

WELCOME !

The Career Center Seminar is your opportunity to learn about the full array of services, events, and programs available at MASSHIRE Central Career Center

While you are waiting for the session to begin,



please fill out the



INDIVIDUAL NEEDS ASSESSMENT checklist

Individual Needs Assessment (INA)

INDIVIDUAL NEEDS ASSESSMENT

NAME: _____ JOBSEEKER ID: _____

PLEASE NOTE! The information in this form is confidential and will be used by MassHire Central Career Centers for the sole purpose of assisting you with your job / training goals. NO information will be shared with any other party without your express written consent.

Are you currently receiving or using services from any of our partner agencies? (Check all that apply)

A.B.E. – Adult Basic Education
 DTA – Department of Transitional Assistance
 DUA – Division of Unemployment Assistance
 JOB CORPS

MCB – Mass Commission for the Blind
 MRC – Mass Rehabilitation Commission
 SCSEP – Senior Community Service Employment Program

SUPPORTIVE SERVICES / COMMUNITY RESOURCES

I DON'T HAVE OR I NEED: (CHECK ALL THAT APPLY)

<input type="checkbox"/> health insurance	<input type="checkbox"/> childcare
<input type="checkbox"/> food stamps / cash assistance	<input type="checkbox"/> unemployment assistance
<input type="checkbox"/> fuel assistance	<input type="checkbox"/> transportation
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

SPECIALIZED SERVICES

I AM / I HAVE: (CHECK ALL THAT APPLY)

<input type="checkbox"/> Veteran or eligible spouse of a Veteran *	<input type="checkbox"/> a CORI record
<input type="checkbox"/> a disability *	<input type="checkbox"/> a Migrant Seasonal Farmworker
<input type="checkbox"/> a young adult (age 16 – 24)	<input type="checkbox"/> been unemployed for 26+ months *
<input type="checkbox"/> limited English skills	<input type="checkbox"/> interested in volunteering
<input type="checkbox"/> a "mature worker" (45+)	<input type="checkbox"/> considering starting my own business
<input type="checkbox"/> an ex-offender re-entering the workforce *	<input type="checkbox"/> receiving TANF / SNAP / SSI *
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

* Work Opportunity Tax Credit (WOTC) may apply. WOTC is a federal tax credit incentive that employers may receive for hiring individuals from certain groups who have consistently faced barriers to employment.

TRAINING

I NEED: (CHECK ALL THAT APPLY)

<input type="checkbox"/> information on higher education, ABE, ESL or HSE	
<input type="checkbox"/> information about training programs that can help me to compete in the job market / become reemployed	May be eligible for WETA training through the Adult & Dislocated Worker Program
<input type="checkbox"/> information about training programs because my company closed / unexpectedly	May be eligible for training through the Adult & Dislocated Worker Program
<input type="checkbox"/> information about training programs because my job was adversely affected by foreign competition	May be eligible for training through the TRAE program
<input type="checkbox"/> to refresh / improve my skills	
<input type="checkbox"/> MS Word	
<input type="checkbox"/> MS Excel	
<input type="checkbox"/> MS PowerPoint	
<input type="checkbox"/> MS Access	
<input type="checkbox"/> MS Outlook	
<input type="checkbox"/> QuickBooks	
<input type="checkbox"/> to learn or improve my typing skills	
<input type="checkbox"/> basic computer skills	
<input type="checkbox"/> Other:	

JOB SEARCH

I NEED TO: (CHECK ALL THAT APPLY)

<input type="checkbox"/> learn about strategies used in a successful job search	
<input type="checkbox"/> explore my job / career options	
<input type="checkbox"/> obtain Labor Market Information (jobs, pay outlook, wages, etc.)	
<input type="checkbox"/> update my resume	
<input type="checkbox"/> practice interviewing skills	

ABOUT US



MASSHIRE Central Career Center is part of the more than 30 MASSHIRE Career Centers across the Commonwealth

MASSHIRE Central Career Center is a partnership between the City of Worcester, Division of Workforce Development and the MASSHIRE Department of Career Services (DCS)



DEPARTMENT OF
CAREER SERVICES



**CENTRAL REGION
WORKFORCE BOARD**

MASSHIRE Central Career Center is overseen by the MASSHIRE CENTRAL REGION WORKFORCE BOARD

ABOUT US



ONE ORGANIZATION IN TWO LOCATIONS

340 Main Street, 4th Floor

Worcester, MA 01608

(508) 799-1600

5 Optical Drive, Suite 200

Southbridge, MA 01550

(508)765-6430

www.MassHireCentralCC.com



ABOUT US



PLEASE

- make childcare arrangements prior to your visit
- do not bring food or drinks to the Resource Room or Computer Lab
- turn off or mute your cell phone
- call in advance to cancel or reschedule appointments or workshop attendance

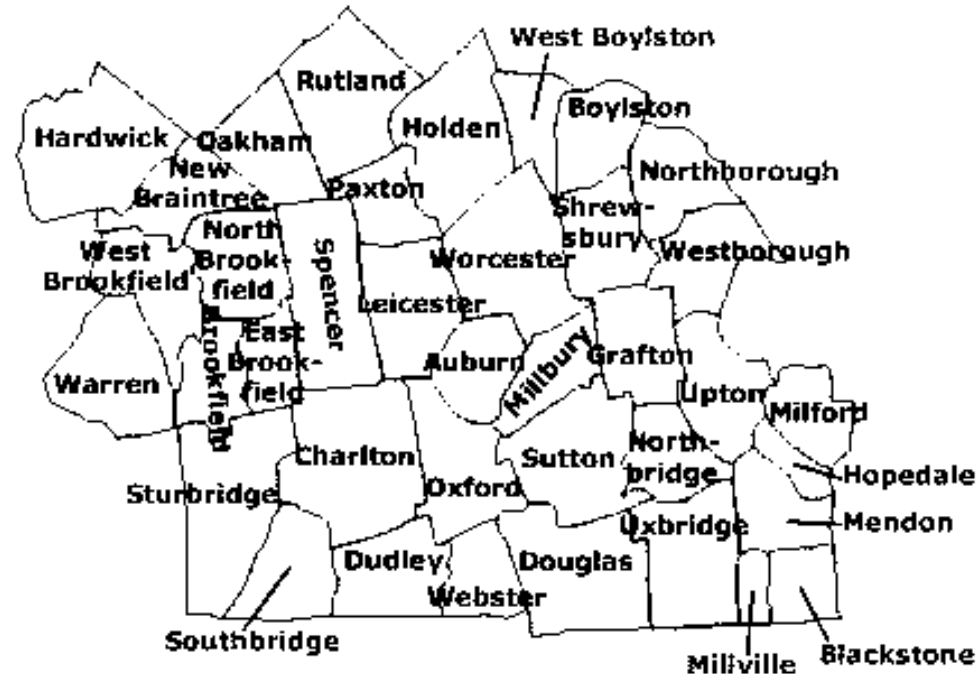
ABOUT US



MASSHIRE
WORCESTER CAREER CENTER
SOUTHBRIDGE CAREER CENTER

- services individuals and businesses in Central Massachusetts
- has a team of experienced staff who provide employment, training and business services

Central Mass



RESOURCE ROOMS

- **PC's with internet connection**
- **Phone, fax, copier & printer**
(for job / educational purposes only)
- **Information**
 - job search
 - Industry & labor market
 - workshops
 - job listings
 - recruiting events & job fairs
 - training providers



COMMUNITY RESOURCES



connection to a community resource specialist in your area who can help you find services and resources that are available to you locally

Call 211 OR go **online** @ www.211.org OR **text** your zip code to 8772116277

More resources can be found at www.MassHireCentralCC.com

OUR CUSTOMERS

▶ All Job Seekers

▶ Specialized Services

- Veterans
- Disabilities
- Young Adults
- Limited English Proficiency
- Mature Workers
- Ex-Offenders
- Migrant Seasonal Farmworkers
- Long-Term Unemployed
- SNAP/TANF Recipients
- Unemployment Insurance Claimants
- Volunteers
- Entrepreneurs



▶ Businesses / Employers

JOB SEARCH



**MASSHIRE
Central Career
Center has
services &
resources
covering all
aspects of the
job search**

JOB SEARCH



- **Workshops**
 - Career Directions
 - Navigating Career Choices
 - Career Decisions & Myers-Briggs
 - Career Ready 101
- **Online tools and resources**

TRAINING OPTIONS



- **Federal and state programs**
 - TOP - Section 30
 - ADULT & DISLOCATED WORKER (WIOA)
 - TRADE
 - NDWG
- **Other training programs & resources**

TRAINING OPPORTUNITIES PROGRAM (TOP)

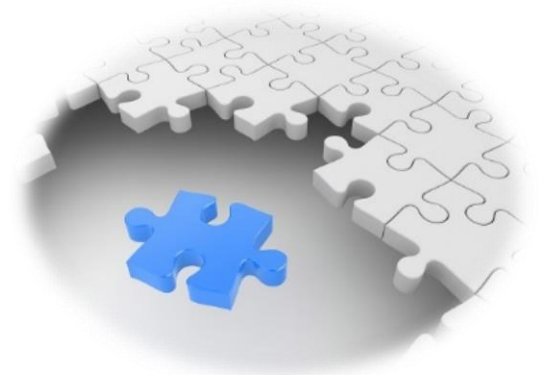
SECTION 30

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 DUA
- Training must enhance skills for jobs that are in demand
- DUA does not pay for the training

For more information:

- speak to a staff member
- contact the TOP unit: (617)-626-5521 or <http://www.mass.gov/dua/top>



ADULT DISLOCATED WORKER PROGRAM

Federal program under Title I of Workforce Innovation and Opportunity Act (WIOA)

Subject to availability of funds, financial assistance may be granted for re-training to eligible adults (18+) within these target groups:

- Dislocated Workers
- Displaced Homemakers
- Economically Disadvantaged

ELIGIBILITY REQUIREMENTS APPLY

TRADE ADJUSTMENT ASSISTANCE REAUTHORIZATION ACT (TRADE)

Provides for reemployment services and allowances for eligible individuals whose job was adversely affected by **foreign competition** or the production or service **moved overseas**, including



- Financial assistance for job training
- Extension of UI benefits

ELIGIBILITY REQUIREMENTS and STRICT DEADLINES APPLY

NATIONAL DISLOCATED WORKER GRANT (NDWG)

National Dislocated Worker Grants assist individuals who are affected by **large scale layoffs** caused by **unexpected economic events**, including

- funding assistance for training
- career development
- job placement



ELIGIBILITY REQUIREMENTS APPLY

OTHER TRAINING RESOURCES

TRAINING

- **Mavis Beacon Typing Tutor**
- **Professor Teaches**
 - ▶ MS applications & QuickBooks
- **GCF LearnFree @ www.gcflearnfree.org**
- **Adult Education – Higher Ed, ABE, ESL, HSE**
 - ▶ QCC Navigator onsite



JOB SEARCH STRATEGIES



- **Workshop**
 - Job Search Strategies
- **Individual assistance**

THE RESUME & COVER LETTER



- **Workshop**
 - The Résumé & Cover Letter
- **Résumé Critique** (by appt.)


FINDING & APPLYING FOR JOBS

- **JobQuest**
- **Job Listings**
- **Job Referrals**
- **Recruiting Events**
- **Information Sessions**
- **Networking**
- **Job Fairs**
- **Workshops**
 - LinkedIn
 - Federal Jobs Process



MASSHIRE JOBQUEST

The Executive Office of Labor and Workforce Development (EOLWD) Login / Register

MASSHIRE JobQuest 

Home Find Jobs Locate Training Search Events My JobQuest Help Employers

Find Jobs In Massachusetts with JobQuest! JobQuest is a FREE online service.

Find Jobs

Total Job Openings: 138,594

Keywords
Example: Office worker, Excel
[Search Tips](#)
Quick Tip: Use Keywords for Fastest Search

Job Title
Example: Clerk

Location
Massachusetts City or ZIP Code

[More Search Options](#)

Job Seeker Login

SSN or Job Seeker ID

Password

[Forgot Your Password?](#)

First Time User?

Registering with JobQuest lets you post your resume online and save your job search criteria.

[JobQuest Guide](#)

Other Helpful Links ...

[MassHire Career Centers](#)
Visit a MassHire Career Center for additional Job Search Assistance.

[MassCareers Job Opportunities](#)
Search for Massachusetts state and other public sector jobs.

REGISTER NOW

Click the [Jobquest Guide](#) link for step by step instructions

Kickstart your Future at a MassHire Career Center
from Mass.gov

MassHire Career Center Resources
[Find Events and Workshops](#)

See the NEW "mobile friendly" specialized job sites.
[MassHire JobQuest](#)
Search for Green Jobs

www.mass.gov/jobquest

MASSHIRE JOBQUEST

1 MY JOBQUEST PROFILE

- Contact information
- Demographics
- Change Password or Secret Answer

2 CAREER INFORMATION

- Career Objective
- Work History
- Education
- Training
- Licenses, Certifications & Registration

Allows an employer to see you without a résumé

The screenshot displays the MASSHIRE JOBQUEST user interface. It is divided into several sections:

- Job Inbox:** A section with a blue header and a question mark icon. It contains the text: "There are no messages for you at this time." Below this, it says "To find the career center nearest you click on [Career Center](#)." and "Explore the activities and workshops offered by your career center." At the bottom, it says "Learn new skills. [Search for job training opportunities](#)."
- My Résumé:** A section with a blue header and a question mark icon. It contains the text: "There are two ways an Employer can view your profile. You can attach a résumé for employers to view or copy and paste your résumé so that Employers can find you, if you match their job requirements." Below this, there are two buttons: "Attached Résumé" with an "Upload" button next to it, and "Copy & Paste" with an "Add" button next to it.
- My JobQuest Profile:** A section with a blue header, a question mark icon, and a link "Change Password or Secret Answer". It is divided into two main parts:
 - Personal Information:** A section with a blue header. It contains two items: "Contact Information" with a green checkmark and a large blue circle with the number "1" next to it, and "Demographics" with a green checkmark. Below these, it says "Contact Information: [Viewable to Employers](#)". To the right of this section is a magnifying glass icon over a document with the word "JOBS" written on it.
 - Career Information:** A section with a blue header. It contains five items, each with a red 'X' mark and a large blue circle with the number "2" next to it: "Career Objective", "Work History", "Education", "Training", and "License, Certification & Registration". Below this section, it says "The information in this section is used to build your 'Personal Fact Sheet'. Select 'What Employers See' to see how your information will appear to employers. Your Job Match Status must be Active for employers to see this information." To the right of this section, there are two buttons: "Review your information:", "Personal Fact Sheet", and "What Employers See".
- Job Match Profile:** A section with a blue header and a question mark icon. It contains the text: "Complete the Job Match Profile to allow employers to find you and to activate the Match Jobs button." Below this, there is a red 'X' mark next to a link "Job Match Profile". At the bottom, it says "Job Match Profile Status: *Incomplete*".

MASSHIRE JOBQUEST

3 JOB MATCH PROFILE

- Job Occupations & Job Titles
- Skills Profile
- Additional Skills & Preferences
- Location

Allows you to search for jobs that match your individual criteria

4 JOB INBOX Your “matched” jobs will be delivered to your inbox

5 MY RESUME Your résumé can be copied & pasted or uploaded

The screenshot displays the MASSHIRE JOBQUEST interface with four numbered panels:

- 4 Job Inbox:** Shows a message box with instructions: "There are no messages for you at this time." It includes links for "Career Center", "Explore the activities and workshops offered by your career center.", and "Search for job training opportunities."
- 5 My Résumé:** Shows instructions on how to attach a résumé and an "Upload" button.
- My JobQuest Profile:** Shows "Personal Information" with "Contact Information" and "Demographics" marked as complete. It includes a "Change Password or Secret Answer" link and a "Viewable to Employers" status.
- Job Match Profile:** Shows a "Job Match Profile" section with a "Job Match Profile" link and a "Job Match Profile Status: Incomplete" message. Below it, a list of completed profile sections is shown: "Job Occupations & Job Titles", "Skills Profile", "Additional Skills & Preferences", and "Location". A "Match Jobs" button is visible.

A red arrow points from the "Job Match Profile" section to the "Job Match Profile" link in the "Job Match Profile" section.

INTERVIEW PREPAREDNESS

- **Workshop**
 - The Interview
- **Mock Interview** (by appt.)
- **Referrals**
 - Dress for Success



LABOR MARKET INFORMATION (LMI)

- Are there any jobs in my field?
- Are my skills in demand?
- Is my job / field in a growth or decline?
- Are my wage expectations realistic?
- What other job opportunities might be out there for me?
- Where are the jobs? How far am I willing to travel?
- What are the current hiring trends?
- Do I have a skill gap? Do I need training before I get my next job?

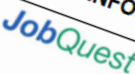









LABOR MARKET INFORMATION

Online tools and resources for labor market research



WEBSITES FOR ASSESSMENT, CAREER EXPLORATION AND LABOR MARKET INFORMATION

Massachusetts JobQuest		www.mass.gov/jobquest
TORQ		access via link from JobQuest
Mass Career Information System (MassCIS)		www.masscis.info/careers.org
Occupational Network (O*NET)		User Name southbridgecc worchestercc
My Skills My Future		Password southbridge worchester
My Next Move		www.onetonline.org
Career One-Stop		www.myskillsmyfuture.org
US Bureau of Labor & Statistics Occupational Outlook Handbook		www.mynextmove.org
		www.careeronestop.org
		www.bls.gov/ooh/

LMI WORKSHEET

LABOR MARKET RESEARCH WORKSHEET

Answer the questions below based on your labor market research.

1. Primary Occupation Title (please note-not all occupational titles will be listed on these websites; pick the title that is the closest match to your occupation).

2. What is the salary range? (if no range then just list median wage)

\$ _____ to \$ _____ per hour or annual (circle one).

3. Are opportunities in this occupation (in the state you are looking for work):

INCREASING or DECREASING? (circle one)

(This information will usually be found in a section labeled employment outlook/employment trends / job outlook-if the number does not have a negative sign in front of it-then the occupation is increasing)

3a. By what percent (number found in the employment outlook/employment trends / job outlook section)?

_____ %

4. How many jobs are available annually in your occupation (found in same section as question 3)?

5. Based on your research, do you possess the appropriate certifications, licenses, or credentials for this occupation: YES or NO (circle one)

5a. If you answered NO to question 5, what certification, licenses, or credentials do you lack to be reemployed in this field?

6. Why do you think you have been unable to become reemployed in your occupation?

7. Other pertinent labor market information about your occupation.

Worksheet

- Job Titles
- Salary / wage
- Occupational outlook
 - Growth / decline
 - Geographic location
 - Number of openings
- Certifications, licenses, credentials

VETERANS

Priority of Service is given to veterans and their eligible spouses

Individual assistance and access to other Veterans services and benefits available

Veterans' Employment Representative on-site



Thank you for your service!

DISABILITIES

- Adaptive equipment available and information on sources of additional adaptive equipment
- Individual assistance
- Information on and referrals to relevant agencies and programs



TRAINING OPPORTUNITY!



If you are a job seeker with a documented disability, you may be eligible to access the Massachusetts Rehabilitation Commission's (MRC) training funds through MassHire.

These funds are specifically set aside for MRC consumers who would benefit from training to move into full or part time employment.

For more information, ask your MassHire Career Counselor about a referral to MRC or contact Jim Scally at 508.373.7638 or ScallyJ@MassHireCentralCC.com

YOUNG ADULTS – Ages 16 to 24



Youth Specialist on-site



**Youth Opportunities Upheld,
Inc.**



Job Corps

LIMITED ENGLISH PROFICIENCY



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

To access **translated publications and documents**, visit <http://www.mass.gov/lwd/eolwd/multilingual-information/multilingual/>

For **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

I Speak:

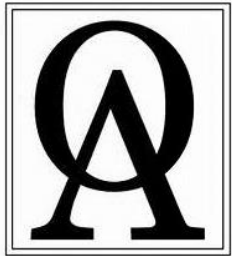
Español	ᲙᲗᲠᲚᲘᲗᲚᲟ
Français	한국어
Italiano	Kreyòl
ᲙᲗᲠᲚᲘᲗᲚᲟ	中文
Português	Tiếng Việt
Русский	اللغة العربية



[Click here >](#)

MATURE WORKERS

Senior Community Service Employment Program (SCSEP) – MASSHIRE Central Career Center works in partnership with **Operation A.B.L.E.** & **Catholic Charities Senior Employment Service** to offer mature workers (55+)



- assistance in re-employment
- internships
- job referrals
- on-the-job training
- and much more



Senior Employment Counselor on-site

ELIGIBILITY REQUIREMENTS APPLY

“Using Age to Your Advantage” workshop open to jobseekers who are 45+

EX-OFFENDERS / RE-ENTRY / CORI

Bar None Legal Clinic – workshop facilitated by a representative of Dismas House, designed to help Worcester County residents obtain and seal their criminal record



MIGRANT SEASONAL FARMWORKERS (MSFWS) AND AGRICULTURAL EMPLOYERS

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

SNAP / TANF RECIPIENTS

Department of Transitional Assistance **Work Participation Program** (DTA – WPP) – under this program the Career Centers provide

- career planning
- support
- resources

to DTA clients



Full Engagement Worker on-site

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 jobseekers
- Recipients of Temporary Assistance for Needy Families



Ask a staff member for information

UNEMPLOYMENT CLAIMANTS

Unemployment Insurance (UI) provides temporary, partial wage replacement. You must be able, available and actively seeking work while collecting UI Benefits

To **open** a new claim, **reopen** a claim, or for **questions** on an existing claim call the MA Department of Unemployment Assistance (DUA) Monday through Friday from 7:30 a.m. to 5:00 p.m.

Toll Free TeleClaim Center: 877.626.6800

Problem Resolution: 617.626.5400



**Phones available on-site
during regular business hours**

UNEMPLOYMENT CLAIMANTS

UI OnLine at www.mass.gov/dua

- Apply for benefits
- Request weekly benefit payments (si
- Check claim/payment status
- Update personal information
- Additional services:
 - ▶ Print blank work search logs
 - ▶ Print Section 30 Training Opportunity Program (TOP) application



**Computers for UI OnLine transactions,
scheduling a callback via the web &
navigation assistance available on-site**

UNEMPLOYMENT CLAIMANTS

WORKSEARCH ACTIVITY LOG

- Organizes your job search
- Tracks companies and positions
- Expands your use of job search resources
- Highlights trends to identify alternative occupations or industries
- Compares your wage expectation to what employers are actually paying
- Tool for conducting timely follow-ups

Job search requirements
To continue receiving benefits, you must:
Look for work at least:
• 3 times per week
You must also keep a record of your work searches.
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 this work search log to:

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

Get more copies of this form at any MassHire Career Center or at: www.mass.gov/dua/forms.

Job search log
Name: _____ Claimant ID: _____

To continue receiving benefits, you must look for work at least 3 times per week. You must also keep a record of your work searches.

Week starting Sunday (date): [Click here to enter a date.](#) – Saturday (date): [Click here to enter a date.](#)

#	Date	Position	Pay rate	Employer name and address/Employer website	Method of contact	Results
#1					<input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In person	
Person contacted:				Contact phone number: Contact email:	Action taken: <input type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input type="checkbox"/> Networking <input type="checkbox"/> Other _____	
#2					<input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In person	
Person contacted:				Contact phone number: Contact email:	Action taken: <input type="checkbox"/> Submitted job application <input type="checkbox"/> Asked about available work <input type="checkbox"/> Job fair <input type="checkbox"/> Networking <input type="checkbox"/> Other _____	
#3					<input type="checkbox"/> Online <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In person	
Person contacted:				Contact phone number: Contact email:	Action taken: <input type="checkbox"/> Submitted 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 work search activity listed above such as email with employer, job application receipt, job posting, job fair announcement, networking club information, or MassHire Career Center services.

Form 1750-rev. 09-03-19

mass.gov/dua/worksearch

RESEA PROGRAM

The **Reemployment Services and Eligibility Assessment (RESEA) Program** is a program funded by the US Department of Labor to help Unemployment Insurance claimants return to work faster.

The Department of Unemployment Assistance (DUA) notifies claimants to participate in the program.

Claimants who are enrolled in the RESEA program must complete the requirements of the program within 5 weeks of enrollment.

Failure to comply with the RESEA program requirements will result in a delay or loss of unemployment benefits⁴⁰

RESEA PROGRAM

Requires participants to:

1. Attend a Career Center Seminar
2. Participate in an Initial RESEA Review meeting
3. Develop a Career Action Plan (CAP)
4. Conduct labor market research
5. Track your work search activities
6. Prepare a résumé
7. Attend a RESEA Review meeting
8. Participate in ongoing reemployment services

All program requirements will be reviewed / explained during an **Initial RESEA Review, immediately following the CCS, in a one-on-one meeting with a Career Center Career Counselor**

RESEA PROGRAM PARTICIPANTS

All RESEA Program participants will meet with a Career Counselor IMMEDIATELY following this session, to:

1. Explain your RESEA program requirements
2. Review your Work Search Activity Logs and résumé
3. Begin developing your Career Action Plan (CAP)
4. Complete an Unemployment Insurance Eligibility Questionnaire
5. Schedule a RESEA Review appointment

VOLUNTEER CONNECTIONS PROGRAM (VCP)

Interested in developing your **NETWORK** while gaining **EXPERIENCE** through community-based volunteer opportunities?

VCP coordinator on-site



ENTREPRENEURS

Interested in **STARTING YOUR OWN BUSINESS?**

- **Steps To Starting A Small Business** workshop – presented by the Worcester Business Resource Alliance (WBRA)
 - Participants are given information to gain a better understanding about how to start a business and the various programs that are available to help.
 - www.wbra.wordpress.com



BUSINESS SERVICES

MASSHIRE Central Career Center supplies local businesses essential services to support their workforce needs by:

- ✓ Posting job ads on Mass JobQuest
- ✓ Hosting Job Fairs and specialized recruiting events
- ✓ Providing job matching and recruiting services
- ✓ Referring to resources and programs, such as
 - ▶ Workforce Training Funds
 - ▶ Work Opportunity Tax Credits
 - ▶ Layoff Aversion / WorkSharing

Business Engagement Services Team on-site

Mass BizWorks
www.mass.gov/bizworks | 1-800-252-1591

Hiring and Recruiting
Department of Career Services (DCS) - One Stop Career Centers
Employment-related services for businesses' needs
Contact: DCS - 617-626-5300
www.mass.gov/careercenters
JobQuest
Online resource to post job openings
Contact: JobQuest Helpline - 617-626-6571
www.mass.gov/jobquest/employers
Dept. of Career Services - Work Opportunity Tax Credit (WOTC)
Tax credits for hiring targeted populations
Contact: WOTC Unit - 617-626-5353
www.mass.gov/dcs/wotc
Massachusetts State Colleges and Universities
Talented graduates and contract training
www.mass.edu/campuses/jphcampuses.asp

Training and Workplace Safety
ACLS Workplace Education Programs
Workplace adult basic education (ABE)
http://acls.doemass.org/DirectorySearch
Commonwealth Corporation -
Workforce Training Fund Program (WTFP)
Funding and resources to train current and new employees
Contact: 617-727-8158
www.commoncorp.org/wtftp
Dept. of Career Services - On-the-Job Training (OJT) Program
Assistance with the cost of hiring and training new employees
Contact: Your nearest career center
www.mass.gov/dcs/ojt
Div. of Apprentices Standards (DAS) - Apprenticeship Programs
Apprenticeship programs available to businesses
Contact: 617-626-5409
www.mass.gov/das
Department of Industrial Accidents (DIA) - Safety Grant Program
Funding for workplace safety training
Contact: 617-727-4900
www.mass.gov/dia/safety
Department of Labor Standards (DLS) - OSHA Consultation Program
Free service to assist private employers meet OSHA requirements
Contact: 508-816-0461
www.mass.gov/dols/consult

External Resources (Non-State Affiliated)
MassMEP
Mentoring and training that help businesses grow and innovate
Contact: 508-831-7020
www.massmep.org
Office of Federal Contract Compliance Programs (OFCCP)
Guidance for nondiscrimination compliance
Contact: 646-264-3170
www.dol.gov/ofccp
U.S. Small Business Administration (SBA)
Assistance in starting, building, and growing businesses
Contact: 817-565-5590
www.sba.gov

Mass BizWorks
1-800-252-1591

and Management
DCS) - Rapid Response
access to skilled workers

assistance (DUA) - UI Program
support to Massachusetts workers
ce (UI) Unit - 617-626-5075

ce (DUA) - WorkShare Program
es share reduced work hours
62-5521

ment/Partnerships
Development (MOBD)
simulate business growth

ent services

ment Center (MSBDC) Network
businesses

orporation (MGCC)
es

Ret 1-16

EXPANDING BUSINESS ENGAGEMENT

and businesses

ess workforce issues
-map.php

WE WANT TO HEAR FROM YOU!



Career Center Seminar / Orientation Satisfaction Survey

Facilitator: _____ Date: _____

Name: _____ Gender: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Age: _____

Level of Education: _____

Employment Status: _____

Your feedback is valuable! Please help us improve our services to our customers by answering the following:

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The seminar provided me with valuable information.				
2. The seminar was well organized.				
3. The seminar was a good use of my time.				
4. The seminar was helpful in my job search.				
5. The seminar was a good resource for me to use in my job search.				
6. The seminar was a good resource for me to use in my job search.				
7. The seminar was a good resource for me to use in my job search.				
8. The seminar was a good resource for me to use in my job search.				
9. The seminar was a good resource for me to use in my job search.				
10. The seminar was a good resource for me to use in my job search.				

How many recommendations you requested for additional services? _____

If yes, please explain: _____

What do you like most about the seminar? _____

Please check "Disagree" or "Strongly Disagree" if any of the above please explain why! _____

Satisfaction Dissatisfaction

Survey Forms – we appreciate your feedback at the end of a seminar / workshop!



YOUR SUCCESS IS IMPORTANT TO US!

Thank you for joining the job search seminar at MassHire Central, your local Massachusetts One-Stop Career Center. Our primary goal at MassHire Central is to provide you with the tools, information and resources necessary to enhance your job search skills and support your efforts in attaining your professional goals. Because of the importance of this information, we request that you submit the following information when you have become employed/re-employed.

Name/Address: _____

Job/Work ID: _____

Telephone Number: _____

Company Name & Address: _____

Company Telephone Number: _____

Type of Industry: _____

Job Title: _____

Salary/Wage: _____

Start Date: _____

FT _____ FT _____ Contract _____ Temporary _____

Hours: _____

Benefits: Yes _____ No _____ How did you find your job? _____

PLEASE LET US KNOW ABOUT IT!



Confidentiality Statement: The information provided for the use of Employment Central and One-Stop is confidential and protected.

Return to Work – your success is important to us - please let us know when you get that next job!! Use the form in your packet

You have the right to file a complaint - if you believe you have been denied service or treated in an unfair or inappropriate manner, please ask to speak to the Career Center's local Complaint Officer.

NEXT STEPS

Fill out the Career Center Seminar
Satisfaction Survey

Meet with a MASSHIRE Career Counselor

Thank you!



MASSHIRE
WORCESTER CAREER CENTER
SOUTHBRIDGE CAREER CENTER