

LOCATION AND HOURS

Career Central – the Albany One Stop Center

175 Central Avenue, Albany, NY 12206

Phone number 518-462-7600

Fax number 518-462-2772

Office hours 8:30 AM to 5:00 PM, Monday through Friday

Thursday evenings 5:00PM to 7:00 PM

Rensselaer One Stop Center

Ned Pattison Bldg. 7th Avenue, Troy, NY 12180

Phone number 518-270-2860

Fax number 518-270-2876

Office hours Monday through Friday 9:00 AM to 5:00 PM

Schenectady County One Stop Center

797 Broadway, Schenectady, NY 12305

Phone number 518-344-2735

Fax number 518-344-2820

Office hours 8:30 AM to 4:30 PM. Monday through Friday

The Center will be closed on:

New Year's Day

Martin Luther King's Birthday

Lincoln's Birthday

President's Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Veteran's Day

Thanksgiving Day

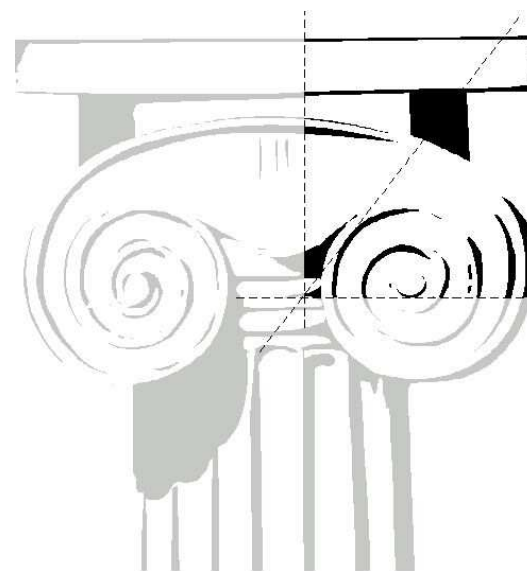
Day After Thanksgiving

Christmas Eve Day

Christmas Day

Schenectady County

One Stop Center



CUSTOMER HANDBOOK

WELCOME TO THE ONE STOP CENTER

The vision of the One Stop is to be a universally accessible Workforce Development System that meets the needs of job seekers and employers and supports economic growth.

MISSION

The mission of the One Stop is to provide enhanced employment opportunities for people and a quality workforce for businesses by:

- promoting collaboration of economic development, education and training resources
- evaluating the systems performance and quality
- communicating to the public

KEY OPERATING PRINCIPLES

1. Promote universal services that provide access to all individuals, particularly those most in need.
2. Create an interchange between employers and job seekers which responds to current and future demand.
3. Improve employment services to job seekers by identifying interests, abilities and prospects; suggesting matches when possible; and referring to area opportunities.

PARTICIPATING AGENCIES

New York State Department of Labor
City of Albany Department of Administrative Service and Workforce Development, Division of Human Resources
Rensselaer County Department of Employment and Training
Schenectady County Job Training Agency
City of Albany Dept. of Youth and Recreational Services
Hudson Valley Community College
Schenectady County Community College
Albany Adult Learning Center
Washington Irving Education Center
Questar III
Vocational Education Services for Individuals with Disabilities
Albany County Office of the Aging
Rensselaer County Office of the Aging
Schenectady County Office of the Aging
Albany County Opportunity Inc.
Commission on Economic Opportunity
Schenectady County Action Program
Albany Housing Authority
Schenectady Municipal Housing Authority
Troy Housing Authority
Glenmont Job Corps
Albany County Department of Social Services
Rensselaer County Department of Social Services
Schenectady County Department of Social Services
Educational Opportunity Center
New York State Education Department

Chief Elected Officials

Michael G. Breslin	Albany County Executive
Gerald D. Jennings	City of Albany, Mayor
Kathleen M. Jimino	Rensselaer County Executive
Susan E. Savage	Chair, Schenectady County Legislature

Capital Region Workforce Investment Board

Gary A. Nicklaus, Chair
Daniel A. Gentile, Executive Director

CENTER POLICIES

Sign-In/Out

Complete the customer Sign In form, at the Reception Desk, when you arrive and sign out when you leave.

Please identify the resources you will be utilizing.

Computers

Computers are for job search and training purposes only, **not for personal use.**

No Smoking

Smoking is not allowed in the building.

Personal Belongings

You are responsible for your personal belongings and material while in the Center. Cubicles and tables should be completely free of personal items when you leave. Please make every effort to keep these areas neat and clean.

Food and Drink

Please do not bring food and/or drink into the One Stop Center.

Appropriate Behavior

The One Stop Center Staff is here to assist you.

Please be mindful and respectful to staff. Any person who exhibits inappropriate behavior will be asked to leave.

THE ONE STOP HANDBOOK

This handbook presents an overview of the resources, services and programs that are available.

The One Stop Center operates a variety of federal, state and locally funded activities designed to assist job seekers in their return to work. The Center's primary funding source is the Workforce Investment Act (WIA). This funding, which provides assistance in a job search and where determined, educational services, flows from Washington, D.C. to the State of New York and to the Capital Region Workforce Investment Area. The Center is responsible for operating the program under Federal and State regulations.

Although the Center is not a placement agency, **self-directed** and core services are available to all job seekers and employers.

Policy Statement

The purpose of the Workforce Investment Act is to allow for the quick transition of eligible workers to employment, using existing skills where applicable or upgrading employment status.

**THE FOLLOWING IS A LIST OF SERVICES
AVAILABLE TO ALL CUSTOMERS AT THE CENTER:**

- Employment statistics information on the labor market
- Job vacancy listings
- Information on job skills necessary to obtain employment
- Local occupations in demand and the earnings and skill requirements for such occupations
- Job search and placement assistance
- Career counseling, job search workshops and resume preparation
- Free telephone, fax, copier services
- Initial assessment, career library, computer use and Internet connection

THE CUSTOMER AGREES TO:

- Actively conduct a job search
- Periodically report and document the status of the job search
- Report employment when that occurs; cooperate with follow-up requests
- Report back when training is complete or if any program changes occur

SOME GUIDELINES ABOUT TRAINING SUPPORT

The Federal and State Government and local policymakers have established guidelines related to the funding of training.

The purpose of the Workforce funds is to assist the job seeker in the return to the workforce as quickly as possible. The program was not designed to provide new career directions, except in the case where the customer's skills are no longer applicable in the local labor market.

(A) Any funds made available by a former employer must be applied before the training monies in the WIA grant. Staff can coordinate a flexible approach enabling you to "package" your training.

(B) Customers must apply for PELL and TAP Grants and any scholarships, which apply. Any awards must be applied to tuition before WIA funds.

(C) Other guidelines:

- Training must be based on individual career assessment
- Training must relate to one specific career/occupational goal
- Training must be in a demand occupation
- Training approval will be authorized when all necessary paperwork has been completed

Classroom Training

The Center enters into agreements with public and private training institutions to provide tuition-assisted training for individuals.

All requests for classroom training will be for occupations in demand, should provide a reasonable assurance of enhanced employability, and employment as a result of the training.

It should be emphasized that the purpose of WIA funds is to aid in employing the customer as quickly as possible. WIA was not designed to provide new career directions, except in the case where the customer's skills are no longer applicable in the local labor market.

An Individual Employment Plan and a Training Request Form is needed. This plan must include the justification and goals of the training.

The Workforce Investment Board (WIB) must approve all public and private training institutions.

THE RESOURCE AREA

The area specifically provided for your use contains telephones, a library, research materials, periodicals, the computer area, fax machine, copier, the NYS Department of Labor WD Suite, (a localized job search database), America's Job Bank and a job listing board.

Telephones

Telephones are available for your use every day. The telephone is to be used only for business calls related to your job search.

Long Distance Calls

Your job search may require long distance calls. These calls need prior approval from the Receptionist at the Front Desk.

Fax Service

The fax machine is for job search purposes only, not for personal use. Outgoing and incoming faxes related to your job search can be sent and received from the Reception Area. If you need assistance in sending your fax, ask a member of the staff.

Job Search Tools and Materials

Various job search tools are located in the Resource Area for your use. These include materials such as: newspapers and periodicals, career reference information and Internet access to search the worldwide web. Opportunities for customers are listed on the bulletin board in the Resource Area. WD Suite and America's Job Bank are available for your use. The computers are located in the Resource Area. Please see a staff person for assistance.

Job Listings Board

A Job Listings Board is located in the Resource Area. Job leads are developed and posted by the staff. Job Leads should not be removed from the Bulletin Board. Please use the Job Posting Book on the table to make copies. A copy of this book is also located in the Resource Library.

Calendar of Events

A calendar of events is posted monthly listing events to be held at the One Stop Center. Also, check the bulletin boards for workshops, employer recruiting visits, etc. Please note if any activities require prior sign-up.

Job Referrals & Placement

Information, job postings and job development activities are available.

Job Search Assistance

Effective job search, interviewing, resume and salary negotiation techniques are available.

North American Free Trade Agreement (NAFTA) – Trade Adjustment Act (TAA) Eligibility Determination

Determination of eligibility for workers affected by the North American Free Trade Agreement and Trade Adjustment Act and assistance in using benefits of these programs is available.

On-the-Job Training (OJT)

OJT funds are paid to the employer to offset the costs of hiring and training a new employee. Customers are hired first and the employer is reimbursed up to 50% of the wage for an agreed upon training period not to exceed six (6) months. Other federal guidelines for OJT include:

- **An OJT contract must be approved before the start of employment**
- All training for an OJT must be for acquiring **new skills**
- An OJT cannot be approved if the customer is related to an owner or supervisor of the employer
- The company must be financially stable and have the intent and capacity to retain the customer in long-term employment
- Customer must receive the same wages and benefits as those in comparable positions
- The number of OJT customers can not exceed 1/3rd or 33% of the company's total workforce.

All customers seeking Intensive Services must complete Workforce Investment Act certification forms and provide documents of verification.

These documents include:

- Selective Service registration (if applicable)
- Documentation establishing legal right to work in USA

Other documents that ARE required are:

- Social Security Card
- Letter of layoff or notification of layoff or termination letter
- Birth Certificate
- Driver's License (if applicable)
- Proof of address
- Proof of Unemployment Insurance (if applicable)
- DD214 (Military Discharge papers) (if applicable)

Additionally, customers will work with staff to develop an Individual Employment Plan (IEP) outlining the customer's needs, job search strategy and services. This Individual Employment Plan is a blueprint that will help in the selection of services or training.

Job Development

Job Development is an ongoing coordinated staff effort that involves contact with local business and community leaders to identify meaningful opportunities for individuals participating in the program. The Job Development Specialists are working diligently to identify job openings for all skill and employment levels. National openings and entrepreneurial opportunities are also featured.

Workshops

A variety of topics are available. Check the calendar for postings.

Resource Library

Access to high speed internet, research materials, labor market information, computer access, job listings, phone usage, postage privileges, fax machine, etc. These materials are available to aid you in your job search.

Counseling

Individual career and personal counseling is available by appointment.

Resume and Cover Letter Preparation and Critique

Assistance in writing and preparing your resume and cover letters for presentation to employers and critical review of resume with recommendations. Word processing for resumes is possible when necessary.

Resource Materials

The resource materials are for the use of everyone. Do not remove any material, including daily newspapers and do not clip ads or articles from reference resource materials. A copier is available for your use.

Computers

A number of computers are located in the Resource Area and are available for your use. **Computers are for job search and training purposes only, not for personal use.** You may use a computer on a first-come, first serve basis. We cannot accept phone reservations.

A variety of software packages are loaded on the computers, including word processing and spreadsheets. These packages may be used to complete work such as cover letters and resumes or to practice software skills.

**A SIGN-UP SHEET IS POSTED DAILY AT EACH
COMPUTER STATION**

DO NOT LOAD ANY SOFTWARE

**SAVE ALL WORK ON DISKETTES, NOT TO THE HARD
DRIVE**

CORE SERVICES

Core Services include job search and placement assistance (including career counseling); labor market information (which identifies job vacancies; skills needed or in-demand jobs; and local, regional and national employment trends); initial assessment of skills and needs; information about available services to help customers keep their jobs once they are placed.

INTENSIVE SERVICES

WIA Intensive Services consist of comprehensive assessments, development of individual employment plans, group and individual counseling, case management and short term pre-vocational services.

When the customer is registered and eligible for the Workforce Investment Program, the customer may receive services in the form of training.

TRAINING SERVICES

Training will be provided in cases where qualified customers receive intensive services, and are still not able to find jobs. The training services will be *directly linked to job opportunities in our area*. These services may include occupational skills training, on-the-job training, entrepreneurial training, skills upgrading, job readiness training, and adult education and literacy activities in conjunction with other training.

The Capital Region Workforce Investment Board currently has set a \$3,000 lifetime limit for training.

When the need exceeds the resources of the program, WIA sets a priority of need to determine which customer receives services.

DISLOCATED WORKER

The first priority of the WIA Dislocated Worker Funds are for workers who have been laid off or have received notice of layoff due to a plant closing or reduction in workforce and are unlikely to return to their previous occupation or industry. This includes , self-employed (but unemployed as a result of general economic conditions), and displaced homemakers.

ADULT FUNDS

WIA Adult Funds may be available to public assistance recipients, low-income individuals, or underemployed individuals (earning \$18.00 per hour or less) to upgrade skills and receive an increase in earnings.