



JOB SEEKING TIPS AND STRATEGIES

Matching Your Skills to the Job

In considering your resume, employers will be interested in the skills you can bring to a position. There are three categories, technical/job skills, self-management skills, and transferable skills.

Technical or Job Skills

Technical or job skills are acquired through learning and on-the-job training/specific skills acquired for specific jobs. The following are examples of technical or job skills.

- welding
- taking blood pressure
- carpentry
- automobile repair
- keyboarding

Self-Management Skills

Self-management skills are very similar to personality traits. If you are a person who is always on time, you are punctual. Other examples include being logical, creative, friendly, organized, and helpful. Think about who you are and how you go about your life to determine your self-management skills.

Key Self-management Skills

<input type="checkbox"/> accepts supervision	<input type="checkbox"/> gets along with others	<input type="checkbox"/> hard worker
<input type="checkbox"/> good attendance	<input type="checkbox"/> completes work on time	<input type="checkbox"/> punctual
<input type="checkbox"/> honest	<input type="checkbox"/> productive	<input type="checkbox"/> enthusiastic

Other Self-Management Skills

<input type="checkbox"/> ambitious	<input type="checkbox"/> dependable	<input type="checkbox"/> loyal	<input type="checkbox"/> mature
<input type="checkbox"/> capable	<input type="checkbox"/> energetic	<input type="checkbox"/> flexible	<input type="checkbox"/> efficient
<input type="checkbox"/> responsible	<input type="checkbox"/> independent	<input type="checkbox"/> intelligent	<input type="checkbox"/> cheerful
<input type="checkbox"/> competent	<input type="checkbox"/> creative	<input type="checkbox"/> friendly	<input type="checkbox"/> good-natured
<input type="checkbox"/> conscientious	<input type="checkbox"/> patient	<input type="checkbox"/> imaginative	<input type="checkbox"/> open-minded
<input type="checkbox"/> reliable	<input type="checkbox"/> helpful	<input type="checkbox"/> industrious	<input type="checkbox"/> problem-solver
<input type="checkbox"/> modest	<input type="checkbox"/> sincere	<input type="checkbox"/> flexible	<input type="checkbox"/> sense of humor
<input type="checkbox"/> motivated	<input type="checkbox"/> versatile	<input type="checkbox"/> patient	<input type="checkbox"/> learn quickly
<input type="checkbox"/> resourceful	<input type="checkbox"/> trustworthy	<input type="checkbox"/> tactful	<input type="checkbox"/> well-organized
<input type="checkbox"/> eager	<input type="checkbox"/> enthusiastic	<input type="checkbox"/> thrifty	<input type="checkbox"/> self-confident

Transferable Skills

Transferable skills are similar to job skills, but tend to be more general. These skills can be easily “transferred” from one type of job to another. Customer service and conflict resolution are examples that can be used in a variety of job types.

Key Transferable Skills

<input type="checkbox"/> instruct others	<input type="checkbox"/> meet deadlines	<input type="checkbox"/> organize/mange projects
<input type="checkbox"/> budget money	<input type="checkbox"/> meet the public	<input type="checkbox"/> public speaking
<input type="checkbox"/> manage people	<input type="checkbox"/> negotiate	<input type="checkbox"/> communication skills

Skills Working with Things

<input type="checkbox"/> assemble things	<input type="checkbox"/> good with hands	<input type="checkbox"/> use complex equipment
<input type="checkbox"/> construct/build	<input type="checkbox"/> inspect things	<input type="checkbox"/> operate tools/machines
<input type="checkbox"/> drive/operate vehicles	<input type="checkbox"/> repair things	

Skills Working with Data

<input type="checkbox"/> analyze data	<input type="checkbox"/> audit records	<input type="checkbox"/> check for accuracy
<input type="checkbox"/> budget	<input type="checkbox"/> calculate/computer	<input type="checkbox"/> detail-oriented
<input type="checkbox"/> compare	<input type="checkbox"/> manage money	<input type="checkbox"/> keep financial records
<input type="checkbox"/> research/investigate	<input type="checkbox"/> take inventory	<input type="checkbox"/> locate information
<input type="checkbox"/> evaluate	<input type="checkbox"/> observe/inspect	<input type="checkbox"/> record facts

Skills Working with Words and Ideas

<input type="checkbox"/> communicate verbally	<input type="checkbox"/> design	<input type="checkbox"/> public speaking
<input type="checkbox"/> correspond	<input type="checkbox"/> inventive	<input type="checkbox"/> remember information
<input type="checkbox"/> create new ideas	<input type="checkbox"/> logical	<input type="checkbox"/> write clearly

Skills Working with People

<input type="checkbox"/> administrator	<input type="checkbox"/> instruct	<input type="checkbox"/> perceptive
<input type="checkbox"/> advise	<input type="checkbox"/> interview skills	<input type="checkbox"/> persuade
<input type="checkbox"/> care for others	<input type="checkbox"/> kind/understanding	<input type="checkbox"/> pleasant
<input type="checkbox"/> help others	<input type="checkbox"/> listen	<input type="checkbox"/> sensitive
<input type="checkbox"/> coach	<input type="checkbox"/> negotiate	<input type="checkbox"/> tactful
<input type="checkbox"/> counsel	<input type="checkbox"/> outgoing	<input type="checkbox"/> tolerant
<input type="checkbox"/> diplomatic	<input type="checkbox"/> patient	<input type="checkbox"/> trusting

Leadership Skills

<input type="checkbox"/> arrange social events	<input type="checkbox"/> initiate new tasks	<input type="checkbox"/> negotiate agreements
<input type="checkbox"/> competitive	<input type="checkbox"/> make decisions	<input type="checkbox"/> plan events
<input type="checkbox"/> delegate	<input type="checkbox"/> manage/direct others	<input type="checkbox"/> results-oriented
<input type="checkbox"/> explanation to others	<input type="checkbox"/> mediate problems	<input type="checkbox"/> risk-taker
<input type="checkbox"/> influence others	<input type="checkbox"/> motivate team members	<input type="checkbox"/> self-confident
<input type="checkbox"/> solve problems	<input type="checkbox"/> self-motivated	

Creative/Artistic Skills

<input type="checkbox"/> artistic/expressive	<input type="checkbox"/> perform, act	<input type="checkbox"/> drawing, art
<input type="checkbox"/> dance	<input type="checkbox"/> present artistic ideas	

List your additional technical, self-management, and transferable skills:

Employment History

Fill out the following profile worksheet. You may need to write or call someone to research accurate names and addresses. Minnesota phone directories and a Minnesota Business Directory are available in the library transition resource center for your use.

Personal History:

Name: _____ Phone #: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Work History #1

Company: _____

Supervisor: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Employment Dates: _____

Position: _____

Duties: _____

Work History #2:

Company: _____

Supervisor: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Employment Dates: _____

Position: _____

Duties: _____

Work History #3:

Company: _____

Supervisor: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Employment Dates: _____

Position: _____

Duties: _____

Work History #4:

Company: _____

Supervisor: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Employment Dates: _____

Position: _____

Duties: _____



Education History Worksheet

When people think of education, school comes to mind. However, school is not the only source of obtaining knowledge. You may have had other types of training in your lifetime such as CPR, parenting, or operating a forklift. Keep this in mind when completing this section.

Education History #1:

School/Class: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Degree/Certificate/Date: _____

Education History #2:

School/Class: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Degree/Certificate/Date: _____

Education History #3:

School/Class: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Degree/Certificate/Date: _____

Education History #4:

School/Class: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Degree/Certificate/Date: _____

Applications

Sometimes a company's policy may require you to fill out an application before being considered for a job. An application allows an employer to compare you to other applicants.

- Read the directions carefully.
- Keep it as neat as possible; re-do poorly done applications, if possible.
- If an application is mailed to you, make a photocopy. Fill out the copy first, and then rewrite your information on the original.
- Provide positive information.
- Hobbies and interests that you list could relate to what the employer is looking for or could include tasks needed on the job, requiring less training by the employer.
- Application request for "pay desired" is best left "negotiable" or "open."
- If possible, do not indicate a specific title for position desired—leave it broader.
- Do not use lazy responses such as "see resume" or "same."
- Include volunteer work as it shows that you are responsible and may include skills needed for the job.
- Criminal record checks by employers are common. The employer may even ask you to sign a release form to allow them to look beyond what is just public record.

Application for Employment

We consider applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of non-job-related medical condition or handicap, or any other legally-protected status.

(Please Print)

Position(s) applied for:		Date of Application
How did you learn about us?		
Advertisement <input type="checkbox"/>	Friend <input type="checkbox"/>	Walk-in <input type="checkbox"/>
Employment Agency <input type="checkbox"/>	Relative <input type="checkbox"/>	
Other _____		
Last Name		First Name
Middle Name		
Address		City
State	ZIP	
Phone Number(s)		Social Security Number

If you are under 18 years of age, can you provide required proof of your eligibility to work?

Yes No

Have you ever filed an application with us before?

Yes No

If yes, give date _____

Have you ever been employed with us before?

Yes No

If yes, give date _____

Are you currently employed?

Yes No

May we contact your present employer?

Yes No

Are you prevented from lawfully becoming employed in this country because of visa or immigration status?

Yes No

Proof of citizenship or immigration status will be required upon employment

On what date would you be available for work? _____

Are you able to work Full-Time Part-Time Shift work Temporary

Are you currently on "lay-off" status and subject to recall?

Yes No

Can you travel if a job requires it?

Yes No

Have you been convicted of a felony?

Yes No

Conviction will not necessarily disqualify an applicant from employment

If yes, please explain:

We Are an Equal Opportunity Employer

Education

	Elementary School	High School	Undergraduate College / University	Graduate / Professional
School name and location				
Years completed	4 5 6 7 8	9 10 11 12	1 2 3 4	1 2 3 4
Diploma / Degree				
Describe course of study				
Describe any specialized training, apprenticeship, skills and extra-curricular activities.				
Describe any honors received.				
State any additional information you feel may be helpful to us in considering your application.				
Indicate any foreign languages you can speak, read and / or write				
	Fluent	Good	Fair	
Speak				
Read				
Write				
List professional, trade, business, or civic activities and offices held You may exclude memberships that would reveal sex, race, religion, national origin, age, ancestry, or handicap or other protected status				

References

Give name, address, and telephone number of three references who are not related to you and are not previous employers.

1 _____

2 _____

3 _____

Have you ever had any job-related training in the US Military? Yes No
If yes, please describe _____

Are you physically or otherwise unable to perform the duties of the job for which you are applying? Yes No

Employment Experiences

Start with your present or last job. Include any job-related military service assignments and volunteer activities. You may exclude organizations that indicate race, color, religion, gender, handicap, or other protected status.

Employer #1		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)		Hourly Rate/ Salary		
		Starting	Final	
Job title	Supervisor			
Reason for leaving				
Employer #2		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)		Hourly Rate/ Salary		
		Starting	Final	
Job title	Supervisor			
Reason for leaving				
Employer #3		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)		Hourly Rate/ Salary		
		Starting	Final	
Job title	Supervisor			
Reason for leaving				
Employer #4		Dates Employed		Work Performed
		From	To	
Address				
Telephone Number(s)		Hourly Rate/ Salary		
		Starting	Final	
Job title	Supervisor			
Reason for leaving				

Special Skills and Qualifications

Applicant's Statement

I certify that answers given are true and complete to the best of my knowledge. I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision. This application for employment shall be considered active for a period of time not to exceed 45 days. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether applications are being accepted at that time. I hereby understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an "at will" nature, which means that the employee may resign at any time and the employer may discharge employee at any time with or without cause. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing by an authorized executive of this organization. In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in my discharge. I also understand that I am required to abide by all rules and regulations of the employer.

FOR PERSONNEL DEPARTMENT USE ONLY

Arrange Interview	Yes	No		
Remarks	_____			

			Interviewer	Date
Employed	Yes	No	Date of Employment	_____
Job Title	_____	Hourly Rate/Salary	_____	Department

By	_____		_____	
	Name and Title		Date	

Resumes and Applications

A good resume is an important job search tool and “sells” your employment skills to a prospective employer.

Tips for an Effective Resume

1. **Try to Use a Computer**—There are computer programs that make it much easier to prepare your resume. Your local library, work force center, or “quick print” shop can help. Practice on the computer in the library transition resource center.
2. **Be Specific**—Don’t waste valuable space with overused, general statements. An example of a general or “flowery” statement is: “A challenging position enabling me to contribute to organizational goals while offering an opportunity for growth and advancement.” Be direct and to the point in identifying your accomplishments.
3. **One or Two Pages**—If your career justifies a two-page resume, go ahead and create a document that explains the full range of your experiences and accomplishments. On the other hand, don’t ramble on about unrelated experiences. Ask yourself, “Will this statement help me land an interview?” Every word should sell you.
4. **Avoid Use of Personal Pronouns**—There should be no mention of “I” or “me” and only limited use of articles such as, “a,” “an,” and “the.” Also, do not use abbreviations.
5. **List Only Necessary Information**—Do not include your interests unless they are related to the job. For example, if applying for a position as a ski instructor, list cross-country skiing as a hobby. Personal information such as date of birth, marital status, height and weight, and salary or wages should not be on the resume.
6. **Center or Align Headings**—All headings should be easy to locate and consistent in layout.
7. **Avoid Making Excuses**—Don’t include the reasons you are no longer working at each job listed on your resume. The phrases, “company sold,” “boss was an idiot,” and “left to make more money” have no place on your resume. Be positive.
8. **Check for Typos**—Check for typos, grammatical errors, and coffee stains. Use the spell check feature on the computer and ask one or two friends to review the resume to find mistakes you might have missed.
9. **Use Quality Copy Paper**—Don’t try to save money by printing your resume on cheap copy paper instead of good quality stock. A resume should be printed on paper with a high percentage of cotton fiber; it should also be mailed in an envelope with a high percentage of cotton fiber. You can find resume paper and envelopes at any store that sells office supplies. Inspect copies for smudges and marks before distributing.

Getting your Resume Out

- Resumes should be sent to a person by name; make the extra effort to find out the name and title of the appropriate person.
- If you are asked to send a resume to Personnel or Human Resources, also send a resume to the person in charge of the department for which you want to work. Though the personnel staff executes the screening, the department manager has the final hiring authority.
- Always send your resume with a cover letter.
- When directly contacting employers, always have a copy of your resume available and offer it to them.
- When applying for a job with an employment application, you may want to attach your resume. Always take the time to completely fill out the application. NEVER write on the application, “see resume.”
- Give a copy of your resume to your references as it provides information about you and helps them talk to an employer about your qualifications.
- Always phone the employer before or after sending your resume. Be courteous and professional and sell your qualifications.
- Always bring extra copies of your resume to an interview.
- Finally, follow up, follow up, follow up! It is no use mailing resumes if you do not take the time to follow up your efforts.

Functional or Skills Resume

- Emphasizes your abilities and often doesn't mention employers and job titles.
- Helps mask limited experience or gaps in your employment record.
- Places attention on results you can produce—emphasizes your skills and how you can use them.
- Looks different than more common resumes, and potential employers may find it harder to read or assume that you are trying to hide something.

Action Verbs

Use the following list of action verbs on your resume to describe your skills, and what you job requirements and activities were are your previous jobs.

Accomplished	Corrected	Grew	Organized	Solved
Accelerated	Corresponded	Guaranteed	Originated	Staffed
Achieved	Counseled	Guarded	Oversaw	Started
Activated	Created	Guided		Streamlined
Actuated	Criticized		Performed	Strengthened
Addressed	Cut	Halved	Planned	Stressed
Administered		Hastened	Prepared	
Advertised	Decreased	Headed	Prescribed	
Advised	Delegated	Heightened	Presented	Stretched
Analyzed	Demonstrated	Helped	Procured	Structured
Approved	Designed	Hired	Produced	Studied
Arranged	Determined		Programmed	Succeeded
Assembled	Developed	Identified	Promoted	Summarized
Assisted	Devised	Illuminated	Proposed	Supervised
Attracted	Diagnosed	Illustrated	Protected	Supplied
Audited	Diagrammed	Implemented	Provided	Synthesized
Authored	Directed	Improved	Purchased	Systemized
	Disciplined	Improvised		
Backed	Discovered	Initiated	Realized	Taught
Began	Disseminated	Innovated	Received	Terminated
Bid	Distributed	Interpreted	Recommended	Tested
Brought	Documented	Installed	Reconciled	Took over
Budgeted	Doubled	Instituted	Recorded	Tracked
Built	Drafted	Instructed	Recruited	Traded
	Drew up	Introduced	Redesigned	Trained
Calculated		Invented	Reduced	Transferred
Caught	Earned	Investigated	Rendered	Transformed
Charted	Edited	Interviewed	Reorganized	Translated
Closed	Enhanced		Replaced	Triggered
Collected	Enlarged	Launched	Represented	Tripled
Compiled	Established	Led	Researched	Trimmed
Completed	Evaluated	Logged	Restored	Traced
Composed	Executed		Reviewed	
Compounded	Expanded	Maintained	Revised	Uncovered
Conceived	Expedited	Managed	Revitalized	Unified
Consulted		Maximized	Routed	Unraveled
Conducted	Facilitated	Minimized		Upgraded
Confined	Filed	Modernized	Safeguarded	Utilized
Consolidated	Forecasted	Modified	Scheduled	
Constructed	Formulated	Motivated	Secured	Vacated
Consulted	Founded		Selected	Verified
Contracted		Negotiated	Served	
Consulted	Galvanized		Serviced	Won
Contracted	Gathered	Obtained	Set up	Worked
Contributed	Generated	Opened	Shut down	Wrote
Controlled	Ghostwrote	Operated	Simplified	
Converted	Governed	Optimized	Slashed	
Coordinated	Graduated	Ordered	Sold	

Functional Resume

Paper color such as off-white can get more attention for your resume. Odd colors, however, may look unprofessional.

Johnny G. Doe
5656 110th Street
Huntington, Ohio 59123
(234) 555 – 1123

Always include a daytime telephone number.

OBJECTIVE: To be a baker in a food service setting.

Be concise when listing specific descriptions.

EXPERTISE:

- Able to work from scratch or with mixes
- Experience making uniform breads, buns, Danish, and sweet rolls in large quantities
- Expertise creating raised and cake donuts
- Developed a variety of cakes and icings from scratch
- Maintained clean work environment

Keep to one page if possible but no more than two pages. Use action verbs.

ABILITIES:

- Experience using bread molder, bun rounder, sheeter, and donut fryer
- Able to operate reel, rack, and conventional ovens
- Work with horizontal and spiral bread mixers and bread and bun slicers
- Experience with proof boxes
- Possess basic computer skills

STRENGTHS:

- Capable of effectively supervising others
- Able to troubleshoot problems
- Offer good customer relations
- Work well alone or with others
- Quick to learn new skills
- Dependable, reliable, and self-motivated

You may add a section: References available upon request. Be prepared to produce the references.

WORK HISTORY:

1996-present: MCF- Moose Lake, Painter
1990-1996: MCF- Faribault, Baker

EDUCATION:

1990-1994: Central Minnesota Vocational School
1999: RSAT Transitional Program

List major study focus, degrees, licenses, certificates and/or any coursework applicable.

REFERENCES AVAILABLE UPON REQUEST

Chronological Resume

List everything in order with dates

Sally M. Sample
1001 Ram Road Fort Collins, CO 80525
(970) 555-1234 sallysample@colostate.edu

Summary of Qualifications

- Three years experience in retail management, with specialty in purchasing and floor display design.
- Utilized strong communication skills in a variety of professional settings.
- Enthusiastic dedication to excellent customer service.

Education

- 2000-2002 **MA Speech Communications**
Colorado State University, Fort Collins, CO
GPA 3.6/4.0
- 1995-1999 **BA Anthropology**
Arkansas State University, Jonesboro, AR
GPA 3.5/4.0
Dean's List

List jobs separately with skills acquired at each job listed below.

Professional Experience

- 2001-2002 **Assistant Office Manager**
Department of Speech Communications, Colorado State University, Fort Collins, CO
- Managed departmental supplies budget, oversaw office purchasing and inventory, overhauled department-wide filing system, supervised part-time staff.
- 1999 **Intern**
Sharkey's Community Grocery Corporate Headquarters, Washington, DC
- Assisted company publicist with writing press releases, designing weekly advertisements, and managing customer databases. Developed research methods for determining customer preference for shopping hours.
- 1997-1999 **Assistant Night Manager**
Sharkey's Community Grocery, Jonesboro, AR
- Purchased, stocked and maintained dairy and ice-cream sections, oversaw point of purchase display construction, scheduled twenty part-time employees.

List additional skills, activities, and achievements not acquired on the job.

Skills

- Computer Skills:** Microsoft Word, Excel, Corel Draw, Paint Shop Pro, QuickBooks, Oracle Small Business, basic HTML knowledge
- Special Skills:** Thorough knowledge of MMORPG and single-player gaming systems, thorough knowledge of Internet applications.

Name:
Address:
City/State/Zip:
Telephone:

Objective:

Expertise (skills):

Abilities:

Strengths:

Work History (including your job at the institution):

Education:

Cover Letters

A cover letter works well alongside a resume. It introduces you, your skills, and your experiences. Always include a brief, professional, and positive cover letter when sending a resume.

Sample Cover Letter

January 1, 2003

Address the letter to a person by name.

William Barnett
Supervising Engineer
Montgomery Water Company
P.O. Box 1875
Montgomery, Alabama 26134

Explain purpose of your letter. Identify the position you are applying for and how

Tell why you are qualified.

Dear Mr. Barnett:

Please accept this letter of application for the chemical engineer position recently advertised.

My experience includes managerial and practical engineering work in both the water treatment and chemical industries. It is my intention to pursue a position where I can utilize my past experience and education.

The enclosed resume highlights my qualifications. I will call your office next week to schedule an interview to discuss the industry and any future openings you may have at Montgomery Water Company.

Thank you for your consideration.

Thank them for considering you.

Sincerely,

Juanita Hartly
1986 Glen Street
Dothan, Alabama 26134
Phone (205) 555-1754

Always include a daytime telephone number.

Enclosure: resume

If this is a pre-interview letter, enclose resume.

Thank You Letters

A well written thank you letter helps you stand apart from the crowd. It thanks the interviewer or job search contacts for what they did, and at the same time, puts your name in front of the employer again. The extra effort in writing a thank you letter shows that you are someone that will take time to show appreciation for the efforts of others.

May 30, 2001

Nancy K. Doe
Personnel Director
Dexter Manufacturing Company
Dexter, Maine 04930

Dear Ms. Doe:

Thank you for interviewing me last Wednesday for the position of Line Quality Inspector. I believe Dexter Manufacturing Company and I have a lot in common!

The information you provided about your community was very helpful. Relocating to such a beautiful area is very appealing.

As you requested, my references and transcripts are enclosed. I look forward to meeting with you again. Until then, don't hesitate to call me with any further questions regarding my candidacy for this position.

Sincerely,

Ray T. Simmons
268 6th Ave.
Laconia, New Hampshire 03246
(397) 222-1111

Follow up quickly. Send a letter the same day if possible.

Indicate specifically the reason for the thank you.

A thank you letter should be short and friendly. Be sure to use proper grammar and correct spelling.

Always include a daytime telephone number.

Let them know that you are available at their convenience and you are happy to supply any information needed.

A personal letter can be handwritten. If your handwriting is not neat and legible, type it.

Job Searches

Statistics show that nearly two-thirds of all positions in the workforce are filled by “hidden” job-seeking methods. Below are descriptions of both “traditional” and “hidden” job-seeking methods.

Job-Seeking Methods

- **Help-Wanted Ads in the Newspaper**—only 15 percent of all jobs available are listed in the help wanted ads, and competition is fierce because almost everyone reads them.
- **Sending out Resumes**—almost all job search books recommend it, but doing that alone as a job search method does not work very well.
- **Private Employment Agencies**—charge fees for finding you a job. The fees range from 10 to 15 percent of your annual income.
- **Local Government Workforce Centers**—post job openings and will post your resume for potential employers. They also provide assistance in resume writing. Workforce centers have a number of useful publications to help you choose a career.
- **Job Clubs**—various community agencies and local churches host job club meetings in their facilities. The meetings provide job leads, job search tips, and support.
- **Warm Contact**—let it be known to others that you are seeking employment. Let friends, relatives, neighbors, former employers, former co-workers, church members, etc., know that you are looking for a job.
- **Cold Contact**—means going directly to possible employers. This requires a lot of time and traveling around town. Cold contacts may not be easy for most, but remember the worst that can happen is that they will say no.



- **Public Library**—is a great resource for job seekers. It has directories for local, state, and national organizations, businesses, and corporations. Most libraries also have out-of-town newspapers and phone directories for assistance as well.
- **School Placement Offices**—at private, trade, technical, and vocational schools. Some prospective employers notify these schools of openings, and schools may reserve these prospects for their own students.
- **Trade Magazines and Journals**—often list jobs available in their field. Review only current issues.
- **Accept an Entry-Level Position**—to get your foot in the door and then volunteer to help with more responsible positions within the business.
- **Temporary Help Agencies**—are a fast source of income and supply you with helpful experience, even though the pay may be lower and fewer benefits offered. Many times the temporary job can turn into a full-time position.
- **Volunteer Work**—shows employers a positive work ethic and may serve as a foot in the door to a potential employer. It is also an excellent opportunity to network. If you are volunteering for an organization, ask your volunteer coordinator to be a job reference for you.
- **Internet**—allows you to browse at your convenience at home and most public libraries. You can find many different websites containing possible employment opportunities. Be sure you have no special release conditions prohibiting your use of the Internet.
- **Job Card**—Below is an example of a pocket-sized card to leave with an employer. These are especially handy for “drop in” or cold contacts for employment.

Name: Lana Loftus

Telephone: (612) 555-6873

Position: Computer Technician

Skills & Experience: Two-year degree in Computer Science, Two-year degree in Business Management. Worked as the supervising technician for Steffen's Mortgage Company (five years). Type 80 words per minute. Excellent problem-solving skills. Very motivated. Able to manage multiple tasks at the same time.

Comments: I am able to start immediately and willing to travel or relocate if necessary. I will also work over-time hours as needed.

Job Search

Complete the following three job search worksheets. Look for three specific job openings in the community that match your skills and interests. Unfortunately, being incarcerated limits available resources to newspapers, library references, trade magazines, and journals.

Example:

Seeking Method: Employment Weekly Newspaper

Company: Steffen's Custom Motorcycles

Contact Person: Mr. Olson

Applying Position: Custom Motorcycle Technician

Address: 123 45th Street North

City: Bloomington State: MN Zip: 55420

Phone: 612-555-5555

Job Search #1:

Seeking Method: _____

Company: _____

Contact Person: _____

Applying Position: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Job Search #2:

Seeking Method: _____

Company: _____

Contact Person: _____

Applying Position: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Job Search #3:

Seeking Method: _____

Company: _____

Contact Person: _____

Applying Position: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Notes:

Reference Worksheet

An employer may want to contact someone who has knowledge of your job performance and/or character. It is important when filling out a job application to have your reference's permission before using his or her name. References should be chosen from a professional standing rather than personal relationships, if possible. List three potential references you might use.

Reference #1:

Name: _____

Occupation: _____

Professional Relationship: _____

City, State: _____

Phone: _____

Reference #2:

Name: _____

Occupation: _____

Professional Relationship: _____

City, State: _____

Phone: _____

Reference #3:

Name: _____

Occupation: _____

Professional Relationship: _____

City, State: _____

Phone: _____

Telephone Etiquette

It is almost guaranteed that you will talk to a professional employer on the telephone at some point in the hiring process. In an extensive job search you will be using the telephone to conduct research, cold-call employers, make networking contacts, schedule meetings, and interview. Your first phone call to a potential employer can often mean the difference between getting an interview and being overlooked as a candidate.

- Whenever your first contact with an employer is by telephone, always be courteous to whoever answers the phone. The support staff is often who decides whether calls should be put through, and it is not uncommon for supervisors themselves to answer the phone.
- Wear a smile on the telephone—they may not see it, but they will hear it.
- In general, it's best to make calls in the morning when people are alert and not yet involved in the day's events.
- If you can't get past a shrewd receptionist, try before 8:00 a.m., during lunch, after 5:00 p.m., or Saturday morning. If you still can't get through, ask for the receptionist's assistance.
- If you were referred by a mutual contact, give that person's name to the receptionist.
- The first rule of telephone etiquette is to be prepared. Know whom you want to speak to and what you want to say. If you sound hesitant or unsure of yourself, you may have more difficulty getting past the person answering the phone.
- Outline in writing what you want to say. This is important in the early stages of cold calling or when the call is very important. As you gain confidence, you will "script" most of your calls in your head.
- Make sure there are no distracting noises in the background; crying children, loud lawnmowers, kitchen noise, barking dogs, etc., will detract from your professionalism.
- Like it or not, voice mail is a part of our lives. Speaking to a machine adds a new dimension to telephone skills. Knowing what you will say if you get someone's voice mail and having a "script" ready will enable you to leave a simple, clear, and concise message. Your message should be 30 seconds or less and include a phone number with area code.
- Do not ask a potential employer to hold while you answer, "call waiting."



Discussing Your Conviction Record

Be aware that the law prohibits felons from holding some types of jobs. However, there are many jobs available for offenders. Remember it is most important to tell the truth.

For many just out of prison and applying for a job, the most difficult part is facing the question on the application, "Have you ever been convicted of a felony?" Let's say the employer needs someone with your energy and skills. He or she says "I see that you checked 'yes' on the felony question. Can you please tell me about that?" What will you say?

Three Choices for Discussing Your Record

1. Tell the truth—always the best choice.
2. Lie about it—and get disqualified or fined.
3. Avoid the subject—refusing to discuss it will "kill" the interview.

Steps to Discussing your Conviction Record

Step 1: Own it. Take responsibility for your actions

Show them you are owning up to your behavior. Statements should begin with "I." Placing blame on someone or something else (it wasn't my fault or I didn't know) is the worst thing you can do. Suggested openers could be: In the past...

- I made some bad choices.
- I made bad judgments.
- I made a bad decision.
- I did something I shouldn't have.

Step 2: State the positive changes you have made since the conviction:

- Completed GED.
- Completed a Critical Thinking Skills course.
- Paid restitution.
- Participated in counseling or treatment. Maintained aftercare.

Step 3: Tell them what you have learned or realized:

- Express your regret and speak about the lessons you have learned.
- I'm not proud of what I've done; I'm sorry it ever happened.
- I wanted fast money and now I see it was wrong.
- I wish I had realized sooner just how immature and irresponsible I was being.
- I lost sight of what was really important; my priorities were really mixed up.

Step 4: Talk about the new goals you have and how that part of your life is over.

- I now have new goals in life. I'm very focused on establishing a successful career. I'm moving forward and am willing to work hard to make it happen. I can't un-do the past, but I did learn from it and will not repeat the same mistake.

If Asked—Were you Incarcerated?

- I did spend some time at an adult correctional facility for some bad choices I made.
- I used the time to take advantage of education offered and by participating in various courses (name a few) and volunteering to work while I was there.
- My time there helped me to focus and set new goals.
- I'm ready to work hard and do a good job.
- Remember: Once you get the job, the word may get out that you are an ex-offender. Stay professional – never discuss your past with fellow workers.

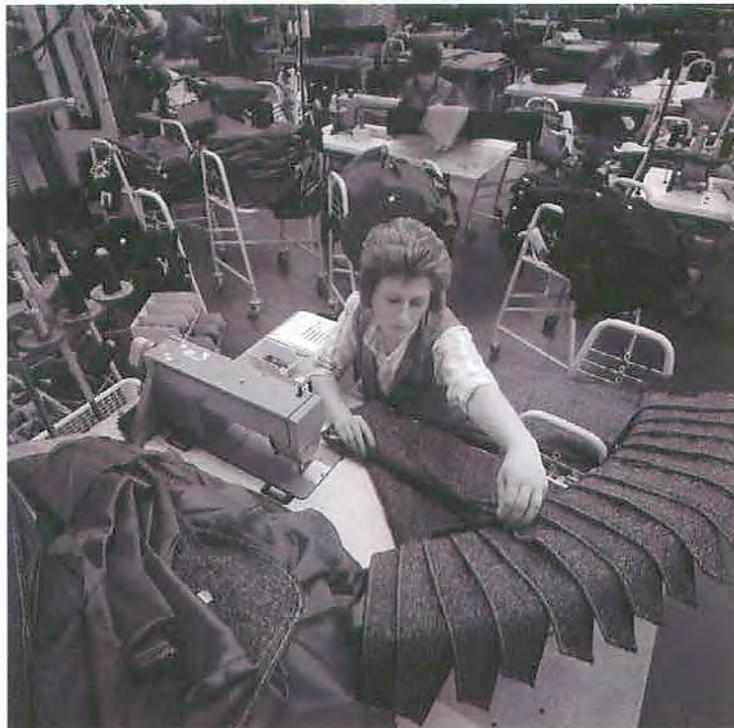
Don't lie!

Don't give details!

Don't get defensive!

Don't volunteer information!

Keep answers brief and to the point!



Minnesota Bonding Program

Fidelity bonding is employee dishonesty insurance that protects employers against theft of money and property by employees. This insurance is a job placement tool because, in effect, it guarantees the job honesty of the applicant. It helps market the applicant's strengths to the employer, and can apply to any job. The Minnesota Bonding Program (MBP) provides individual fidelity bonds to employers for job applicants who may be denied coverage by commercial carriers because of a:

- Record of arrest, conviction, or imprisonment
- History of alcohol or drug abuse
- Lack of employment history
- Dishonorable discharge
- Poor credit history

Either the job applicant or the prospective employer (on behalf of the applicant) may make the initial contact with a local Minnesota Workforce Center to apply for bond insurance coverage. Minnesota Bonding Program pamphlets are available in the library transition resource center.

Minnesota Work Opportunity Tax Credit

This is a program that lets an employer reduce his or her taxes by hiring individuals in certain "targeted" groups. Ex-felons are one of these groups! The employer can deduct a percentage of the first \$6,000 in wages paid to you directly from his or her taxes. None of this comes out of your pocket. In fact, it helps your chances of being hired, providing that the employer knows of this program. You may receive a pre-certification for this program before you leave a Minnesota correctional facility. Ask about it. You will need it to be eligible for the program. Minnesota Work Opportunity Tax Credit pamphlets are available in the library transition resource center.

Questions Interviewers May Ask You

- Why should I hire you?
- Why do you think you might like this particular job?
- Why would you like to work for this company?
- Tell me about yourself.
- What are your main strengths? (skills, abilities, etc.)
- What do you consider your main weakness?
- Describe a time when you did not get along with a supervisor, teacher, or co-worker and how you handled the situation.
- What would you like to be doing five years from now?
- Tell me about your last job (likes and dislikes).
- How do you work under pressure?
- Tell me about any work gaps in your employment history.
- Have you ever been fired or asked to leave a job?
- Have you ever been convicted of a felony?
- What are your salary expectations?
- When would you be able to start work?
- Would you be willing to work overtime and/or weekends?
- Can you travel; do you have a car for travel?
- What can you offer our company?
- Do you have any questions? Always have at least one question!



**All interview questions are really asking the same question:
Why are you the best person for the job?**

Things to Remember for Completing Applications On-site

- Take along a copy of information and dates that you might need to complete the application, rather than trying to remember them and making mistakes on the application.
- Remember that false information given on an application may be grounds for dismissal even after you have been employed for any length of time.
- Take “white-out” or an erasable pen, as well as a small dictionary, with you when completing applications.

Face-to-Face Contacts

Creating a Good First Impression

People form an opinion of someone they meet in the first two to four minutes. For that reason, it is important that you pay attention to detail to create the best first impression you can. Some factors that affect the impression you make are appearance (hair, clothes, hygiene, jewelry, make-up), movement, mannerisms, personal space, and speaking manner. A weak or too firm handshake makes a negative impression. You should practice shaking hands before an interview. To help enhance your chances of making a favorable impression, follow the basic rules discussed below.



Communicate Your Best Image through Appearance

Dress appropriately. Keep your dress understated, conservative, and neat. If you're unsure about what to wear, a good rule of thumb is to dress slightly better than you would to report to the job every day. For example, if blue jeans are acceptable attire at the work place, you could wear casual dress pants to a job interview with such an organization. You can determine the dress code in a work place by asking or observing, if it is a public place. If you are still unsure, a suit in a dark or neutral color is almost always a good choice. Some social service agencies provide appropriate interview clothing to those in need.

Dress for Success

It is helpful to try a "dress rehearsal" before a job interview. You can increase your confidence by seeing your put-together, professional self; you can be assured that the clothing is clean and in good repair; and you can ask the opinion of a friend or relative.

Women should avoid:

- Hair that is over styled, teased, or moussed. It is best to keep hair conservatively styled.
- Dangling or large earrings.
- Too many earrings, rings, necklaces, or bracelets.
- Too much make-up. Too little is always better than too much.
- Too much perfume - none is better.
- Low-cut, tight, or short apparel.
- Exposed undergarment.
- Leather or suede apparel.
- Ruffles, bows, or fringe (they do not project a professional or businesslike image).
- Patterned nylons. Plain nylons are best.
- Very high heels.
- Glittery, silver, gold, or open-toe shoes.
- Showing tattoos or body piercings--cover with clothing or make-up if possible.

Men should avoid:

- Earrings, bracelets, pinkie rings, or similar jewelry.
- Too much aftershave or cologne - none is better.
- Unbuttoned shirts.
- Tee shirts.
- Patterned tee shirts under dress shirts.
- White socks with dress pants. Wear dark colored dress socks.
- White pants.
- Novelty or leather ties.
- Sneakers.
- Showing tattoos or body piercings—cover with clothing or make-up if possible.

Communicate Your Best Image by Being Prepared

- **Arrive early.** Plan your schedule and route so you arrive 10-15 minutes prior to the appointment. Allow time to stop in the building's bathroom, if there is a public one, for a last-minute check on your appearance.
- **Be prepared.** Bring a black pen, extra copies of your resume, your reference list, copies of licenses, driving record (for jobs requiring it), and social security or alien card.
- **Bring any other documentation** supporting your qualifications (portfolio, work samples, references, etc.).
- **Introduce yourself politely** using your first and last name and stating the first and last name of the individual you are to see.
- Do not chew gum.
- **Do not smoke.** It is best not to smoke just before an interview as many people find the smell on your clothes and hair offensive.
- **Say, "It's nice to meet you"** in your initial greeting to the interviewer. Shake hands firmly.
- **Address the interviewer as Mr. _____ or Ms. _____** unless you are requested to do otherwise. Don't assume that if the interviewer calls you by your first name you are both on a first-name basis!
- **Be willing to make a bit of small talk,** possibly about the weather, about the interviewer's good directions, or about traffic on the way to the interview.
- **Speak clearly,** and in a positive, audible manner – but don't be too loud.

Notes:

Interview Do's and Don'ts

Do—Do—Do

- Do bring a pen.
- Do arrive early to show how organized, prepared, and dependable you are.
- Do greet everyone including the receptionist in a courteous, friendly way.
- Do smile and show a positive attitude; be enthusiastic.
- Do greet the interviewer by name (not first name!).
- Do look the interviewer in the eye.
- Do offer a firm handshake and introduce yourself.
- Do wait for the interviewer to ask you to be seated.
- Do speak clearly and loud enough to be easily heard.
- Do relax if you can; remember the interviewer may be as nervous as you are.
- Do sit still.
- Do thank participants for their time, smile, and shake hands when the interview is over.
- Do depart in a positive manner.
- Do send a thank-you letter recapping your interest in the job.

Don't—Don't—Don't

- Don't chew gum or smoke; even if the interviewer does.
- Don't put anything on the interviewer's desk (elbows, purse, notebooks, etc.).
- Don't play nervously with your keys, rings, or pens.
- Don't slouch or look tired.
- Don't mumble or speak too softly.
- Don't avoid looking the interviewer in the eyes.
- Don't look too scared or nervous.
- Don't argue or act defensive or secretive.
- Don't talk too much or too little.
- Don't wear a hat or dark glasses.
- Don't talk about personal problems.
- Don't talk negatively about past schooling, jobs, or supervisors.
- Don't ask the interviewer if the company is stable or unstable.
- Don't fidget.
- Don't use slang.

Communicate Your Best Attitude

- **Sit straight and relatively still.** Avoid distracting wiggling or jiggling of your hands or legs or tapping and clicking of a pen.
- **Fold your hands comfortably in your lap** or on top of your resume materials. Do not cross your arms over your chest (makes you appear disagreeable) or spread them across the back of the chair or couch (makes you appear too relaxed, lazy, or disinterested).
- **Maintain good eye contact.**
- **Show reserved confidence.** Let the interviewer start the dialogue. Listen carefully.
- **Avoid interrupting,** even if the interviewer does most of the talking.
- **Ask questions** if you don't understand something.
- Be positive and upbeat in your remarks.
- **Avoid complaining** about a previous job or employer. Whether or not your remarks are true, you won't appear professional if you "harp" on these subjects.
- **Avoid criticizing** or disagreeing with the interviewer.
- **Tell the employer about your skills.** If you don't, no one else will! Don't make the employer work harder than you during the interview.
- **Welcome all questions** and give direct, honest answers. Take your time by developing the answer in your head before you respond.
- **Try to plan ahead for tough questions** and practice your answers before the interview.
- **For women, crossing your legs is acceptable,** but wear a skirt of appropriate length to do so.



Communicate Your Best Image by Finishing Strong

- **Don't overstay your time.**
- **If you want the job, say so!** Summarize why you are qualified. This is the time to state strengths and qualities you may have forgotten to emphasize earlier.
- **Thank the interviewer for his or her time and interest** and extend your hand for a strong parting handshake.
- **Be proactive in your follow-up.** Ask how you will be notified or arrange to call the employer to learn their decision.
- **Send thank-you letters or notes** within 24 hours to each person with whom you interviewed.
- **Use each interview as a building block for the next one.** You may go through many interviews before you connect with the right job. *It is not what happened at the last interview that is important, but what happens at this one!*



Reasons Employers Give for Not Hiring an Applicant

- Sarcastic or defensive responses.
- Boastful or “know it all” attitude.
- Over aggressive or high-pressure type.
- Makes excuses or lies about unfavorable facts in record.
- Seems unprepared for interview—late, cannot answer questions, etc.
- Poor grooming or personal appearance.
- Immature or ill-mannered behavior.
- Speaks negatively of former co-workers, school, or other people.
- Lazy or low on energy.
- Talks about personal problems.
- Radical ideas—politics, religion, dress, life-style, etc.
- Seems overly concerned about salary and benefits.
- Shows no interest in company or job.
- Undecided—appears to rely on others to make their decisions.
- Doesn't ask any questions about the job.
- Poor work history—a “job hopper.”
- Fails to make good eye contact.
- Limp handshake.
- Lack of confidence—poor posture, shy, etc.
- Unable to take criticism.
- Appears to have trouble getting along with others.



Job Survival Skills

There are things you can do to increase your chances of success on a new job. If you want to do well, you may need to change the way you act and some of your attitudes. Employers say more people lose their job because they do not use good work habits rather than because they are not able to do the job. The following list of suggestions is based on feedback from employers.

- **Positive attitude**—do not carry negative feelings into your new workplace. Take care of them elsewhere.
- **Always be on time**—Set an alarm clock to help you get up. Allow a few extra minutes for traffic problems and getting children to daycare. Reliability and dependability gain the trust and respect of your employers.
- **Good attendance and promptness** are always important. Ask your supervisor for the proper method of informing him/her in the event you will be unavoidably late or out sick. Unreliability may disrupt the work of other people who have to make up for your absence and sets a bad example—employers place this problem high on the list of reasons for firing people.
- **Honesty**—Employers don't want to pay someone who steals from them or can't be trusted. Dishonesty is one of the top reasons employers give for firing an employee.
- **Know and follow** all office rules, policies, and procedures. Read the employee manuals.
- **Follow directions and get along with your supervisor**—in a battle with a supervisor, you will almost always lose! This is one of the top three reasons people get fired.
- **Listen and Learn.** Be open to new ways of doing things, even if you were taught differently in school or on a different job.
- **Work efficiently.** Working too slowly or making too many mistakes is a major reason for job failure. You can see why—unproductive employees cost more than they earn!
- **Treat co-workers with respect, courtesy, and dignity.** Know your employer's harassment policy—monitor your own behavior and act early if you feel you have been placed in an uncomfortable position. Harassment can occur at any time and any place (before and after work, on and off work premises). Harassment can be verbal, physical, or visual and can occur whenever employees interact with each other, supervisors, customers, vendors, and other third parties.



Communication

- **Be a team player.** Be willing to help. Try to fit in with the team.
- **Ask for help** when you need it. If you make a mistake, let your supervisor know immediately.
- **When you need to talk** with your supervisor, ask when would be a good time to meet.
- **Follow the proper chain of command.** Discuss items with your supervisor first.

Getting Along with Others

- **Treat everyone with courtesy and respect.**
- **Always be friendly to everyone.** Be willing to go the extra mile. This creates goodwill with employers, co-workers, and customers.
- **Do not express your opinions, biases, or prejudices** about others while you are at work. Respecting differences is a priority in the workplace.
- **Accept criticism** as constructive. Do not become defensive or take criticism personally.
- **Keep your emotions under control.** The job is not the place to express or show your opinions or feelings.
- **Find a mentor,** someone who knows the company and the job well enough to coach you or show you the ropes.
- **Realize playing politics or power games** could be dangerous and backfire on you.
- **Show appreciation.** Let your supervisor and co-workers know you appreciate their training, support, input, feedback, etc.
- **Be willing** to do more than you are asked to do.

Chapter 3: Employment

Personal Skills

Employers will pay close attention to these. List five skills you have. They may be personal skills (loyal, good communicator, good work ethic, etc.) or technical skills (data processing, public speaking, artistic, etc.).

1

2

3

4

5

Job Search Strategies

List three job search strategies you have used in the past.

1

2

3

Which of the three job search strategies was most successful for you? Why?

What were the disadvantages of the job search strategies you used in the past?

Discussing Your Conviction Record

Be aware that the law prohibits felons from holding some types of jobs. However, there are many jobs available for offenders. Remember it is important to tell the truth.

For many just out of prison and applying for a job, the most difficult part is facing the question on the job application, "Have you ever been convicted of a felony?" Let's say the employer needs someone with your energy and skills. He or she says, "I see that you checked 'yes' on the felony question. Can you please tell me about that?" What will you say?

Three Choices for Discussing Your Record

- Tell the truth—always the best choice.
- Lie about it—and get disqualified or fired.
- Avoid the subject—refusing to discuss it will "kill" the interview.

Steps to Discussing Your Conviction Record

Step 1: Own it. Take responsibility for your actions. Show them you are owning up to your behavior. Statements should begin with "I." Placing blame on someone or something else (it wasn't my fault or I didn't know) is the worst thing you can do. Suggested openers could be: In the past,

- I made some bad choices.
- I made bad judgments.
- I made a bad decision.
- I did something I shouldn't have.

Step 2: State the positive changes you have made since the conviction:

- Completed GED.
- Completed a Critical Thinking Skills course.
- Paid restitution.
- Participated in counseling or treatment. Maintained aftercare.

Step 3: Tell them what you have learned or realized:

- Express your regret and speak about the lessons you have learned.
- I'm not proud of what I've done; I'm sorry it ever happened.
- I wanted fast money and now I see it was wrong.
- I wish I had realized sooner just how immature and irresponsible I was being.
- I lost sight of what was really important; my priorities were really mixed up.

Step 4: Talk about the new goals you have and how that part of your life is over.

- I now have new goals in life. I'm very focused on establishing a successful career. I'm moving forward and am willing to work hard to make it happen. I can't un-do the past, but I did learn from it and will not repeat the same mistake.

CRIMINAL HISTORY 3-Minute Drill Worksheet

I made a mistake. This is something I've regretted ever since, but throughout my rehabilitation I've learned a lot about myself and set some goals that I'm proud of. I've been out of trouble since I was released and intend to stay that way.

Provide information about your conviction and sentence.

- In _____ (year), I was arrested and convicted of _____ (offense). As a result of that conviction I was sentenced to _____ (months in prison and years on supervised release or years of probation). I was in custody in the the U.S. Bureau of Prisons from _____ (dates) and was released to a term of supervised release on _____ (date).

Provide a brief description of what you did:

- I robbed the XYZ Credit Union of \$500.
- In my job as a loan representative, I used customer information to open fraudulent credit accounts.
- Over the course of 8 months, I sold 28 grams of crack cocaine.

Discuss some of the things that contributed to your criminal behavior:

- At the time I committed my crime, my judgment was clouded by _____ (Drugs, alcohol, divorce, financial stress, poor values). I know that I made a bad choice and it resulted in a serious mistake. I know that I made a serious mistake and truly regret it.

Discuss efforts to address the things that contributed to the criminal conduct. Spend time on positive things accomplished while in prison as well as progress on the streets. Show how these efforts have made a difference.

- While in prison I completed residential drug treatment. Since starting supervised release I have completed drug aftercare group and attend weekly NA meetings. I have been providing drug tests to my probation officer on a regular basis with no positive results. I have been sober for _____ (months/years). As a result, I have been able to _____ (mend my relationship with my wife and children, attend school, remain crime-free, become involved in my church)
- While incarcerated, I completed _____ (my GED, vocational training, other relevant training or certificates). As a result I have _____ (HVAC certificate, enrolled at the community college, etc.)

Reflect on your experiences:

- I know that my mistake caused a great deal of grief for many people. I truly regret I used such poor judgment, but I did and I am trying hard to deal with that.
- Looking back, I can see how harmful my behavior was. Before I went to prison I thought I could cope with my problems by _____ (using drugs/ alcohol, acquiring money). I have a better understanding of these things now and realize the impact of my poor judgment. This has changed my perspective and I am trying hard to make positive changes.
- The situation caused me to examine my life and I found a number of things that needed to be changed. I've used my time in prison wisely and dealt with things that I think were at the root of my problem. The most important thing is I am highly motivated to do whatever it takes to get beyond my mistakes.

Ask for a chance:

- I'm understand why my past actions could cause you to question my judgment and character, but I'm willing to submit to close supervision, serve a probationary period, or do whatever it takes to prove myself to you as a responsible employee.

With your probation officer's approval, provide your probation officer's name and telephone number as a reference.

- I am currently on supervised release to U.S. Probation Officer _____. I have discussed this matter with him/her and you may contact him/her at _____ (telephone number) if you have any other questions or want to verify any of the information I have provided.

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Minnesota Federal Bonding Program

Minnesota Federal Bonding Service

Hire At-Risk Employees with No-Cost Bonding Insurance

Fidelity Bonding is no-cost employee dishonesty insurance that protects employers against employee theft of any money or property. The Minnesota Federal Bonding Service provides individual Fidelity Bonds to employers for new or current employees who may be denied coverage by commercial carriers because of a:

- Record of arrest, conviction or imprisonment
- History of alcohol or drug abuse
- Poor credit history
- Dishonorable discharge
- Lack of employment history

How the program works

To be eligible for the bonding service, a person must have a full or part-time job or a job offer with a date set to start work. Also, the wages must be paid with Federal taxes automatically deducted from the paycheck. Self-employed people are not eligible for the service.

Application - The Fidelity Bond is issued as a policy of Travelers Property Casualty. The Minnesota Department of Employment and Economic Development is an authorized agency for the issuance of these Fidelity Bonds. New or current employees or the employer can contact the Minnesota Federal Bonding Coordinator to apply for a Fidelity Bond.

Processing - There are no papers for the employer to sign. The Fidelity Bond coverage for current employees is effective when the Minnesota Federal Bonding Coordinator certifies the bond. For new employees, the Fidelity Bond is effective the day the employee begins work.

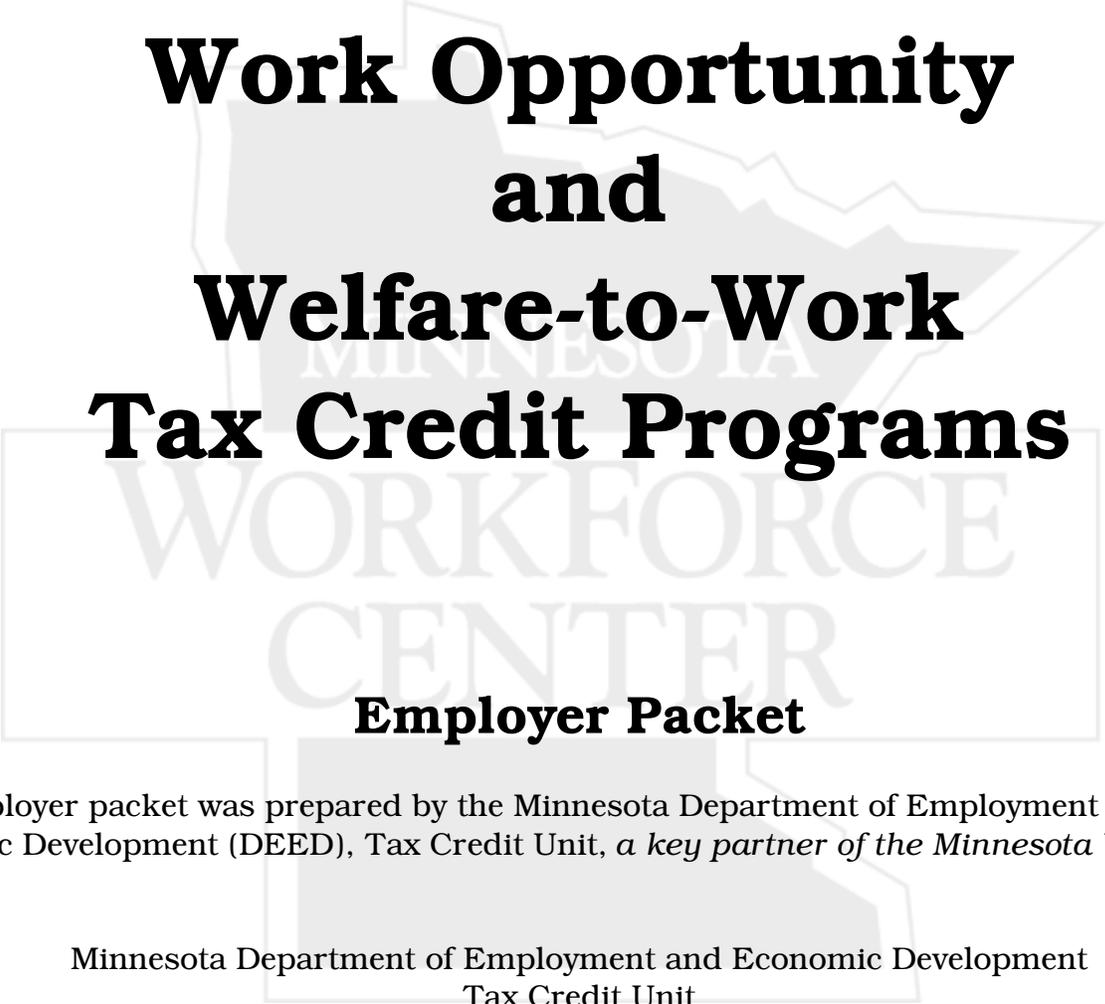
Coverage - The Fidelity Bond has a "no deductible" amount and the amount of insurance usually issued is \$5,000. The Fidelity Bond is mailed to the employer by Travelers Property Casualty. The duration of the Fidelity Bond is six months. If the bondee demonstrates honesty during the six months, Travelers Property Casualty will make a standard commercial policy available for the employer to purchase.

Federal Bonding Coordinator Contact Information:

WEBSITE: www.deed.state.mn.us/bonding
EMAIL: deed.jobbank@state.mn.us
PHONE: 651-296-8400 or
1-888-GET JOBS
TTY: 651-296-3900

Department of Employment and Economic Development

1st National Bank Building • 332 Minnesota Street, Suite E200 • Saint Paul, MN 55101-1351 • USA
651-296-8400 • Fax: 651-296-3488 • TTY: 651-296-3900 • www.deed.state.mn.us/bonding

The logo features a large, light gray outline of the state of Minnesota. Inside the outline, the words "MINNESOTA" and "WORKFORCE CENTER" are written in a large, light gray, sans-serif font. The text is centered and stacked vertically. The word "MINNESOTA" is positioned above "WORKFORCE CENTER".

Work Opportunity and Welfare-to-Work Tax Credit Programs Employer Packet

This employer packet was prepared by the Minnesota Department of Employment and Economic Development (DEED), Tax Credit Unit, *a key partner of the Minnesota WorkForce Centers.*

Minnesota Department of Employment and Economic Development
Tax Credit Unit
1st National Bank Building
332 Minnesota Street, Suite E200
St. Paul, MN 55101-1351

Website:	<i>www.deed.state.mn.us/wotc</i>
Telephone:	651-297-2219
Toll-free:	888-234-5521
Fax:	651-297-7722
TTY:	651-296-3900
Email:	deed.wotc@state.mn.us

What is the Work Opportunity (WOTC) and Welfare-to-Work (WtW) Tax Credit?

WOTC allows employers to take a federal income tax credit when they hire persons from certain targeted groups.

For seven of the eight targeted groups, the maximum federal tax credit is 40 percent of the first \$6,000 in qualified wages for a savings of \$2,400 for individuals who work 400 hours or more. If the individual works at least 120 to 399 hours, the tax credit is 25 percent of the first \$6,000 in wages for a savings of \$1,500.

For the Summer Youth target group, the maximum federal tax credit is 40 percent of the first \$3,000 in qualified wages for a savings of \$1,200 for individuals who work 400 hours or more. If the individual works at least 120 to 399 hours, the tax credit is 25 percent of the first \$3,000 in wages for a savings of \$750.

The **WtW Tax Credit** was created as part of the Taxpayer Relief Act of 1997. If an employer hires a long-term family assistance recipient, the employer may be eligible for a tax savings of 35 percent of the first \$10,000 in qualified wages (\$3,500 maximum) for the first year and 50 percent of the first \$10,000 in qualified wages (\$5,000 maximum) for the second year of employment. Individuals must be employed at least 400 hours before the credit can be claimed. The WtW Tax Credit is a two-year program that provides tax savings up to \$8,500 for each eligible new hire.

The **WOTC and WtW Tax Credits** may be claimed only by private-for-profit employers. These tax credits are only for new hires. They may not be claimed on previous employees, relatives or on wages federally subsidized by the on-the-job training programs.

How do I apply?

The **IRS Form 8850 - Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits** (*found in this packet or download from www.deed.state.mn.us/wotc*) must be completed. The jobseeker must complete the front side and you, the employer, must complete the back side of the form.

The **U.S. Department of Labor ETA Form 9061 - Individual Characteristics Form/Work Opportunity Tax Credit** (*found in this packet or download from www.deed.state.mn.us/wotc*) must be completed. The hired individual or you must complete this form.

- 21 Days -

Mail the **IRS Form 8850** and **ETA Form 9061** together to the Minnesota Department of Employment and Economic Development. Don't delay in mailing the forms. **The IRS Form 8850 must be postmarked within 21 days of the job start date. The IRS requires original signatures; therefore, no faxes or photocopies of the forms are allowed.** You can mail the documentation (see page 4) at a later date.

What are the target groups for WOTC and WtW?

Minnesota Family Investment Program (AFDC/MFIP) - A member of a family that has received AFDC/MFIP for any nine of the last 18 months from the date of hire.

Veteran - A veteran who is a member of a family that received food stamps for at least three consecutive months within the last 15 months from the date of hire.

Ex-Felon - A person who was convicted of a felony or released from prison within the last year and with a total family income less than 70 percent of the lower living standard.

High-Risk Youth - An 18 but not yet 25 year-old living in an Empowerment Zone/Enterprise Community. Minnesota has only two zones/communities - St. Paul and Minneapolis. (See page 4.)

Vocational Rehabilitation Client - A disabled person who is currently or has within 24 months prior to the hire date received rehabilitation services from an agency funded under the Rehabilitation Act of 1973 or Chapter 31 of Title 38 of the U.S. Code.

Summer Youth - A 16 but not yet 18 year-old living in an Empowerment Zone/Enterprise Community hired from May 1 - September 15. Minnesota has only two zones/communities - St. Paul and Minneapolis. (See page 4.)

Food Stamps - An 18 but not yet 25 year-old member of a family that received food stamps for the last six months from the date of hire; **or**, an 18 but not yet 25 year-old who is an able-bodied adult without dependents, who stops being eligible for food stamps because of the failure to meet the work requirements of the Food Stamp Act.

Supplemental Security Income (SSI) - A person who received SSI for any month ending within the last 60 days from the date of hire.

WtW - A member of a family that received AFDC/MFIP for 18 consecutive months ending on the individual's hire date, **or** a member of a family that received AFDC/MFIP for any 18 months after August 5, 1997; they are eligible for 24 months after the 18 months of payments ended; **or** a person who stopped being eligible for AFDC/MFIP payments after August 5, 1997, because federal or state law limited the maximum time those payments could be made. The individual must be hired within two years from the date the AFDC/MFIP payments ended.

How do I find applicants in the targeted groups?

Advertise your job openings on Minnesota's Job Bank www.deed.state.mn.us. After you register as an employer, you can see resumes of jobseekers and post your job openings. When posting your job openings, you may want to include the statement "WOTC and WtW targeted group members are encouraged to apply." This sentence informs applicants and Minnesota WorkForce Center staff that your business is interested in hiring persons who qualify for the WOTC or WtW Tax Credit Program.

Because the Minnesota WorkForce Centers do not discriminate in favor of or against any group, you may also get qualified applicants who are not in any of the WOTC or WtW targeted groups.

What are Empowerment Zones/Enterprise Communities (EZ/EC)?

An EZ/EC is a portion of an urban area that has a revitalization plan and is designated an EZ/EC by the U.S. Housing and Urban Development (HUD) agency. There are only two designated EZ/EC in Minnesota - one in Minneapolis and one in St. Paul.

EZ/EC are defined by census tract. The ZIP Codes listed are approximations of the EZ/EC areas. You can check the EZ/EC areas on the HUD website, hud.esri.com/egis. Enter addresses as 123 Main Street *South* instead of 123 *South* Main Street.

The **Minneapolis** enterprise community is located within the following zip code areas:

55401, 55403, 55404, 55405, 55406, 55407, 55408, 55411 and 55412.

The **St. Paul** enterprise community is located within the following zip code areas:

55101, 55102, 55103, 55104, 55106, 55107, 55109, 55117 and 55119.

What kind of documentation do I need to provide?

Minnesota Family Investment Program AFDC/MFIP - None needed. DEED will electronically verify AFDC/MFIP eligibility.

Veteran - Copy of DD214.

Ex-Felon - Name and phone number of probation/parole officer.

High-Risk Youth - Proof of age (18-24) and residence (Empowerment Zone/Enterprise Community).

Vocational Rehabilitation Client - Name and phone number of the State, Veterans Administration or Ticket-to-Work Program rehabilitation counselor.

Summer Youth - Proof of age (16-17) and residence (Empowerment Zone/Enterprise Community).

Food Stamps - Proof of age (18-24). DEED will electronically verify Food Stamp eligibility.

Supplemental Security Income (SSI) - Proof of SSI (3rd party verification - usually available from the Social Security office).

Welfare-to-Work - None needed. DEED will electronically verify WtW eligibility.

Examples of **proof of age** include - birth certificate, driver's license, federal, state or local government ID. Examples of **proof of residence** include - driver's license, copy of current W-4, utility bills, lease documents.

The applicant has been certified - now what do I do?

Your tax consultant can assist you with filling out the required IRS forms. The forms needed to claim your tax credit are the **IRS 5884 - Work Opportunity Tax Credit** and **IRS Form 8861 - Welfare-to-Work Tax Credit**. Both forms are available from the IRS website www.irs.ustreas.gov

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 number () - _____

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 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** age 25 or older 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 TANF payments for at least the last 18 months, **or**
 - Received TANF payments for any 18 months beginning after August 5, 1997, **and** the earliest 18-month period beginning after August 5, 1997, ended within the last 2 years, **or**
 - Stopped being eligible for TANF payments within the last 2 years 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 / /

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. In addition, we may disclose this information to Federal, state, or local agencies that investigate or respond to acts or threats of terrorism or participate in intelligence or counterintelligence activities concerning terrorism.

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., 46 min. Learning about the law or the form 36 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.



1. CONTROL NO. _____ (For Agency Use Only)	Individual Information (Instructions on the back.)	OMB Control No. 1205-0371
2. DATE RECEIVED (For Agency Use Only)	3. EMPLOYER TAX EIN NO. --	4. EMPLOYER PHONE NUMBER
4a. EMPLOYER NAME AND ADDRESS	5. Has employee ever worked for this employer before? Yes _____ No _____	6. Job Start Date _____ Starting Wage \$ _____ Per Hour _____ Position
7. Name of Individual (Last, First, Middle)	8. SOCIAL SECURITY NUMBER	

The above named individual is determined as having the following characteristics for WOTC Target Group Certification:

9. Is age between 16 - 25? Yes _____ No _____ If YES, indicate date of birth below. ____ / ____ / ____ Month Day Year	10. Is 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, attach a copy of DD214 and see Box 17.	11. Is a member of a family that received AFDC/MFIP benefits for a period of at least 9 months in the last 18 months? Yes _____ No _____ If YES, see Box 17.
12. Is a member of a family that: received Food Stamps for the last 6 months? Yes _____ No _____ OR received Food Stamps for at least a consecutive 3-month period within the last 5 months, BUT is no longer receiving them? Yes _____ No _____ If YES to either, attach proof of age and see Box 17.	13. In the past year has been <u>convicted</u> of a felony or <u>released</u> from prison after a felony conviction. Yes _____ No _____ If NO, skip to Box 14. Name & Phone of Probation/Parole Officer: _____ _____ Date of Conviction _____ Date of Release _____ Total income for past 6 months for all family members living in the same household: \$ _____ (If no income, enter 0) Number of family members living in the same household for the past 6 months (including self): _____	14. Lives and plans to continue living in a Federal Empowerment Zone or Enterprise Community. Yes _____ No _____ If YES, include proof of age and residence. 16. Received Supplemental Security Income (SSI) benefits for any month ending within the last 60 days. Yes _____ No _____ If YES, include proof of SSI.
15. Is receiving or has received Rehabilitation Services through a State Rehabilitation Services program, the Veterans' Administration or Ticket-to-Work program? Yes _____ No _____ If YES, give name and telephone number of the State, Veterans' Administration or Ticket-to-Work rehabilitation counselor. _____ _____	17. If employee or the primary recipient of benefits received them in another state, provide the following: _____ Name of Primary Recipient _____ Social Security Number 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 • Has received AFDC or TANF payments for any 18 months starting after August 5, 1997 • Stopped being eligible for AFDC or TANF payments after August 5, 1997, because Federal or state law limited the maximum time such assistance is payable.	Yes _____ No _____ Yes _____ No _____ Yes _____ No _____
19. Sources used to document eligibility.	
20. SIGNATURE	21. DATE

**INSTRUCTIONS FOR COMPLETING THE INDIVIDUAL CHARACTERISTICS FORM (ICF), ETA 9061
WORK OPPORTUNITY TAX CREDIT (WOTC) AND WELFARE-TO-WORK TAX CREDIT.**

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 Tax Credit programs. The form may be completed by the applicant, the employer or employer agent, the SWA or the participating agency and signed by the person or agency filling out this form.

Note: This form is required to be used, without 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 SWA or participating agency 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.
- Box 2 **Date** (for agency use only). Enter the month, day, and year when the form is received.
- Box 3 **Employer tax EIN**. Enter employer's federal taxpayer identification number.
- Box 4 and 4a **Employer phone number and name/address**. Enter the name and address including zip code and telephone number of the employer applying for a WOTC Employer Certification.
- Box 5 **Previous employment with this employer**. This requires a Yes or No answer. Enter a check mark (X) in the blank that corresponds to your answer.
- Box 6 **Employment start date/wage/position or title**. Enter the employment start date, the starting hourly wage which the employee will be paid. If not known, enter an estimated wage to be paid. Also, enter the job or position title, which the individual or prospective employee will be performing for this employer.
- Box 7 **Name of individual**. Enter full name of individual or prospective employee.
- Box 8 **Social security number**. Enter individual's social security number here.
- Boxes 9 through 18 **Read each box carefully**. Enter a check mark (X) to indicate if your answer is Yes or No. Provide additional information where requested for either the WOTC or the Welfare-to-Work target group eligibility.
- Box 19 **Sources to document eligibility**. List and/or describe the documentary evidence or sources of collateral contacts that are attached to this form (ICF) or that will be provided. Indicate in parentheses, next to each document listed, whether it is attached or forthcoming. Employers may obtain a letter from the agency which administers a relevant program, stating that the employee or a member of his/her household meets one of the eligibility requirements.
- 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 this form is completed by the employer or his/her agent, enter corresponding signature here. If this form was completed by the intake staff of a SWA or participating agency, enter signature of intake staff in this box.
- Box 21 **Date**. Enter the month, day, and year in which the form is completed.

Community Resource List

**To get a job
you must have:**

- > Social Security card
- > Picture I.D.
(Any current State I.D. or Driver's License is adequate).
- > Work Permit if you are not a U.S. Citizen

See "Employment Necessities" box if you need these items.



Emergency Phone Numbers (answered 24 hours a day)

- Police – Fire – Ambulance 911
- Adult Protection (Hennepin County) 612-348-8526
 - Battered Woman's Hotline 651-646-0994
 - Child Protection (Hennepin County) 612-348-3552
 - Crime Victim Center 612-340-5400
 - Crisis Connection (Crisis counseling) 612-379-6363
 - Crisis Intervention Center 612-347-3161
 - Crisis Nurseries (Hennepin County) 612-591-0100
 - First Call for Help (Referrals to metro agencies) 651-291-0211
 - Poison Center 1-800-764-7661
 - Rape & Sexual Abuse Center 612-825-4357
 - Suicide Prevention 612-347-2222

This is not a complete list of community agencies.

Telephone
First Call for Help
at 211
or
651-291-0211
any time
day or night
for more referrals
(Referrals can also be spoken in Hmong, Russian, Somali, Spanish and Vietnamese.)

Employment Necessities

- 1) Birth Certificates – Ask Resource Room counselor for listing of states/fees.
- 2) Minnesota I.D. card – Go to 2nd floor Government Center, 300 South 6th Street. Cost is \$12.50. If you never had a Minnesota ID card, *you need to bring Primary and Secondary Documents* (see below).
- 3) Minnesota Driver's License – Go to MN Exam Station, 1472 University Ave. in the Midway Shopping Center in St. Paul. Cost is \$18.50 for regular license. Written test required (*road test also required if old out of state license lapsed more than a year or if first time license*). If never had a MN Driver's License, bring a Primary Document and a Secondary Document. Primary Documents: Certified copy of birth adoption certificate, valid passport, valid Justice Dept. issued certificate of naturalization or citizenship, or permanent resident or resident alien J. Secondary documents: Photo driver's license, driver's permit or ID card from U.S. or Canada, current or expired no more than 5 years; Employee photo ID card from U.S. or Canada; U.S. Social Security card (non-metal & non-laminated).
- 4) Social Security card - Bring a picture I.D. or any certified or original document to establish your identity to 1811 Chicago Avenue South. No cost.
- 5) Twin Cities Community Voice Mail (to put phone number on job applications so employers can contact you) available through this office if you are on a work assistance program or through Alliance of the Streets, 1829 Portland Avenue South, 612-870-0529, if you are not on a program. See your employment counselor for details.
- 6) If you need your Minnesota driving record to get the job, go to MN Records Office, Town Square, 445 Minnesota Street, downtown St. Paul, 7:30 am-4:30 pm, Monday-Friday, or you can do a mail request – call 651/296-2023 for instructions. Cost is \$5 for certified copy.
- 7) For Employment Authorization Document (work permit), contact the St. Paul INS Field office at 2901 Metro Drive, Suite 100, Bloomington, MN 55425 (near the Mall of America) or call the National Customer Service Center at 1-800-375-5283.

Adult Basic Education/GED/ESL Classes

For location of nearest GED, Adult Basic Education or ESL classes where you live (both day & evening sessions) call: Minneapolis Adult Literacy Program 612-668-3800

Chemical Dependency Services:

- African American Family Services 2616 Nicollet Avenue South 612-871-7878
- Alcoholics Anonymous 952-922-0880
- Children and Family Services 414 South 8th Street 612-339-9101
- Chrysalis Center for Women 4432 Chicago Avenue South 612-871-0118
- Hennepin County Chemical Health Services 1800 Chicago Ave. South 612-879-3501
- Indian Health Board 1315 East 24th Street 612-721-9800
- Indian Women's Resource Center 2300 15th Avenue South 612-728-2000
- Narcotics Anonymous 612-939-3939
- Prevention Alliance 430 Oak Grove Street 612-874-1030
- Turning Point 1500 Golden Valley Road 612-520-4004

Child Care Services:

- Greater Minneapolis Day Care Association 612-341-2066

Clothing

- Bethesda Baptist Church 1118 South 8th Street 612-332-5904
- Central Lutheran Church (Closed Summers) 333 South 12th Street 612-870-4416
- Church of the Incarnation 3817 Pleasant Avenue South 612-822-2101
- Cornerstone Ministry (Park Avenue Church) 3400 Park Avenue South 612-825-6863
- Free Store 510 East Franklin Avenue 612-870-1144
- Junior League of Minneapolis 2901 Hennepin Avenue (Lower level) 612-821-0332
- Messiah Lutheran Church (Closed July) 2504 Columbus Ave. South 612-871-8831
- Mount Olive Lutheran Church (Children) 3045 Chicago Avenue South 612-827-5919
- Neighborhood Involvement Program 2431 Hennepin Avenue South 612-374-3125
- People Responding in Social Ministry 2323 Zenith Avenue North 763-529-1350
- Phyllis Wheatley Community Center 919 Fremont Avenue North 612-374-4342
- Pillsbury House 3501 Chicago Avenue South 612-824-0708
- Sabathani Community Center 310 East 38th Street 612-872-7855
- Sharing and Caring Hands 525 North 7th Street 612-338-4640
- St Stephen's Free Store 2211 Clinton Avenue South 612-874-0311
- Temple Baptist Church 3100 Columbus Ave. South 612-872-7855
- Witnesses for Christ 2456 Bloomington Ave South 612-729-4772

Counseling (Personal, Family, Crisis)

- African American Family Services 2616 Nicollet Avenue South 612-871-7878
- Chrysalis Center for Women 2650 Nicollet Avenue South 612-871-0118
- Family and Children's Services 414 South 8th Street 612-339-9101
- Indian Health Board 1315 East 24th Street 612-721-9873
- Lutheran Social Services 2414 Park Avenue South 612-871-0221
- Neighborhood Involvement Program (NIP) 2431 Hennepin Ave South 612-374-4601
- Walk-in Counseling Center 2421 Chicago Avenue South 612-870-0565

Employment Services & Programs

- Alliance of the Streets 1829 Portland Avenue South 612-870-0529
- American Indian OIC 1845 East Franklin Avenue. 612-341-3358
- Anishinabe Council of Job Developers 3702 East Lake Street 612-722-1866
- Brian Coyle Community Center 420 15th Avenue South 612-338-5282
- Catholic Charities Job Services 1624 Chicago Avenue South 612-375-9372
- Center for Asians and Pacific Islanders 3702 East Lake Street 612-721-0122
- Centro Cultural Chicano 1915 Chicago Avenue South 612-874-1412
- East Side Neighborhood Services 1929 2nd Street NE 612-781-6011
- Employment Action Center 6715 Minnetonka Blvd #212 952-752-8400
- Hennepin County Work and Economic Resource Center
 - Information 612-348-5873
 - Resource Room 612-348-8962

Employment Services & Programs continue on next page

Employment Services & Programs, continued

HIRED 1200 Plymouth Avenue North 612-529-3342
HIRED - North 7115 Northland Terrace 763-536-6020
HIRED at Sabathani 310 East 38th Street #223 612-822-9071
Jewish Vocational Services 430 1st Avenue North 612-692-8920
Loring/Nicollet/Bethlehem Center 1925 Nicollet Avenue South 612-871-2031
Minneapolis Urban League 2000 Plymouth Avenue North 612-302-3111
Minnesota Workforce Centers (WFC):
North Minneapolis 1200 Plymouth Avenue North 612-520-3500
South Minneapolis 777 East Lake Street 612-821-4000
North Hennepin (Brooklyn Park) 7115 Northland Terrace 763-536-6000
South Hennepin (Bloomington) 4220 West Old Shakopee Road 952-346-4000
Minnesota Vocational Rehabilitation Services:
Call for nearest locations to you 651-296-5616
New Unity 2507 Fremont Avenue North 612-529-9267
Phillips Community Job Bank 1014 East Franklin Avenue 612-871-2122
Pillsbury Neighborhood Services 2507 Fremont Avenue North 612-529-9267
Project for Pride in Living (PPL) 2516 Chicago Avenue South 612-874-8511
Summit Academy O. I. C. 935 Olson Memorial Hwy 612-377-0150
WomenVenture 2324 West University Avenue #200 St. Paul 651-646-3808

Ex-Offenders

AMICUS 100 North 6th Street #529B 612-348-8570
Council Family Services 903 Washington Avenue South 612-348-7874
Damascus Way Re-Entry Center 5730 Olson Memorial Hwy 612-545-6558
Minneapolis Urban League 2000 Plymouth Avenue North 612-302-3100
One Hundred Eighty Degrees 236 Clifton Avenue 612-866-0462

Food - Free Meals

Breakfast:

Branch I (Serves 7 am, Sun-Friday) 1308 East Franklin Avenue 612-870-1886
Branch III (Serves 7:15 am, Mon-Sat) 740 East 17th Street 612-375-9476
House of Charity (Women/children, daily 8:30-9 am) 714 Park Ave. S. 612-333-8968
Sharing and Caring Hands (9:30 am daily not Fridays) 425 North 7th St. 612-338-4640

Drop-in Centers, Lunch, and Snacks

Branch I (Serves 11:30-12:30 Sun-Fri) 1308 East Franklin Avenue 612-870-1886
Branch III (Serves 11:30-12:15 Mon-Sat) 740 East 17th Street 612-375-9476
House of Charity (Serves daily noon-1:30) 714 Park Avenue South 612-333-8968
Pastor Paul's Mission 1000 Oliver Avenue North 612-521-4665
Sharing and Caring Hands (Serves Mon-Thur at noon, Sat/Sun 11:30 am)
425 North 7th Street 612-338-4640

Dinner

Loaves and Fishes Too (All sites serve 5:30-6:30 pm Monday-Friday):
- Bethlehem Lutheran Church 2200 Fremont Avenue North 612-588-5777
- Holy Rosary Church (No dinner on Friday) 2424 18th Ave South 612-724-8929
- St. Stephen's School 2123 Clinton Avenue South 612-871-2981
- Creekside Community Center 9801 Penn Avenue South 952-948-0746
Salvation Army Harbor Light Center (Daily at 6 pm) 1010 Currie Ave 612-338-0113
Sharing and Caring Hands (Mon-Thur at 3:30 pm) 425 North 7th St. 612-338-4640

Food Shelves:

Telephone First Call for Help for nearest locations to you 651-291-0211

Health Care

Branch I 1308 E. Franklin Avenue (7-9am Thur) 612-870-1886
Cedar Riverside People's Center Clinic 2000 South 5th Street 612-332-4973
Central Avenue Health Clinic 2610 Central Ave NE 612-781-6816
Community-University Health Care Center 2001 Bloomington Ave S. 612-627-4774
Community Health Services (Hennepin County) 612-348-3925
Fremont Clinic 3300 Fremont Avenue North 612-588-9411
Harbor Lights Center (for homeless, 8-11am Mon, Wed, Fri)
1010 Currie Avenue 612-338-0113

Continued in next column

Health Care, continued

Hennepin County Medical Center (Medicine Clinic) 612-347-2300
Hennepin County Mental Health 525 Portland Avenue 612-347-5770
Indian Health Board Clinic 1315 East 24th Street 612-721-9898
Pilot City Health Center 1313 Penn Avenue North 612-520-8800
Saint Mary's Health Clinics (call for appointment; walk-ins okay) 651/690-7029
- Calvary Baptist Church (Tuesdays 2-6pm) 2608 Blaisdell Avenue South
- Park Ave Methodist Church (Thursdays 2-6pm) 3400 Park Avenue South
Southside Community Clinic 4730 Chicago Avenue South 612-822-3186
Rape & Sexual Assault Center 612-825-4357
Red Door Clinic (Testing for sexual diseases)
525 Portland Ave - 3rd floor 612-348-6363
Uptown Community Clinic (NIP) 2431 Hennepin Avenue South 612-374-4089

Housing Referrals

Alliance of the Streets 1829 Portland Avenue South 612-870-0529
Lutheran Social Services Housing Resource Center 2414 Park Ave S 612-879-5266
The HousingLink 600 18th Avenue North 612-333-4888

Legal Assistance

Legal Aid Society of Minneapolis
- Downtown Office 430 1st Avenue North #300 612-334-5970
- Northside Office 2507 Fremont Avenue North 612-334-5970
- Southside Office 2929 4th Avenue South 612-827-3774
Legal Rights Center 1611 Park Avenue South 612-337-0030
Volunteer Lawyers Network 612-752-6677
Minneapolis Civil Rights Commission City Hall Room 239 612-673-3012
Minnesota Department of Human Rights 651/296-5663

Services for Immigrants

Association for Advancement of Hmong Women 1518 East Lake St. 612-724-3066
Centre for Asians and Pacific Islanders 3702 East Lake Street 612-721-0122
Centro Cultural Chicano 1915 Chicago Avenue South 612-874-1412
Centro Legal 2575 University Avenue #135, St. Paul 651-642-1890
Confederation of Somali Community in MN 420 15th Avenue South 612-338-5282
Ethiopians in Minnesota 1821 University Avenue #321-S, St. Paul 651-645-4633
International Institute of Minnesota 1694 Como Avenue, St. Paul 651-647-0221
Lutheran Social Services (Refugees) 2414 Park Avenue South 612-871-0221
Somali Community of Minnesota 1014 East Franklin Avenue 612-871-6786
Southeast Asian Refugee Community Home 1421 Park Avenue South 612-673-9388
United Cambodian Association 529 Jackson Street, St. Paul 651-222-3299
Vietnamese Social Services 1821 University Avenue #250-S, St. Paul 651-644-1317

Thrift Shops

Exchange Charities (\$6 annual & \$9 monthly fee for clothing, furniture, games,
bedding, etc.) 607 Washington Avenue South 612-341-9134
Goodwill Industries
- Brooklyn Park Store 7324 Lakeland Avenue North 763-425-2700
- Hopkins Store 1025 Hill Street 952-935-2760
St. Paul Store 2543 Como Avenue 651-646-7658
G-TOO Store (clothing \$1 a pound) 2505 University Ave St. Paul 651-603-1544
Project for Pride in Living (PPL) Shop 850 15th Avenue Northeast 612-789-3322
Silver Angel Thrift Store 2851 Johnson St. N.E. 612-789-0600
Unique Thrift Store 2201 37th Avenue N.E. 763-788-5250

Transportation

City (MTCO) bus information 612-373-3333
Dial-A-Ride 612-559-5057

Veterans Services

Hennepin County Veteran's Service SW 1st level Government Center
300 South 6th Street 612-348-3300
U.S. Dept. of Veteran Affairs 1-800-827-1000
Veteran's Resource Center 2480 University Avenue, St. Paul 651-644-4022
Veteran's Upward Bound 1501 Hennepin Avenue 612-341-7076

Where to Search for Jobs (and Other Job Related "Good Stuff") On the Internet?

38 Good Places to Start
Updated September, 2005

aarp.org	Good site for older workers. Look under heading "money and work."
airsdirectory.com	Click on Directory/Job Boards for over 5,500 categorized job boards!
alljobsearch.com	Links to 200+websites, 500+newspapers, 300+newsgroups
allretailjobs.com	Clerks, supply chain, mid and upper level management. \$6 to six-figures.
asktheheadhunter.com	Multi-faceted, national site. Great advice, extensive job listings
beanbrains.com	Great site for jobs in accounting and finance
careerbuilder.com	#1 top rated site
careers-in-business.com	Great resource for job seekers in business, finance, accounting, banking
constructioncareers.org	Construction jobs, with a good emphasis on females and trades
dice.com	Great site for techies, IT types. In the top 10 for job search sites.
directemployers.com	New site run by employers, good Minneapolis-St. Paul listings.
employment911.com	Search 100's of sites at once. user friendly, effective
flipdog.com	Multi-faceted, national site. Great advice, extensive listings
headhunter.net	Great resources articles, job & resume posts. Professional positions.
idealist.org	Non-profit sector employment. Camp counselors to executive directors
seek.org	Career advice for MN, training, MN education, job listings
jobhuntersbible.com	On-line version of " <i>What Color Is Your Parachute.</i> " Great book, good site.
jobscience.com	Lab techs to lead researchers. Very comprehensive nationwide postings
Jobomagic.com	Master list for job search sites, and rankings
jobsinthemoney.com	Like it says; in the fields of finance, banking, accounting. Good site for \$\$\$ jobs
jobsniper.com	Searches a wide variety of job boards at one time.
jobvertise.com	Four-Star national searching; all fields, all jobs. Searches a wide array of sites
marineonstroix.com	Quirky but comprehensive. Well structured and quick.
marketingjobs.com	Marketing, advertising, PR - entry level to top executives
medicalalley.org	Non-profit trade association to support Minnesota's health care industry.
mncn.org	Minnesota Council of Non-Profits; a marvelous web site for jobs of all kinds
www.mnworks.org	Job Listings on Minnesota Job Bank, plus career advice and resources
monster.com	National reputation, the world's largest, most successful job bank.
salesgiant.com	Sales and marketing professionals, a wide range to view. Lots of high end stuff
salesheads.com	Sales. Marketing. This is the site for you, entry level to top exec positions.
seekingsuccess.com	Directory of professional associations. Networking, job site links, etc. Great!
6figurejobs.com	What the name implies. See? Even the big kids play with this internet toy!
startribune.com/jobs	Minneapolis Star Tribune. Both on-line jobs and Sunday ads
techies.com	Great site for techies, IT types. #3 for accessed job search sites.
gamajob.com	Career advice, professional development, extensive job search capabilities
topstartups.com	Terrific for employment with new and emerging companies, research on same
twincities.com	St.Paul Pioneer Press on-line jobs section. Click on Jobs.
virtualnurse.com	A ton of nursing jobs in all fields, nationwide. Good regional lists too.
womenforhire.com	Great site geared for women in a variety of fields

Internet Job Search

Revised: September, 2005

<p>E-mail hotmail.com juno.com yahoo.com</p>	<p>The first step to successful cyber-job hunting is to get an e-mail address. Your e-mail address for job search should be short, and include a variation of your name. Use an address that is <i>not</i> cute or potentially offensive. It is a good idea to set up a separate, just-for-job-hunting account in order to keep your job hunt information from getting lost in the clutter. Use a separate account if you currently share e-mail. Free E-mail service is readily available, and is accessible from any computer with an internet connection, including those at the WorkForce Center.</p>
<p>Search Engines google.com alltheweb.com kartoo.com teoma.com</p>	<p>The basic search engine is still the easiest, most effective way of accessing the information that you will need. Try several search engines and pick the one that works best for you. Ask.com lets you format your query in the form of a question.</p>
<p>Career Advice iseek.org keirseey.com jobprofiles.com rileyguide.com</p>	<p>If you are still at the stage in your job search where you need some guidance in deciding in which direction your career should go, there are many options. Don't get bogged down in taking multiple skills, personality or interest assessments. They are interesting and entertaining, but time consuming, and perhaps not all that useful.</p>
<p>Research Careers iseek.org mnworks.org bls.gov/oco</p>	<p>Once you know what you want to do, it is helpful to know as much as you can about your chosen field: potential growth or decline, prospects for advancement, what you can expect in the job itself, what those jobs typically pay. These are all things you can and should research early on in your job search. Free InfoLine 612-630-6000 Minneapolis Public Libraries</p>
<p>Research jobs hoovers.com bbb.org jihill.org hclib.org</p>	<p>Once you have identified those ideal jobs, you need to do the research that will allow you to make informed decisions when those offers start rolling in. Always remember that company web sites will only take you so far. Remember that they are <i>company</i> sites, with lots of hype and positive spin, but objectivity not their strongest suit. http://twincities.bizjournals.com/twincities/</p>
<p>Job Banks mnworks.org monster.com FlipDog.com Employment911.com Careerbuilder.com Hotjobs.com</p>	<p>Numerous and ever changing. Most of them are nationwide in scope, but with easily definable geographic searches. Don't be intimidated by their volume and reach. While there are a handful of well known sites that cover a variety of occupations and jobs, your best bet may be with some of the more industry/job targeted sites.</p>
<p>Resumes on line monster.com headhunter.net Specialty sites</p>	<p>Should you post your resume online? Yes, under the right circumstances, and in the right places. The same reasons that make targeted job sites better for searching apply in resume posting as well. For example, some marketers might first look for candidates on marketingjobs.com before taking a peek at the prospects on monster.com.</p>
<p>Salary info iseek.org salary.com jobstar.org</p>	<p>Minnesota salary information can be found on iseek. Jobstar.org/tools/salary and salary.com offer local and national information. Other sites includes: acinet.org, careerjournal.com</p>

JOB SEARCH ACTIVITY LOG
Week of _____

Job Search #1

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #2

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #3

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #4

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #5

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #6

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #7

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #8

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #9

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____

Job Search #10

Referral Resource (newspaper, Workforce Center, case manager, etc.): _____

Employer Name: _____

Employer Address: _____

Position Applied For: _____

Position Details If Known (full-time, hourly wage, benefits, etc.): _____

Telephone Number: _____

Contact Person: _____