Where do you Find Training Programs and Help from the Government for Your Job Search and Career?
Where do you Find Training Programs and Help from the Government for Your Job Search and Career?

There are government and private organizations that can help you find a job or job training.

Career Centers

One-Stop Career Centers are free job search and employment centers open to the public. They provide information and assistance for people who are looking for a job or who need education and training to get a job.

One-Stop Career Centers can be found across the United States. These Centers used to be called Unemployment Offices and may also be called Employment or Career Centers. You can find the locations of New York State Centers by zip code at the Department of Labor’s New York State Career Center Locator. To find Centers outside of New York State call 877-872-5627 or go online to CareerOneStop.

One-Stop Career Centers offer classes on how to write a resume, use computers and improve interview skills. Take advantage of programs that fit your schedule; you may get some new ideas.

Career Centers may also administer tests to evaluate your skills, like the ones described in Chapter 1 of this Toolkit. These tests can help you figure out your skills and interests. Some tests may match your skills and interests to different types of jobs. Career Centers will also have links to job banks with instructions for applications. The New York State Job Bank lists opportunities in New York, nearby New Jersey and Connecticut that can be searched by type of job and location. Learn more about searching online postings in Chapter 7.

During business hours these Career Centers also give you access to computers, the internet and printers. Career Centers may refer you to other training programs or organizations. They can also have information about benefits for eligible job seekers like bus passes or clothing allowances.
Before you visit a Career Center in person be prepared in the same way as you would when you go to apply for a job. Bring the Personal Data Form you will complete in Chapter 7 and your resume if you have one. Dress neatly. Bring a list of questions in your notebook to help you understand how you can get the most from a Career Center.

**Write It Down: Possible Questions**

- What type of classes do you offer?
- What is the schedule of classes?
- When and where are job openings posted?
- What career evaluation tests do you give and which ones should I take?
- Are there training programs you can refer me to?
- Are there other benefits I could be eligible for?

Sometimes employers will hold job interview sessions at Career Centers. You can find out about these from the Career Center or posted online at sites such as Craigslist. Check instructions to see if you have to sign up for an interview or complete an application in advance or if you must show up at the Center only during specific days and hours. Make certain you meet all of the criteria for the job. For example, if a bus company is interviewing for drivers, be sure you have the type of driver’s license and driving record required for the job.

When you go to the Career Center for one of these interview sessions, bring at least five (5) copies of your resume, since you may meet multiple employers or more than one person from a single employer, and dress for an interview. For popular jobs you may have to wait to be interviewed. Be prepared for multiple interviews. Treat each one as important and never complain about waiting, even to other job seekers. Someone from your next employer may be listening.
Write Down Names, Be Polite and Enthusiastic

Career Centers can provide you with a lot of help. Career Centers also see a lot of people. When you are polite, eager and enthusiastic, you will stand out in a big group of people looking for jobs. This starts with learning the names of people that you meet. You may meet job coaches, counselors, and employment specialists.

Take the Extra Step: Learn People’s Names and Use Them

Ask people who help you for their business card, and when you return to their office, ask for them by their correct name. Don’t walk up to a desk and say, “I was here last week and that tall lady helped me.” Learn the names and use them correctly. Say Mr. or Ms. unless you are encouraged to use first names. If you cannot pronounce a name, ask for help. People will appreciate it if you say, “I want to be sure to pronounce your name correctly, can you help me?” When someone helps you, write a short thank you note. This can be handwritten and hand delivered.

Always use your best manners, keep appointments and be on time for any classes. Simply saying please and thank you are very effective. Remember that the people at the Career Center are there to help you get a job. They do not get you a job. You do that. If you demand things and are rude, they will naturally be less helpful. Show off your organizational skills by writing down appointments in your calendar and taking notes in your notebook. Many of these people talk to the employers who are hiring. They are asked to recommend someone for a job opening. If you are polite and professional, they are more likely to recommend you.

Treat the Center office like a workplace. Do not become too casual. Don’t ask counselors for dates or to go to parties. These are offices, not places for gossip.
Checklist for Success: Be An Active Participant

Find out as much as you can about any program or agencies. This way when you are referred for a job or internship, you can speak well about the program or office that referred you.

☐ Know the correct names and titles of the people who help you.

☐ Treat everyone at the organization with respect. Remember, they can all be references and they talk to employers.

☐ Volunteer to help your counselor, your coach, your trainer or a fellow job seeker. This is a way to get some experience, show you are a responsible team player. You can help make copies, phone calls, deliver packages, clean up a closet, show someone how to find the restroom, anything! Your help will be appreciated.

☐ Always show up on time and keep appointments. Write appointments down on your calendar!

☐ Ask for feedback about assignments and interviews, and listen! These people can give you valuable information.

☐ Send or hand deliver thank you notes.

☐ Thank people in person.

☐ Do not make demands.

☐ Ask for referrals and suggestions.

☐ Never bad-mouth the organization or its people.

☐ If a counselor or a job coach or a trainer leaves the organization, find out where they are going and if it would be appropriate to contact them at the new organization. They could continue to be a great resource for you at their new workplace.

☐ Don’t criticize or complain about paperwork or testing. These are steps in the process and may be required so that the organization gets paid. Prepare for these and be professional.
Other Government Offices That Can Help

Many states, counties and cities also have departments set up to help people with specific needs or backgrounds in their job search. These can range from helping people with different types of disabilities to veterans and young adults. The Career Center can refer you to agencies that could be helpful.

In New York State ACCES-VR (Vocational Rehabilitation) is a government office set up to help individuals with disabilities find training and employment including those who were formerly incarcerated. ACCES-VR is part of the State Department of Education. The site will tell you when and where information sessions are held to determine eligibility for services. If you are not in New York, you will need to find out if there is an agency like ACCES-VR in your state. One-Stop Career Centers are a great place to find out this information.

True Stories

A job seeker was employed as a Home Health Aide (HHA) having earned their Home Health Aide (HHA) Certification after high school. She wanted to earn her certification to be a Certified Nurse Assistant (CNA) but was concerned about the cost of the training, she had paid for the HHA training but did not have the money for the CNA class. During a conversation about career ladders the job seeker disclosed that they had a learning disability and had received special ed services in high school. The job search coach recommended they sign up with ACCES-VR for services. ACCES-VR paid for the CNA class and the Job Seeker got the job they wanted.

Industry Training; Apprenticeships

Apprenticeship is an industry-driven, high-quality career pathway where employers can develop and prepare their future workforce, and individuals can obtain paid work experience, classroom instruction, and often a portable, nationally-recognized credential.

Apprenticeships have traditionally been found in construction and trades including plumbing, carpentry, HVAC, locksmith, auto glass repair and auto technician. Apprentice opportunities are now in diverse fields including Information Technology (IT), Healthcare, Hospitality, Cybersecurity, Energy, Advanced Manufacturing, Transportation, Financial Services and even Dog Training and Pet Grooming. A good place to start an apprenticeship search is Apprenticeship.gov.
Non-Profits That Help With Training and Job Search

There are also many organizations that help people gain skills for jobs or provide assistance with job searches. These can be independent organizations, they may be part of larger organizations or linked to government programs. For example, your local YMCA may have a program that helps with a job search. You can also ask about training programs at the library, at your nearest community center or at a house of worship. Call them to find out.

You should not have to pay someone to help you find a job. Stay away from programs that charge you to write your resume or to provide job leads. You can get this help for free.

There are education and training programs that charge a fee, like those for New York State Security Guard Licensing or certified Home Health Aid. If you are thinking of enrolling in a program, ask about all of the ways you can get government grants to pay for the class. Some schools tell you that they can help you get loans. Be aware that you will have to pay back a loan even if you do not find work after you have completed school. Make sure that people who complete the course or training are getting jobs that pay enough to live on and to pay back their loans. Ask to speak to graduates and find out their experiences before you start class.

Community Based

Job Clubs are organized to help by sharing resources through group discussion. They are sponsored by a range of organizations. The Career One Stop web site has a Job Club Finder.

Young Adults

Job Corps provides skills needed to succeed in a career, and life, for eligible young people ages 16-24. Call 800-733-5627 for information. Use the Job Corps Center Finder to check for locations. Search for other assistance using the Youth Programs Finder. Contact more than one to learn about the different kinds of help they provide.

Older Adults

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Call 877-872-5627 to learn more or check the Older Worker Program Finder.

Immigrants

Individuals who have immigrated to the U.S. can use the Refugee Assistance Finder to search for employment services, career assistance for skilled refugees and social services.

SSI and SSDI Recipients

America Works is a program currently helping people ages 18-64 searching for work who are receiving Social Security (SSI) or Social Security Disability Insurance (SSDI). SSDI recipients who wish to work can learn more about the opportunities available through the federal Ticket to Work program.
What is an internship and how do I get one?

An internship is when you work alongside a more experienced person. Internships can last from a few hours to a few months. They can also be called job shadowing.

You rarely get paid for an internship. You do get great work experience. You also get potential references and a chance to experience the job first hand. Some employers also hire people who have been good interns.

When you are an intern, you must show up on time. Treat an internship just like a paying job. Show respect to your supervisors, other interns and paid employees. Complete your work (and ask for extra work) and be enthusiastic.

Include any experience as an intern in your resume. You may use “Intern” in the job title but don’t have to if the title sounds fine without it. For example if you were an intern at a non-profit you may have been a “Program Assistant.” Intern experience belongs on your resume whether it is paid or unpaid, just like volunteer experience.

Internship openings can be found on job posting sites and career centers.

Check Your Attitude

So let’s say you land an Internship or start a training program but you feel the program is bogus. Maybe you think the program exists only to get funding from the government.

This is the time for you to check your attitude and remember that you are the one who is looking for a job—not the training program, not the counselor, not the job coach. Only YOU are looking for a job.

When you add working with agencies and training programs to your job search, your calendar is getting quite full. You are doing a great job of looking for a job. You are getting closer to your goal every day.

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Chapter 4 To Do List

- Find your local One Stop Career Center, Employment Center or Career Center and check out what they offer
- Check out Apprentice or intern opportunities if these might meet your goal
- Identify at least one Community Organization or Non Profit with services that meet your needs
## Quick Links to Resources

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### Need Help?

The Westchester Library System offers workshops, resources, and one-to-one counseling to guide your job search and improve your interviewing skills. Find out more at [FirstFind.org](http://FirstFind.org).

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The full text of the Job Search Toolkit is available at: [FirstFind.org/Jobs-and-Careers](http://FirstFind.org/Jobs-and-Careers)