

# EMPLOYMENT INFORMATION HANDBOOK

INMATE PLACEMENT PROGRAM BRANCH



## FEDERAL BUREAU OF PRISONS

Federal Prison Industries (UNICOR)

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Attribution: Parts of this publication have been copied or adapted from several government publications.

Additional information about the Bureau of Prisons offender employment program, including the dates of future job fairs and a copy of the Mock Job Fair Handbook can be obtained from the IPPB web page: <http://www.unicor.gov/placement>, or through e-mail to "smccollum@bop.gov" or telephone 202-305-3860, 3872,3553.

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## **Purpose**

The purpose of this employment resource guide is to provide inmates with information useful to them as they prepare for release. Free information has been gathered from a variety of sources including, the U.S. Department of Labor's internet web site, and you may freely copy, share, and use these materials.

## **Program Description**

The Inmate Placement Program Branch was established on October 1, 1996. It was given the mission to strengthen existing bureau programs and to establish new ones designed to enhance the post release employment of federal prisoners. To accomplish its mission the IPPB has focused on holding mock job fairs, posting job openings on bulletin boards in the federal prisons and ensuring that about to be released prisoners prepare **employment folders** that include a social security card, resume, education transcript, achievement certificates and other documents critical for post release employment. The branch has also focused on the establishment of employment resource centers in federal prisons, strengthening employment assistance services in bureau funded community correctional centers, and training staff who have inmate employment program responsibilities. All these efforts stress the importance of beginning to prepare inmates for transition to employment, their families and their communities at least 18 months before their expected release dates.

## **What should I do to prepare for release?**

Companies are required to verify your citizenship information before they can hire you. Many employers would prefer that you demonstrate that you have the training, skills, and experience that they are looking for. You should gather your personal information and documents in a folder. These should include copies of your resume, social security card, birth certificate, high school diploma or GED, vocational certificates or college diplomas, and a transcript from each school you have attended, including prison schools. Remember to bring extra copies for use during interviews and to keep the "originals" with you in your folder.

If you do not have a resume, prepare one and also fill out the sample job application found in this hand book (Appendix C). When you are 60 days or so from discharge, you should mail resumes and cover letters to employers whose addresses you obtain from the telephone book yellow pages or other sources. You should request an application form in your letter. Plan to follow up with these same employers by telephone or in person and

request an interview when you are released. If you do not have access to the yellow pages you may want to ask a friend, relative, or even your parole officer to send you 10 - 20 addresses from the yellow pages. Remember that employers are looking for people who know what they want to do, who have skills and who want a career with their company. Don't forget to consider employers who hire a variety of trades such as hotels, colleges, hospitals, and apartment building owners/managers.

## **Are there employers who hire ex-offenders?**

Assume employers will hire you if you are a good match for their needs. Limiting yourself to employers who you think will hire ex-offenders means low wage and low skill jobs. You should try to find employers who are a good match for your skills, experience, and career goals. Your job search should include **all potential employers**. According to Richard Bolles in his popular employment book, "What Color Is Your Parachute," some of the best ways to find a job are: 1) Asking for job-leads from family members, friends, and people in the community. This has a 33% success rate. 2) Knocking on the door of any employer, factory, or office that interests you, whether they are known to have a vacancy or not. (47% success rate). 3) Using the phone books yellow pages to identify subjects or fields of interest to you in the town or city where you will release, and then calling up the employers listed in that field to ask if they are hiring for the type of position you can do, and do well. (69% success rate).

The U.S. Department of Labor's, "Tips for Finding the Right Job," (Appendix A), includes information about planning your time, determining your job skills, locating job information, creating sample cover letters and applications, preparing resumes, interviewing, testing and following up interviews. A bibliography of books that can be helpful and a list of state addresses for state employment agencies are also included in "Tips."

Additional offender job search information about searching for jobs, explaining a conviction, and interview tips are also contained in "Job Search Information - Offender Program," Appendix B.

## **What about federal programs to help ex-offenders?**

Federal programs are generally designed to help people who need work, housing, public assistance, and other services.

Each program has different standards for participation with low income being the most common requirement. **There are no federal programs specifically for ex-offenders.**

Most assistance programs are administered locally by community agencies. You can find the addresses for them in the local telephone book's blue pages and on the Internet. One of the first stops you should make is to the employment service to help you with job leads. Their local addresses are located in the blue pages of the telephone book and on page 26 of Appendix A. You may want to ask the state employment service about job search assistance, federal bonding, employer tax incentives, job training and the Workforce Investment Act sponsored training. If there are other local agency or one-stop assistance centers, you may want to contact them as well.

If you are a non-federal offender in a state or local correctional institution you should ask education services staff for information about community, state, and private programs to help ex-offenders. An example of one is PROJECT RIO in Texas, which is the Texas Workforce program to assist Texas ex-offenders with career and employment decisions and post-release employment.

The local library may offer public access to the Internet and provide employment information specific to your community. If there is a one-stop employment assistance center in your area, be sure to visit it for job leads, training, or other services that can help you. Always explain your situation when you visit assistance services agencies and, if they cannot be of assistance, do not forget to ask for a referral to another agency or private organization that may be able to help you.

## **What about state and federal jobs for ex-offenders?**

**Ex-offenders have no special status** when applying for state and federal jobs. The application and selection procedures for state jobs follow state guidelines and federal jobs follow the rules and guidelines of the Office of Personnel Management (OPM).

### **State Jobs**

To find out about state jobs contact the Department of Human Resources in the state where you plan to release. You can also find out about state jobs at the Internet website for the state which is <http://www.state. .us>. Fill in the blank with the two letter postal code for the state. For example, Virginia would be <http://www.state.va.us>. State jobs may also be posted at the local U.S. Employment service office which can be located in the blue pages of the telephone book.

## **Federal Jobs**

Most federal jobs are announced by the OPM website at <http://www.usajobs.opm.gov>. You can also call the OPM automated telephone system, an interactive voice response telephone system, that can be reached at (478) 757-3000 or TDD (478) 744-2299. Job seekers can access current job vacancies, employment information fact sheets, applications, forms, and apply for some jobs. Many federal agencies have job information telephone numbers which can be found in the blue pages of the telephone book. Federal job postings are also available from the nearest U.S. Employment Service office.

## **What about small business loans and grants?**

**There are no small business loans or grants specifically for ex-offenders.** The Small Business Administration (SBA) does not currently have funding for direct loans nor does it provide grants or low interest rate loans for business start-up or expansion.

For further information, you may want to contact the Small Business Administration, 409 Third Street, SW., Washington, DC 20416, or visit their website at: <http://www.sba.gov>.

## **What programs are sponsored by the U.S. Department of Labor?**

### **One-Stop Employment and Training Services**

**One-Stop Centers** are at the heart of the new workforce investment system emerging under the Workforce Investment Act (WIA). As part of America's Workforce Network, these centers provide an integrated array of high-quality services so that workers, job seekers and businesses can find the assistance they need under one roof in easy-to-reach locations. **One-Stop Centers** are designed to help businesses find qualified workers and help job-seekers and workers obtain employment and training services to advance their careers. These services include assessment of skills, abilities, aptitudes, and needs; assistance with Unemployment Insurance; access to Wagner-Peyser Act-funded employment services, such as the States' public labor exchange and labor market information; career counseling; job-search and job-placement assistance; and information on training, education, and related supportive services such as day care and transportation. Eligible individuals also can obtain more intensive services and training.

**One-Stop Centers** are convenient to most communities in the United States. The names of these centers may differ – One-Stop Center, One-Stop Career Centers' Workforce

Development Center, Employment Services, or Job Service; however, they all are committed to providing prompt, courteous, and customer-focused service. **One-Stop Centers** represent a partnership involving Federal, State, and local public and private service providers. They are overseen by community-based Workforce Investment Boards, which are chaired by local businesspeople. These boards focus on strategic planning, policy development, and oversight of the local workforce investment system and its **One-Stop Centers**. Boards ultimately determine the service priorities for the community. You can access America's Workforce Network at <http://www.doleta.gov>, or by calling the Toll-Free Help Line at 1-877-US2-JOBS. (For TTY, call 1-877-TTY-JOBS.)

### **Job Search by Phone**

**JOBLINE** Toll-Free Number: **1-800-414-5748**

If you are looking for employment, Jobline® is a free public service provided by state agencies with assistance from the National Federation of the Blind and the United States Department of Labor. This service is available on the telephone, 24 hours a day, 7 days a week. New jobs are listed on the system each day, and jobs that are filled are removed. All that is required is a touch-tone telephone to establish your personalized job-search profile. The system is designed for you to use each day during your job search. The system asks you to use your telephone number for a profile number. Or, you may want to make up a profile number using your social security number and an extra digit. For example SSN 111-22-3333 could be profile number 111-223-3333. The number that you entered will remain in effect for as long as you are seeking employment and using JOBLINE.

### **Disability Employment and Training Services**

Employment and training services to assist people with disabilities are available at **One-Stop Centers** and through other Federal partners. The Disability Employment and Initiatives Unit (DEIU) of the Employment and Training Administration (ETA) also helps identify policies and provide technical assistance to address barriers to work for people with disabilities.

The President's Committee on Employment of People with Disabilities (PCEPD) provides additional services, including a job recruitment program for people with disabilities, a career exploration program for high school students with disabilities, and a toll-free Job Accommodations Network (800-526-7234) that provides information on the employment provisions of the Americans with Disabilities Act.

### **Native American Employment and Training Program**

Indians, Alaska Natives, and Native Hawaiians are eligible to receive employment and

training services on reservations and in their communities under the Workforce Investment Act.

Services are targeted to assist unemployed, underemployed, or economically disadvantaged individuals with the goal of expanding their occupational, academic, and literacy skills and enhancing their job prospects. Programs also are intended to support economic and social development in Indian and Native American communities.

### **Older Workers Employment Program**

The Senior Community Service Employment Program serves individuals with low incomes who are at least 55 years old and have limited employment prospects. This initiative provides older Americans with part-time community service jobs in settings such as day-care centers, hospitals, and schools in occupations ranging from literacy tutoring and conservation to financial counseling and economic development.

Assignments can be for up to 1,300 hours per year and pay at least the minimum wage. Job training, classroom training, counseling, and placement in unsubsidized jobs also are offered. Participants can use their experience as a bridge to other employment.

### **Registered Apprenticeship**

Registered apprenticeship is a formalized career-training program that offers a combination of structured on-the-job training and related academic instruction tailored to industry requirements. Its goal is to produce skilled workers who are trained in all aspects of an occupation.

Every year, more than 440,000 Americans become apprentices, receiving training through approximately 37,000 apprenticeship programs. These programs generally are operated either by individual employers, employer associations, government entities or partnerships between businesses and labor unions. Program sponsors in the United States currently have links with more than a quarter million employers and numerous educational institutions. Apprenticeship training standards are industry-driven.

Apprentices, who must be at least 16 years old, complete one to six years of paid, supervised, work-based training and technical instruction that allows them to learn and perform at the highest skill levels in their professions. They receive an Apprenticeship Completion Certificate that is a recognized credential in their occupation of choice and many obtain credit from participating community colleges toward an Associate Degree.

## Employer Tax Credit Programs

### Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC), authorized by the Small Business Job Protection Act of 1996 (P.L. 104-188), is a federal tax credit that encourages employers to hire eight targeted groups of job seekers by reducing employers' federal income tax liability by as much as \$2,400 per qualified new worker; \$750, if working 120 hours or \$1,200, if working 400 hours or more, per qualified summer youth. P.L. 106-170 reauthorized the WOTC retroactively through December 31, 2001, to encourage employers to hire members of the targeted groups with barriers to employment.

The new employee must belong to one of a targeted group:

1. A member of a family that is receiving or recently received Temporary Assistance to Needy Families (TANF) or Aid to Families with Dependent Children (AFDC);
2. An 18-24 year old member of a family that is receiving or recently received food stamps;
3. An 18-24 year old resident of one of the federally designated Empowerment Zones (EZs) or Enterprise Communities (ECs);
4. A 16-17 year old EZ or EC resident hired between May 1 and September 15 as a summer youth employee;
5. A veteran who is a member of a family that is receiving or recently received food stamps;
6. A disabled person who completed or is completing rehabilitative services from a State or the U.S. Department of Veterans Affairs;
7. An ex-felon who is a member of a low income family, and/or a recipient of Supplemental Security Income (SSI) benefits. All new adult employees must work a minimum of 120 or up to a maximum of 400 hours; summer youth must work at least 90 days, between May 1 and September 15.

### Welfare-to-Work

The Welfare-to-Work Tax Credit is a federal income tax credit that encourages employers to hire long-term welfare recipients. Established by the Taxpayer Relief Act of 1997, this new tax credit can reduce employers' federal tax liability by as much as \$8,500 per new hire.

The Welfare-to-Work Tax Credit applies to new hires who are employed at least 400 hours or 180 days. **This is subject to annual re-authorization by congress.**

The Long-Term Welfare recipient refers to any individual who has been certified by the

"designated local agency" as a member of a family that:

Received Temporary Assistance to Needy Families (TANF), or Aid to Families with Dependent Children (AFDC) for at least the 18 consecutive months before the date of hire, or whose TANF/AFDC eligibility expired under Federal or State law after August 5, 1997, for individuals hired within 2 years after their eligibility expired or; Received TANF/AFDC for any 18 months and who are hired within 2 years after the end of the earliest 18-month period.

The Welfare-to-Work Tax Credit for new hires employed 400 or more hours or 180 days is 35% of qualified wages for the first year of employment and 50% for the second year. Qualified wages are capped at \$10,000 per year. Wages include tax-exempt amounts received under accident or health plans as well as educational assistance and dependent assistance programs.

To receive certification that a new employee qualifies for this tax credit, the employer must:

1. Complete the one page IRS Form 8850 (Appendix D) by the day the job offer is made.
2. Complete the one page ETA Form 9061 (Appendix E) If the new employee has already been conditionally certified as belonging to a WOTC target group. If the new employee has not been conditionally certified, the employer and/or the new employee must fill out and complete, sign and date ETA Form 9061.
1. Mail the signed IRS and ETA forms to the employer's State Employment Security Agency. The IRS form must be mailed within 21 days of the employee's employment start date.

In addition to the forms attached you can get IRS Form 8850, the Work Opportunity and Welfare-to-Work Tax Credits Pre-Screening Notice and Certification Request, and instructions, by downloading from <http://www.irs.ustreas.gov> or by calling 1-800-829-1040. To get ETA Form 9061, the WOTC "Individual Characteristics Form," a brochure, and directories of the State and Regional Coordinators, call the new FAX-ON-DEMAND number at 1-877-828-2050. To access this free service, you may call from a fax machine or your touch tone telephone.

For more information call or visit your local public State Employment Security Agency whose address is located in the blue pages of the local telephone book.

Information on how and where to find any of these services can be obtained by calling the America's Workforce Network Toll-Free Help Line at 1-877-US2-JOBS (1-877-872-5627) or through the web-based America's Service Locator, at [www.servicelocator.org](http://www.servicelocator.org).

## **Federal Bonding Program**

The federal bonding program is a unique tool to help a job applicant get and keep a job. The program issues Fidelity Bonds, and is sponsored by the U.S. Department of Labor. A fidelity bond is a business insurance policy that protects the employer in case of any loss of money or property due to employee dishonesty. To be eligible for the bond the employer must schedule a date to start work. The Employment Service local office then requests The McLaughlin Company in Washington, DC, to issue to the employer a Fidelity Bond insurance policy covering the worker. This policy is underwritten through the Travelers Property Casualty insurance company.

For further information call or write to Ron Rubbin, Federal Bonding Program, 1725 DeSales Street, NW, Suite 700, Washington, DC 20036, Telephone: 1-800-233-2258, Fax: 202-857-8355, e-mail: [rsubbin@erols.com](mailto:rsubbin@erols.com).

## **What other programs may be helpful to me?**

### **Food Stamps**

Food Stamp Program toll free information number: **1-800-221-5689**

To provide good service and to help food stamp customers get informational materials, the Food Stamp Program (FSP) provides a toll free 800 number. Customers who want easy, 24-hour a day, 7 days a week, access to information about the FSP can take advantage of this service. It has been in operation since April 1999. Customers include **potential applicants**, community leaders, faith-based groups, students, teachers, other Federal agencies, Congressional staff, etc.

When you call the toll free number you will reach a voice mailbox and will have the option of listening to a nutritional message in English and Spanish. Callers wishing to receive food stamp informational materials will be prompted to leave their names and mailing addresses. You also have an option that enables you to hear your State's toll free number. All customers calling the toll free number are asked how they learned about the number. Callers usually receive the information within 2 to 3 days. Trained personnel mail out the informational materials from Monday through Friday, excluding Federal holidays.

### **Housing**

Housing information can be obtained from the local department of housing listed in the blue pages of the telephone book at your release destination. For those who do not have

access to local information, contact the U.S. Department of Housing and Urban Development, 451 7th Street S.W., Washington, DC 20410., Telephone: (202) 708-1112, TTY: (202) 708-1455.

### **Housing and Urban Development Fair Housing Information**

Information about the Fair Housing Act and to report claims of discrimination can be obtained from the Office of Fair Housing and Equal Opportunity, Department of Housing and Urban Development, Room 5204, 451 Seventh St. SW, Washington, DC 20410-2000

Or call toll free: **1-800-669-9777**

### **Homelessness Programs**

The Department of Health and Human Services offers a multitude of programs, grants, and services. Many of these programs help persons who have become homeless. Other programs are targeted to a much wider population. For more information contact the U.S. Department of Housing and Urban Development 4517th Street S.W., Washington, DC 20410 Telephone: (202) 708-1112, TTY: (202) 708-1455, or contact the local department of health and human services in the blue pages of your telephone book.

Additional information can be obtained from the Emergency Food and Shelter National Board Program, 701 North Fairfax Street, Suite 310, Alexandria, Virginia 22314-2064, Tel: 703-706-9660, Fax: 703-706-9677.

### **Social Security Administration**

National toll free number: **1-800-772-1213**

The location of local social security offices can be found in the blue pages of the telephone book or by writing to the Social Security Administration, Office of Disclosure Policy, 3-A-6 Operations Building, 6401 Security Boulevard, Baltimore, Maryland, 21235.

**\*Special Note** about Social Security payments to Offenders.

\*Both 42 U.S.C § 402 and implementing language in 20 CFR 404.468 provide the following guidance: Convicted felons **are not** entitled to receive Social Security benefits for any part of any month of which the individual is confined. The definition of confinement is: "as long as the individual is under a sentence of confinement and has not been released due to parole or pardon." It should be noted that benefit payments to any other person who is entitled on the basis of the prisoner's wages and self-employment income are payable.

## Social Security Work History

In order to have accurate work information for your resume or sample application, you may want to request a statement of work history from the Social Security Administration. The form and instructions are in Appendix F.

## Domestic Violence Issues

For assistance call the National Domestic Violence Hotline: **1-800-799-SAFE**.

## Medical Assistance

For information on medical assistance contact the health department at the location where you are released. You can find their number in the blue pages of the local telephone book. You may also write to The Department of Health and Human Services 200 Independence Ave, SW., Washington, DC 20201, Telephone: 1-877-696-6775.

To find information about medicare call: **1-800-MEDICARE**.

## Child Support Enforcement

Common to all states is the vigorous collection of child support. If you are soon to be released and have children for whom you will receive or provide support, contact the office of child support enforcement in the state where you will be released. The local telephone book blue pages at your release destination will have contact information. If you do not have access to the telephone book, write to the Office of Child Support Enforcement, 370 L'Enfant Promenade SW, Washington, D.C. 20447. They will either answer your question or refer you to the state office that can. **Be sure to indicate your release destination.**

## HIV/AIDS

The AIDS Treatment Data Network (The Network) is a national, not-for-profit, community-based organization. Treatment, education and counseling services for men, women and children with AIDS & HIV are supported by extensive, comprehensive and up-to-date informational databases about AIDS treatments, research studies, services, & accessing care. The nationwide toll-free number is: **1-800- 734-7104**.

National CDC STD/HIV Hotline: **1-800-342-2437**

Nationwide test site referrals, counseling, literature (upon request), clinical trials information referrals, and a wide scope of other HIV/AIDS/STD/TB-related resource

information are available.

## **Mental Health and Chemical Dependency Resources**

Staff at the national/regional agencies listed below, should be able to direct callers to mental health and chemical dependency resources in specified communities.

National Mental Health Association  
1021 Prince Street  
Alexandria, VA 22203-3754  
(703) 684-7722 voice  
(800) 969-6642 info line

Department of Health and Human Services  
National Health Information Center  
Referral Specialist  
P.O. Box 1133  
Washington, D.C. 20013-1133  
(800) 336-4749

National Alliance for the Mentally Ill  
200 N. Glebe Rd., Suite 1015  
Arlington, VA 22203-3754  
(703) 524-7600

Substance Abuse and Mental Health Services  
Administration  
Room 12-105 Parklawn Building  
5600 Fishers Lane  
Rockville, MD 20857

SAMSHAS Workplace Program Helpline  
1-800-HELPLINE

The National Clearinghouse for  
Alcohol and Drug Information  
P.O. Box 2345  
Rockville, MD 20847-2345  
Call Toll Free: 1-800-729-6686  
Hablamos Español: 1-877-767-8432  
Local Callers: (301)468-2600  
TDD: 1-800-487-4889  
Fax: (301) 468-6433

National Mental Health Knowledge Exchange  
Network: 1-800-789-2647

American Council on Alcoholism  
3900 N. Fairfax Drive, Suite 401  
Arlington, VA 22203

United Way of America  
701 N. Fairfax Street  
Alexandria, VA 22314-2045  
1-703-836-7100

The Salvation Army  
Western Territory  
30840 Hawthorne Boulevard  
Rancho Palos Verdes, CA 90724  
(310) 541-4721

The Salvation Army  
Southern Territory  
1424 Northeast Expressway  
Atlanta, GA 30329  
(404) 728-1300

The Salvation Army  
Central Territory  
10 West Algonquin Road  
Des Plaines, IL 60016  
(847) 294-2000

The Salvation Army  
Eastern Territory  
440 West Nyack Road  
West Nyack, NY 10994  
(914) 620-7200

## How do I get my Birth Certificate and Driver's license?

### Birth Certificate

To obtain a copy of a birth certificate in the United States, write or go to the vital statistics office in the state or area where the event occurred. To ensure that you receive an accurate record for your request and that your request is filled as quickly as possible, follow these steps:

Make your letters concise and to the point.

Do NOT include more than one or two requests at once, and be careful not to write confusing details of your family history.

Type or print all names and addresses in your letter.

Provide complete information on an individual and event for which you need documents. Include all names that may have been used, including nicknames, alternate spellings, etc. List dates and type of event as completely and accurately as possible. If you don't know the exact date, specify the span of years you wish searched and be prepared to pay for searches that span several years.

Always provide a self addressed stamped envelope.

Be sure and include following information:

date of request

full name of person (last name in caps)

sex of that person

date of birth

place of birth (city or town, county, state, and name of the hospital, if known)

mother's maiden name

father's name

relationship to party

the purpose for which the record is needed

requestor's name & address

requestor's driver's license number & state (some counties require it)

requestor's signature

If the addresses to state vital records departments are not available in the institution library, you may call the state contact telephone number for vital documents. Ask your counselor or case manager for assistance. **You should include a letter from your case manager or counselor indicating that you are who you claim to be and the purpose for obtaining the record.**

### State Contact Number for Vital Documents

Alabama	334-206-5418	Nebraska	402-471-2871
Alaska	907-465-3391	Nevada	775-684-4280
American Samoa	684-633-1222	New Hampshire	603-271-4654
Arizona	602-255-3260	New Jersey	609-292-4087
Arkansas	501-661-2336	New Mexico	505-827-2338
California	916-445-2684	New York	518-474-3075
Colorado	303-756-1464	New York City	212-788-4520
Connecticut	(By township)	North Carolina	919-733-3526
Delaware	302-739-1721	North Dakota	701-328-2360
District of Columbia	202-442-9009	Ohio	614-466-2531
Florida	904-359-6900	Oklahoma	405-271-4040
Georgia	404-656-1900	Oregon	503-731-4095
Guam	671 734 1589	Pennsylvania	724-656-3100
Hawaii	808-586-1533	Puerto Rico	787-728-7980
Idaho	208-334-5988	Rhode Island	401-222-2811
Illinois	217-782-6553	South Carolina	803-898-3630
Indiana	317-233-2700	South Dakota	605-773-3355
Iowa	515-281-1944	Tennessee	615-741-1763
Kansas	785-296-1400	Texas	512-458-7111
Kentucky	502-564-1212	Utah	801-538-6105
Louisiana	504-568-5152	Vermont	802-828-3286
Maine	207-287-3184	Virginia	804-225-5000
Maryland	410-764-3038	US Virgin Islands	340-774-9000
Massachusetts	617-753-8600	Washington	360-236-4300
Michigan	517-335-8656	West Virginia	304-558-2931
Minnesota	612-676-5120	Wisconsin	608-266-1371
Mississippi	601-576-7450	Wyoming	307-777-7591
Missouri	573-751-6400		
Montana	406-444-4228		

### Driver's license

A driver's license is the best form of picture identification and can be a useful in your employment search. Contact the state department of motor vehicles in the state to which you will be released for information on how to reinstate or obtain a driver's license. Be sure to include your name, birth date, address, and social security number in your correspondence.

## State Contacts for Driver License Information

ALABAMA 334-242-4400  
Alabama Department of Public Safety  
PO Box 1471  
MONTGOMERY AL 36102-1471

ALASKA 907 465 4363  
Division of Motor Vehicles Driver  
PO Box 20020  
JUNEAU AK 99802-0020

ARIZONA 602-255-0072  
Drivers License Services  
Motor Vehicle Division  
1801 W Jefferson  
Mail Drop 504M  
PHOENIX AZ 85007

ARKANSAS 501-682-7059  
Office of Driver Services  
1900 W. 7<sup>th</sup> St. Rm. 2120  
LITTLE ROCK AR 72203

CALIFORNIA 916-657-9098  
Department of Motor Vehicles  
OIS Public Contact Unit-G 1 99  
4700 Broadway  
SACRAMENTO CA 94244-2470

COLORADO 303-205-5600  
Motor Vehicles Division  
1881 Pierre St  
DENVER CO 80204

CONNECTICUT 860-263-5700  
Connecticut Dept. of Motor Vehicles  
Driver Services  
60 State Street  
WETHERSFIELD CT 06109

DELAWARE 302-744-2500  
Division of Motor Vehicles  
US Route 113  
DOVER DE 19903

DISTRICT OF COLUMBIA 202-727-5000  
Bureau of Motor Vehicle Services  
301C Street NW, Room 1157  
WASHINGTON D.C. 20001

FLORIDA 850-627-7520  
Division of Driver Licenses  
Neil Kirkman Building  
TALLAHASSEE FL 32399-0500

GEORGIA 404-657-9300  
Georgia Department of Public Safety  
License Processing Unit  
PO Box 1456  
ATLANTA GA 30371-2303

HAWAII 808-661-5454  
Division of Motor Vehicle & Licensing  
Driver License Section  
Honolulu Dept. of Finance  
PO Box 30340  
HONOLULU HI 96820-0340

IDAHO 208-334-8736  
Driver Services Driver License Unit  
331 W. State St.  
BOISE ID 83703-5881

ILLINOIS 217-782-6212 or 217-782-2720  
Abstract Information Unit  
Driver Services Department  
2701 South Dirksen Parkway  
SPRINGFIELD IL 62723

INDIANA 317-233-6000  
Bureau of Motor Vehicles  
Division of Driver Licensing  
100 W. Senate Ave. Rm 440  
INDIANAPOLIS IN 46204

IOWA 515-244-8725  
Office of Driver License  
100 Euclid Avenue  
PO Box 9204 DES MOINES IA 50306-9204

KANSAS 785-233-5160  
Department of Revenue  
Docking State Office Bldg  
TOPEKA KS 66612-2021

KENTUCKY 502-564-6800  
Division of Driver Licensing  
501 High Street  
FRANKFORT KY 40622

LOUISIANA 337-494-2533  
Department of Public Safety  
Office of Motor Vehicles  
PO Box 64886  
BATON ROUGE LA 70896

MAINE 207-624-9005  
Secretary of State  
Bureau of Motor Vehicles  
State House Station #29  
AUGUSTA ME 04333

MARYLAND 410-768-7511  
Motor Vehicle Administration  
6601 Ritchie Hwy NE  
GLEN BURNIE MD 21062

MASSACHUSETTS 617-351-4500  
Registry of Motor Vehicles  
PO Box 199100  
ROXBURY MA 02119-9100

MICHIGAN 517-322-1460  
Michigan Department of State  
ATTN: Correspondence Unit  
7064 Crowner Drive  
LANSING MI 48918

MINNESOTA 612-296-6911  
Department of Public Safety  
Transportation Bldg., Room 108  
395 John Ireland Blvd  
ST PAUL MN 55155-1889

MISSISSIPPI 601-987-1206  
Department of Public Safety  
Driver Records  
PO Box 958, 1900 E. Woodrow Wilson  
JACKSON MS 39205

MISSOURI 573-751-2730  
Driver License Bureau  
PO Box 200  
JEFFERSON CITY MO 65105-0200

MONTANA 406-444-3292  
Driver Services Bureau  
303 N. Roberts  
HELENA MT 59620-1420

NEBRASKA 402-471-3861  
Driver Records Division  
ATTN: Clearance Desk  
500 W. O St., PO Box 94789  
LINCOLN NE 68509-4789

NEVADA 775-684-4368  
Department of Motor Vehicles  
ATTN: Record Section  
555 Wright Way  
CARSON CITY NV 89711

NEW HAMPSHIRE 603-271-1977  
Department of Safety  
Driver Licensing Services  
193 & Hagen Drive  
CONCORD NH 03305

NEW JERSEY 609-292-7500  
Motor-Vehicles Services  
Driver Record Abstract Section  
CN 142  
TRENTON NJ 08666

NEW MEXICO 505-827-1036 or 1-888-683-4636  
Motor Vehicle Division  
PO Box 1028  
SANTA FE NM 87504

NEW YORK 518-474-0774  
Public Services Bureau  
NYS Department of Motor Vehicles  
Empire State Plaza  
Swan Street Bldg, Room 232  
ALBANY NY 12228

NORTH CAROLINA 919-715-7000  
Driver License Section  
1100 New Bern Ave  
RALEIGH NC 27697-0001

NORTH DAKOTA 701-328-2604  
Driver License Division  
608 E Boulevard Ave  
BISMARCK ND 58505-0178

OHIO 614-752-7600  
Ohio Bureau of Motor Vehicles  
PO Box 16520  
COLUMBUS OH 43266-0200

OKLAHOMA 405-425-2026  
Department of Public Safety  
Driver Records  
PO Box 11415  
OKLAHOMA CITY OK 73136

OREGON 503-945-5000  
Department of Motor Vehicles  
Driver Issuance Unit  
1905 Lana Ave., N.E.  
SALEM OR 97314

PENNSYLVANIA 717-772-4569  
Department of Transportation  
Bureau of Driver Licensing  
1101 South Front Street  
HARRISBURG PA 17104-2516

RHODE ISLAND 401-222-2000  
Division of Motor Vehicles  
286 Main Street  
PAWTUCKET, RI 02860

SOUTH CAROLINA 803-251-2940  
South Carolina Dept. of Public Safety  
PO Box 1498  
COLUMBIA SC 29216-0028

SOUTH DAKOTA 605-773-5718  
Driver Improvement Program  
118 West Capital Avenue  
PIERRE SD 57501-2036

TENNESSEE 615-741-3954  
Tennessee Department of Safety  
Financial Responsibility Section  
PO Box 945  
NASHVILLE TN 37202-0945

TEXAS 512-424-2600  
Texas Department of Public Safety  
License Issuance and Driver Records  
PO Box 4087  
AUSTIN TX 78773

UTAH 801-965 4437 or 5801-262-2709  
Driver License Division  
PO Box 3056  
SALT LAKE CITY UT 94130-0560

VERMONT 802-828-2000  
Vermont Department of Motor Vehicles  
Attn: Information Unit  
120 State St  
MONTPELIER VT 05603

VIRGINIA 804-367-0538  
Department of Motor Vehicles  
Attn: Record Request Division  
PO Box 27412  
RICHI MOND VA 23269-0001

WASHINGTON 360-902-3900  
State of Washington  
Department of Licensing  
PO Box 9030  
OLYMPIA WA 98504

WEST VIRGINIA 304-558-3900  
Department of Transportation  
Division of Motor Vehicles  
1800 Washington St., Bldg. 3  
CHARLESTON WV 25317

WISCONSIN 608-266-2325  
Wisconsin Dept. of Transportation  
Driver Record Files  
PO Box 7918  
MADISON WI 53707

WYOMING 307-777-4800 or 307-777-4810  
Wyoming Department of Transportation  
5300 Bishop Blvd  
PO Box 1708  
CHEYENNE WY 82003-1708

## **What about Veterans?**

### **Veterans Benefits**

Veterans benefits include burial, pension, health, home loan, education, life insurance, and vocational rehabilitation. If you are a veteran and want to find out if you are eligible for benefits, contact the VA on their toll-free telephone number at 1-800-827-1000.

For a free pamphlet "Federal Benefits for Veterans and Dependents," contact the Veterans Administration, Office of Public Affairs (80D), 810 Vermont Ave, NW., Washington, DC 20420. You can also make an inquiry regarding benefits for which you may be entitled at

the same address.

Vocational Rehabilitation and Employment (VR&E) is the VA program that assists veterans with service-connected disabilities to achieve employment or to enhance their ability to function independently at home and in the community.

To Apply for Vocational Rehabilitation and Independent Living Services call the toll-free telephone number, 1-800-827-1000 to request VA Form 28-8832

Other Services Provided and Their Application Procedures:

Vocational and educational guidance and counseling to assist service-members, veterans, and certain dependents of veterans to help them select appropriate career goals and training institutions in the use of their VA educational benefits are available. Call the nationwide VA toll-free telephone number, 1-800-827-1000 to request VA Form 28-8832, Application for Vocational-Educational Counseling.

## How can I get money to continue my education?

### **Federal Student Financial Aid**

1-800-4-FED-AID (1-800-433-3243)

Federal Student Aid Information Center  
P.O. Box 84  
Washington, DC 20044

Federal Student Financial Aid consists of Stafford Loans, PLUS Loans, Consolidation Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs), Federal Work-Study, Federal Perkins Loans, and Pell Grants

A Federal Pell Grant, unlike a loan, does not have to be repaid. Generally, Pell Grants are awarded only to undergraduate students who have not earned a bachelor's or professional degree. (A professional degree is usually earned after earning a bachelor's degree in a field such as medicine, law, or dentistry.)

\* **Special Note** for those with drug convictions:

A new law suspends aid eligibility for students convicted under federal or state law of sale or possession of drugs. **If you have been convicted of drug possession, you will be**

**ineligible for one year from the date of your conviction after the first offense, two years after the second offense, and indefinitely after the third offense.** If you have been convicted for selling drugs, you will be ineligible for two years from the date of your conviction after the first offense, and indefinitely after the second offense.

If you lose eligibility, you can regain eligibility early by successfully completing an approved drug rehabilitation program. The new law was implemented on July 1, 2000. However, a conviction prior to July 1, 2000 could still affect your eligibility. For example, if you were convicted for the first time for drug possession on February 1, 2000, you will be ineligible for SFA program assistance from July 1, 2000 (the implementation date of the law) through January 31, 2001 (one year from the date of the conviction). Instructions on the FAFSA will help you to determine your eligibility under this law. **Remember, just because you were convicted does not automatically mean you still are ineligible for federal aid. Even if you are ineligible for federal aid, you should complete the FAFSA because you may be eligible for non-federal aid from states and private institutions.** If you regain eligibility during the award year, notify the financial aid administrator at the school that you attend immediately. If you are convicted of a drug-related offense after you submit the FAFSA, you may lose eligibility for federal student aid and you may be liable for returning any financial aid received during a period of ineligibility. When you apply for aid from the SFA programs, the U. S. Department of Education verifies some of your information with the following federal agencies:

- Social Security Administration
- Selective Service System
- Immigration and Naturalization Service
- Department of Justice
- Department of Veterans Affairs



# Tips For Finding the Right Job



U.S. Department of Labor  
Employment and Training Administration  
1996



U.S. Department of Labor  
Robert B. Reich, Secretary

Employment and Training Administration  
Timothy Barnicle, Assistant Secretary of Labor  
1996

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## Introduction

**YOU NEED A JOB.** Somewhere, an employer has the job you want. How do you get that job? By marketing your job talents. By showing employers you have the skills they need.

Do you have job talents? **YES!** Homemakers, disabled individuals, veterans, students just out of school, people already working--all have skills and experience for many good jobs.

What you need to know is how to market your talents effectively to find the right job. This pamphlet will help you to:

- Evaluate your interests and skills
- Find job information
- Write resumes and application letters
- Prepare for job interviews
- Plan for job interviews
- Plan your time
- Take tests

## Planning Your Time

NOW is the best time to start looking for a job. You're as qualified as other applicants, so start now before someone else gets "your" job. You've already made a good start by reading this pamphlet!

What's the most important thing to know about your job search?



FINDING WORK IS A  
FULL-TIME JOB!

That means:

### **In a full time job, you:**

Have responsibilities (work duties and procedures)

"Punch a clock" or be at work "on time"

Work hard all day, 40 hours a week

Report to a boss, who makes sure you carry-out your responsibilities

### **To find a job, you must:**

Set your own responsibilities (things you must do everyday to get a job)

Wake up early at a set time to start looking for work

Look hard for a job, all day, 40 hours a week

Be your own boss (or appoint a friend to be your "boss") to make sure you carry-out your job search responsibilities

### **Tips for Planning an Effective Job Search:**

- Make a "To Do List" every day. Outline daily activities to look for a job.
- Apply for jobs early in the day. This will make a good impression and give you time to complete applications, have interviews, take tests, etc.
- Call employers to find out the best times to apply. Some companies take applications only on certain days and times during the week.
- Write down all employers you contact, the date of your contacts, people you talk to, and special notes about your contacts.
- Apply at several companies in the same area when possible. This saves time and money.
- Be prepared. Have a "master application" and resumes, pens, maps and job information with you all the time. Who knows when a "hot lead" will come your way.
- Follow up leads immediately. If you find out about a job late in the day, call right then! Don't wait until the next day.
- Network. Tell everyone you know that you are looking for a job. Stay in touch with friends and contacts. Follow up new leads immediately.
- Read pamphlets and books on how to get a job (see the list of books at the back of this brochure). The time you spend reading these materials will save you a lot of time in your job search.
- Make automated connections through systems on the Internet, such as America's Job Bank and the Talent Bank.

## Determining Your Job Skills

Another tip for finding the right job:

Make a list of your background and experience.

If you think you don't have any experience -- **THINK AGAIN!** You may not have specific job experience, but you do have work experience. You have "worked" as a homemaker, a student, a volunteer, in a hobby or some other personal activity. The skills you use for these "jobs" can be applied to other jobs.

A background and experience list may help you to:

- fill out job applications
- provide information for job interviews
- prepare resumes (if you're applying for professional or office jobs).

### Tips for Making a Background and Experience List:

#### Interests and Aptitudes

- List your hobbies, clubs you belong to, sports you're involved in, church and school activities, and things that interest you. List things you are good at or have special ability for.



Your list may look like it has nothing to do with job skills or experience. That's O.K. -- the purpose of this list is to make you think about your interests and things you do in everyday life.

- Look at the first item on your list. Think about the skills or talents it takes to do that item. Really think about it! All hobbies, activities, etc. take a lot of skills, knowledge and abilities. Write them all down.

Here are some examples:

<b>Hobbies, Sports, School Activities Things I Do Well:</b>	<b>Skills, Knowledge, Abilities, and Talents it Takes To Do These Things:</b>
<b>Playing Basketball</b>	<ul style="list-style-type: none"> <li>- Ability to interact with others ("be a team player")</li> <li>- Ability to use basic arithmetic (keep track of score)</li> <li>- Ability to reach, lift, jump, stoop, and run</li> <li>- Skills in directing others (calling plays, coaching)</li> </ul>
<b>Homemaking</b>	<ul style="list-style-type: none"> <li>- Ability to manage budgets</li> <li>- Ability to handle multiple tasks</li> <li>- Knowledge of human development</li> <li>- Skills in teaching/training others</li> <li>- Cooking, cleaning, laundry</li> </ul>
<b>Fixing Cars</b>	<ul style="list-style-type: none"> <li>- Ability to diagnose mechanical problems</li> <li>- Skill in using a variety of tools</li> <li>- Ability to see differences in shapes and sizes of objects</li> <li>- Knowledge of electronics</li> </ul>

**Work History**

If you've worked before, list your jobs. Include volunteer, parttime, summer, and self-employment. Next, write down work duties for the jobs you listed.

Now, think about the skills or talents it took to do each work duty. Write them down.

Here's an example:

<b>Work Duties</b>	<b>Skills or Talents</b>
<p>Pick vegetables and fruits on a farm</p> <p>Use hoes, shovels and shears to plant, cultivate, and prune fruit trees</p>	<p>Inspect fruits for damage/ ripeness</p> <p>Ability to work quickly and skillfully with hands</p> <p>Skill in using tools</p> <p>Ability to work outside for long periods of time</p> <p>Physical endurance</p> <p>Bending, stooping</p>

### Education

- List the schools you attended, dates, major studies or courses completed. Include military and vocational education and on-the-job training.
- List degrees, certificates, awards and honors.
- Ask yourself what classes or training you liked. Why did you like them?

### Physical Condition

- Do you have any disabilities limiting the kind of work you can do? Companies will often make special accommodations to employ disabled persons (in fact, some accommodations are legally required). If you have strong or special physical capabilities, list these too.

### Career Goals

- What kind of work do you want to be doing 5 or 10 years from now? What kind of job could you get now to help you reach this goal?

## Matching Your Background And Experience To Jobs

Look at the abilities (talents) identified on your background and experience list. You have talents

that you use everyday. Now find out what JOBS can use your talents.

Start at your local State Employment Service Office ("Job Service"). This office has free information about many jobs. You may be given an appointment with a career counselor who can help you decide what kind of work is best suited to your abilities and interests.

While you're at Job Service, ask to see the *Guide for Occupational Exploration* and the *Occupational Outlook Handbook* (you can also get these books at most public libraries). These easy to read books, published by the Department of Labor, describe:

- work duties for many different occupations
- skills and abilities needed for different types of jobs
- how to enter occupations
- where jobs are located
- training and qualifications needed
- earnings, working conditions, and future opportunities.

Match the skills and abilities in your list to the skills and abilities of different jobs. Don't limit yourself. The important thing is not the job title, but the skills and abilities of the job. You may find that your skills and abilities match with an occupation that you have never thought about.

## Where To Get Job Information

If you know *what* job skills you have, you are ready to look for a job. You can look for job openings at these sources:

- **Networking.** Tell everyone you know you're looking for a job. Ask about openings where your friends work.
- **Private employers.** Contact employers directly to market your job talents. Talk to the person who would supervise you even if there are no jobs currently open.
- **State Employment Service Offices** provide help on finding jobs and other services, such as career counseling. See the back of this brochure for the Employment Service headquarters in your state.
- **America's Job Bank.** A nationwide pool of job opportunities which will extend your search to other states and can be viewed in your local Employment Service offices or directly through the Internet: [HTTP://WWW.AJB.DNI.US](http://WWW.AJB.DNI.US)
- **Federal, state and local government** personnel offices list a wide range of job opportunities. Check the Government listings in your phone book.
- **Local public libraries** have books on occupations and often post local job announcements. Many state libraries are also providing free access to Internet through PCs.
- **Newspaper ads** list various job openings.
- **Local phone book.** Look for career counseling centers in your area (some may require fees).
- **Private employment and temporary agencies** offer placement (employer or job hunter may pay a fee).
- **Community colleges and trade schools** usually offer counseling and job information to students and the general public.
- **Proprietary schools.** Private training centers offer instruction in specific trades (tuition is usually required). Check with your office of state education for credible schools.\*
- **Community organizations** such as clubs, associations, women and minority centers, and youth organizations.
- **Churches** frequently operate employment services or provide job search help.
- **Veterans' placement centers** operate through State Employment Service Offices. Veterans' social and help organizations often have job listings for members.

- *Union and apprenticeship programs* provide job opportunities and information. Contact your state apprenticeship council or relevant labor union directly.
- *Government sponsored training programs* offer direct placement or short-term training and placement for applicants who qualify. Check the yellow pages under Job Training Programs or Government Services.
- *Journals and newsletters for professional or trade associations* often advertise job openings in their field. Ask for these at the local library.

the sources listed above serve persons of any race, color, religion, sex or national origin. The Age Discrimination in Employment Act of 1967 forbids agencies to discriminate against older workers. Both laws forbid employers to discriminate in hiring.

In addition, the Americans with Disabilities Act under Title I prohibits employment discrimination against "qualified individuals with disabilities." A qualified individual with a disability is: an individual with a disability who meets the skill, experience, education, and other job-related requirements of a position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of a job.

Under the Civil Rights Act of 1964, as amended in 1991, all of

<b>Most Commonly Used Job-search Methods</b>		
<b>Percent of Total Job-seekers Using the Method</b>	<b>Method</b>	<b>Effectiveness Rate*</b>
66.0%	Applied directly to employer	47.7%
50.0	Asked friends about jobs where they work	22.1
41.8	Asked friends about jobs elsewhere	11.9
28.4	Asked relatives about jobs where they work	19.3
27.3	Asked relatives about jobs elsewhere	7.4
45.9	Answered local newspaper ads	23.9
21.0	Private employment agency	24.2
12.5	School placement office	21.4
15.3	Civil Service test	12.5
10.4	Asked teacher or professor	12.1
1.6	Placed ad in local newspaper	12.9
6.0	Union hiring hall	22.2

\* A percentage obtained by dividing the number of jobseekers who actually found work using the method, but the total number of jobseekers who tried to use that method, whether successfully or not.

# Cover Letters & Letters of Application

## Letter of Application

A letter of application is used when inquiring about a job or submitting an application form.

## Cover Letter

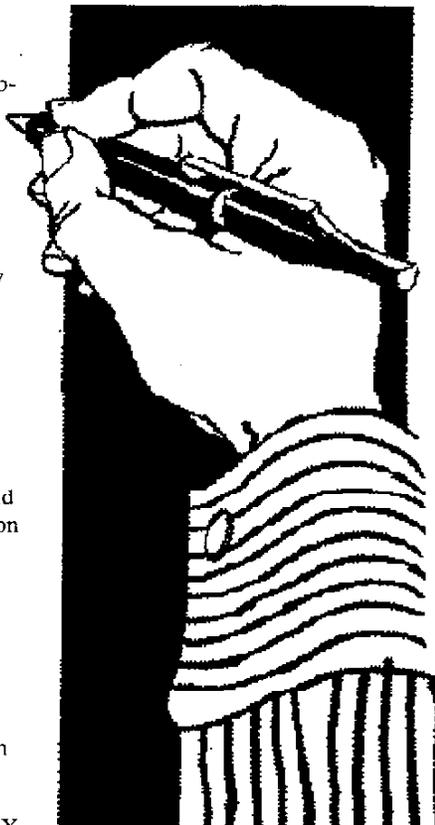
If you're applying for a job that requires a resume, you should write a cover letter to accompany your resume.

The purpose of these letters is to:

- tell how your job talents will benefit the company
- show why the employer should read your resume or application form
- ask for a job interview.

**Tips for writing cover letters include:**

- Write a separate letter for each job application.
- Type letters on quality 8 1/2" X 11" paper.
- Use proper sentence structure and correct spelling and punctuation.
- Convey personal interest and enthusiasm.
- Keep your letter short and to the point.



## Sample Letter of Application

**John Kile**

Ace Auto Service  
1369 Oak Street  
Megapolis, IN 01234

Dear Mr. Kile:

I've been checking into auto repair shops in the area to find a garage that has a good reputation and offers an entry mechanic training program. Several sources recommended Ace Auto Service as a reliable garage that uses the latest diagnostic equipment.

I've worked on cars with my uncle, who is a member of the "Tin Lizzies" auto club. I'm doing tune-ups through word of mouth referrals and I recently helped overhaul a Nissan 300ZX. I've worked with computers in school, so I feel I could learn how to operate computerized diagnostic equipment with minimal training.

With my background and interest in car repair, I think I could contribute to the continued success of Ace Auto Service.

I will call you on Monday, December 13, to talk to you about possible job opportunities.

Sincerely,

Joe Clark  
6913 Willow Street  
Megapolis, IN 01234  
(321) 345-6789

*Show that you've done some homework on the company (you know what they do, their interests and problems).*

*Try to identify something about you that is unique or of interest to the employer.*

*Request an interview. If possible, suggest a specific date and time.*

*Include your address and your telephone number.*

## Cover Letter

**Ms. Clara Brown, Supervisor**

Norton Electronics  
6543 Sunrise Ave.  
Anytown, US 04538

Dear Ms. Brown:

I am interested in the position of electronic assembler which you advertised recently in the *Anytown Oracle*.

The enclosed resume outlines my experience and skills in electronics and printed circuit board assembly. I am familiar with Norton Electronics and the quality products you produce.

I would like to meet with you to discuss how my skills would benefit Norton Electronics. I may be reached at 778-4321.

Sincerely,

Rhonda Ramirez  
304 Park Street  
Anytown, US 04536

*Address each letter to the specific person you want to talk to (the person who would actually supervise you).*

*Highlight your job qualifications.*

*State the position you are seeking and the source of the job opening (newspaper ad, friend, etc.).*

# Preparing Your Resume



You want to apply for a job. Do you need a resume? That depends on the kind of job you're applying for:

<b>RESUME REQUIRED</b>	Professional, technical, administrative and managerial jobs. Sales positions. Secretarial, clerical, and other office jobs.
<b>RESUME SOMETIMES REQUIRED</b>	Skilled jobs (Examples: Baker, Hotel Clerk, Electrician, Drafter, Welder)
<b>RESUME NOT REQUIRED</b>	Unskilled, quick turnover jobs (Examples: Fast Food Server, Laborers, Machine Loader, Cannery Worker, etc.)

## Tips for Good Resumes

You need two types of information to prepare your resume:

**1. Self information.** You need to know your job talents, work history, education and career goals. Did you complete your *background and experience* list on page four? If you did, you have the self information required to prepare your resume.

**2. Job information.** Gather specific information on the job you're applying for. Here's what you need:

- Job duties (to match your skills to the skills needed for the job). Get your job duties from the job announcement. If the announcement or ad is vague, call the employer and ask for a description of job duties.

- Education and experience required (again, so you can match your education and experience with that required for the job).
- Hours and shifts usually worked.
- Pay range (make their top offer the minimum acceptable!).

With the information on yourself and the job you're applying for, you're ready to write your resume.

### Two Types of Resumes:

Reverse chronological resumes list jobs you've had. Your most recent job is listed first, your job before that is listed second, and so on. Each job has employment dates and job duties.

Functional resumes describe your skills, abilities and accomplishments that relate to the job you're applying for. Employment history is less detailed than chronological resumes.

What kind of resume should you use? Answer the following questions:

- Have you progressed up a clearly defined career ladder, and you're looking for job advancement?
- Do you have recent job experience at one or more companies?

If your answer is yes, use a **REVERSE CHRONOLOGICAL** resume.

- Are you a displaced homemaker?
- Are you a veteran and you want to relate your military training to civilian jobs?
- Do you have little or no job experience?
- Do you have gaps in your work history?
- Is the job you're applying for different from your present or recent job?
- Do you want to emphasize your work skills and accomplishments instead of describing your job duties?

If your answer to any of these questions is yes, use a **FUNCTIONAL** resume.

The following pages have examples of both types of resumes and suggestions on how to prepare them.

**Tips for Preparing a Functional Resume:**

- Study the duties for the job you're applying for. Identify 2 or 3 general skills that are important to the job.

- Review your background and experience list. Find talents and accomplishments that demonstrate your ability to perform the job skills.

- List your talents and accomplishments under the job skills they relate to.

- Use simple, short, active sentences.

*This applicant is still in high school. He wants to work part time until he graduates.*

**ROBERTYEE**  
139 River Lane  
Ceder, OH 01234  
(513) 987-6543

*Focus attention on strong points.*

*Most resumes do NOT include references.*

**OBJECTIVE:** Part time entry level position in Bookkeeping

**QUALIFICATIONS:**

- \* Earned Exceptional Accomplishment raise at McDonald's.
- \* Excellent at thinking through problem situations.
- \* 1 year successful experience in Bookkeeping & Cashier at McDonald's
- \* Finished business classes with high grades

**EXPERIENCE:**

**Bookkeeping**

- \* Accurately completed bookkeeping assignments at McDonald's in half the usual time required
- \* Recorded daily sales
  - computed total items sold and tallied total daily revenues
  - assembled monthly reports showing cashiering errors and audited employee register records
- \* Verified accuracy of vendor invoices and helped compute employee hours on time cards.
- \* Balanced family checkbook and helped pay bills.

**Administrative Support**

- \* Assisted store manager in training and assigning employees
  - prepared new employee personnel folders
  - called substitutes to cover during illness or rush hours.
- \* Filed and retrieved personnel records.
- \* Posted and filed official documents.
- \* Word processed letters; answered telephone, scheduled interviews, made reservations.

**WORKHISTORY**

1990	Fulltime student	Ceder High School
May 89 - Present	Cashier	McDonald's
Dec. 88-May 89	Bookkeeper	McDonald's
summer 1988	Clerk	Ceder Recreation Center

**EDUCATION&TRAINING**

Senior -- Ceder High School

*This applicant is a high school dropout. She has some paid experience, so her resume focuses on related experience and her hobby.*

*Personal information that is not related to the job (age, height, weight, and marital status) is NOT included.*

*Describe specific skills and accomplishments, using short sentences.*

*List special skills such as wordprocessing or ability to operate special equipment.*

*Make wide margins. Leave space between parts of the resume.*

**JENNIFERA LONG**  
215 Amber Lane  
Tuvax, CA 94321  
512-5432

**JOB OBJECTIVE:** position as a Paralegal

**QUALIFICATIONS & EXPERIENCE**

- \* **Strong interest in the law; I spend much of my spare time:**
  - reading transcripts of law cases (from law books at the library)
  - watching legal/educational programs on TV
- \* **Experience as a Legal Secretary:**
  - updated and maintained the filing system
  - processed documents on the work processor
  - processed and delivered the mail
  - answered the phone and made appointments with clients
- **SKILLS**
  - work processing
  - can take dictation
  - have an investigative and curious nature
- \* **Academic**
  - Studied business law and legal principles in high school and community college.

**EMPLOYMENT HISTORY**

1987-Present                      Legal Secretary - Kramer & Kramer, Trully, CA  
1985-87                              Receptionist - Walter Smyte, MD, Swiss, CA  
1983-85                              Food Server - Burger King, Swiss, CA

**EDUCATION**

**Mooney College** - Secretarial courses - two semesters 1984  
**Lonemont Community College** - Business courses - three semesters 1985  
**Lonemont Adult School** - Equivalency certificate 1983

**Tips for Preparing a Reverse Chronological Resume:**

- List your jobs starting with your present or most recent job. Give exact dates for each job.
- Briefly describe the main duties you performed in each job.
- Emphasize duties that are important for the job you're applying for.
- Use simple, short, active sentences.

*This applicant has steady employment. Each new job has increased responsibility.*

*Avoid precise dates - just give years if possible.*

*Include scholarships and honors and major school subjects if related to your job goal.*

**LOUISE JOHNSON**  
 543 River Court  
 Nashville, Tennessee 37210  
 (516) 984-1000

**OBJECTIVE: ADMINISTRATIVE ASSISTANT**

**EXPERIENCE**

Since 1990      Personal Secretary, Cotton Gin Inc., Nashville, Tennessee.  
                          Secretary to Personnel Director. Duties included taking dictation, word processing and scheduling meetings.

1984-90          Secretary, Cotton Gin Inc., Nashville, Tennessee. One of 13 word processors in legal department. Duties included entering correspondence and forms on the word processor, proof reading, legal documents, and processing the mail.

1979-84          Clerk-Typist, Raymond Sewing Factory, Memphis, Tennessee. Duties included typing forms, processing mail, establishing and maintaining filing system.

1976-79          Receptionist, D.W. Meringue, D.D.S., Memphis, Tennessee. Duties included answering telephone, scheduling appointments, greeting patients and processing billings.

**SKILLS**              Can take dictation  
                          Wordprocessing  
                          Typist  
                          Good organizational skills

**EDUCATION**        Underwood High School, Nashville, Tennessee.  
                          High school diploma with emphasis in business education, 1975.

# 10 Tips for the Effective Resume

The following rules apply to all resumes:

1. If possible, use a computer to prepare your resume. There are computer programs that make it easy to produce a professional looking resume. Your local school, library, Employment Service local office or "quick print" shop can help.
2. Do not include irrelevant personal information (age, weight, height, marital status, etc.).
3. Do not include salary and wages.
4. Center or justify all headings. Don't use abbreviations.
5. Be positive. Identify accomplishments.
6. Use action verbs (see the list below).
7. Be specific. Use concise sentences. Keep it short (one page is best).
8. Make sure your resume "looks good" (neat and readable).
9. Proofread the master copy carefully. Have someone else proofread the master copy carefully.
10. Inspect photocopies for clarity, smudges and marks.

## Action Verbs

Action verbs give your resume power and direction. Try to begin all skills statements with an action verb. Here is a sample of action verbs for different types of skills:

### Management skills

administered  
analyzed  
coordinated  
developed  
directed  
evaluated  
improved  
supervised

### Technical skills

assembled  
built  
calculated  
designed  
operated  
overhauled  
remodeled  
repaired

### Clerical skills

arranged  
catalogued  
complied  
generated  
organized  
processed  
persuaded  
systemized

### Communication skills

arranged  
addressed  
authored  
drafted  
formulated

### Creative skills

conceptualized  
created  
designed  
established  
fashioned  
illustrated  
invented  
performed

### Financial skills

administered  
analyzed  
balanced  
budgeted  
forecast  
marketed  
planned  
projected

### Helping skills

assessed  
coached  
counseled  
diagnosed  
facilitated  
represented

### Research skills

clarified  
evaluated  
identified  
inspected  
organized  
summarized

### The Talent Bank

Once a resume is completed, it can be fed into the Talent Bank, now available in many local Job Service offices. The "Bank" is an electronically searchable database of resumes or other statements of qualification from job hunters seeking employment. Those searching for jobs or new opportunities can post their resumes/qualifications to the bank. Employers search the banks to select a group of resumes for further screening.



## Interviewing

Most hiring decisions are made at the first interview. How you come across in that interview could be as important as your experience and job talents.

Here are some interviewing tips that will help you get the job you want.

### Before The Interview:

- Learn as much as you can about the company salary and benefits. Friends, neighbors and relatives who work for the company are good sources of information. Libraries, local chambers of commerce, etc. are also helpful.
- Learn everything you can about the job and how your previous experience and training qualify you for the job.

- Write down the things you will need to complete applications:

*your background and experience list* (contains names of former employers, schools, training, etc.)

a resume or summary of your work experience

samples of your work (if practical). Also include any work-related or community service awards that you have received.

- Be sure to bring your social security card, driver's license, union card, military records, etc.

### The Interview:

- Dress for the interview as you would for the job. Don't overdress or look too informal.

- Always go to the interview alone. Arrange for baby sitters, transportation, and other pitfalls ahead of time so that you can be on time and relaxed in the interview.
- Find common ground with the employer. Pictures, books, plants, etc., in the employer's office can be conversation
- Express your interest in the job and the company using information you gathered to prepare for the interview.
- Let the interviewer direct the conversation.
- Answer questions in a clear and positive manner. Show how your experience and training will make you productive in the shortest time with minimal supervision.

*Note:*

- Speak positively of former employers and co-workers no matter why you left even if you were fired from your last job.
- Let the employer lead into conversations about benefits. Your focus on these items can be a "turn off." But, don't be afraid to ask questions about things you really need to know.

- When discussing salary, be flexible -- avoid naming a specific salary. If you're too high, you risk not getting the job. If you're too low, you undersell yourself. Answer questions on salary requirements with responses such as, "I'm interested in the job as a career opportunity so I'm negotiable on the starting salary." Negotiate, but don't sell yourself short.

**"Closing" the Interview:**

- If the employer does not offer you a job or say when you will hear about it, ask when you may call to find out about the decision.
- If the employer asks you to call or return for another interview, make a written note of the time, date and place.
- Thank the employer for the interview and reaffirm your interest and qualifications for the job.



## Testing

For some jobs, you may need to take a test. Usually, the job announcement or ad will say if a test is required.

There are several types of selection and job fitness tests:

- *Aptitude tests* predict how easily you will learn the job and how well you will perform job tasks.
- *Job knowledge and proficiency tests* measure what you know and what you can do in a job (for example, word processing speed for a secretary job, knowledge of street names and routes for a fire fighter job, etc.).
- *Literacy tests* measure reading and arithmetic levels.
- *Personality tests* help identify your personal style in dealing with tasks and other people. Certain personalities can be well suited for some jobs and not-so well suited for other jobs. For example, an outgoing person may be well suited for a sales job.
- *Honesty and Integrity tests* evaluate the likelihood of stealing and trustworthiness of applicants.
- *Physical ability tests* measure strength, flexibility, stamina and speed for jobs that require physical performance.
- *Medical examinations and tests* determine physical fitness to do a job.
- *Drug tests* show the presence of illegal drugs that could impair job performance and threaten the safety of others.

### **How to prepare for tests:**

You can't study directly for aptitude tests. But you can get ready to do your best by learning as much as you can about the test by taking other tests. Look for tests or quizzes in magazines and school books. Set time limits. By taking tests, you learn about the testing process. This helps you feel more comfortable when you are tested.

Brush up on job skills. For example, if you're taking a typing test, practice typing. If you're taking a construction test, review books and blueprints.

Get ready for physical tests by doing activities similar to those required for the job.

For literacy tests, review and do exercises in reading and math books or enroll in remedial classes.

It's natural to be nervous about tests (some anxiety may even help you).

### **Here are some tips that will help you take most tests:**

1. Make a list of what you need for the test (pencil, eye glasses, I.D., etc.). Check it before leaving.
2. Get a good night's sleep.
3. If you're sick, call and reschedule the test.
4. Leave for the test site early.
5. If you have any physical difficulties, tell the test administrator.
6. If you don't understand the test instructions, ASK FOR HELP before the test begins.
7. If there are strict time limits, budget your time. Don't linger over difficult questions.
8. Find out if guessing is penalized. If it's not, guess on questions you're not sure about.
9. If you have time, review your answers. Check to make sure you did not misread a question or make careless mistakes.
10. You may be able to re-take the test. Ask about the retesting policy.
11. Get a proper interpretation of your scores. The scores may indicate other career opportunities that should be pursued.

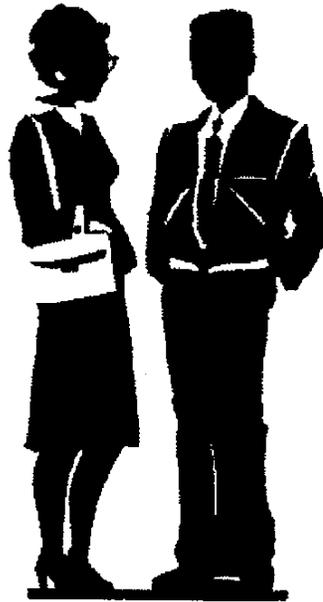
## After the Interview

Make each interview a learning experience. After it is over, ask yourself these questions:

- What points did I make that seemed to interest the employer?
- Did I present my qualifications well? Did I overlook qualifications that were important for the job?
- Did I learn all I needed to know about the job?
- Did I ask questions I had about the job?
- Did I talk too much? Too little?
- Was I too tense? Too relaxed?
- Was I too aggressive? Not aggressive enough?
- Was I dressed appropriately?
- Did I effectively close the interview?

Make a list of specific ways you can improve your next interview. Remember, “practice makes perfect” – the more you interview the better you will get at it.

If you plan carefully and stay motivated, you can “market your job talents”. You will get a job that uses your skills and pays you well.



## JOB SEARCH CHECKLIST

Complete items 1-3 on this checklist before starting your job search  
 Complete items 4-5 everyday of your job search  
 Complete items 6-9 when you have interviews

1.	IDENTIFY OCCUPATIONS (Page 4-8)	<input type="checkbox"/> Make a background and experience list. <input type="checkbox"/> Review information on jobs <input type="checkbox"/> Identify jobs that use your talents
2.	IDENTIFY EMPLOYERS (Page 7-8)	<input type="checkbox"/> Ask relatives, etc. to help you look for job openings <input type="checkbox"/> Go to your State Employment Service Office for assistance. <input type="checkbox"/> Contact employers to get company and job information. <input type="checkbox"/> Utilize other sources (page 7&8) to get job leads. <input type="checkbox"/> Obtain job announcements and descriptions.
3.	PREPARE MATERIALS (Page 9-17)	<input type="checkbox"/> Write resumes (if needed). Use job announcements to "fit" your skills with job requirements. <input type="checkbox"/> Write cover letters or letters of application. <input type="checkbox"/> Assemble a job search kit: pens, writing tablet, maps, public transportation guides, clean copies of resumes & applications, background and experience list, Social Security Card, and picture ID. <input type="checkbox"/> Use the Talent Bank.
4.	PLAN YOUR TIME (Page 2-3)	<input type="checkbox"/> Wake up early to start looking for work. <input type="checkbox"/> Make a "to do" list of everything you'll do to look for a job. <input type="checkbox"/> Work hard all day to find a job. <input type="checkbox"/> Reward yourself (do a hobby or sport, visit friends, etc.!)
5.	CONTACT EMPLOYERS (Page 3)	<input type="checkbox"/> Call employers directly (even if they're not advertising openings). <input type="checkbox"/> Talk to the person who would supervise you if you were hired. <input type="checkbox"/> Go to companies to fill out applications. <input type="checkbox"/> Contact your friends and relatives to see if they know about any openings. <input type="checkbox"/> Use America's Job Bank on the internet.
6.	PREPARE FOR INTERVIEWS (Page 18-19)	<input type="checkbox"/> Learn about the company you're interviewing with. <input type="checkbox"/> Review job announcements to determine how your skills will help you do the job. <input type="checkbox"/> Assemble resumes, application forms, etc. (make sure everything is neat).
7.	GO TO INTERVIEWS (Page 18-19)	<input type="checkbox"/> Dress right for the interview. <input type="checkbox"/> Go alone. <input type="checkbox"/> Be clean, concise, and positive. <input type="checkbox"/> Thank the interviewer.
8.	EVALUATE INTERVIEWS (Page 22-23)	<input type="checkbox"/> Send a hand written thank you note to the interviewer within 24 hours of the interview. <input type="checkbox"/> Think about how you could improve the interview.
9.	TAKE TESTS (Page 20-21)	<input type="checkbox"/> Find out about the test(s) you're taking. <input type="checkbox"/> Brush up on job skills. <input type="checkbox"/> Relax and be confident.
11	ACCEPT THE JOB!	<input type="checkbox"/> Understand job duties & expectations, work hours, salary, benefits, etc. <input type="checkbox"/> Be flexible when discussing salary (but don't sell yourself short). <input type="checkbox"/> CONGRATULATIONS!

## Books That Can Give You More Tips for Finding the Right Job

### **Everything You Need For Your Job Search**

Bolles, Richard N., *What Color is Your Parachute?* Ten Speed Press, Box 7123, Berkeley, CA 94707. Updated annually.

Figler, Howard E., *The Complete Job Search Handbook: Presenting the Skills You Need to Get Any Job And Have A Good Time Doing It.* Holt, Rinehart and Winston. 383 Madison Ave., New York, NY 10017. 1979.

Collard, Betsy A., *The High-Tech Career Book: Finding Your Place in Today's Job Market.* William Kaufmann, Inc., 95 1st St., Los Altos, CA 94502. 1986.

Wegmann, Robert, and Chapman, Robert, and Johnson, Miriam, *Work in the New Economy: Careers and Job Seeking into the 21st Century.* JIST Works, 720 North Park Ave., Indianapolis, Indiana 46202. 1989.

### **Resume Writing:**

Parker, Yana, *The Damn Good Resume Guide.* Ten Speed Press, Box 7123, Berkeley, CA 94707. 1986.

### **Interview Skills:**

Hellman, Paul, *Ready, Aim, You're Hired!: How to Job-Interview Successfully Anytime, Anywhere with Anyone.* AMACOM, 135 W. 50th St., New York, NY 10020. 1986.

Medley, H. Anthony, *Sweaty Palms – The Neglected Art of Being Interviewed.* Ten Speed Press, Box 7123, Berkeley, CA 94707. 1984.

### **Young Job Seekers:**

Haldane, Bernard, and Jean, and Martin, Lowell, *Job Power: The Young People's Job Finding Guide.* Acropolis Books Ltd., 2400 17th St. NW, Washington, DC 20009. 1980.

Durkin, Jon, "Mid-Life Career Changes." Johnson O'Connor Research Foundation, Human Engineering Laboratory, 701 Sutter St., San Francisco, CA 94109.

### **Women Job Seekers:**

Educational Testing Service, Publication Order Services, CN 6736, Princeton, NJ 08541-6736. *I CAN Lists.* (Classifies homemaker skills under various job titles in business)

**Disabled Workers:**

Klein, Karen with Hope, Carla Derrick, *Bouncing Back From Injury: How to Take Charge of Your Recuperation*. Prima Publishing & Communications, P.O. Box 1260BB, Rocklin, CA 95677. 1988.

**Minority Group Applicants:**

Johnson, Willis L., Ed., *Directory of Special Programs for Minority Group Members: Career Information Services, Employment Skills Banks, Financial Aid Sources, 4th ed.* Garret Park Press, P.O. Box 190, Garrett Park, MD 20896. 1986.

**Job Skill Requirements:**

Bureau of Labor Statistics, *Occupational Outlook Handbook*, Supt. of Documents, U.S. Govt. Printing Off., Washington, DC 20402. (Describes hundreds of occupations and thirty-five major industries)

Guide for Occupational Exploration. Supt. of Documents, U.S. Govt. Printing Off., Washington, DC 20402.

**Training:**

National Association of Trade and Technical Schools, 2251 Wisconsin Ave., N.W., Washington, D.C. 20009 (202) 333-1021. (A list of accredited technical schools).

**Federal Job Opportunities**

U.S. Office of Personnel Management, *Career America*, Supt. of Documents, U.S. Govt. Printing Off., Washington, DC 20402.

# State Employment Service Offices

## ALABAMA

Employment Service,  
Dept. of Industrial Relations  
469 Monroe Street  
Montgomery, AL 36130  
(334) 242-8090

## ALASKA

Alaska Employment Service  
Department of Labor  
P.O. Box 25509  
Juneau, AK 99802-5509  
(907) 465-2712

## ARIZONA

Department of Economic  
Security  
P.O. Box 6123 - 010A  
Phoenix, AZ 85005  
(602) 542-5678

## ARKANSAS

Employment Security  
Department  
P.O. Box 2981  
Little Rock, AR 72203  
(501) 682-2121

## CALIFORNIA

Job Service Division  
P.O. Box 826880-MIC 37  
Sacramento, CA 94280-0001  
(916) 654-9047

## COLORADO

Department of Labor &  
Employment  
Tower 2, Suite 400  
1515 Arapahoe St.,  
Denver, CO 80202-2117  
(303) 620-4700

## CONNECTICUT

CT Labor Department  
200 Folly Brook Blvd.  
Wethersfield, CT 06109  
(203) 566-4384

## DELAWARE

DE Department of Labor  
820 North French St., 6th Flr.  
Wilmington, DE 19714-9499  
(302) 577-2713

## DISTRICT OF COLUMBIA

DC Department of Employment  
Services  
500 C Street, NW, Room 600  
Washington, D.C. 20001  
(202) 724-7107

## FLORIDA

Dept. of Labor & Employment  
Security  
2012 Capital Circle, SE  
Suite 303, Hartman Bldg.  
Tallahassee, FL 32399-2152  
(904) 922-7021

## GEORGIA

GA Department of Labor  
146 International Blvd., NE  
Suite 400  
Atlanta, GA 30303  
(404) 656-3011

## HAWAII

Department of Labor &  
Industrial Relations  
830 Punchbowl St., Room 320  
Honolulu, HI 96813  
(808) 586-8844

## IDAHO

Department of Employment  
317 Main Street  
Boise, ID 83735  
(208) 334-6110

## ILLINOIS

Department of Employment  
Security  
401 South State St., Suite 624  
Chicago, IL 60605  
(312) 793-9279

## INDIANA

Department of Workforce  
Development  
10 North Senate Avenue  
Indianapolis, IN 46204-2277  
(317) 233-5661

## IOWA

Department of Employment  
Services  
1000 E. Grand Ave.  
Des Moines, IA 50309  
(515) 281-5365

## KANSAS

Department of Human  
Resources  
401 Topeka Blvd.  
Topeka, KS 66603  
(913) 296-7474

## KENTUCKY

Department for Employment  
Services  
275 E. Main St.  
Frankfort, KY 40621  
(502) 504-5331

## LOUISIANA

Office of Employment Security  
P.O. Box 94094  
Baton Rouge, LA 70804-9014  
(504) 342-3013

## MAINE

Department of Labor  
P.O. Box 309  
Augusta, ME 04330-0309  
(207) 287-3788

## MARYLAND

Department of Economic &  
Employment Development  
1100 North Eutaw St., Rm 600  
Baltimore, MD 21201  
(410) 767-2400

## MASSACHUSETTS

Department of Employment &  
Training  
19 Stanford St. 3rd Floor  
Boston, MA 02114  
(617) 626-6600

## MICHIGAN

Employment Security  
Commission  
7310 Woodward Avenue  
Detroit, MI 48202  
(313) 876-5901

## MINNESOTA

Department of Economic  
Security  
390 North Robert St.  
St. Paul, MN 55101  
(612) 296-3711

## MISSISSIPPI

Employment Security  
Commission  
P.O. Box 1699  
Jackson, MS 39215-1699  
(601) 961-7400

## MISSOURI

Department of Labor and  
Industrial Relations  
P.O. Box 504  
Jefferson City, MO 65102-0504  
(314) 751-4091

**MONTANA**  
Department of Labor &  
Industry  
State Capitol  
Helena, MT 59624  
(406) 444-3555

**NEBRASKA**  
Department of Labor  
660 South 16th St.  
Lincoln, NE 68509  
(402) 471-3405

**NEVADA**  
Department of Employment,  
Training and Rehabilitation  
1830 East Sahara  
Las Vegas, NV 89104  
(702) 486-7923

**NEW HAMPSHIRE**  
Department of Employment  
Security  
32 South Main Street  
Concord, NH 03301-4857  
(603) 228-4000

**NEW JERSEY**  
Department of Labor  
CN 110  
Trenton, NJ 08625-0110  
(609) 292-2323

**NEW MEXICO**  
Department of Labor  
P.O. Box 1928  
Albuquerque, NM 87103  
(505) 841-8409

**NEW YORK**  
Department of Labor  
State Campus Building 12  
Albany, NY 12240  
(518) 457-2741

**NORTH CAROLINA**  
Employment Security  
Commission  
P.O. Box 25903  
Raleigh, NC 27611  
(919) 733-7546

**NORTH DAKOTA**  
Job Service ND  
P.O. Box 5507  
Bismarck, ND 58506-5507  
(701) 328-2836

**OHIO**  
Bureau of Employment  
Services  
145 S. Front Street  
Columbus, OH 43215  
(614) 466-2100

**OKLAHOMA**  
Employment Security  
Commission  
215 Will Rogers Memorial  
Office Bldg.  
2401 N. Lincoln  
Oklahoma City, OK 73105  
(405) 557-7201

**OREGON**  
Employment Department  
875 Union St., NE  
Salem, OR 97311  
(503) 378-3208

**PENNSYLVANIA**  
Department of Labor and  
Industry  
Labor & Industries Building,  
Room 1700  
Harrisburg, PA 17121  
(717) 787-3756

**PUERTO RICO**  
Bureau of Employment  
Security  
505 Munoz Rivera Avenue  
Hato Rey, PR 00918  
(809) 754-5376

**RHODE ISLAND**  
Department of Employment  
and Training  
101 Friendship Street  
Providence, RI 02903-3740  
(401) 277-3732

**SOUTH CAROLINA**  
Employment Security  
Commission  
P.O. Box 995  
Columbia, SC 29202  
(803) 737-2617

**SOUTH DAKOTA**  
Department of Labor  
700 Governor's Drive  
Pierre, SD 57402-4730  
(605) 773-3101

**TENNESSEE**  
Department of Employment  
Security  
500 James Robertson Parkway,  
12th Floor-Volunteer Plaza  
Nashville, TN 37245-0001  
(615) 741-2131

**TEXAS**  
Texas Workforce Commission  
101 E. 15th Street  
Austin, TX 78778  
(512) 463-2213

**UTAH**  
Department of Workforce  
Services  
140 East 300 South  
P.O. Box 143001  
Salt Lake City, UT 84114-3001  
(801) 531-3780

**VERMONT**  
Department of Employment  
and Training  
P.O. Box 488  
Montpelier, VT 05601-0488  
(802) 828-4300

**VIRGIN ISLANDS**  
Department of Labor  
2131 Hospital Street  
Christianstead, St. Croix  
USVI 00802  
(809) 773-1994

**VIRGINIA**  
VA Employment Commission  
703 East Main Street  
Richmond, VA 23219  
(804) 786-3001

**WASHINGTON**  
Employment Security  
Department  
P.O. Box 9046  
Olympia, WA 98507-9046  
(360) 902-9301

**WEST VIRGINIA**  
Bureau of Employment  
Security  
112 California Ave.  
Charleston, WV 25305-0112  
(304) 558-2630

**WISCONSIN**  
Department of Industry, Labor  
& Human Relations  
P.O. Box 7946  
Madison, WI 53707  
(608) 266-7552

**WYOMING**  
Department of Employment  
122 West 25th Street  
Herschler Bldg., 2nd Floor  
Cheyenne, WY 82002  
(307) 777-6402

**National Office**  
United States Employment  
Service  
200 Constitution Ave., NW  
Room N-4470  
Washington, DC 20210  
(202) 219-5257



## Appendix B

# JOB SEARCH INFORMATION

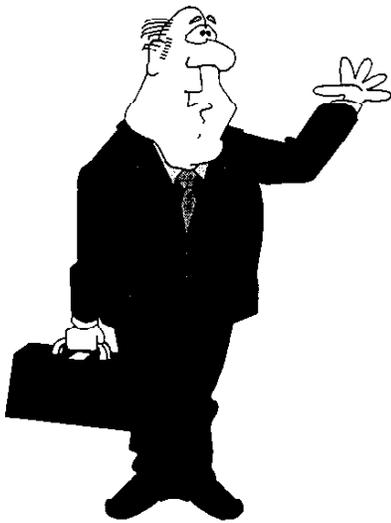
Offender Program

The following job search information was originally published by the U.S. Department of Labor:

## Tips for the cx-offender

Dealing with potential employers is never an easy task for clients with criminal records. Ex-offenders to lie on the application may get hired, and then fired if their record becomes known. Those who are honest may feel like they never even get a chance. Although there are no magic formulas for dealing with this sensitive situation, the following hints may be helpful. See your release preparation coordinator for more information.

- ▶ To tell or not to tell. It's up to you but we recommend honesty. On the application put "will discuss in interview." rather than a lengthy explanation of past convictions. In an interview, keep explanations short and stress what you learned in prison and what your skills and assets are. Be positive!
- ▶ Gaps in employment due to time served. If you had a job in prison, list this. Under salary, write "minimum wage." After all, a dollar a day was the minimum wage! Again, be positive and stress that though incarcerated, you haven't been lazy.
- ▶ Reason for leaving. Avoid negative words like "went to jail" or "paroled." Instead put "relocated" or "contract ended." Either are true.
- ▶ The interview. Relax--be comfortable discussing the conviction. Practice ahead of time. Maintain eye contact - this shows you have nothing to hide. Again, keep explanations short and focus on what you have to offer the employer. Believe in yourself and it will show.



## Applications

- ▶ Don't lie about your experience or qualifications. Even if it helps you get the job initially, you can be fired if and when the truth becomes known (and it usually does).
- ▶ Never volunteer information that might be considered "negative" by employers (i.e. criminal record, substance abuse history, job terminations). If you are asked on the application about these things, put "will discuss." Since the purpose of an application is

to get an interview for the job by putting “will discuss” instead of the possibly damaging information, you are forcing the employer to either give you the interview to get more information (which is the goal anyway) or eliminate you without really knowing why. If you are a qualified applicant, most employers won’t do this. Remember: when you go to fill out an application, you should be groomed and dressed as if you were going on an interview. Sometimes you will be interviewed on the spot. When you file an application don’t forget about it and hope the employer calls you. Follow-up! Usually after 5-7 days. A phone call to check on the status of your application is recommended. In fact, the best advice any job seeker can get is “Don’t give up!” There will probably be many “no’s” before you get a job, however, if you’re willing to work at getting a job you will be successful. Good luck!



## Phone script

### FOR CLASSIFIED AD:

Hello, my name is \_\_\_\_\_. I’m calling about the (job title) \_\_\_\_\_ position advertised in (name of newspaper & edition, i.e. Sunday’s, yesterday’s) \_\_\_\_\_. I’ve had (number of years, or use “a lot” instead of a specific number of years) \_\_\_\_\_ of experience in this field and would like to set up a time for us to get together and discuss this job in more detail.

### FOR COLD CALL:

Hello, my name is \_\_\_\_\_. I’m calling to see if you have any openings for (job your interested in) \_\_\_\_\_. I’ve had (number of years, or use “a lot” instead of a specific number of years) \_\_\_\_\_ of experience in this field and would like to set up a time for us to get together and discuss this job in more detail.

- IF THEY DON'T HAVE OPENINGS -

Would it be possible for me to come down and fill out an application in case any positions become available? Do you know of any (job title) \_\_\_\_\_ openings in the area?

REMEMBER:

- ▶ Be polite. Whether you get the results you want or not, thank the person for taking the time to speak with you.
- ▶ Be prepared to answer questions about your background and/or experience.
- ▶ Have a pen and paper handy to take down information or directions.
- ▶ Be prepared to set up an interview.

This script will give you an idea of how to talk to an employer on the phone. You should always use your own words and use language with which you are comfortable. AVOID SLANG.

EXPLAINING A FELONY CONVICTION TO AN EMPLOYER

For an ex-offender, the most dreaded part of the job search can be explaining a felony conviction to a potential employer. Many ex-offenders have never honestly answered the question, "Have you ever been convicted of a crime?" on an application. As a result, they drift in and out of employment, staying with a job until the employer finds out through a background check, a call from a parole agent, or some other way.

Ex-offenders may be fired for falsifying information on their job application, not because they are ex-offenders. A company may hire ex-offenders, but have a policy of terminating anyone for lying on the application.

It is up to you whether you tell an employer about felony convictions. But we believe that "honesty is the best policy." Our experience shows that *HOW* you communicate this information makes a difference. You must see yourself as a worthwhile and valuable asset who has the skills and abilities an employer needs, not as an ex-convict unworthy of employment. You need a positive self-image not as an ex-convict unworthy of employment. You need a positive self-image and confidence in your skills and abilities to "sell yourself" to an employer.

The federal Work Opportunity Tax Credit (WOTC) is available as an incentive to hire ex-offenders and other who may have difficulty in getting work. The Federal Bonding Program, in states where it is available, allows employers to hire ex-felons and surety bond them if their own insurance won't. These incentives, along with your positive attitude, can make you an attractive job candidate.

*Some points to remember:*

*RELAX* -- If you do not look and feel comfortable talking about your conviction, how can you expect the interviewer to be comfortable with your explanation?

*MAINTAIN EYE CONTACT* -- Although a fundamental rule of interviewing, it is especially crucial to assure the interviewer you have nothing to hide.

*BRIEFLY EXPLAIN YOUR CONVICTION IN WORDS THE INTERVIEWER CAN UNDERSTAND* -- Never state penal code or health and safety code violations (they will only ask what they mean) and don't dwell on your conviction.

*ALWAYS ADD SOMETHING POSITIVE ABOUT YOUR SKILLS AND ABILITIES OR POSITIVE INFORMATION ABOUT THE COMPANY* -- This is a good place for your "personal commercial."

The following examples illustrate these rules:

#### ***EXAMPLE 1***

***Interviewer:*** "I see from your application that you have been convicted of a crime. Will you explain this to me? Tell me about it."

***Applicant:*** "I'm glad you asked because I want you to feel comfortable about hiring me. It is embarrassing for me to talk about. I want to assure you that it had nothing to do with my previous employers. I took some things that didn't belong to me and as a result, I've taken the time to decide what field I would like to get into. I have enrolled in several clerical courses and can type 50 wpm. I am familiar with several software programs for word processing, and have excellent phone skills. I am very interested in learning all I can about this industry and I know I would be an asset to your organization."

*In this example, the applicant has spent very little time explaining the conviction in comparison to the time talking about his or her skills and abilities.*

#### ***EXAMPLE 2***

***Applicant:*** "When I was younger I got mixed up with the wrong crowd and got in trouble for breaking into cars. We all do things when we are young that we regret. I used the time to my advantage by completing an air conditioning and heating training program and received my certificate. I've researched several air conditioning companies in the area and yours is well respected. I would really like to be a part of your team."

*In this example, the applicant tells the interviewer positive things about himself and the employer.*

***EXAMPLE 3***

***Applicant:*** “In my past, I was involved with drugs, but that is all behind me and I’ve taken control of my life. I have two years of experience in food service and want to stay in this industry and learn as much as possible. As a result of my past, when you hire me, your company is eligible for the Work Opportunity Tax Credit, which can save you up to \$2,400. Are you familiar with this program.

*In this example, the applicant uses the WOTC as a added incentive for the employer to hire him or her.*

## Appendix C

### Sample Job Application

The following sample job application will give you an idea of what to expect when you apply for a job. You may be asked to fill out an application on the day of the interview, so make sure you are prepared to provide any necessary information about yourself and your employment history.

---

#### *Retail Systems Corporation--Application for Employment*

##### **Personal Information**

First Name: \_\_\_\_\_

Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ County: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Business Phone: \_\_\_\_\_

Have you ever applied for employment with us?

Yes: \_\_\_\_\_ No: \_\_\_\_\_ If yes, when?: \_\_\_\_\_

##### **Position Desired**

Title: \_\_\_\_\_

Desired Salary: \$ \_\_\_\_\_

If you prefer to work in a different zip code than where you currently live, please indicate where you would like to be located below.

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

##### **Work Eligibility**

Are you eligible to work in the United States? Yes: \_\_\_\_\_ No: \_\_\_\_\_

Are you available to work holidays? Yes: \_\_\_\_\_ No: \_\_\_\_\_

When will you be available to begin work? \_\_\_\_\_ / \_\_\_\_\_ (Month/Year)

Are you 17 or older? Yes: \_\_\_\_\_ No: \_\_\_\_\_

Have you been convicted of or pleaded no contest to a felony within the last five years?

Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

Have you been convicted of, pleaded guilty to, or pleaded no contest to, an act of dishonesty, or breach of trust or moral turpitude, such as misdemeanor petty theft, burglary, fraud, writing bad checks, and other related crimes within the last five (5) years? \* Yes: \_\_\_\_\_ No: \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

Do you have other special training or skills (additional spoken or written languages, computer software knowledge, machine operation experience, etc.)?

\_\_\_\_\_

How did you hear of our organization?

\_\_\_\_\_

\*Conviction of a crime, or pleading guilty to a criminal charge, will not necessarily disqualify you from the job for which you are applying. Each conviction or plea will be considered with respect to time, job relatedness, and other relevant factors.

### Availability

Days Available

Sun. \_\_\_ Mon. \_\_\_ Tues. \_\_\_ Wed. \_\_\_ Th. \_\_\_ Fri. \_\_\_ Sat. \_\_\_

Total Hours Available: \_\_\_\_\_ Hours Available: from \_\_\_\_\_ to \_\_\_\_\_

### Education

High School: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

College: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Course of Study: \_\_\_\_\_ # of Years Completed: \_\_\_\_\_

Did You Graduate? Yes: \_\_\_\_\_ No: \_\_\_\_\_ Degree: \_\_\_\_\_

### Employment History

Please give accurate and complete full-time employment record. Start with present or most recent employer. Include military experience if applicable.

*Position #1*

Company Name: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Company Phone Number: \_\_\_\_\_

Job Title: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_

Employed (Month and Year) From: \_\_\_\_\_ To: \_\_\_\_\_

Weekly Pay: \_\_\_\_\_

Describe your work. \_\_\_\_\_

May we contact this employer? Yes: \_\_\_\_\_ No: \_\_\_\_\_

If not, why not? \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

*Position #2*

Company Name: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Company Phone Number: \_\_\_\_\_

Job Title: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_

Employed (Month and Year) From: \_\_\_\_\_ To: \_\_\_\_\_

Weekly Pay: \_\_\_\_\_  
Describe your work: \_\_\_\_\_

May we contact this employer? Yes: \_\_\_\_\_ No: \_\_\_\_\_  
If not, why not? \_\_\_\_\_  
Reason for leaving: \_\_\_\_\_

*Position #3*

Company Name: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
Company Phone Number: \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Name of Supervisor: \_\_\_\_\_  
Employed (Month and Year) From: \_\_\_\_\_ To: \_\_\_\_\_  
Weekly Pay: \_\_\_\_\_  
Describe your work: \_\_\_\_\_

May we contact this employer? Yes: \_\_\_\_\_ No: \_\_\_\_\_  
If not, why not? \_\_\_\_\_  
Reason for leaving: \_\_\_\_\_

**Conditions of Employment**

Retail Systems Corporation sets high standards for its employees, and compliance with these standards is a condition of employment. If you are offered a position with RSC, you need to carefully consider what we would require of you before you accept. As an employee, you must do everything you can to make our external and internal customers feel like customers, including:

Following our standards of professionalism

Smiling and making eye contact

Arriving on time

Maintaining a positive, enthusiastic attitude

Treating coworkers with respect

Offering exit appreciation to clients

Being honest and dedicated in your work

Using proper phone etiquette

Completing necessary training requirements

Expediting customers' transactions/requests quickly and professionally

Following company policies and procedures

Assisting customers

Following directions

Meeting standards of work quality and quantity

Maintaining a professional appearance and complying with the company dress code

Accepting a work schedule that may require holiday work

Are you willing and able to comply with all the requirements listed? Yes: \_\_\_\_\_ No: \_\_\_\_\_

If your answer is no, or if you have concerns about being able to comply with any of these requirements, please explain:

\_\_\_\_\_

\_\_\_\_\_

**Agreement of the Transfer of Information**

I declare the information provided by me in this application is true, correct, and complete to the best of my knowledge. I understand that if employed, any falsification, misstatement, or omission of fact in connection with my application, whether on this document or not, may result in immediate termination of employment. I authorize you to verify any and all information provided above.

I acknowledge that employment may be conditional upon successful completion of a substance abuse screening test as part of the Company's pre-employment policy.

I acknowledge that if I become employed, I will be free to terminate my employment at any time for any reason, and that RSC retains the same rights. No RSC representative has the authority to make any contrary agreement.

I understand it is unlawful to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal and/or civil liabilities.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

# Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits

▶ See separate instructions.

**Job applicant: Fill in the lines below and check any boxes that apply. Complete only this side.**

Your name \_\_\_\_\_ Social security number ▶ \_\_\_\_\_

Street address where you live \_\_\_\_\_

City or town, state, and ZIP code \_\_\_\_\_

Telephone no. (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

If you are under age 25, enter your date of birth (month, day, year) \_\_\_\_/\_\_\_\_/\_\_\_\_

### Work Opportunity Credit

- 1  Check here if you received a conditional certification from the state employment security agency (SESA) or a participating local agency for the work opportunity credit.
  
- 2  Check here if **any** of the following statements apply to you.
  - I am a member of a family that has received assistance from Aid to Families with Dependent Children (AFDC) or its successor program, Temporary Assistance for Needy Families (TANF), for any 9 months during the last 18 months.
  - I am a veteran and a member of a family that received food stamps for at least a 3-month period within the last 15 months.
  - I was referred here by a rehabilitation agency approved by the state or the Department of Veterans Affairs.
  - I am at least age 18 but **not** over age 24 and I am a member of a family that:
    - a Received food stamps for the last 6 months, OR
    - b Received food stamps for at least 3 of the last 5 months, BUT is no longer eligible to receive them.
  - Within the past year, I was convicted of a felony or released from prison for a felony AND during the last 6 months I was a member of a low-income family.
  - I received supplemental security income (SSI) benefits for any month ending within the last 60 days.

### Welfare-to-Work Credit

- 3  Check here if you received a conditional certification from the SESA or a participating local agency for the welfare-to-work credit.
  
- 4  Check here if you are a member of a family that:
  - Received AFDC or TANF payments for at least the last 18 months, OR
  - Received AFDC or TANF payments for any 18 months beginning after August 5, 1997, OR
  - Stopped being eligible for AFDC or TANF payments after August 5, 1997, because Federal or state law limited the maximum time those payments could be made.

### All Applicants

Under penalties of perjury, I declare that I gave the above information to the employer on or before the day I was offered a job, and it is, to the best of my knowledge, true, correct, and complete.

Job applicant's signature ▶ \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

For Employer's Use Only

Employer's name \_\_\_\_\_ Telephone no. ( ) - EIN ▶ \_\_\_\_\_

Street address \_\_\_\_\_

City or town, state, and ZIP code \_\_\_\_\_

Person to contact, if different from above \_\_\_\_\_ Telephone no. ( ) -

Street address \_\_\_\_\_

City or town, state, and ZIP code \_\_\_\_\_

If, based on the individual's age and home address, he or she is a member of group 4 or 6 (as described under Members of Targeted Groups in the separate instructions), enter that group number (4 or 6) . . . . . ▶ \_\_\_\_\_

DATE APPLICANT:	Gave information	/	/	Was offered job	/	/	Was hired	/	/	Started job	/	/
-----------------	------------------	---	---	-----------------	---	---	-----------	---	---	-------------	---	---

Under penalties of perjury, I declare that I completed this form on or before the day a job was offered to the applicant and that the information I have furnished is, to the best of my knowledge, true, correct, and complete. Based on the information the job applicant furnished on page 1, I believe the individual is a member of a targeted group or a long-term family assistance recipient. I hereby request a certification that the individual is a member of a targeted group or a long-term family assistance recipient.

Employer's signature ▶ _____	Title _____	Date / / _____
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**Privacy Act and Paperwork Reduction Act Notice**

Section references are to the Internal Revenue Code. Section 51(d)(12) permits a prospective employer to request the applicant to complete this form and give it to the prospective employer. The information will be used by the employer to complete the employer's Federal tax return. Completion of this form is voluntary and may assist members of targeted groups and long-term family assistance recipients in securing employment. Routine uses of this form include giving it to the state employment security agency (SESA), which will contact appropriate sources to confirm that the applicant is a member of a targeted group or a long-term family

assistance recipient. This form may also be given to the Internal Revenue Service for administration of the Internal Revenue laws, to the Department of Justice for civil and criminal litigation, to the Department of Labor for oversight of the certifications performed by the SESA, and to cities, states, and the District of Columbia for use in administering their tax laws.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. Generally, tax returns and return information are confidential, as required by section 6103.

The time needed to complete and file this form will vary depending on individual circumstances. The estimated average time is:

- Recordkeeping . . . . . 2 hr., 47 min.
- Learning about the law or the form . . . . . 28 min.
- Preparing and sending this form to the SESA . . . . . 36 min.

If you have comments concerning the accuracy of these time estimates or suggestions for making this form simpler, we would be happy to hear from you. You can write to the Tax Forms Committee, Western Area Distribution Center, Rancho Cordova, CA 95743-0001.

**DO NOT** send this form to this address. Instead, see **When and Where To File** in the separate instructions.



# Instructions for Form 8850

## (Revised November 1998)



Department of the Treasury  
Internal Revenue Service

### Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits

Section references are to the Internal Revenue Code unless otherwise noted.

## General Instructions

### A Change To Note

The Tax and Trade Relief Extension Act of 1998 extended the work opportunity credit and the welfare-to-work credit to cover individuals who begin work for the employer before July 1, 1999.

### Purpose of Form

Employers use Form 8850 to pre-screen and to make a written request to a state employment security agency (SESA) to certify an individual as:

- A member of a targeted group for purposes of qualifying for the work opportunity credit, or
- A long-term family assistance recipient for purposes of qualifying for the welfare-to-work credit

Submitting Form 8850 to the SESA is but one step in the employer qualifying for the work opportunity credit or the welfare-to-work credit. The SESA must certify the job applicant is a member of a targeted group or is a long-term family assistance recipient. After starting work, the employee must meet the minimum number-of-hours-worked requirement for the work opportunity credit or the minimum number-of-hours, number-of-days requirement for the welfare-to-work credit. The employer may elect to take the applicable credit by filing Form 5884, Work Opportunity Credit, or Form 8861, Welfare-to-Work Credit.

### Who Should Complete and Sign the Form

The job applicant gives information to the employer on or before the day a job offer is made. This information is entered on Form 8850. Based on the applicant's information, the employer determines whether or not he or she believes the applicant is a member of a targeted group (as defined under **Members of Targeted Groups** below) or a long-term family assistance recipient (as defined under **Welfare-to-Work Job Applicants** on page 2). If the employer believes the applicant is a member of a targeted group or a long-term family assistance recipient, the employer completes the rest of the form no later than the day the job offer is made. Both the job applicant and the employer must sign Form 8850 no later than the date of submitting the form to the SESA.

## Instructions for Employer

### When and Where To File

Do not file Form 8850 with the Internal Revenue Service. Instead, send it to the work opportunity tax credit (WOTC) coordinator for your SESA no later than the 21st day after the job applicant begins work for you.

To get the name, address, and phone and fax numbers of the WOTC coordinator for your SESA, visit the Department of Labor, Employment and Training Administration (ETA) web site at [www.ttre.doleta.gov/common/directories](http://www.ttre.doleta.gov/common/directories), or call 202-219-9092 (not a toll-free number).

### Additional Requirements for Certification

In addition to filing Form 8850, you must complete and send to your state's WOTC coordinator either:

- **ETA Form 9062**, Conditional Certification Form, if the job applicant received this form from a participating agency (e.g., the Jobs Corps), or
- **ETA Form 9061**, Individual Characteristics Form, if the job applicant did not receive a conditional certification.

Using the Department of Labor's fax on demand service, you can get a directory of WOTC coordinators and ETA Form 9061 by calling 703-365-0768 (not a toll-free number) from the telephone connected to your fax machine and following the prompts. You can also get ETA Form 9061 from your local public employment service office, or you can download it from the ETA web site at [www.doleta.gov](http://www.doleta.gov).

### Recordkeeping

Keep copies of Forms 8850, along with any transmittal letters that you submit to your SESA, as long as they may be needed for the administration of the Internal Revenue Code provisions relating to the work opportunity credit and the welfare-to-work credit. Records that support these credits usually must be kept for 3 years from the date any income tax return claiming the credits is due or filed, whichever is later.

### Members of Targeted Groups

A job applicant may be certified as a member of a targeted group if he or she is:

1. A member of a family receiving assistance under a state plan approved under part A of title IV of the Social Security Act relating to Aid to Families with Dependent Children (AFDC) or its successor program, Temporary Assistance for Needy Families (TANF). The assistance must be received for any 9 months during the 18-month period that ends on the hiring date.
2. A veteran who is a member of a family receiving assistance under the Food Stamp program for generally at least a 3-month period during the 15-month period ending on the hiring date. See section 51(d)(3).

To be considered a **veteran**, the applicant must:

- Have served on active duty (not including training) in the Armed Forces of the United States for more than 180 days OR have been discharged for a service-connected disability, AND
  - Not have a period of active duty (not including training) of more than 90 days that ended during the 60-day period ending on the hiring date.
3. An ex-felon who:
    - Has been convicted of a felony under any Federal or state law,
    - Is hired not more than 1 year after the conviction or release from prison for that felony, AND
    - Is a member of a family that had income on an annual basis of 70% or less of the Bureau of Labor Statistics lower living standard during the 6 months preceding the earlier of the month the income determination occurs or the month in which the hiring date occurs.

4. An individual who is at least age 18 but not yet age 25 on the hiring date and lives in an empowerment zone or enterprise community.

The Secretary of Housing and Urban Development (HUD) designated parts of the following cities as urban empowerment zones:

- Atlanta, GA (9.29 square miles)
- Baltimore, MD (6.8 square miles)
- Philadelphia, PA/Camden, NJ (4.4 square miles)
- Chicago, IL (14.33 square miles)
- Detroit, MI (18.3 square miles)
- New York City, NY (the Bronx and Manhattan) (7.6 square miles)

The Secretary of Agriculture (USDA) designated the following rural empowerment zones:

- The Kentucky Highlands (part of Wayne and all of Clinton and Jackson counties)
- Mid-Delta, Mississippi (parts of Bolivar, Holmes, Humphreys, Leflore, Sunflower, and Washington counties)
- Rio Grande Valley, Texas (parts of Cameron, Hidalgo, Starr, and Willacy counties)

Under section 1400, parts of Washington, DC, are treated as an empowerment zone. For more details, see Notice 98-57, 1998-47 I.R.B. 9.

There are 64 urban and 30 rural enterprise communities located in 35 states. There are no empowerment zones or enterprise communities in Puerto Rico, Guam, or any U.S. possession.

You may call HUD at **1-800-998-9999** for information on the six urban empowerment zones and Washington, DC. You may call the USDA at **1-800-645-4712** about the rural empowerment zones. On the Internet, you can visit the EZ/EC Home Page at [www.ezec.gov](http://www.ezec.gov). Your SESA has information on where the enterprise communities are located. Also, many enterprise communities have their own web sites.

5. An individual who has a physical or mental disability resulting in a substantial handicap to employment and who was

referred to the employer upon completion of (or while receiving) rehabilitation services under a state plan of employment or a program approved by the Department of Veterans Affairs.

6. An individual who:

- Performs services for the employer between May 1 and September 15,
- Is age 16 but not yet age 18 on the hiring date (or if later, on May 1),
- Has never worked for the employer before, AND
- Lives in an empowerment zone or enterprise community.

7. An individual who:

- Is at least age 18 but not yet age 25 AND
- Is a member of a family that—
  - a. Has received food stamps for the 6-month period ending on the hiring date OR
  - b. Is no longer eligible for such assistance under section 6(o) of the Food Stamp Act of 1977 and the family received food stamps for at least 3 months of the 5-month period ending on the hiring date.

8. An individual who is receiving supplemental security income benefits under title XVI of the Social Security Act (including benefits of the type described in section 1616 of the Social Security Act or section 212 of Public Law 93-66) for any month ending within the 60-day period ending on the hiring date.

8. An individual who is receiving supplemental security income benefits under title XVI of the Social Security Act (including benefits of the type described in section 1616 of the Social Security Act or section 212 of Public Law 93-66) for any month ending within the 60-day period ending on the hiring date.

## Welfare-to-Work Job Applicants

An individual may be certified as a long-term family assistance recipient if he or she is a member of a family that:

- Has received assistance payments from AFDC or TANF for at least 18 consecutive months ending on the hiring date, OR
- Receives assistance payments from AFDC or TANF for any 18 months (whether or not consecutive) beginning after August 5, 1997, OR
- After August 5, 1997, stops being eligible for assistance payments because Federal or state law limits the maximum period such assistance is payable, and the individual is hired not more than 2 years after such eligibility for assistance ends.

Individual Characteristics Form  
Work Opportunity Tax Credit and  
Welfare-to-Work Tax Credit

U.S. Department of Labor  
Employment and Training Administration  
U.S. Employment Service



1. CONTROL NO. (For Agency Use Only)	<b>Individual Information</b> (Instructions on the Back)	OMB Control No.: 1205-0371 Expires: 06/30/2001 2. DATE RECEIVED (For Agency Use Only)
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3. EMPLOYER NAME/ADDRESS	4. EMPLOYER ID NUMBER	5. EMPLOYMENT START DATE  Starting Wage: \$ _____ per hour  POSITION:
	6. Have you worked for the above employer before? Yes _____ No _____	

7. NAME OF INDIVIDUAL (Last, First, Middle)	8. SOCIAL SECURITY NUMBER:
---	----------------------------

**The above named individual is determined to have the following characteristics for WOTC Target Group Certification:**

9. Age between 16 - 25? Yes _____ No _____  If YES, indicate your "Date of Birth" below:  Date of Birth _____	10. A veteran and a member of a family that received Food Stamps for a period of at least 3 months in the last 15 months. Yes _____ No _____  If YES, also complete Box 17.	11. Is a member of a family that received AFDC (TANF) benefits for any 9 months in the last 18 months. Yes _____ No _____  If YES, also complete Box 17.
12. Is a member of a family that received Food Stamps for the last 6 months. Yes _____ No _____ or _____  for at least a 3-month period within the last 5 months, BUT is no longer receiving them? Yes _____ No _____ If YES to either, also complete Box 17.	13. In the past year has been convicted of a felony or released from prison after a felony conviction. Yes _____ No _____  If YES, complete below: Date of Conviction _____ Date of Release _____  Total income for the past 6 months for all family members living in the same household?  Total Income: _____ (If No Income, Enter 0 above)  No. of family members living in the same household for the past 6 months, including yourself: _____	14. Lives and plans to continue living in a Federal Empowerment Zone or Enterprise Community. Yes _____ No _____  16. Received Supplemental Security Income (SSI) benefits for any month ending within the last 60 days. Yes _____ No _____
15. Is receiving or has received Rehabilitation Services through a State Rehabilitation Services program or the Veterans' Administration.  Yes _____ No _____		17. If individual is not a primary recipient of benefits, please provide the following:  Name of Primary Recipient _____  City/State of Benefits _____

**This section is to be completed by individuals starting work after December 31, 1997, under the Welfare-to-Work Tax Credit only.**

18. Is a member of a family that:

- Has received AFDC or TANF payments for at least the last 18 consecutive months; Yes \_\_\_\_\_ No \_\_\_\_\_ or \_\_\_\_\_
- Has received/is receiving AFDC or TANF payments for any 18 months starting after August 5, 1997; Yes \_\_\_\_\_ No \_\_\_\_\_ or \_\_\_\_\_
- Stopped being eligible for AFDC or TANF payments after Aug. 5, 1997 because Federal or state law limited the maximum time such assistance is payable. Yes \_\_\_\_\_ No \_\_\_\_\_

19. SOURCES USED TO DOCUMENT ELIGIBILITY:

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**Note:** I certify that the information is true and correct to the best of my knowledge. I understand that the information above may be subject to verification. The signature of the party completing this form is required below.

20. SIGNATURE:	21. DATE:
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**INSTRUCTIONS FOR COMPLETING THE INDIVIDUAL CHARACTERISTICS FORM (ICF) ETA 9061: Work Opportunity and Welfare-to-Work Tax Credits.** This form is used in conjunction with IRS Form 8850 to determine eligibility for the Work Opportunity Tax Credit (WOTC) and/or Welfare-to-Work (WtW) Tax Credit. The form may be completed by the applicant, the employer or employer representative, the SESA or the Participating Agency (PA) and signed by the person or agency filling out the form. Note: This form is required to be used, with modification, by all employers or third parties serving under contract as an agent or representative of the employer.

- Box 1: Control Number (for agency use only).** The SESA or PA determines the Control Number. It may be a Social Security Number, case number, or other appropriate designation which permits easy filing, identification and retrieval of forms. Enter this number here.
- Box 2: Date (for agency use only).** Enter the month, day, and year when the form is received.
- Box 3: Employer Name/Address.** Enter the name and address including zip code and telephone number of the employer applying for a WOTC and/or WtW Certification.
- Box 4: Employer ID No.** Enter employer's federal taxpayer identification number.
- Box 5: Employment Start Date/Wage/Position or Title.** Enter the employment start date, the hourly wage, which the employee will be paid. If not known, enter an estimated wage. Also, enter the job or position title, which the individual will be performing for the employer.
- Box 6: Previous Employment for This Employer.** This requires a YES or NO answer. Enter a check mark (✓) in the blank space that corresponds to your answer.
- Box 7: Name of Individual.** Enter full name of prospective employee.
- Box 8: Social Security Number.** Enter individual's social security number here.

**Boxes 9 through 18:** Enter a check mark (✓) to indicate if your answer is a YES or a NO. Provide additional information where requested for either the WOTC or the WtW target group eligibility.

**Box 19. Sources to Document Eligibility.** List and/or describe the documents or sources of collateral contacts that are attached to this form or that will be provided. Indicate in parentheses, next to each document listed whether it is attached or forthcoming. Some examples are provided below. The asterisk (\*) indicates documents that may be obtained by the employer. Employers may also obtain a letter from the agency that administers a relevant program, stating that the individual or a member of his/her household meets one of the eligibility requirements.

**AGE/BIRTHDATE:**

(Required for high-Risk Summer Youth & Food Stamp)

- Birth Certificate
- Driver's License
- School I.D. Card/School Records
- Work Permit
- Federal/State/Local Government I.D.\*
- Hospital Record of Birth

**FAMILY INCOME:**

(Required for Ex-Felon)

- Pay Stubs
- Employer Contacts
- W-2 Forms
- UI Documents
- Public Assistance Records
- Family Members' Statements
- Parole Officer Statements

**EX-FELON STATUS:**

- Parole Officer's Name/Statement
- Correction Institution Records
- Court Record, Extract, Contact

**FOOD STAMP RECIPIENT:**

- Food Stamp Benefit History
- Signed statement from authorized individual with specific description of months benefits were received.
- Case Number/Identifier

**SSI RECIPIENT:**

- SSI Record or Authorization SSI Contact
- Evidence of SSI issuance

**NUMBER IN FAMILY:**

- Public Assistance
- Social Services Agencies
- Family Members' Statements
- Parole Officer's Statements

**VETERANS STATUS:**

- DD-214
- Reserve Unit Contacts
- Discharge Papers

**VOCATIONAL REHABILITATION**

**REFERRAL:**

- Voc. Rehab. Agency Contact
- Social Services Agency
- Veteran's Administration Contact

**AFDC/TANF & Long-Term Assistance Recipient**

- AFDC Benefits History
- Signed statement from authorized individual with specific description of months benefits were received.
- Case Number/Identifier

**EMPOWERMENT ZONE/ENTERPRISE COMMUNITY**

- |   |  |
|---|--|
| • Driver's License                            | • Library Card**                             |
| • Work Permit                                 | • Medicaid/Medicare Card                     |
| • Utility Bills                               | • Property Tax Record                        |
| • Lease Document                              | • Postmarked Envelope Addressed to Applicant |
| • Voter Registration Card                     | • Public Assistance Records                  |
| • Computer Printout From                      | • Rent Receipt                               |
| • Foodstamp Award Letter                      | • School I.D. Card                           |
| • Housing Authority Verification              | • Selective Service Registration Card        |
| • Landlord's Statement                        | • W-4  |
| • Letter From Social Service Agency or School |  |

\* Where any item of documentation such as a Federal I.D. Card does not contain age or birthdate the SESA must obtain another documentary source to verify the individual's age.

\*\* Where any term of documentary evidence, such as a Library Card does not contain the holder's address, the SESA must obtain documentary evidence issued in the jurisdiction where the EZ/EC is located showing the holder's address.

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**Box 20. Signature.** If applicant completes this form, he or she must enter signature here. If applicant is a minor (under age 18), the parent or guardian should sign this box. If form is completed by the employer or his/her representative/agent, enter corresponding signature here. If form was completed by the intake staff of a SESA or participating agency, enter signature of intake staff in this box.

**Box 21. Date.** Enter the month, day and year in which the form was completed.

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Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's obligation to reply to these requirements are mandatory as required by P.L. 105-34. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, U.S. Employment Service, Room 4470, Washington, D.C. 20210 (Paperwork Reduction Project 1205-0371).

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(Cut along dotted line and keep in your files)

**TO THE JOB APPLICANT OR EMPLOYEE:**

THE INFORMATION AND THE SUPPORTING DOCUMENTATION YOU HAVE PROVIDED IN COMPLETING THIS FORM OR IN SOME CASES OTHER INFORMATION THAT COULD HELP VERIFY THE RESPONSES YOU HAVE GIVEN TO THE ITEMS/QUESTIONS IN THIS FORM WILL BE DISCLOSED BY YOUR EMPLOYER TO THE STATE EMPLOYMENT SECURITY AGENCY (Enter corresponding State Employment Security Agency here)

IN ORDER TO QUALIFY FOR A FEDERAL EMPLOYER TAX CREDIT, PROVISION OF THIS INFORMATION IS VOLUNTARY. HOWEVER, THE INFORMATION IS REQUIRED FOR YOUR EMPLOYER TO RECEIVE THE FEDERAL TAX CREDIT. IF THE INFORMATION YOU PROVIDE IS ON A MEMBER OF YOUR FAMILY, YOU SHOULD PROVIDE HIM/HER A COPY OF THIS NOTICE.



**Request for Earnings and Benefit Estimate Statement**

Form Approved  
OMB No. 0980-0466

SP

Please check this box if you want to get your statement in Spanish instead of English.

Please print or type your answers. When you have completed the form, fold it and mail it to us. (If you prefer to send your request using the Internet, contact us at <http://www.ssa.gov>)

1. Name shown on your Social Security card:

First Name \_\_\_\_\_

Middle Initial \_\_\_\_\_

Last Name Only \_\_\_\_\_

2. Your Social Security number as shown on your card:

-    -

3. Your date of birth (Mo.-Day-Yr.)

-    -

4. Other Social Security numbers you have used:

-    -

-    -

-    -

5. Your sex:  Male  Female

For items 6 and 8 show only earnings covered by Social Security. Do NOT include wages from State, local or Federal Government employment that are NOT covered for Social Security or that are covered ONLY by Medicare.

6. Show your actual earnings (wages and/or net self-employment income) for last year and your estimated earnings for this year.

A. Last year's actual earnings: (Dollars Only)

\$     ,     .

B. This year's estimated earnings: (Dollars Only)

\$     ,     .

7. Show the age at which you plan to stop working.

(Show only one age)

8. Below, show the average yearly amount (not your total future lifetime earnings) that you think you will earn between now, and when you plan to stop working. Include performance or scheduled pay increases or bonuses, but not cost-of-living increases.

If you expect to earn significantly more or less in the future due to promotions, job changes, part-time work, or an absence from the work force, enter the amount that most closely reflects your future average yearly earnings.

If you don't expect any significant changes, show the same amount you are earning now (the amount in 6B).

Future average yearly earnings: (Dollars Only)

\$     ,     .

9. Do you want us to send the statement:

- To you? Enter your name and mailing address.
- To someone else (your accountant, pension plan, etc.)? Enter your name with "c/o" and the name and address of that person or organization.

Name \_\_\_\_\_

Street Address (Include Apt. No., P.O. Box, or Rural Route)

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

**Notice:** I am asking for information about my own Social Security record or the record of a person I am authorized to represent. I understand that if I deliberately request information under false pretenses, I may be guilty of a Federal crime and could be fined and/or imprisoned. I authorize you to use a contract or to send the statement of earnings and benefit estimates to the person named in item 9.

**Please sign your name (Do Not Print)**

Date \_\_\_\_\_

(Area Code) Daytime Telephone No. \_\_\_\_\_



### About The Privacy Act

Social Security is allowed to collect the facts on this form under Section 205 of the Social Security Act. We need them to quickly identify your record and prepare the earnings statement you asked us for. Giving us these facts is voluntary. However, without them we may not be able to give you an earnings and benefit estimate statement. Neither the Social Security Administration nor its contractor will use the information for any other purpose.

### Paperwork Reduction Act Notice and Time It Takes Statement

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB control number. We estimate that it will take you about 5 minutes to complete this form. This includes the time it will take to read the instructions, gather the necessary facts and fill out the form.

### Mailing Address

Social Security Administration  
Wilkes Barre Data Operations Center  
PO Box 7004  
Wilkes Barre PA 18767-7004

## Request for Earnings and Benefit Estimate Statement

Thank you for requesting this statement.

- After you complete and return this form, we will--within 4 to 6 weeks--send you:
- a record of your earnings history and an estimate of how much you have paid in Social Security taxes, and
  - estimates of benefits you (and your family) may be eligible for now and in the future.

We're pleased to furnish you with this information and we hope you'll find it useful in planning your financial future.

Social Security is more than just a program for retired people. It helps people of all ages in many ways. Whether you're young or old, male or female, single or with a family--Social Security can help you when you need it most. It can help support your family in the event of your death and pay you benefits if you become severely disabled.

If you have questions about Social Security or this form, please call our toll-free number, 1-800-772-1213.



Kenneth S. Apfel  
Commissioner of Social Security



## Appendix G

**The Inmate Placement Program Branch welcomes feedback to ensure the accuracy and relevancy of the information Employment Information Handbook. Your assistance in completing this survey and returning it to us is greatly appreciated.**

After answering the questions below, please return this survey to:

Inmate Placement Branch  
Federal Bureau of Prisons  
320 First Street, NW  
Washington, DC 20534  
Attn: William Scism  
Inmate Placement Specialist

Please carefully consider the following questions and rate them on a scale of 1 to 5, where 1 is poor and 5 is excellent.

How do you rate the format of this handbook?

1      2      3      4      5

Did you find all of the information useful?

1      2      3      4      5

How could the information be improved?

---

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(Continue on reverse if necessary)

Was there any **inaccurate** information?

1      2      3      4      5

What information was inaccurate?

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(Continue on reverse if necessary)

If you are currently incarcerated, how do you rate the quality of employment information at your institution?

1      2      3      4      5

What could be done to improve the quality?

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(Continue on reverse if necessary)

Any other comments on this handbook or the Inmate Placement Program?

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If you don't mind, please share your name and address so we can respond.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_