

A man with a beard, wearing a blue denim jacket over a dark blue t-shirt, is sitting in a wheelchair. He is smiling and waving his right hand. He is using a silver laptop. The background shows a kitchen with a white refrigerator, a coffee maker, and some plants.

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**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 (also called employment 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 the same way as you would when you 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, which are posted online via employer websites or social media, 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, such as 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, or sent via mail or email.

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, and 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 you come in contact with. This way when you are referred for a job or internship, you can speak well about the program or office that sent 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 and 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 her Home Health Aide (HHA) Certification after high school. She also wanted to become a Certified Nurse Assistant (CNA), but was concerned about the cost of the training; she had paid for the HHA training and did not have the money for the CNA class. During a conversation about career ladders at a career center, the job seeker disclosed she had a learning disability and had received special educational services in high school. The job search coach recommended the job seeker sign up with ACCES-VR for services and assistance. ACCES-VR paid for the CNA class and the job seeker got the job she 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](https://www.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 Aide. If you are thinking of enrolling in a program, ask about all the ways you can get government grants to pay for the class. Some schools tell you 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 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 a 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 website 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, and 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 work-based job training service 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 workers, 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 to help and learn. 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.

Treat an internship just like a paying job. When you are an intern, you must show up on time. 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 lacking or not really worth the time. This is the time for you to check your attitude and remember that you are looking for a JOB – and only YOU can have a good attitude about it, which others will notice.

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.



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 Apprenticeship 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	
Resource Name	Web Address
America Works	americaworks.com
Apprenticeship.gov	apprenticeship.gov
Career One Stop - Job Club Finder	careeronestop.org Located under Find Local Help Community Services (Job Club Finder)
Career One Stop - Job Corps Center Finder	careeronestop.org Located under Find Local Help Job Corp Center Finder
Career One Stop - Locations of American Job Centers	careeronestop.org Located under Find Local Help
Career One Stop - Older Worker Program Finder	careeronestop.org Located under Find Local Help Older Worker Program Finder
Career One Stop - Refugee Assistance Finder	careeronestop.org Located under Find Local Help Refugee Assistance Finder
Career One Stop - Youth Programs Finder	careeronestop.org Located under Find Local Help Youth Programs Finder
New York State Career Center Locator	labor.ny.gov/career-center-locator
New York State Job Bank	newyork.usnlx.com
NYS ACCESS-VR	access.nysed.gov/vr
Ticket to Work	ssa.gov/work
New York State Division of Criminal Justice Services	criminaljustice.ny.gov Search for "reentry task force"
New York Public Library	nypl.org Search "Connections a free guide for formerly incarcerated people"
Westchester Library System	connections.westchesterlibraries.org



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.

