



CareerSource Polk Orientation



Mission

**CareerSource
Polk's mission is
to be an
innovative leader
to ensure and
sustain a quality
workforce for
today and the
future.**



Mission

We work towards our mission through the services delivered to job seekers and employers at our CareerSource Polk centers in

Lakeland

309 N. Ingraham Avenue
Lakeland, FL 33801

Winter Haven

500 E. Lake Howard Drive
Winter Haven, FL 33881



CareerSource Polk Center Rules

- **Professional Dress Code Enforced**

At CareerSource Polk, our goal is to ensure that we prepare you for employment while maintaining a professional environment at our centers for all customers. You are encouraged to dress appropriately in order to be referred to an interview the same day if necessary.

- **Tobacco Free Campus**

All CareerSource Polk Campuses are tobacco free. To promote a healthier environment for our employees, partners, customers and visitors in general, the use of all tobacco products is prohibited at all CareerSource Polk locations, including grounds, entrances and exits, sidewalks, parking areas and vehicles.

- **Children are Prohibited**

In order to maintain a professional environment for our employers and job seekers, children are not permitted inside the career centers. We are happy to reschedule your appointment if necessary.



CareerSource Polk Center

The CareerSource Polk centers are operated through a partnership between CareerSource Polk and various service providers/partners located throughout Polk County.

Partners Available at the CSP centers:

- Experience Works
- Job Corps
- AARP



Resource Room

At each of our offices, you will find a professional Resource Room that provides no-cost access to a variety of employment resources such as:

- Computer and printer
- Fax, Copier, and Telephone
- Internet access
- Microsoft Office software
- Online resume building tools
- Typing software
- Self-paced classes on thousands of courses through ResCare Academy
- The room is staffed by full-time professionals who can answer questions, provide direction, give instructions and render assistance or advice.



What to Bring

A valid Identification
Social security card
DD-214 (Veterans only)
Certifications
Work history
References
Your positive attitude

Reemployment Assistance

Although CareerSource Polk is not the unemployment office, we can connect you to the Florida Department of Economic Opportunity Reemployment Assistance Office (formerly the unemployment compensation office) to file a claim. Reemployment Assistance provides temporary wage benefits to qualified individuals who are out of work through no fault of their own.

You may use the Resource Room to file via the internet at WWW.FLUIDNOW.COM or call 800-204-2418.



Cash / Food Stamp Assistance

If you need to apply for cash, food stamps, or Medicaid please contact the Department of Children and Families at 866-762-2237 or visit

www.myflorida.com/accessflorida

CareerSource Polk cannot assist you with these services; you may use the Resource Room to file via the internet or call the above 866 number.

- **Temporary Assistance for Needy Families (TANF) / Cash Assistance**
- **Supplemental Nutrition Assistance Program(SNAP)** for individuals receiving Food Stamps



Job Search through EFM

By registering with Employ Florida and posting your resume, you will be able to access a full range of features and services to assist in your career search.

Identify what jobs you are qualified for, how much those jobs pay, and other issues of interest. You will be able to save personal information, settings, and preferences which eliminates the need to conduct repeated searches for the same information, saving you time and effort.



www.EmployFlorida.com

Job Search through EFM

Getting started on Employ Florida Marketplace is easy and will instantly connect you to thousands of jobs locally and throughout the state of Florida.

Follow these steps to create a complete profile that can be viewed by employers looking for candidates with your qualifications:

- **Step 1:** Register Every day thousands of job opportunities are listed in Employ Florida Marketplace (EFM). By registering, you will gain access to job opportunities and find the job that is right for you.
- **Step 2:** Resume After you create a user name/password, uploading or creating a full resumé and completing the Self-Assessment profile is the best way to get noticed by an employer. Update or modify your resumé every three months to maintain an “Active” status. Accurate contact information is essential so that employers may reach you.
- **Step 3:** Recruiter The Virtual Recruiter will alert you to jobs that match your skills and goals. Conduct a job search Click “Save Search” at bottom of page Give your search a title (Example: “Welder”) Tell EFM how and when to alert you Click “Save” and let EFM job search for you!



www.EmployFlorida.com

Workshops

Job Readiness Workshops

Our free workshops will assist you in learning how to:

- Write a more effective resume
- Answer the top 10 interview questions
- Use networking to find your next job
- Dress for the job you want and much more!

A different topic is scheduled each day; just select the one that interests you and plan to attend from 9am – 1pm or join us for the 10-day session.

Mini Workshops

Topics include: Resumes, Interviewing, Employ Florida Marketplace (EFM) Basics, and entrepreneurship.

- Go to CareerSource Polk Calendar of Events for dates and locations



Testing & Assessments

We can also evaluate and document your knowledge and skills to support a job referral, or schedule training to help you qualify for a job.

- Test of Adult Basic Education (TABE)
- Interest and Aptitude Assessment (Career Scope)
- Employability and Work Maturity Skills Evaluation
- Typing Test
- Data Entry & 10 Key
- Computer Competency Testing
- MS Office Proficiency
- Work Readiness Assessment

Training

To earn more, you must learn more.

The large majority of employers require at least a high school degree or diploma. Our CareerSource Polk centers can assist adults and youth with obtaining a GED equivalency.

Under the Workforce Investment Act we also offer a **Career Development and Training** program – an individualized career management program that includes intensive training and tuition assistance at one of our educational partner institutions.

For additional information, please see our Program Fact Sheets available at any of our CareerSource Polk centers.



Trade Adjustment Act

Trade Adjustment Act (TAA) individuals who have been laid off due to foreign trade.

The program may assist with:

- Job Search allowance
- Relocation allowance
- Training assistance
- Income Support



Young Leaders, Ages 16-21

The CareerSource Polk Young Leaders Program connects youth with employment & career development opportunities.

- Company & College Tours
- Career Exploration
- Goal Based Financial Incentives
- Tutoring & GED Prep
- Community Service
- Interview Skills & Job Search
- Summer Employment
- Job Shadowing



Job Corps

Job seekers ages 16 – 24, can speak to a Job Corps Representative to learn about the no-cost education and vocational training program administered by the U.S. Department of Labor.

The Program may provide:

- Career counseling
- Transition support for up to 12 months
- GED/High School Diploma
- Monthly Allowance
- Job placement assistance
- Career training



Ticket to Work

Individuals with disabilities who are able to work can also receive personalized job search assistance. The Ticket to Work Navigator will help you to review all available options and work with employers to provide a productive work environment.

The Ticket to Work Program can help you:

- Make the choice that is right for you and explore work options
- Stay in control of your benefit choices.
- Achieve greater personal satisfaction and increase your self-confidence by working and gaining new skills while finding a solutions that work for you.
- Take advantage of the safety net. Work Incentives makes it easy for you to get back on benefits when and if needed.
- Explore your work potential.

Veterans

Eligible Veterans (and their spouses) may be eligible to receive additional assistance through job referrals, training and career management.

We also offer a wide range of services to veterans with barriers to employment. We collaborate with organizations to enhance job placement opportunities, including businesses, Veterans Administration medical centers, community based and civic organizations and reserve guard units.



Employment for Seniors

We have dedicated **AARP volunteers** who work with local companies that are seeking the skills and experience of workers age 50+.

Experience Works staff also assists low-income seniors, many with multiple barriers to employment, to get the training needed to find good jobs.



Migrant Seasonal Farmworkers

Farm Workers who are primarily employed in agricultural labor can obtain assistance to achieve economic self-sufficiency.

Our Career Specialists' help with career guidance, testing, training, education evaluation, job referrals and other services that address their employment related needs.

Grievance

If you are adversely affected by a decision or action of the workforce system, you have the right to file a grievance/complaint with the Polk County Workforce Development Board.

To file a written grievance please ask to see a CareerSource Polk supervisor.



Customer Service

Our goal is to offer you services in ways that meet your employment needs.

Please provide feedback on our services so that we can continuously improve. You may call our CareerSource Polk centers or go online to careersourcepolk.com



Additional Resources

www.employflorida.com

www.fluidnow.com (Unemployment Insurance)

www.myflorida.com/accessflorida (Apply for food stamps, TANF, and Medicaid)

www.fafsa.ed.gov (website to apply for educational federal aid)

www.myflorida.gov (State of Florida employment)

www.experienceworks.org (Senior Workers)

www.ONET.codeconnect.org (Labor Market Information)



Attestation

I have viewed and understood the information provided on the automated Orientation for the CareerSource Polk centers.

Name

Signature

Date

