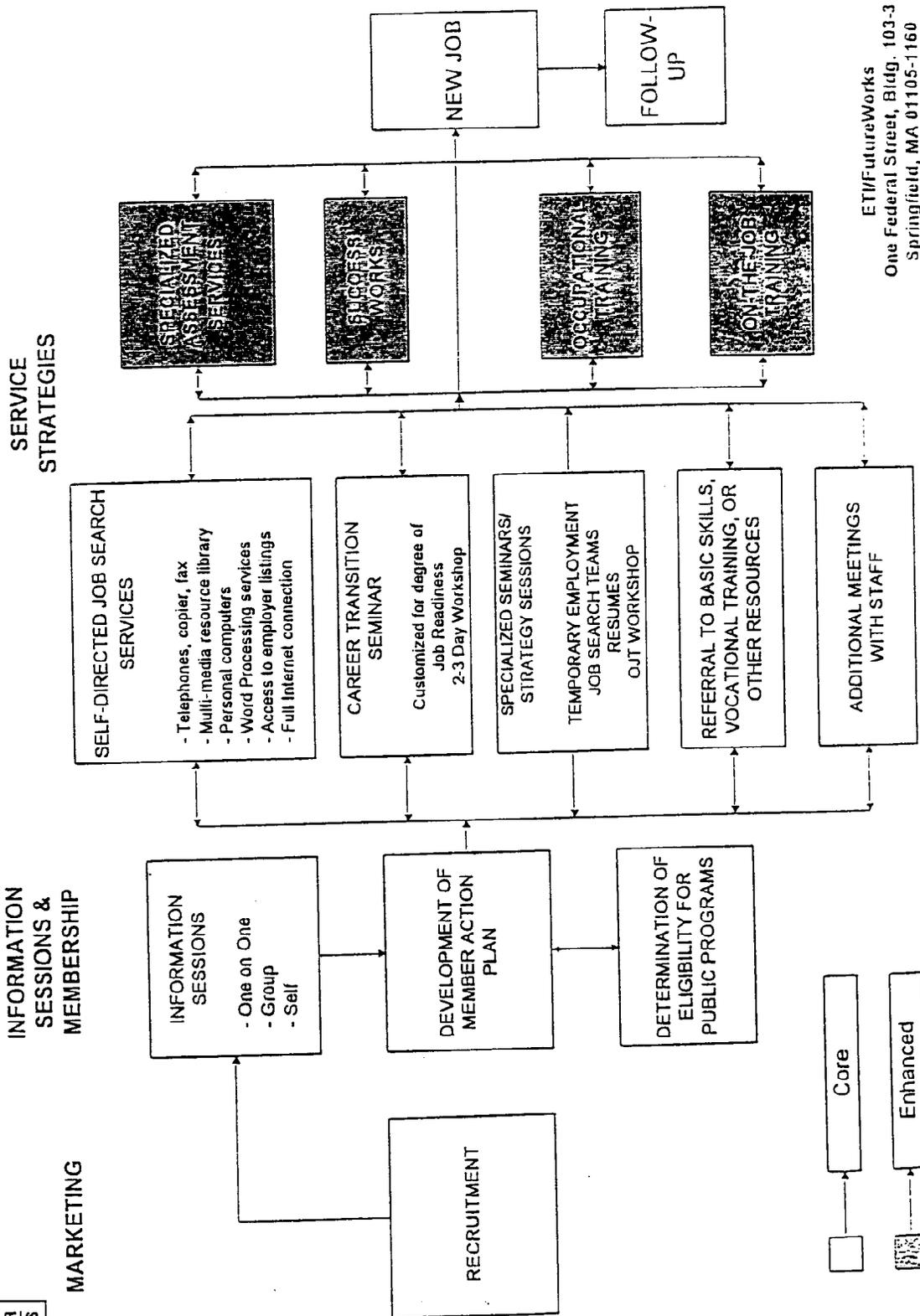
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**SPRINGFIELD, MASSACHUSETTS**

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# FUTUREWORKS JOB SEEKER FLOW CHART



ETI/FutureWorks  
One Federal Street, Bldg. 103-3  
Springfield, MA 01105-1160  
(413) 858-2800

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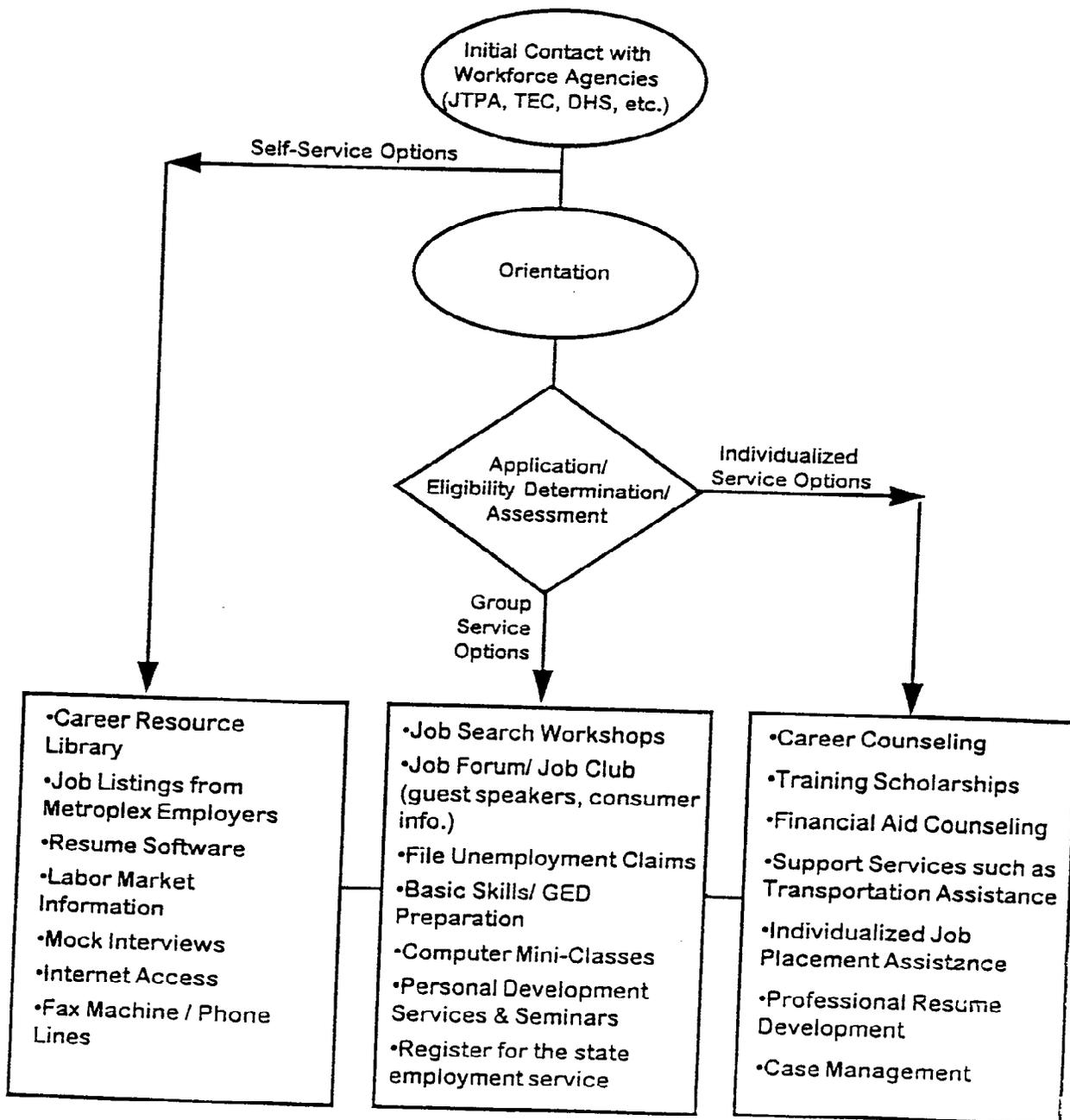
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# Participant Activity Sequence

## Customer Service Options



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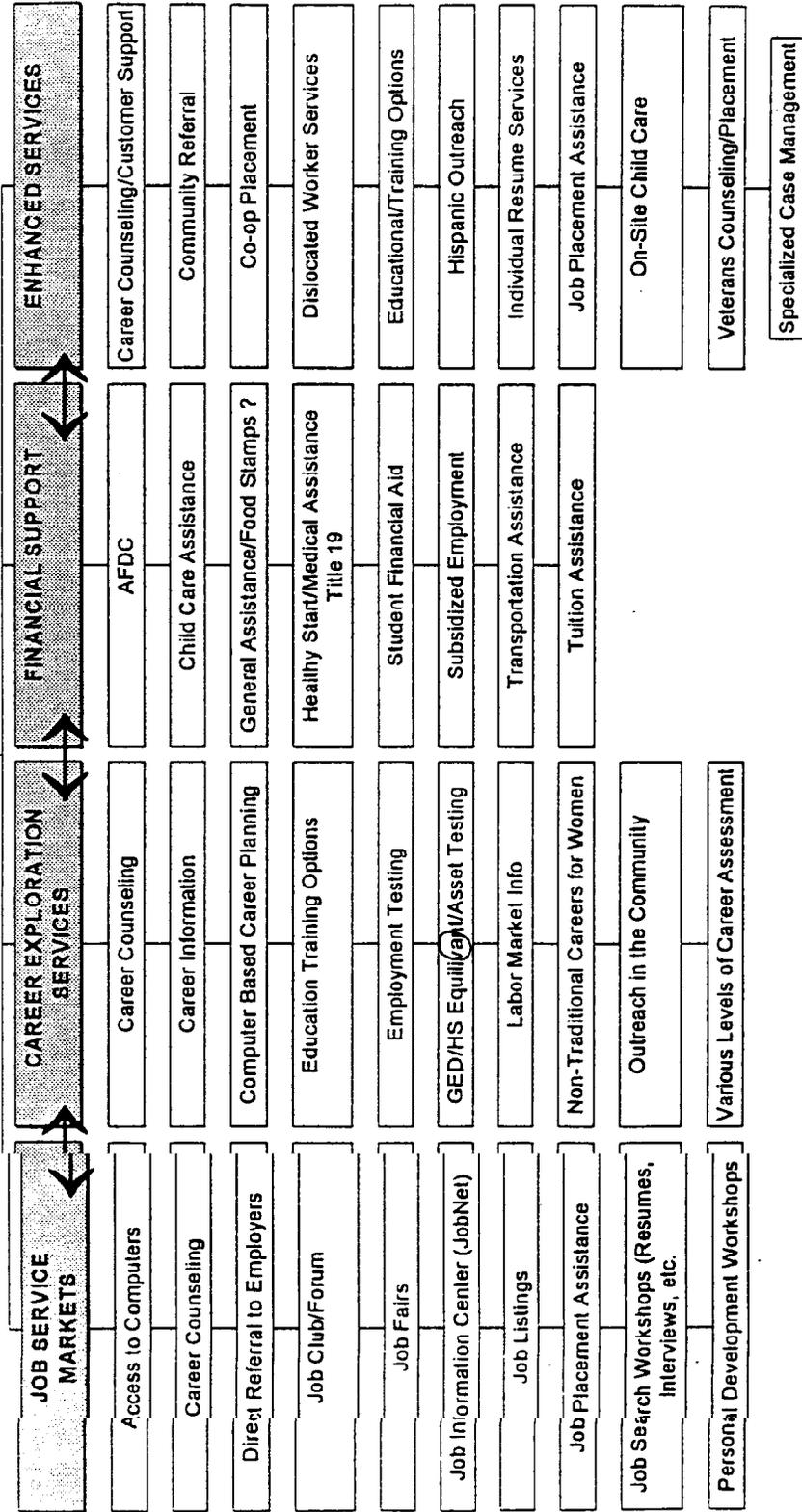
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**WAUKESHA WORKFORCE DEVELOPMENT CENTER IN**  
**PEWAUKEE, WISCONSIN**

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**WORKFORCE DEVELOPMENT CENTER - CUSTOMER OPTIONS**

**WDC**  
**Multiple Points of Entry**  
**Inquiry - Walk-in - Technology - Referral - Recruited - Scheduled - Required**  
**Access to Integrated Services and Resources**



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**BALTIMORE ONE-STOP NETWORK IN BALTIMORE,**  
**MARYLAND**

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# CUSTOMER SERVICES

## JOB CLUB

Eastside Career Center  
3001 E. Madison Street  
Baltimore, Maryland 21205  
(410) 396-9030

Baltimore Works  
2701 W. Patapsco Avenue  
Suite 110  
Baltimore, Maryland 21230  
(410) 247-8040

Baltimore Urban League  
Career Center  
1114 Mondawmin  
Concourse  
Baltimore, Maryland 21215  
(410) 523-1060

“ONE STOP  
FOR  
YOUR EMPLOYMENT NEEDS”

LEARN PROVEN STRATEGIES  
FOR EFFECTIVE JOB SEARCH

UTILIZE STATE OF  
THE ART TECHNOLOGY

NETWORK WITH OTHER JOB SEEKERS

### DESIGNED TO:

- Provide peer support as well as network for the Job Seeker to share information with one another on prospective job openings.
- Provide the job bank system and from professional Account Executives.
- Utilize on-site resources to type cover letters, phones, or update resumes.

FOR ADDITIONAL INFORMATION ON THE JOB CLUB, PLEASE CONTACT THE BALTIMORE CAREER CENTER CLOSEST TO YOU.

*Baltimore Career Center Network*

# CUSTOMER SERVICES

## EXCEL (GED)

Eastside Career Center  
3001 E. Madison Street  
Baltimore, Maryland 21205  
(410) 396-9030

Baltimore Works  
2701 W, Patapsco Avenue  
Suite 110  
Baltimore, Maryland 21230  
(410) 247-8040

Baltimore Urban League  
Career Center  
1114 Mondawmin  
Concourse  
Baltimore, Maryland 21215  
(410) 523-1060

“ONE STOP  
FOR  
YOUR EMPLOYMENT NEEDS”

ACCOMPLISH DREAMS  
BY ACQUIRING A GED

LEARN COMPUTER LITERACY

LEARN AT YOUR PACE

LEARNING WILL BE  
SO ENJOYABLE

### DESIGNED TO:

- Prepare you for the formal GED Examination through self-paced classroom and computer assisted instructions.
- Provide you with customized instructions and texts on the five subject areas to successfully pass the GED Examination.
- Build self-confidence, computer skills and essential test taking skills.
- Provide assistance and directions to help you decide your future whether it is furthering your education or job preparation attainment.

FOR ADDITIONAL INFORMATION ABOUT THE EXCEL (GED), PLEASE CONTACT THE BALTIMORE CAREER CENTER CLOSEST TO YOU.

*Baltimore Career Center Network*

# CUSTOMER SERVICES

## CareerNet

Eastside Career Center  
3001 E. Madison Street  
Baltimore, Maryland 21205  
(410) 396-9030

Baltimore Works  
2701 W. Patapsco Avenue  
Suite 110  
Baltimore, Maryland 21230  
(410) 247-8040

Baltimore Urban League  
Career Center  
1114 Mondawmin  
Concourse  
Baltimore, Maryland 21215  
(410) 523-1060

**"ONE STOP  
FOR  
YOUR EMPLOYMENT NEEDS"**

**JOBS:  
BALTIMORE, MARYLAND, NATIONWIDE**

**CAREER EXPLORATION**

**LABOR MARKET INFORMATION**

**EDUCATIONAL  
OPPORTUNITIES**

### DESIGNED TO:

- Register you with the Job Bank.
- Assist you in deciding what jobs you are best suited.
- Provide information on the number of jobs available, salary range, experience needed.
- List career schools, colleges and universities.

*"One Stop For Your Employment Needs"*

*Baltimore Career Center Network*

# CUSTOMER SERVICES

## CAREER MANAGEMENT ACCOUNTS

**Eastside Career Center**  
3001 E. Madison Street  
Baltimore, Maryland 21205  
(410) 396-9030

**Baltimore Works**  
2701 W, Patapsco Avenue  
Suite 110  
Baltimore, Maryland 21230  
(410) 247-8040

**Baltimore Urban League  
Career Center**  
1114 Mondawmin  
Concourse  
Baltimore, Maryland 21215  
(410) 523-1060

“ONE STOP  
FOR  
YOUR EMPLOYMENT NEEDS”

DESIGN YOUR OWN CAREER PATH

ATTEND COLLEGE OR  
CAREER SCHOOL!

SKILLS ENHANCEMENTS

SELECT THE TRAINING  
OF YOUR CHOICE

### DESIGNED TO:

- Write your own plan to a career or job.
- Allow you to obtain certification or enhance your skills.
- Assist you to determine what school, training program, or job you may be best suited for.

**PRE-REQUISITE:** Eligibility will be determined

FOR ADDITIONAL INFORMATION ON THE CAREER MANAGEMENT ACCOUNTS, PLEASE CONTACT THE BALTIMORE CAREER CENTER CLOSEST TO YOU.

*Baltimore Career Center Network*

**ATTACHMENT 9-E**  
**“WELCOME TO THE MINNESOTA WORKFORCE**  
**CENTER”—DESCRIPTION OF SERVICES AVAILABLE**  
**FREE-OF-CHARGE TO CUSTOMERS OF THE ANOKA**  
**COUNTY WORKFORCE DEVELOPMENT CENTER IN**  
**MINNESOTA**

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# Job Search Modular Workshops

- Module 1** **Creative Job Search Basic Workshop** (*Tuesday 8:30 - 1:00*): A basic overview of the transition and grief process, attitude, and budget worksheet. Module 1 is strongly recommended as a prerequisite to the other modules. You will identify skills, tips on how managers hire, networking concepts, how to do a labor market survey, and informational interviewing.
- Module 2** **Skills . . . Applying Your Skills to the Job Search** (*Tuesday 1:30 - 3:00*): Applying the "Prove It" principle as well as applying skills and accomplishments to the interview process starting with "Why Don't You Tell Me About Yourself".
- Module 3-A** **Written Credentials - The Process** (*Wednesday 9:00 - 12:00*): Different styles of cover and follow up letters will be discussed with forms used to produce a rough draft. How employers select resumes, styles and formats will be discussed. Resumes will be developed for typing or scheduled for extended assistance. Must attend Module 3-A before attending Module 3-B.
- Module 3-B** **Written Credentials - The Practice** (*Wednesday 12:45 - 2:45*): After attending 3-A, you will write your rough draft of your resume with assistance of staff members.
- Module 3-C** **Applications/References** (*Wednesday 3:00 - 4:00*): Match your experience, skills, and accomplishments to the application form. You may need a list of references...what will the prospective employer ask them? What can your past employer say about you?
- Module 4-A** **Interviewing - The Process** (*Thursday 9:00 - 12:00*): Start with a short practice interview. Interviewing from handshake to close, questions to ask, a short practice interview, key interview questions, and legal-rights. Must attend Module 4-A before attending Module 4-B.
- Module 4-B** **Interviewing - The Practice Session** (*Thursday 12:45 - 2:00*): After attending Module 8, ten slots for five minute videotaped interviews will be available. A short critique will follow. Later, an in-depth, private videotaped interview can be arranged. Must attend Module 4-A before attending Module 4-B.
- Module 5** **The Hidden Job Market** (*Friday 9:00 - 12:00*): How people get jobs, networking, responding to ads, and contact with public and private agencies.
- Module 6** **Telephones: Using the Telephone to Tap into the Hidden Job Market** (*Friday 12:45 - 2:15*): Learn how to use the telephone to double your job search results. Write a script, make a list of companies to call, and actually make calls during class.
- Module 7** **The Next Step - What Other Resources are Available?** (*Tuesday 1:30 - 4:00 Suite 235*): A tour of the facilities, computers, reference books, and Job Club.
- Module 8** **Resume and Cover Critique** (*Thursday 2:15 - 3:45*) *{NOT OFFERED WEEKLY}*: Instructor helps critique and put final touches on resumes and cover letters.
- Module 9** **Special Activities** (*Thursday 2:15 - 3:00*) *{SCHEDULED MONTHLY}*: Speakers will be invited from local companies to provide "their side" of the hiring process. This activity will allow participants to explore various hiring techniques used by individuals within their human resource departments.

**TO REGISTER CALL (612) 783-4862**

**MINNESOTA WORKFORCE CENTER - ANOKA COUNTY (612) 783-4800**

**1201 - 89th Avenue NE, Suite 230, Room A, Blaine, MN 55434**

# Welcome to the Minnesota Workforce Center - Anoka County

The Workforce Center is made up of:

- ❖ The Minnesota Department of Economic Security's:  
Job Service/Reemployment Insurance and Rehabilitation Services
- ❖ The Anoka County Job Training Center

**THE FOLLOWING SERVICES ARE AVAILABLE  
TO EVERYONE AT NO FEE ...  
PLEASE CHECK THE SERVICES YOU MAY BE INTERESTED IN.**

\_\_\_\_\_ **INTAKE:**

- ❖ Register for services
- ❖ Register for Job Service
- ❖ Orientation to the Workforce Center
- ❖ Reemployment questions answered

\_\_\_\_\_ **JOB LEADS:**

- ❖ Computerized job listings
- ❖ Job postings for area employers
- ❖ Computer scanned resumes for job matching

\_\_\_\_\_ **JOB SEARCH RESOURCES:**

- ❖ Job clubs and support groups
- ❖ Newspapers and magazines
- ❖ Typewriter
- ❖ Reference manuals

\_\_\_\_\_ **TELEPHONE CENTER:**

- ❖ Job hotlines
- ❖ Telephones for you to use during business hours
- ❖ Message phone center

\_\_\_\_\_ **PERSONAL COMPUTER LAB:**

- ❖ Create great resumes and cover letters
- ❖ Practice your keyboarding skills
- ❖ Research career and labor market information

\_\_\_\_\_ **CAREER RESOURCE LIBRARY:**

- ❖ Books and videos on jobs and occupations available
- ❖ Catalogs and brochures on training programs
- ❖ Financial aid assistance

\_\_\_\_\_ **JOB SEEKING WORKSHOPS:**

- ❖ Figure out what your skills are and how to sell them to employers
- ❖ Develop winning resumes and cover letters
- ❖ Learn interviewing techniques

\_\_\_\_\_ **CAREER EXPLORATION WORKSHOPS:**

- ❖ In a group setting, review your work-related aptitudes, interests, values, and skills to help you look in new career directions.

\_\_\_\_\_ **REFERRALS:**

- ❖ You may be eligible for specialized services.
- ❖ Target populations are listed on the reverse side of this handout.

CMPC.SERVICES.SAV

**ATTACHMENT 9-F**  
**“WELCOME TO GULF COAST CAREERS”—**  
**INFORMATIONAL MATERIALS DESCRIBING THE**  
**SERVICES AVAILABLE TO CUSTOMERS OF THE**  
**ONE-STOP CENTER IN LAKE JACKSON, TEXAS**

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**Self-serve  
Employment  
and  
Job Training  
Services  
Checklist**



**It's your choice!**

491 This Way  
Lake Jackson, TX 77566  
409 297-6400

# Welcome to Gulf Coast Careers

## *A new concept in employment services!*

We help meet your employment and job training needs in today's rapidly changing labor market.

**If we can help-just show us how.**



### Services Information

You can watch a self-directed computer-based presentation of available services.



### Job Express

You can review the electronic job bank for local, statewide, and national positions.



### Resume Service

You can use a computer to write your resume or cover letter.



### Resource Library

You can use directories to learn about companies, education, and training.



### Copier and Fax Service

You can use our copier and fax free of charge.



### Teleserv

You can file your continuing unemployment insurance claim by phone.



### Texas Cares

You can use a computer based career assessment and planning program to learn about careers and job requirements.

# Welcome to Gulf Coast Careers

## A new concept in employment services!

We help meet your employment and job training needs in today's rapidly changing labor market.

- Job Search Seminar**  
We can show you in our weekly seminars how to get job interviews and job offers. Ask for a schedule.
- Job Referrals**  
We can refer you to job openings that match your skills and experience.
- Career Planning**  
We can help you choose employment and training goals.
- Unemployment Insurance**  
We can help you file your initial unemployment insurance claim.
- Labor Market Information**  
We can provide you with local and regional labor market information.
- Supportive Services**  
We can refer you to supportive services available in your own community such as child care and financial aid.
- Special Services**  
We can also provide special services such as:  
On-the-job training  
Vocational training  
GED, ABE, and ESL classes  
Career assessment  
Job search skills training
- Comments**  
We want to know how we can help meet your employment and training needs.

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### Assisted Employment and Job Training Services Checklist



Please let us know which services you find helpful!

491 This Way  
Lake Jackson, TX 77566  
409 297-6400

**Personalized  
Employment  
and  
Job Training  
Services  
Checklist**



**It's your choice!**

491 This Way  
Lake Jackson, TX 77566  
409 297-6400

**Welcome to Gulf Coast Careers  
A new concept in employment services!**

We help meet your employment and job training needs in today's rapidly changing labor market.

**If we can help-just show us how.**



**Job Search Seminar**

We can show you in our weekly seminars how to get job interviews and job offers. Ask for a schedule.



**Job Referrals**

We can refer you to job openings that match your skills and experience.



**Career Planning**

We can help you choose employment and training goals.



**Unemployment Insurance**

We can help you file your initial unemployment insurance claim.



**Labor Market Information**

We can provide you with local and regional labor market information.



**Supportive Services**

We can refer you to supportive services available in your community such as child care and financial aid.



**Special Services**

We can also provide special services such as:

- On-the-job training
- Vocational training
- GED, ABE, and ESL classes
- Career assessment
- Job search skills training

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**ATTACHMENT 9-G**  
**“THE ART AND SCIENCE OF FINDING A JOB”—THE**  
**STATE OF INDIANA’S SELF-ACCESS JOB-SEARCH**  
**TRAINING MANUAL**

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DEPARTMENT  
OF WORKFORCE  
DEVELOPMENT

An abstract graphic design featuring overlapping shapes and lines. A large, dark, curved shape on the right side overlaps with a lighter, textured area on the left. Several thin, white lines crisscross the composition, creating a sense of movement and structure. The overall aesthetic is modern and minimalist.

● THE ART AND SCIENCE  
OF FINDING A JOB

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**ATTACHMENT 9-H**  
**“CAREERNET USER GUIDE”—THE SELF-ACCESS**  
**TRAINING MANUAL TO THE CAREERNET**  
**SYSTEM IN MARYLAND**

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**Baltimore Career Center Network**

**Baltimore Urban League Career Center**

The Baltimore Urban League is a non-profit, non-partisan community service organization dedicated to the principles of "Equal Opportunity for All." Since 1924 the League has provided vital services in the areas of employment, education, health, welfare and housing.

The Baltimore Urban League is one of 113 affiliates of the National Urban League, Inc. As an integral part of the Urban League Movement, the Agency endeavors to provide effective and timely programs to remove barriers which are faced daily by African-Americans and other minorities.

Meldon Hollis, Chair



Roger I. Lyons, President/CEO

**CareerNet User Guide**

**Baltimore Career Center Network**

**Baltimore Urban League Career Center**

Ophelia Jones, Director  
(410) 523-1060

May 1996

Developed By  
Lynn M. Reed

## TABLE OF CONTENTS

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WELCOME TO CAREERNET

SIGNING ON TO CAREERNET

CAREERNET MAIN MENU

JOB FINDER

VISIONS/CAREER EXPLORATION

## To the CareerNet User . . .

### Welcome to CareerNet!!!

The following is a user friendly guide that will allow you to use CareerNet more effectively while conducting your job search or while making your career plans.

CareerNet is designed for the first-time computer user, as well as the computer aficionado. As such, take your time, relax and have a successful job search.

**Quick Tip:** CareerNet is a touch screen system, which makes it more comfortable for the first-time computer user. Additionally, to assist you even further, at certain points during your session you will hear a voice or audio prompt telling you how to proceed. Please remember that there is always a staff person present to assist you if you need it.

You are now ready to begin . . .

When you sit down in front of your terminal, you will see a rotating screen. Touch this screen to begin.

The first screen you will see after the rotating screen is the CareerNet Logo Screen. The voice prompt for this screen will offer you three options:

1. Sign onto CareerNet
2. A message from the Governor
3. How to Use the Program

As a first time user, you may want to listen to the Message from the Governor, and subsequently, How to Use the Program before actually signing onto CareerNet. These steps are recommended so that you will feel more comfortable conducting your session.

You are now ready to Sign onto CareerNet.

To Sign onto CareerNet:

Touch the screen where it says, Sign onto CareerNet. At this point, the voice prompt will then welcome you to CareerNet, and tell you that it needs some specific information about you.

**NOTE:** If you have used the system before, you will be given the opportunity to make any changes to the personal information that you previously put into the system.

The voice prompt will ask you to . . .

*Enter your social security number.*

User Guide  
Page 2

Enter your social security number without any dashes and press ENTER.

At the next screen, the voice prompt will ask you to . . .

*Enter your personal identification number/PIN.*

Enter any four letters and/or digits and press ENTER.

At the next screen, the voice prompt will ask you to . . .

*Enter the personal identification number/PIN you selected again, for confirmation.*

Enter the same PIN again and press ENTER.

At the next screen, the voice prompt will ask you to . . .

*Enter your first name.*

Enter your first name and press ENTER.

The next several screens will ask you to proceed in the same manner, instructing you to enter your last name, address, city, state, zip code, and telephone number.

Proceed as directed by entering the information asked, and press ENTER after each entry.

**Quick Tip:** As you are entering your personal information, category by category, it is being displayed in the upper left-hand corner of your screen. Please note that in the bottom right-hand corner of your screen, there is a box that says BACK, at any time during this portion of your session you may touch this box and go back to the previous screen(s) to change any information that you have already entered.

After you have entered all of your personal information, through your telephone number, the voice prompt will ask you to . . .

*Touch the screen to enter the month and date of your birth, and to subsequently touch the up and down arrows to choose your birth year.*

Proceed with these steps and when you have finished, touch DONE on the screen.

**NOTE:** This last step may have been a little tricky. Always remember that you will have the opportunity to go back and make changes.

At the next screen, the voice prompt will ask you to . . .



Once you have completed your self-registration, you are ready to begin your job search.

**NOTE:** You will automatically be put back into the CareerNet Job Finder Menu.

Before you begin your ALEX (Automated Job Search), you may want to review the How to Job Seek program - option # 2 of the Job Finder Menu. This section is an excellent tool for individuals that have been out of the job market for some time.

At this point in your session, the video/audio prompt will begin again, as well as the touch screen capability.

The voice prompt will ask you to . . .

**Touch the screen where it says How to Job Seek, to hear quick tips on Job seeking skills.**

After you have completed this portion of your session . . .

**Touch Restart Job Finder**

To begin your job search, the voice prompt will ask you to . . .

**Touch ALEX (Automated Job Search)**

**NOTE:** Have the job title(s) and job code(s) handy that were given to you as a part of your Job Bank self-registration.

When you have reached the CareerNet Job Search Menu, you will be given five (5) options:

1. Search by Job Type
2. Search by Military Occupation Code
3. Search by Job Code
4. Search for Federal Job Opportunities
5. Local Search

The voice prompt will give you a brief description of each.

**To Search by Job Type:**

Touch the screen where it says Search by Job Type

The voice prompt will ask you to . . .

**Select a general category describing the type of job you are interested in.**

Proceed with this step by touching your choice.

The voice prompt will give you a brief explanation of the category you have selected, and then ask you . . .

**Is this the type of work that you are interested in?**

To proceed with this section touch Yes or No.

The voice prompt will ask you to . . .

**Choose a more specific type of work.**

Proceed through this session following the directions of the voice prompt, using the touch screen capability.

If you locate a job that interests you . . .

**Touch the screen to get more details about that job.**

If you are interested even further, you can print the screen.

Touch the screen where it says Print.

You will receive a print out that looks like this:

(INSERT)

Review your printout to make sure this is what you have selected. If the answer is yes, take your Job Order to the CareerNet Resource Specialist. This person will assist you in your job referral process.

**Congratulations, you have completed your first job search!!!**

**To Search by Military Job Code:**

**To Search by Job Code:**

When searching for employment by Job Code, the voice prompt will ask you to . . .

**Touch the number buttons on the screen to enter the nine (9) digit job code for the type of job you are interested in.**

Proceed with this step and touch Done when you are finished.

**Note:** The nine(9) digit code the prompt is asking for can be the one given to you at the end of your Job Bank self-registration or you may have located a specific code in the DOT (Dictionary of Occupational Titles) code book.

The voice prompt will tell you . . .

**You can receive information on the specific job code you entered or that job code and related codes.**

Proceed with this step by touching your choice.

As with the previous types of searches you have conducted, will receive a listing of jobs.

If you locate a job that interests you . . .

**Touch the screen to get more details about that job.**

If you are interested even further, you can print the screen.

Touch the screen where it says **Print**.

Review your printout to make sure this is what you have selected. If the answer is yes, take your Job Order to the CareerNet Resource Specialist. This person will assist you in your job referral process.

**Congratulations, you have just completed your job search by job code!**

**To Search for Federal Job Opportunities:**

To search for federal job opportunities, the voice prompt will ask you to . . .

**Touch the general type of work you want.**

Proceed with this step by touching your choice.

The voice prompt will ask you to . . .

**Choose a more specific type of work to see jobs of that type.**

Proceed with this step by touching your choice.

The voice prompt will ask you to . . .

**Touch where you would like to work.**

Proceed with this step by touching your choice.

As with the previous types of searches you have conducted, will receive a listing of jobs. If you locate a job that interests you . . .

**Touch the screen to get more details about that job.**

Proceed with this step by touching your choice.

If you are interested even further, you can print the screen.

Touch the screen where it says **Print**.

Review your printout to make sure this is what you have selected. If the answer is yes, take your Job Order to the CareerNet Resource Specialist. This person will assist you in your job referral process.

**Congratulations, you have just completed your search for federal job opportunities.**

**To Conduct a Local Area Search:**

**NOTE:** This type of job search may take longer than the previous job searches you have conducted, because the database is searching a wide area to pull jobs that you can possibly access. Please be patient.

To conduct a local area job search the voiced prompt will ask you to . . .

**Touch the type of job you are interested in.**

Proceed with this step by touching your choice.

As with the previous types of searches you have conducted, will receive a listing of jobs.

If you locate a job that interests you . . .

**Touch the screen to get more details about that job.**

Proceed with this step by touching your choice.

If you are interested even further, you can print the screen.

Touch the screen where it says **Print**.

Review your printout to make sure this is what you have selected. If the answer is yes, take your Job Order to the CareerNet Resource Specialist. This person will assist you in

your job referral process.

**Congratulations, you have completed the entire Job Finder module of CareerNetII.**

#### Visions/Career Exploration

The Visions/Career Exploration module of CareerNet is designed to help individuals plan ...

When beginning this portion of your job search, the voice prompt will tell you that this module is not touch screen and that you will not be instructed by the voice prompt. Simply follow the directions as they appear on the screen and remember a Resource Specialist is always ready to assist you. Good Luck!!!

To begin, touch the screen where it says Begin Visions.

The first screen you will see in this module, is the Visions/Career Exploration menu. This menu will offer you the following six (6) options. Note: You will be using the touch screen capability to access each module, however, once you have entered the module you will be using the keyboard, without the voice prompt.

1. Career Search
2. Transferable Skills Search
3. Snap Shots
4. Education and Training
5. Apprenticeship Search/Information
6. Financial Aid Search/Information

To begin your Career Search:

Touch the screen where it says Career Search. The next screen you will see will say Career Search.

Press F1.

At the next screen you will see a listing of "Special Keys" that you will be using to operate the Visions module.

Review these briefly and Press F1.

At this point, the Career Search module will allow you to search a database of 1136 occupations using one of the following options:

- A. By Characteristics of the Jobs
- B. By Your Personal Interests
- C. By Your Work-Related Abilities

If you are not interested in any of the above selections, option "D" will allow you to return to the CareerNet Visions menu.

Proceed with your selection by typing the letter of your selection on the keyboard.

Press F1.

#### Career search by Characteristics of the Jobs

To conduct a career search by characteristics of the jobs ...

Type in the letter "A" and Press F1.

The system will ask you what level of education you have attained. This will allow the system to match you to a job commensurate with your level of education. The system will then ask you another series of questions that will allow Visions to select occupations that best suit you. Follow the directions carefully and proceed through the module.

Press F1.

After you have chosen all of the job characteristics that you are interested in, the system will allow you to list those characteristics in terms of importance. Once you have done this, the system will show you the numbers of jobs available with those characteristics you have selected.

Press F1 to continue.

To proceed, type the letter of the occupation you want to learn more about. Once you have done this, you will be given the opportunity to display this information on the screen or send it to the printer.

Type in your selection.

If you opt to print your selection, take your printout to the Resource Specialist for processing.

#### Career Search by Personal Interests

To conduct a career search by your personal interests ...

Type in the letter "B" and press F1.

The system will ask you to select your present level of education. Again, based on your selection, CareerNet will list occupations right for your education level.

Type the letter of your selection and Press F1.

The next screen will give you eleven options, A-K, as a part of your Career Search. For our purposes, assuming that you are conducting a completely self-directed job search, select Option "A" - Take an interest survey now at the computer."

Type in the letter "A" and Press F1.

Read the directions explaining the UNIACT Interest Inventory Survey. The UNIACT Interest Inventory Survey asks questions about activities you would like or not like, based on the manner in which you answered the questions in the survey.

Press F1 to begin.

After you have completed the survey, the system will give you a brief explanation of the type of work it appears that you would enjoy.

Press F1 to continue.

At the next screen the system will give you a list of possible job families, based on the results of your Interest Inventory.

Select those that interest you by typing in that letter.

Press F1.

Continue following the directions and Press F1 to continue to each screen. To proceed, type the letter of the occupation you want to learn more about. Once you have done this, you will be given the opportunity to display this information on the screen or send it to the printer.

Type in your selection.

If you opt to print your selection, take your printout to the Resource Specialist for processing.

#### **Career Search by Work-Related Abilities**

To conduct a career search by work-related abilities go to the Career Search Menu.

Type in the letter "C" and Press F1.

Once again, the system will ask you to select your present level of education. Based on your selection, CareerNet will list occupations right for your education level.

Type the letter of your selection and Press F1.

Inventory of Work-Related Abilities

The system will ask you would you like to take a work-related abilities Inventory on paper or on the computer. To opt to take the Inventory on the computer . . .

Type the letter "B" and press F1.

### Visions/Career Exploration Transferable Skills Search

To conduct a Transferable Skills Search . . .

Touch the screen where it says Transferable Skills Search. The next screen you will see will say Transferable Skills Search.

Press F1.

As with the Career Search module, quickly review the "Special Keys" that will allow you to operate the Visions system. When you are finished, press F1 to proceed.

### Related Occupations Search

The Related Occupations Search module allows you to use skills that you have acquired in past jobs, to find occupations that require the same or similar skills.

Read the Related Occupations Search screen and Press F1 to proceed.

At the next screen, the system will ask you to match your education level with the type of job you want.

Type the letter corresponding to your education level.

Press F1 to proceed.

At the next screen, the system will ask you what type of physical demand you would like to avoid doing.

Type in your choice(s) and Press F1 to proceed.

At the next screen, the system will ask you to type in the name of your last job.

Proceed with this step and Press F1.

At the next screen, you will see a listing of 10 occupations closely related to the past occupation that you selected.

**NOTE: You may or may not need additional training to enter these occupations.**

Type a letter to see information about a specific occupation. Press F1 to proceed.

At the next screen, you will see information about the type of information you selected.

Read the information and Press F1 to proceed.

**NOTE: It may be a good idea to write down the Job Code number that corresponds to this occupation, as you will be able to return to the Job Finder menu and conduct another job search by Job Code.**

At the last screen that displays information about the occupation you selected, the system will ask you if you would like to do this type of work.

Type Y for Yes or N for No.

The system will then ask you if you are qualified to do this type of work.

Again, type Y for Yes or N for No.

At the next screen, the system will tell you about other related occupations that you can receive information about.

Type Y for Yes or N for No to receive or not receive additional information.

**NOTE: You can research as many related occupations as you like. Simply press F2 to go back to the initial listing of related occupations.**

### Visions/Career Exploration Snapshots

To activate the Career Snapshots module, touch the screen where it says Snapshots. The next screen you will see will say Snapshots.

Press F1.

The next screen will allow you to determine how you would like to use Career Snapshots.

By selecting "A," you will be able to review a listing of occupational titles in alpha order.

By selecting "B," you will be able to select a specific occupation.

Type in your choice to proceed.

If you selected "A," you will be given the opportunity to scroll through the listing of occupations in alpha order, and select those that you wish to see more information about. Once you have selected an occupation, you will be given the opportunity to display this information on the screen or print the information.

Proceed with your selection.

If you selected "B," you will be able to type the title of the occupation you wish to learn about.

Proceed with this step by typing the name of the occupational title you wish to learn about.

Again, you will the opportunity to display your selection or print the information selected.

**Visions/Career Exploration  
Education and Training**

To activate the Education and Training module of Visions/Career Exploration, touch the screen where it says Education and Training. The next screen will show you the following Education Programs Menu:

1. Search for Schools by Program of Study
2. Career Schools
3. Two Year Colleges
4. Four Year Colleges
5. Graduate Schools

**Search for Schools by Program of Study**

(INSERT)

**Career Schools**

To search specific career schools, touch the screen where it says Career Schools. The next screen you will see will say Career Schools.

Press F1 to proceed.

As with previous modules, it may be helpful to review the "Special Keys" that allow you to operate Visions.

Press F1 to proceed.

At the next screen, the system will ask you what you would like to do.

Type your selection.

To do a Search

In this module the system will ask you a series of questions that will help Visions select a school that best suits your needs. Simply answer the questions and follow the directions as they appear.

The system will ask you to select the Main Characteristics of a Career School that are important you.

Type your selection(s) and Press F1 to proceed.

At the next screen, the system will ask you to make a more detailed selection based on

your area(s) of interest.

Type your selection(s) and press F1 to proceed.

After you have chosen all of the characteristics that are important to you, the system will allow you to list those characteristics in terms of importance. Once you have done this, the system will show you the number of schools available with those characteristics that you selected.

Press F1 to continue.

**Apprenticeship Search/Information**

To activate the Apprenticeship Search/Information module of CareerNet, touch the screen where it says Apprenticeship Search/Information. The next screen you will see will say Apprenticeship Search/Information.

Press F1 to proceed.

At the next screen, the system will ask you what you would like to do.

If you would like to "locate apprenticeship sponsors in the state for a specific occupation . . ."

Type the Letter "A" to proceed.

At the next screen, the system will ask you to type the first few letters of the name of the occupation, or enter its number.

NOTE: The number the system is referring to is the job code number.

At the next screen, use the up and down arrow keys to locate your choice of an occupation.

Press Enter to select your choice.

When you have finished entering your selections, Press F1 to proceed.

At the next screen, you will see a list of Apprenticeship Sponsors.

Type the letter of the sponsors you would like to see more information about.

Press F1 to proceed.

At the next screen, you will see additional information about the sponsorship program you selected.

Press F1 to proceed.

If you selected "B" from the Apprenticeship Search menu, and would like to "search for apprenticeship sponsors in the state for broad occupational groups . . ."

Type the letter "B" to proceed.

At the next screen, the system will ask you to select the main characteristics of that are important to you when searching for an apprenticeship sponsor.

Type your selection(s) and Press F1 to proceed.

At the next screen, you will see a list of occupations to select from.

Type in your selection and Press F1 to proceed.

Once you have made your selection, at the next screen, the system will ask you to make a more detailed selection regarding the type of apprenticeship sponsor program you are interested in.

Type in your selection(s) and Press F1 to proceed.

At the next screen, you will see a listing of locations within the state.

Type in your selection(s) and Press F1 to proceed.

After you have chosen all of the characteristics that are important to you in an apprenticeship sponsor program, the system will allow you to list those characteristics in order of importance. Once you have done this, the system will show you the number of schools available with those characteristics that you selected.

Press F1 to proceed.

If you selected "C" from the Apprenticeship Search menu, and would like to "learn more about apprenticeship programs . . ."

Type the letter "C" to proceed.

The next series of screens will give you general apprenticeship information.

Press F1 to proceed through each of the informational screens.

#### Financial Aid Search/Information

To activate the Financial Aid Search/Information module of CareerNet, touch the screen where it says Financial Aid Search/Information. The next screen you will see will say Financial Aid Search/Information.

Press F1 to proceed.

At the next screen, the system will ask you what you would like to do.

If you would like to Search the Maryland File . . .

Type the letter "A" to proceed.

At the next screen, review the information given to you before going any further.

Press F1 to proceed.

At the next screen, the system will ask you to select the main characteristics important to you as a part of your financial aid search.

Type your selection(s) and Press F1 to proceed.

At the next screen, the system will ask you to select your reasons for eligibility.

Type in your selection(s) and Press F1 to proceed.

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**ATTACHMENT 9-I**  
**“THE FUTURE IS YOURS”—*FUTUREWORKS*’**  
**CAREER CENTER’S “JOB SEARCH TIP” FLYERS**

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A few hard, cold facts about salary...

During these times of corporate mergers and downsizing, the majority of work-places are tightening their belts another notch or two. The result is that it is increasingly difficult to find a salary comparable to those of *the good old days*. And this means the good old days of five to ten years ago!

Newspapers, journals and books abound with reports of an increasing number of people living below the poverty line, and others whose standard of living has changed dramatically. There are also reports of an increase in part time workers who cannot find full time work. Studies show that even when new jobs are created, they are often lower paying than the jobs they replace.

Our intent is not to scare you, but rather to bring your current situation and experiences into perspective. Also, this does not mean that you will not have a good paying job that you like. It just means that you have to work harder to find one. And when you do find one, you must know how to negotiate salary.

For more information on salary negotiation and other work related topics, consider enrolling in a FutureWorks seminar or speaking to a Career Specialist. Call today. (413) 858-2800.

*The only limit to our realization of tomorrow will be our doubts of today.*

-- Franklin D. Roosevelt

**THE FUTURE  
IS YOURS**

*The Important Art  
of  
Salary Negotiation*

**Future Works Career Center**  
One Federal Street  
Building 103-3  
Springfield, MA  
01105-1160  
(413) 858-2800

**GENERAL PRINCIPLES**

1. **Most salaries are negotiable.** This means that employers often have a range in mind (e.g. \$20 - \$25,000) which is contingent on skills and experience. However, when an employer has a fixed salary in mind, most likely there will be little room for negotiation.

2. **Let the employer be the first to mention salary.** Note that salary negotiation works best *after* an employer offers you the job since by then they clearly want you and may negotiate some to get you. Also, you will have a clearer picture of the job and a reasonable salary request.

When asked about salary very early on in the interview process, it is reasonable to request more information about the job before responding. However, if you must talk salary at this point, suggest a range.

3. **Research competitive salary ranges for the job you are seeking before negotiating salary.** Also know what your own financial needs are and how much room you have for negotiation.

**GENERAL PRINCIPLES**

4. **During salary negotiation, do not be the first to give a specific figure.** Often it is best to ask the interviewer what salary range they usually offer to an experienced person in that particular position.

Note that an employer is likely to try to hire you for less, so they may start lower than they are willing to go. If a salary range is involved, you have every right to *negotiate within that range.* However, in the case of an advertised salary, never ask for more than that amount.

5. **When making your salary request, introduce it with your experience.** For example, "For the position that you described, and the experience I would bring to it, I would expect a salary somewhere between the low to mid twenties."

6. **Do not overestimate or underestimate your earning potential.** Aiming too high or too low can cost you the job or thousands of dollars in future pay.

**GETTING WAGE INFORMATION**

Some ways to research competitive and prevailing salaries for a job:

- Scan newspapers for classified ads that list salaries for that job.
- Talk to a similar company to find their salary range for the same job.
- Speak with a *FutureWorks* Employer Account Representative.
- Lastly, there are resource books that list job salaries. However, these are national statistics and do not accurately depict salary ranges for a given region.

**IMPORTANT CONSIDERATIONS**

- When negotiating salary, keep in mind the company's benefit package, which is worth 30-35% of your salary.
- Are there opportunities to increase salary? Although some jobs may offer less salary initially, there may be a substantial increase after the company knows you can do the job.

### *The Interview...*

The interview is one of the most important parts of your job search. It will usually be the employer's first chance to meet you and form an impression of you. Likewise, it is your big chance to make a good impression on the employer and convince him or her that you are the right person for the job.

The purpose of the interview is to learn. The employer wants to learn about you, your experience and qualifications. You want to learn about the organization and the job opening, as well as about the duties and responsibilities of the job. The key to a successful interview? *Be yourself, but be your prepared self.*

*A person will succeed in anything about which he is really enthusiastic.*

-Charles Schwab

To learn more about preparing for interviews join the *FutureWorks* Career Center serving jobseekers and employers of Hampden County.

### *Three Things and Employer is Looking for in the Interview*

1. Are you the right person? The employer will evaluate such things as: your resume or application, personal appearance and communication skills, and whether or not you will fit into the company.
2. Can you be counted on? The employer will be looking for a positive work attitude which includes being punctual, dependable, hard working and cooperative.
3. Can you do the job and will you do the job? The focus here will be on your previous experience and training. It may include transferable skills gained from various work and life experiences, as well as on motivation.

For more information on interviewing and other job related topics, consider enrolling in a *FutureWorks* workshop such as Interviewing or Salary Negotiations. Call (413) 858-2800.

**THE FUTURE  
IS YOURS**

*The Art of  
the Interview*

**FutureWorks Career Center**  
One Federal Street  
Building 103-3  
Springfield, MA  
01105-1160  
(413) 858-2800

### INTERVIEW PREPARATION

- **Research the company.** Find out about its history, products or services and growth potential. Use libraries, career centers or the local chamber of commerce to obtain this information. Or ask the company receptionist or human resource person to provide you with this.
- **Prepare for the interview.** Consider responses to questions interviewers might ask. Also prepare several questions that you can ask the interviewer. This is also a time for you to learn more about the job.
- **Get organized!** Bring support materials with you, including: resumes, references, a pen and small notebook.
- **Appearance.** Dress appropriately and neatly.
- **Never arrive late!** Know your destination and travel time. Fifteen minutes early is "on time".
- **Go solo.** Always go to an interview alone. Never bring along a friend or child.

### DURING THE INTERVIEW

- **During the first 30 seconds.** Introduce yourself and shake hands. Maintain eye contact and use body language that shows confidence and concern.
- **Attitude.** Be positive and objective. Keep your personal questions out of the interview as much as possible.
- **Conversation.** Let the interviewer take the lead and listen attentively to that person. When answering questions, project your voice and speak clearly and at a moderate speed. Say just enough to answer questions without overstating your case or monopolizing the conversation.
- **Some questions you can ask:**
  1. *What do you think are the most important skills for this job?*
  2. *What kind of person do you think will do best in this job?*
  3. *Who would be my supervisor?*
  4. *What would my responsibilities be?*

### CLOSING THE INTERVIEW

- **Watch for cues** from the interviewer that the interview is over and ask any final questions about the job.
- **Ask when they expect to make a decision** and when you can expect to hear from them.
- **Reiterate your enthusiasm** and interest in the position as you depart. Be sure to thank the interviewer by name, as well as the secretary. Follow-up with a thank you letter within 24 hours.

### NEVER!!!

- **Criticize past employers** or associates.
- **Mention personal, domestic or financial troubles.**
- **Ask about salary** before the employer mentions it.
- **Answer questions with just a yes or no.**
- **Use slang, profanity, smoke or chew gum.** Also do not fidget nervously with a pen, your hair, etc.

**ATTACHMENT 9-J**  
**“IOWA PCLMI SYSTEM”—DESCRIPTION OF**  
**CONTENTS OF IOWA’S PC-BASED AUTOMATED**  
**LABOR MARKET INFORMATION SYSTEM**

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# Iowa PC LMI System

The system can display the following data:

Population  
Income  
Industry Data  
Industrial Projections  
Industrial Development  
Occupational Wages  
Occupational Projections  
Labor Force  
Labor Cost  
Labor Sales & Tax Revenues  
Local Property Values  
Local Building Permits  
Local Government Payments  
Employment Security Applicants  
Returning Military  
Educational Completions

Listings of Firms  
Mass Layoff Statistics  
Licensed Occupations  
Affirmative Action Data  
Fringe Benefit Information

Data are provided for various geographic areas including:

Counties  
MSA's  
SDA's  
COG's  
MA's  
DHS Regions  
DES Regions  
Congressional Districts  
Custom Defined Regions

## Iowa PC LMI system

<p>Single source for demographic and labor market information</p> <p>Up-to-date information made readily available using current technology</p> <p>System supports presentation of data on multiple geographic alignments</p> <p>Convenient, flexible way to display summary and detail data</p> <p>Descriptive tables enable quick analysis of data</p> <p>Source information for specific data sets is identified in the system</p> <p>Professional print output available</p>	<p>Custom Selectable Regions allow personalized creation of inquiries</p> <p>Specific geography</p> <p>Ability to name the region</p> <p>Store the customized region for future inquiries</p> <p>Comparison to other geographies</p> <p>Selection of geographic area and data element is supported by friendly intuitive interface, featuring</p> <p>Mouse support</p> <p>Pull down menus</p> <p>Navigation buttons</p> <p>Geographical interface</p>	<p>Equipment Configuration Needed</p> <p>Minimum</p> <p>486/66 MHz processor</p> <p>16 MB RAM</p> <p>Windows 3.1 and DOS 5.0 or higher</p> <p>250 MB free disk storage</p> <p>VGA monitor</p> <p>Recommended</p> <p>Pentium 100 MHz processor or faster</p> <p>16 MB or more RAM</p> <p>Windows 3.1 and DOS 5.0 or higher</p> <p>250 MB free disk storage</p> <p>17" 1024X768 color monitor</p>
	<p>Timeline:</p> <p>Field test: September/October 1996</p> <p>Statewide implementation: December 1996/January 1997</p>	<p>Contact Judy Erickson</p> <p>515/281-9070 or 515/281-3439</p>

**ATTACHMENT 9-K**  
**“CREATIVE JOB SEARCH SHINES AMONG**  
**THOUSANDS OF JOB-RELATED WEB SITES”—REVIEW**  
**ARTICLE DESCRIBING MINNESOTA’S ON-LINE JOB-**  
**SEARCH TRAINING RESOURCES**

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# Creative Job Search shines among thousands of job-related web sites

## INTERNET KUDOS – from cover

Yes, says Kevin McDowell. McDowell is a customer service consultant who does layout and design for the site.

McDowell notes that CJS was named one of the best career counseling Internet sites by Richard Nelson Bolles for the *Washington Post* newspaper's on-line site. Bolles is the author of the best-selling job-hunting book in the world, *What Color is Your Parachute*, with 5,600,000 copies in print. Bolles is regarded as the most widely read and influential leader in the career planning field and one of America's top career experts.

## 11,000 INTERNET SITES & GROWING

There are approximately 11,000 sites on the Internet that deal with jobs, careers or job-hunting, and the number grows weekly. So getting acknowledgements by such an authority makes McDowell proud. "With any acknowledgement, you have to consider the source of recognition. One visit to the *Washington Post*'s on-line publication shows that they are relatively selective about who they recognize and the 'Parachute Pick' designation is even more selective."

The review about CJS says, "This site, maintained by the Minnesota Department of Economic Security, has put together the equivalent of a job-search manual, on their Creative Job Search page. Mark this: These authors really understand what skills are – refreshing, on the Internet."

The CJS Internet site, which can be found through the MDES Home Page ([mn.jobsearch.org](http://mn.jobsearch.org)), provides an online job-search guide and Internet job-search strategies. The interactive "Ask the Expert" service that provides job-search advice is also on-line. McDowell says the "Ask the Expert" segment gets about a half dozen questions a week from around the world, but mostly from Minnesota job seekers.

McDowell tries to be current on Internet practices, and does monitor many employment-related sites. "The CJS site was influenced by a variety of sources. I also read and study the concepts of good HTML authoring, site design and Internet business strategies," he says.

*EDITOR'S NOTE: The "What Color Is Your Parachute – The Net Guide" site can be accessed via the Internet at [www.washingtonpost.com/wp-adv/classifieds/careerpost/](http://www.washingtonpost.com/wp-adv/classifieds/careerpost/)*

*Rick Schara, CommTeam*

# State prepares for inevitable: spring floods

*Editor's Note: In last month's Connecting, we featured "snow stories," how people were coping with record levels of snowfall in one Minnesota community. As this issue of Connecting was going to press, preparations were being made to deal with the inevitable spring flooding. Already flooding had started in some Minnesota areas. In the future, we'll have more flooding stories and how our department is reacting.*

State government agencies have been meeting on a weekly basis to discuss planning for a flood emergency. There have been flood press conferences for several Fridays in March. It appears the flood information hearings may occur as often as two to three times a week if needed.

Essentially, MDES's role in any flooding will be with Disaster Unemployment Assistance (DUA). This federally funded program is for persons who become unemployed as a result of flooding. Persons become eligible if their county is declared a federal disaster county.

In addition, MDES would deal with employment issues for

migrant farm workers. Flooding can impact the amount of work available in Minnesota's farmlands for migrant farm workers. Also, in 1993 MDES was involved in requests for additional energy assistance funds for flood damaged furnaces and water heaters.

The 1993 flooding took place in the summer, destroyed crops and for many farmers it was too late to re-plant. Due to the early flooding that is expected this year, farmers probably have until the end of June to plant, according to Mark Seeley, U of M Ag School professor.

Jim Wandell, MDES Reemployment Programs, said the DUA regulations have changed significantly since they were last administered by this department. Wandell attended a two-day conference to discuss the new regulations and to enable neighboring states to administer DUA in an identical manner. Wandell said Minnesota representatives discussed with representatives from North and South Dakota the approach they will take if DUA is declared in bordering counties.

*Heidi Stennes, CommTeam*

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**ATTACHMENT 9-L**  
**“CAREERPOINT SEPTEMBER WORKSHOPS”—**  
**MONTHLY CALENDAR**

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CareerPoint

# SEPTEMBER

Workshops

*Sun Mon Tue Wed Thu Fri Sat*

<b>1</b>	<b>2</b> <b>LABOR DAY</b>	<b>3</b> Job Club 9:30-12:00 Career Exploration 1-4 Aplicaciones Perfectas 1-4	<b>4</b> Skills Identification 1:00-4:30	<b>5</b> Winning Résumés 1:00-4:30	<b>6</b> Resumé I (esp.) 9:30-12:30	<b>7</b>
Introduction to Computer Software 12:30-3:00 Tuesday - Friday						
<b>8</b>	<b>9</b> Interviewing Your Next Boss 9:30-12:30  Resumé II (esp.) 1:00-4:00	<b>10</b> Job Club 9:30-12:00  Is Your Net Working? 1:00-4:00	<b>11</b> Entrevistas 9:30-12:30	<b>12</b> Résumé Writing Lab 1:00-4:30	<b>13</b> Skills Identification 9:30-12:30  Identificación de Habilidades 9:30-12:30	<b>14</b> Career Exploration 9:30-12:30  Introduction to MS Word 10:00-12:30
Introduction to Computer Software 12:30-3:00 Tuesday - Friday						
<b>15</b>	<b>16</b> Perfect Applications 9:30-12:30  Windows '95/ Internet en español 1:00-3:30	<b>17</b> Job Club 9:30-12:00 Aplicaciones Perfectas 9:30-12:30  What Jobs Are Out There? 1-4	<b>18</b>	<b>19</b> Making Ends Meet While Unemployed 10:30-11:30	<b>20</b>	<b>21</b> Winning Résumés 9:30-12:30  Mouse Skills 9:15-10:45  Internet Job Search 11:00-1:00
Introduction to Computer Software 12:30-3:00 Tuesday - Friday						
<b>22</b>	<b>23</b> Skills Identification 9:30-12:30  Self-Employment 10:30-12:30	<b>24</b> Job Club 9:30-12:00  Entrevistas 9:30-12:30	<b>25</b> Résumé Writing Lab 9:30-12:30	<b>26</b> Cadena de Contactos 1:00-4:00	<b>27</b> Interviewing Your Next Boss 9:30-12:30	<b>28</b> En Búsqueda de Empleo en un Mercado Americano 9:30-12:30  Introduction to MS Excel 10:00-12:30
Computer Software Level II, 12:30-3:00 Tuesday - Friday						
<b>29</b>	<b>30</b> Windows '95/ Internet en español 1:00-3:30	<i>CareerPoint has orientations daily at 10:30 and 2:30.</i>				

*Sign up for orientations by phone or in person, and workshops through your career counselor.*

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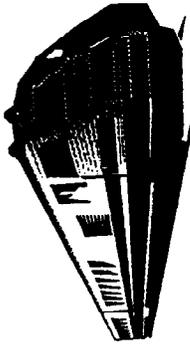
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**ATTACHMENT 9-M  
FLYER AND “ADMISSION TICKET” FOR THE YOUTH  
JOB SEARCH WORKSHOP ENTITLED, “JOB  
EXPRESS,” OFFERED IN THE LAWRENCEBURG  
NETWORK OF CAREER CENTERS, SOUTHEASTERN  
INDIANA**

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**JUMP on the  
JOB EXPRESS!**



**Admit One**

**April 29, 1996      9:00 a.m. to 3:30 p.m.**

**Dearborn County Department of Workforce Development  
230 Mary Ave., Ste. 100 (Schenley Place), Greendale**

**Bring a Sack Lunch. We'll provide the beverage!**

# Job Express

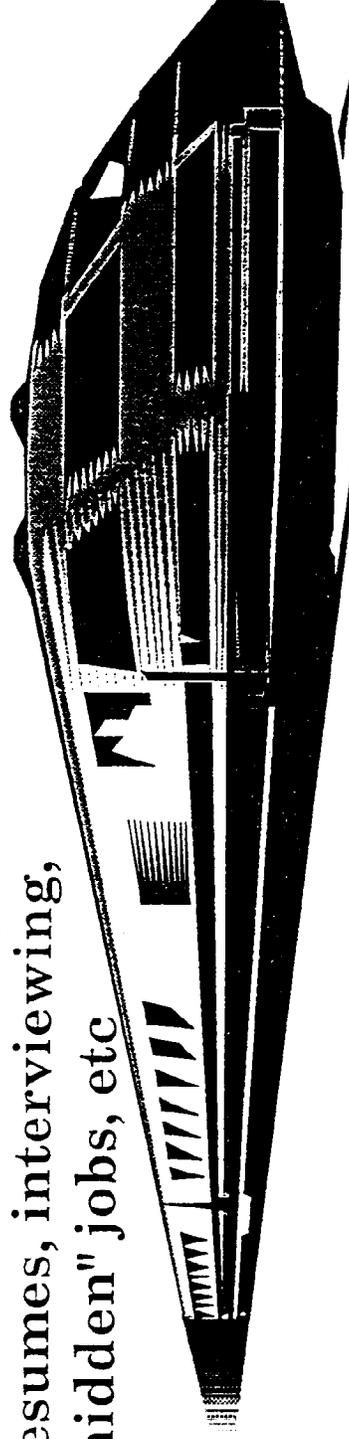
Job Search Workshop  
For YOUTH 18-21 Years Old  
April 29, 1996 9am - 3:30pm

Come and meet panel of  
local employers, help with  
resumes, interviewing,  
"hidden" jobs, etc

YOUR  
DEARBORN COUNTY  
EMPLOYMENT & TRAINING  
CENTER



INDIANA  
WORKFORCE  
DEVELOPMENT



To reserve your seat call: 537-1117 or stop by 230 Mary Ave., Ste. 100 in Greendale.

**ATTACHMENT 9-N  
DESCRIPTION OF THE DES MOINES WORKFORCE  
DEVELOPMENT CENTER'S "WORKFORCE FOR  
TEENS" PROJECT**

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For Further Information Call:

Penny Dow 281-9616  
Workforce Development Center

Raymond Klein 242-7893  
Des Moines Public Schools

Karen Sullivan 242-7597  
Des Moines Public Schools

Artwork by: Job Yamen

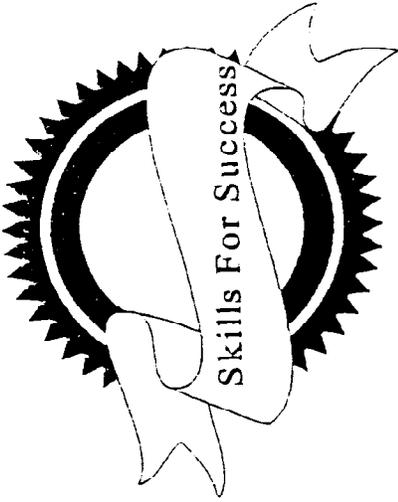
Design/Layout by: Jenny Flannery  
Central Campus



Partners in Iowa's Workforce Development System



215 Kco, Des Moines, Iowa 50309



## Program Benefits:

- ▶ Career Exploration
- ▶ Exposure to the Labor Market
- ▶ Computer Experience
- ▶ Interviewing Techniques
- ▶ Completing Winning Job Applications
- ▶ Skill Identification For Employment
- ▶ Job Shadowing with "Hands-on" Experience
- ▶ Resume Portfolio
- ▶ Employability Certificate upon course completion
- ▶ Summer Employment Opportunities
- ▶ Training and Exposure
- ▶ Commitment and Support

## WORKFORCE FOR TEENS

Workforce for teens is a collaborative effort between the Workforce Development Center and the Des Moines Public Schools. The project offers a unique employability training opportunity for High School Students. During the school day, students attend pre-employment classes at the Workforce Development Center. Students spend time with an experienced classroom instructor learning "hands on" operation of computer, learning to write a resume for different types of employment opportunities, mastering job seeking skills, interviewing techniques, computerized employability assessment, how to complete thorough job applications, exploring the various occupational options that exist today and tomorrow, and techniques to keep a job. Students will use writing, listening, observing and reasoning skills 5 hours per week in a classroom setting located in the Resource Center.

## WORKFORCE FOR TEENS

Workforce for Teens will allow students to use their newly gained skills immediately after classroom training is completed. Students will be assigned to an experienced employment professional to learn and practice their skills just learned. Students will gain hands on experience working at the Center taking applications, assisting customers in using technology to find jobs, assist in customer service activities, and job shadow Claims takers to get an understanding of the unemployment system.

**Job Service Workforce Centers are located  
in these Iowa towns and cities:**

Algona	Iowa City	Osceloa
Ames	Iowa Falls	Oakloosa
Atlantic	Jefferson	Ottumwa
Boone	Keokuk	Perry
Burlington	Knoxville	Pocahontas
Carroll	Le Mars	Red Oak
Cedar Rapids	Manchester	Sheldon
Centerville	Maquoketa	Shenandoah
Chariton	Marshalltown	Sioux Center
Charles City	Mason City	Sioux City
Charoake	Missouri Valley	Spencer
Clarinda	Montcello	Storm Lake
Clarion	Mount Pleasant	Washington
Clinton	Muscataine	Waterloo
Clive	New Hampton	Waverly
Corning	Newton	Webster City
Council Bluffs	Oelwein	

**For More Information:  
call 1-800-JOB-IOWA (V/TDD)  
or in Des Moines call 281-5387.**



**Department of Employment Services  
An Equal Employment Opportunity Agency**

70-3702 (2-94)

# Job Hunting Know-How For Beginners



# Introduction

As a young person looking for work, there are several things that you must know. You have to know how to get a work permit or a certificate of age if you are less than age 18. You must know the hours that you are allowed to work and the types of work you are allowed to do as a minor.

You'll also need to know about job applications, career choices and what to do in a job interview. Whether you're looking for a part-time job, a summer job or a full-time job, you need to know about—

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## NOTICE

This booklet explains the Iowa law for employing young people. State and Federal Child Labor Laws sometimes differ. Many Iowa employers are required to comply not only with State Labor Laws but with Federal Labor Laws as well. In such instances, the more stringent law applies.

For more information about the Federal Fair Labor Standards Act write or call:

Employment Standards Administration  
Wage and Hour Division  
Room 643, Federal Office Bldg.  
210 Walnut Street  
Des Moines, Iowa 50309  
515-284-4825

**ATTACHMENT 9-0**  
**“STATE SERVICES FOR THE BLIND IN A ONE-STOP**  
**SHOP”—DESCRIPTION OF ONE-STOP SERVICES**  
**AVAILABLE TO VISUALLY IMPAIRED CUSTOMERS IN**  
**ANOKA COUNTY, MINNESOTA**

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## STATE SERVICES FOR THE BLIND IN A ONE-STOP SHOP

(As developed by State Services for the Blind)

Minnesota Department of Economic Security's One-Stop Shop design incorporates a high level of effectiveness in providing services to persons with physical and mental disabilities, and in providing literature and other materials to them in accessible formats.

Two of the Department's divisions, the Division of Rehabilitation Services and the division of State Services for the Blind, work in conjunction with its Community Based Services division and its Job Service/Reemployment Insurance division to assure that disabled persons and blind persons are fully integrated into all the Department's programs.

This occurs through a process of "reciprocal leveraging" of knowledge and services. Each division brings the benefit of its specific expertise to the task of meeting the needs of persons with disabilities.

The two rehabilitation divisions are expert in preparing persons with blindness and other disabilities for employment. Job Service is expert in knowing the needs of employers and understanding the job market. Community Based Services funds Community Action Programs engaged in job training and work force development, and has expertise in these areas.

State Services for the Blind has a Communication Center which converts print materials into accessible formats, these include Braille, cassette tape, broadcast, and dial-in formats. The Minnesota Radio Talking Book broadcasts newspapers, periodicals, and books read by volunteer readers over a radio channel to blind persons living throughout Minnesota.

Dial-in-News, a program providing newspapers stored on a computer's disk drive, makes the news accessible over the telephone at a time convenient to the user. The Communication Center also distributes and repairs special radios and players to permit users to access the system, at no charge.

### **State Services for the Blind can work with the other partners in a One-Stop Shop configuration by:**

1. Providing vocational rehabilitation services to blind persons referred by the other one-stop partners to make them ready for vocational training and employment;
2. Providing independent living skills training to blind persons referred by other partners to make it possible for them to avail themselves of partner community-based services and live independently in the community;
3. Providing information about the capabilities of blind persons and consulting services to assist staff in the programs of the other partners to work effectively with them;
4. Referring blind persons to programs run through the other partners;

5. Working directly with staff of the other partners, contractors and employers, to help them with ADA accessibility issues relating to blindness and visual impairment;
6. Transcribing print materials (manuals, textbooks, etc.) into accessible formats for blind persons in training or employment programs run through the other partners;
7. Providing information on services available through the one-stop partners to blind persons throughout the state, by means of the Radio Talking Book;
8. Helping the partners meet their ADA requirements by referring blind persons for jobs within the partners' organizations, and working to assure successful work outcomes;
9. Providing assistive technology consulting and services to blind persons in partner programs, and to the partners in order to assure that all blind persons have access to the information systems of the one-stop; and
10. Providing a higher level of outreach to the blind population in the state than would be the case in office-based programs.

NOTE: State Services for the Blind staff are not collocated in all MDES offices in Minnesota, because of the relatively small number of staff and the fact that most blind persons do not come to the office to apply for services.

This is because of mobility problems caused by inability to drive a car, and the need for cane travel skills by newly blinded people. Many of SSB's clients are elderly as well.

However, by making door-to-door contacts, SSB staff can reach far more blind persons than would or could come to an office. Because of this, the one-stop's other programs which do not contact people in their homes can reach more blind persons than would otherwise be the case.

Also, SSB staff, because of their mobility, can work with program staff of the other partners by coming to their offices. Statewide coverage is therefore assured.

tr:onestop/ssb.wpd