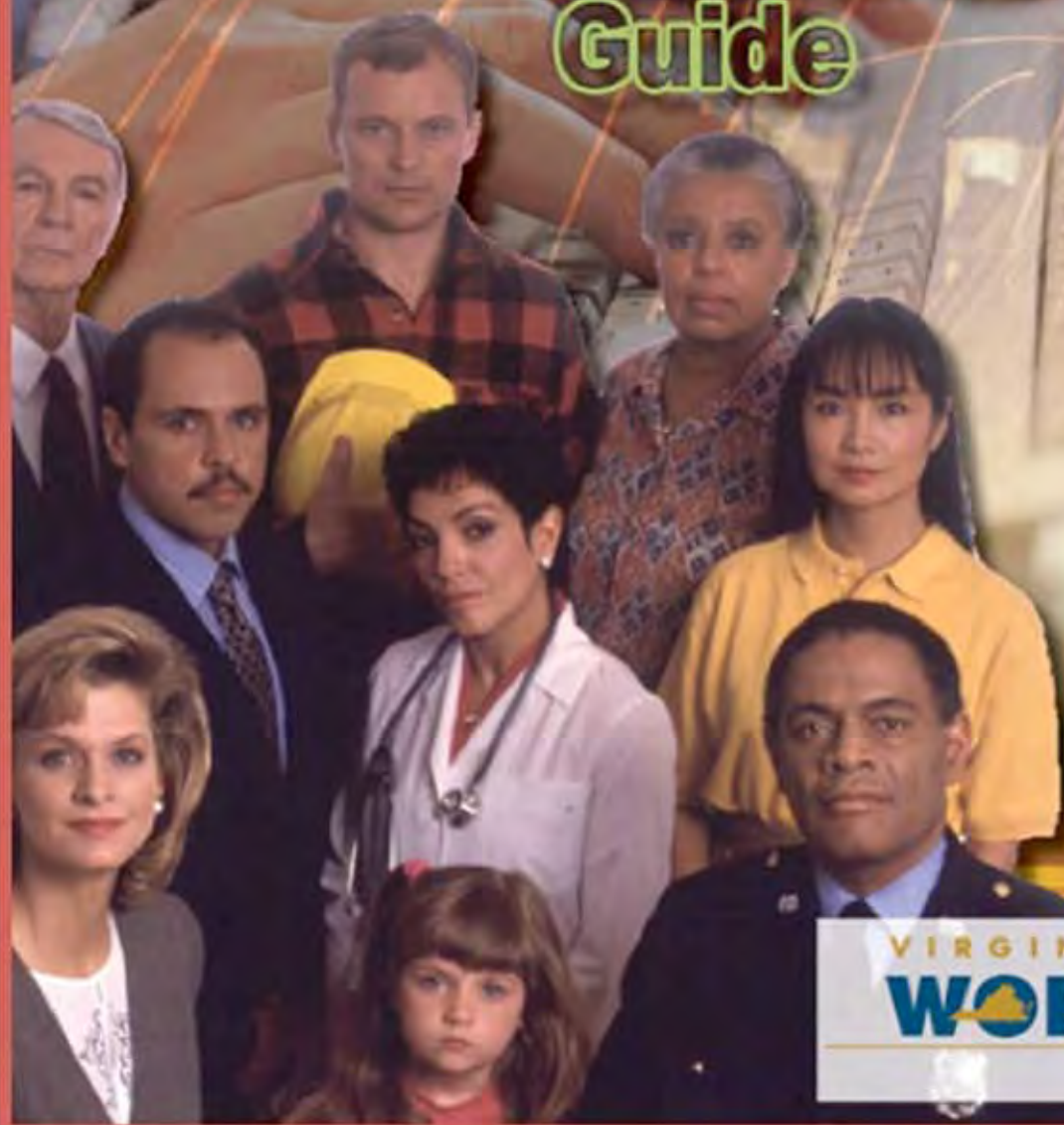




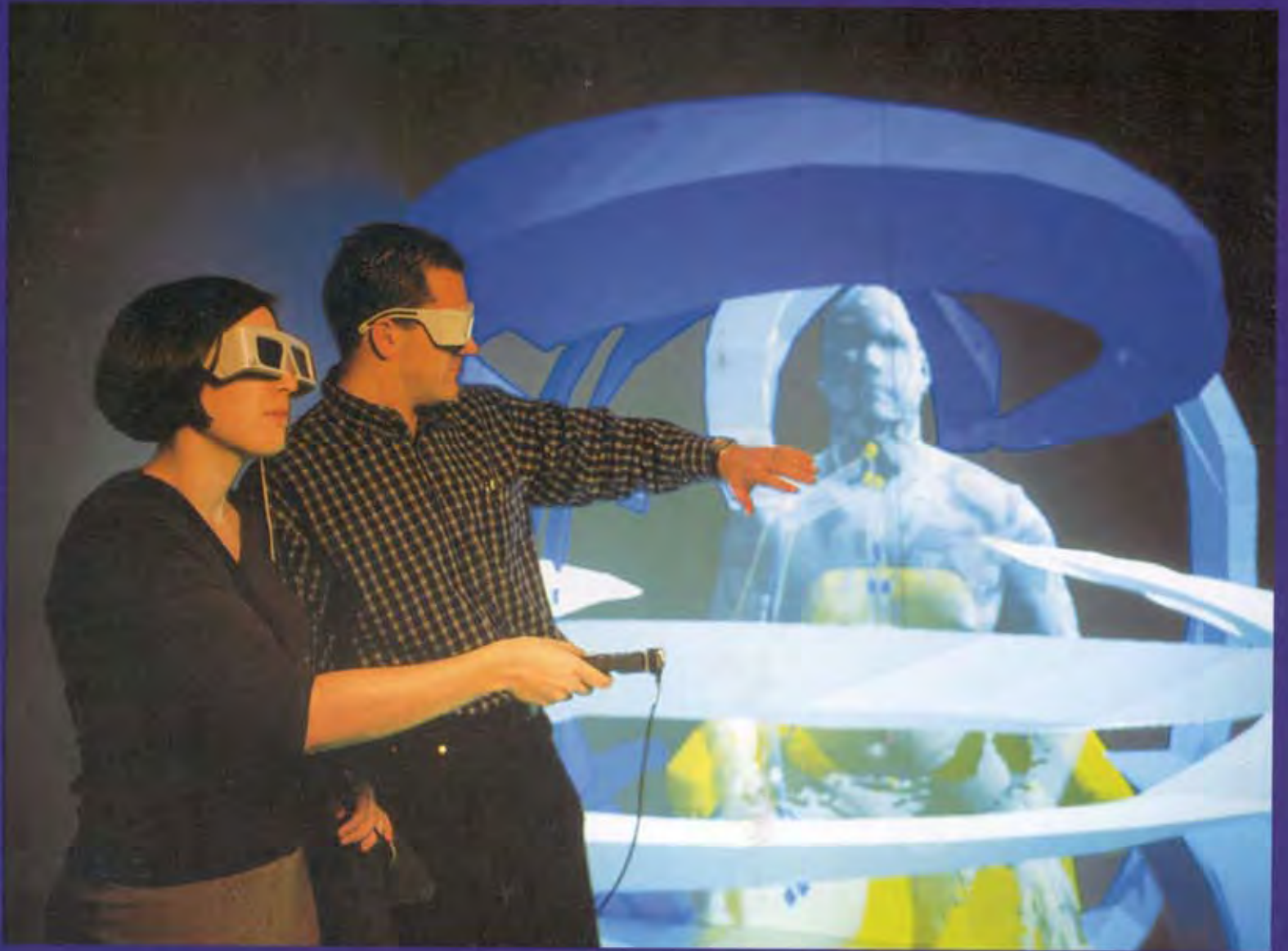
# EMPLOYMENT

## Resource Guide



VIRGINIA  
**WORKforce**  
NETWORK

# ENHANCING EDUCATION



Upon the subject of education, not presuming to dictate any plan or system respecting it, I can only say that I view it as the most important subject which we as a people may be engaged in. ~*Abraham Lincoln*

## Acknowledgements

### *A special thank you to . . .*

Individuals who collaborated on this project.

**Aida Pacheco**, *Lead Project Coordinator*  
Virginia Community College System, Workforce Development Services

**Tracee Davis**, *Graphic Designer/Layout Artist*  
Virginia Employment Commission

**Jonah Perlin**, *Governor's Fellow 2007*  
Office of the Secretary of Commerce and Trade

**Sinclair Hubard**, *Senior Disability Program Navigator*  
Department of Rehabilitative Services

**Brian Long**, *Information Technology User Liaison*  
Virginia Community College System, Workforce Development Services

**Fred Bouzek**, *Webmaster*  
Virginia Employment Commission

**Nikki Nicholau**, *Director*  
Office on Volunteerism and Community Service, Virginia Department of Social Services

**Tina Bessent**, *Regional Outreach Manager*  
Information Referral Center, United Way of Greater Richmond and Petersburg

### Local Workforce Investment Boards and the Virginia SHARE Network Program

**The Disability Program Navigators and 2-1-1 Regional Directors** for their work at the local level with the one-stop partners to customize the template for their area.





# Table of Contents

Acknowledgements .....	3
Introduction.....	6
What is a One-Stop Career Center? .....	8
Disability Program Navigator Initiative.....	10
Choosing a New Job or Career and Getting That Job.....	10
How to Attend a Job Fair .....	12
Networking.....	13
Volunteering.....	14
Career Education and Training.....	14
Registered Apprenticeship.....	14
Starting Your Own Business .....	15
Appendix I—Agency Workforce Services.....	24
Appendix II—Web Resources for Career/Job Seekers .....	44
Appendix III—Web Resources for Employers .....	52
Appendix IV—Agency Workforce Services Telephone Numbers .....	59

# Introduction

## BACKGROUND

The initiative to produce a statewide employment resource guide that can be customized regionally and accessible electronically was a joint effort of the Governor's Office for Workforce Development and the Secretary of Commerce and Trade in response to a recommendation made by the Virginia Workforce Council's One-Stop Committee. The intent of the guide is to reach out to a broader range of individuals from various backgrounds and settings and to help them navigate through the workforce development system from any point of entry in search for employment, career education, and training. Furthermore, the guide serves to connect individuals who want personalized services or need additional assistance in the One-Stop Career Centers, locally known as Virginia Workforce Centers.

## NEED ASSISTANCE?

If you are interested in seeking assistance in finding employment, looking to earn more money, wanting to change careers, or needing comprehensive job-related services, this employment resource guide will provide you with some suggestions on how to move forward.

The resource guide is a mixture of resources and strategies that focuses on finding a job or preparing for a new career path and includes information on assessing your skills, choosing your career path, acquiring the skill sets to become successful, and packaging yourself to prospective employers. In addition to general suggestions, such as how to craft a résumé and how to attend a job fair, you will find a *local area quick reference employment resource guide* of community services in your area that can help you between jobs and in finding new ones.

You can also use this directory if you are living on the edge of self-sufficiency and are unable to meet your basic needs, or you may be trying to prevent this from happening. A situation such as this may have resulted from a job layoff, or going to work for the first time. If this describes your situation, knowing where to turn is the first step in regaining control of your life.

Career change is a process. Whether you have recently been laid off or have simply decided that you would like to pursue a new, and perhaps more profitable, career path, it is important to recognize that finding a new occupation will take hard work and hard thinking. Yet, that hard work and hard thinking does not have to be done alone. That is the purpose of this guide: to help provide information on how to go about finding a new job and how you and your family can survive when you don't have one.

**If you are interested in seeking assistance in finding employment, looking to earn more money, wanting to change careers, or needing comprehensive job-related services, this employment resource guide will provide you with some suggestions on how to move forward.**

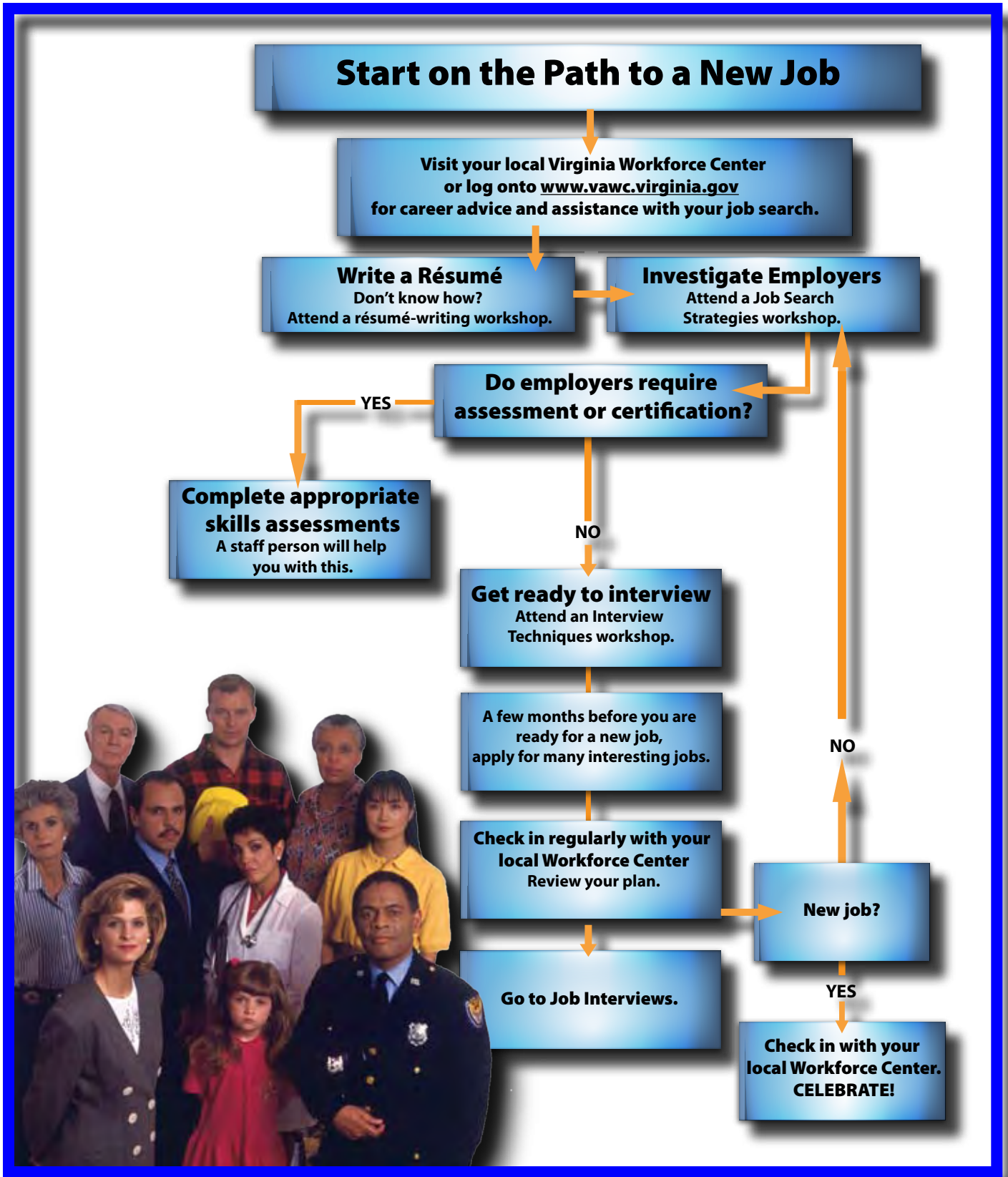
In moving forward you may find yourself exploring options you never thought you would. Perhaps, you will decide to go on and obtain further education in the Community College System or through other kinds of vocational training. Perhaps you can use the skills you learned in your old job in a brand new way. Or perhaps, you simply want to find something new. Regardless, this guide is for you.

Yet, while the guide can help you accomplish these goals, it is merely one resource among many. Within your own community you have access to trained professionals who can help navigate the road to re-employment in the form of One-Stop Career Centers and community organizations.

People can also contact their local 2-1-1 Center and have a trained call specialist to listen to their situation and suggest sources of help using one of the largest databases of health and human services information. Nonprofit organizations and federal, state, and local government agencies are included in the database and can be accessed in your community and statewide. These resources include basic human needs, physical and mental health resources, work initiatives, supports for seniors and those with disabilities, support for children, youth, families, and volunteer opportunities in your community.

But most importantly, choosing a new career is about you—it takes hard work to find new work. Yet, if you have that commitment and you reach out to those in your community who want to help, you will have taken the first major step toward new employment.

To access this Employment Resource Guide online go to: <http://vwn.vccs.edu> and click on Job and Career Assistance.



## What is a One-Stop Career Center?

A One-Stop Career Center, known locally as the Virginia Workforce Center, is a location where a wide range of employment, training, and career education program services are available to employers, workers, job seekers, and youth. To locate the workforce center nearest you, visit the web site <http://vwn.vccs.edu> (at bottom of the page) or dial 2-1-1. TTY users can reach all contact telephone numbers by calling the Virginia Relay Center at 7-1-1 or 1-800-828-1120.

## Who is Eligible to Receive Services?

Employers, workers, and job seekers are customers of the One-Stop Career Center. This includes businesses, students, people with disabilities, veterans, Temporary Assistance for Needy Families (TANF) recipients, migrant and seasonal farm workers, unemployed, underemployed, and employed individuals. Everyone can access the services of the Center—all free of charge.

For the worker or job seeker, there are three levels of services available through the Center, and customers can move from one level to the next, or receive services from more than one level, depending on their needs. The first level of services is called core services, and they are usually self-directed in nature and available to the customer regardless of eligibility. Intensive training and career education services may be available, contingent on program eligibility requirements and funding. In addition, support services may be provided to people receiving any service, so that the services an individual receives are effective.

## What Services are Available?

### *Core Services for Individuals*

- intake and orientation
- work skills exploration
- resource library which includes access to computers, telephones, fax and copy machines
- searches for jobs and training
- access to job banks and listings of available jobs
- Internet access

- résumé development
- job search skills training
- networking skills workshops
- interview techniques workshops
- referral to an employer with current job openings
- customer satisfaction follow-up
- determination of eligibility for additional services

### *Intensive Services for Individuals*

- comprehensive assessments of skills and service needs
- development of an individual employment and career plan
- customized screening and assessment
- reference/background checks
- intensive career counseling
- in-depth interviewing skills development
- computer workshops
- one-to-one assistance with updating your résumé, cover letters, and thank you letters
- case management





### ***Training and Career Education Services for Individuals***

- occupational skills training
- on-the-job training
- up-to-date work skills
- job-readiness training
- adult education and literacy
- customized training for an employer who commits to hiring

### ***Services for Employers***

- assistance in finding qualified workers
- labor exchange
- interview facilities
- state- and/or federally-generated Labor Market Information (LMI)
- state- and/or federally-generated information on Americans with Disabilities Act (ADA)
- information regarding consultations on workplace accommodations for persons with disabilities
- information on, and referral to, business start-up, retention, and expansion services
- information on, and referral to, sources for developing customized training programs
- information on, and referral to, career preparation activities
- rapid response to mass layoffs and plant closings
- information about training incentives, such as, on-the-job training programs (based on worker eligibility)
- state- and/or federally-generated information on tax credits for new hires

### ***Services to Youth***

- tutoring, study skills, and dropout prevention

- alternative secondary school offerings
- occupational skills training
- paid and unpaid work experiences, internships, job shadowing
- summer employment opportunities
- leadership development
- adult mentoring
- comprehensive guidance and counseling
- supportive services
- follow-up services

## **WHO ARE THE LOCAL PROGRAM PARTNERS?**

The local Workforce Centers are part of Virginia's Workforce Network where partners responsible for delivering these services collaborate to unify the numerous programs into a single, customer-friendly, seamless system of service delivery in each community.

Services may be provided by the following key partners:

- Workforce Investment Board and/or government grant recipient
- local community colleges
- Virginia Employment Commission
- Department of Rehabilitative Services
- Department for the Blind and Vision Impaired
- Department of Social Services
- Job Corps, Migrant & Seasonal Farm Workers Programs, Indian & Native American Programs, Veterans Programs, and Youth Opportunity Grants
- adult education agencies & vocational/technical schools
- local school boards
- community action agencies
- area agencies on aging
- redevelopment and housing authorities

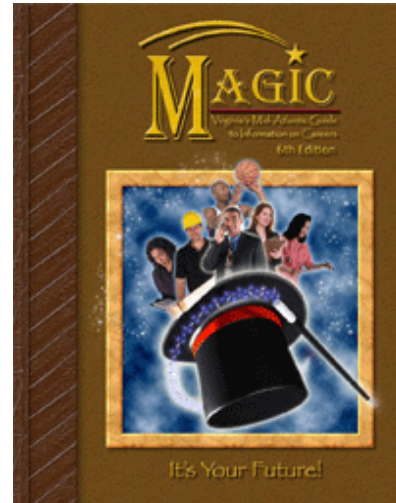
- apprenticeship organizations
- courts and juvenile justice agencies
- community development agencies
- community services boards
- training entities
- business service organizations

## Disability Program Navigator Initiative

The Disability Program Navigator (DPN) Initiative is a strategic partnership with the Department of Rehabilitative Services and the Virginia Community College System. The DPN Initiative promotes comprehensive services and work incentive information for Social Security Administration (SSA) beneficiaries and other people with disabilities through the one-stop service delivery system. Focus is placed on developing new and ongoing partnerships to achieve seamless, comprehensive, and integrated access to services, creating systemic change, and expanding the workforce development system's capacity to serve customers with disabilities and employers. DPNs assist Virginia's Workforce Centers by:

- providing expertise and information on SSA work incentives and employment support programs
- assessing Virginia Workforce Center's services, programs, and equipment on an ongoing basis to ensure accessibility to people with disabilities.
- assisting customers with navigating through the variety of programs and services that impact their employment
- serving as a resource to other Workforce Center staff.
- conducting outreach to the disability community, organizations that serve them, and employers.

## Choosing a New Job or Career and Getting That Job



### *Mid-Atlantic Guide to Information on Careers (MAGIC)*

MAGIC contains a wealth of information on training and education, financial aid, job search, applying for a job, interviewing and budgeting. To obtain the publication, log on the Virginia Workforce Connection Website at [www.vawc.virginia.gov](http://www.vawc.virginia.gov), go to Labor Market Information, click publications, and then click MAGIC, or, click the book icon above.

## JOB HUNTING TIPS

- Assume that finding a job will take days or weeks, and sometimes months, so plan accordingly.
- Plan to spend 40+ hours each week in job hunting (if you are unemployed)
- Network with friends, family members, and other people you have known who have jobs.
- Tailor your résumé to the job you are seeking; revise it according to the job requirements.
- Seek out potential employers in your interest areas.
- Research the employer and know something about them when you ask questions during the interview.
- If using a career counselor, don't limit yourself to just one. Each can offer different perspectives and

may have different contacts. Stay in touch and report your progress.

- Keep searching for the right job.
- Don't be discouraged. Rejections are more common than acceptances.
- Keep notes of all contacts and follow-up as needed.
- Each week, review what you did and what you would do differently. Assess and reassess.

## HOW TO CRAFT A RÉSUMÉ

The following information will be needed on your application or résumé:

- Address—include zip code
- Telephone number—include area code
- Social security number
- Schools attended—include dates of enrollment and coursework
- Subjects taken that relate to the job
- Previous employers, including names, addresses, date of employment, phone numbers, and immediate supervisor. Include information on what you did on each job
- Three business references—include their full names, addresses, and telephone numbers. If you do not have business references, you may include your doctor, religious leader, social workers, or friends
- In some situations, you may need to provide three credit references. They may include your bank, loan companies, department stores, landlord, etc. Include their names, addresses, telephone numbers, and account numbers.
- Hobbies or special interests and skills.

## FEDERAL JOB TESTING

Tests are required for specific groups of federal secretarial/ clerical, air traffic control, law enforcement, and for certain entry level jobs. The majority—approximately 80%—of government jobs are filled through a competitive

examination of your background, work experience, and education—not through a written test.

The written clerical test consists of two parts: clerical aptitude, and verbal abilities. To pass the written test, applicants must make a minimum score of 33 on the verbal abilities and a minimum combined total score of 80 on both the clerical and verbal parts. A score of 80 converts to a numerical rating of 70. In addition to written tests, applicants must complete the Occupational Supplement for Clerical Positions (Office of Personnel Management Form 1203-A1). With this form, the OPM will be able to determine an applicants' minimum qualifications based on a review of their education and work experience.

A final rating results from the written examination and Form 1203-A1, with 5 or 10 additional points added for veterans preference. After taking the exam and filling out the additional forms, OPM will send you a Notice of Rating (NOR) within 5 to 10 work days of testing. More information can be found at: <http://federaljobs.net/exams.htm#POSTAL%20SERVICE%20EXAMS>

## INTERVIEW TIPS

The personal interview is the most important part of the process to employment because the interview is the employer's final way of determining whether you will get the job you are seeking. Go to the interview *prepared*. Bring a pen and notepad to write down any information you may need to remember but don't take detailed notes during the interview. Whether or not this person hires you depends a great deal on the impression you make during the interview and whether or not you already have the skills needed or the potential to gain the skills.

The key to successful interviewing is being as prepared as possible. This means following several simple steps:

### **Step 1: Know About the Company**

Get all of the information you can about a company in advance. This can come from the companies website. Also, if you know someone who works there, or who has worked there, it is important to reach out to that individual and learn as much as you can. Knowing this information will show the recruiter that you are serious about the job and that you have important research skills.

**Key information includes:**

- office locations
- products and services
- customers

- competitors
- philosophy
- history
- recent news
- financial information, including salaries and stock

### **Step 2: Practice, Practice, Practice**

Have a family member or friend ask you potential questions and do a mock interview. It might sound strange, but thinking through potential answers to questions in advance is a great way to sound ready and polished in an interview setting. Remember to speak slowly and to stay on topic. Every question you are asked is a way for an interviewer to make a judgment about your ability. Focus on answers which show your strengths and versatility.

#### **Common job interview questions include:**

- tell me about yourself.
- why do you want to work here? or, What about our company interests you?
- why did you leave your last job?
- what are your best skills?
- what are your weaknesses?

Most interviews follow this pattern: You answer questions about your experience and qualifications then you ask questions about the job. Practice your answers to the common interview questions. Likewise, prepare a list of questions to ask the employer. Rehearse your interview with a friend. You should be able to convey all key information about yourself in 15 minutes. Video tape yourself to check your diction, speed, and body language.

### **Step 3: Act the Part**

You will be judged in some respects by what you wear to the interview. Dress professionally, but comfortably. When in doubt, dress conservatively:

#### **Women**

- A business suit is best.
- Wear sensible pumps.

- If you wear makeup, keep it moderate.
- Wear simple jewelry.
- Hair and fingernails should be well groomed.
- Use cologne and perfume sparingly.
- Use deodorant and brush your teeth.

#### **Men**

- A clean, ironed shirt and tie are a must.
- A simple jacket or business suit is a good idea as well.
- Shoes should be polished.
- Face should be clean-shaven (or facial hair should be neatly trimmed).
- Hair and fingernails should be well groomed.
- Use deodorant and brush your teeth.

## **How to Attend a Job Fair**

Adapted from: <http://jobsearch.about.com/od/jobfairs/a/jobfairtips.htm>

**J**ob fairs are invaluable resources for those looking for new employment. Just think about it, going to the office of a potential employer could take an hour or more per visit, whereas at a job fair you can meet 5-10 employers over the course of an hour. Even if you are not sure what you want to do next, a job fair offers a fairly simple way to “do research” and learn about the kinds of companies you might be interested. But, to get the most out of job fairs, you need to take them seriously and be strategic. Some simple steps to success include:

- **Make Sure You are Prepared!:** Know the organizations you are interested in and know something about them. There’s a great deal of information on the internet. Skipping the research process puts you at a major disadvantage. It doesn’t take much effort to check out a corporate website, especially since the payoff can be quite significant.
- **Treat Each Interaction Like an Interview:** Job

fairs are not just easy ways for you to access possible employers; they are easy ways for employers to access you, so treat every interaction like an interview, because in many ways that is exactly what it is.

- **Know What You Don't Know:** Likewise, knowing nothing about a company and admitting that you have absolutely no idea what your strengths and interests are is a prescription for disaster.
- **Be Professional:** First impressions are very important—how you dress, look, and act. Something as simple as a smile—even if you're kept waiting longer than you'd like—goes a long way.
- **Follow Up, Follow Up:** Time spent at a career fair may go down the tubes if you're not prepared to follow-up effectively. Even though proper follow-up procedures usually vary among interviewers and companies, there are a few universally acceptable things to keep in mind. If it's a huge, bureaucratic firm you're interested in, the recruiter would probably appreciate a note—not a phone call—within a week. If you are given a business card that includes an e-mail address, it's totally acceptable to thank the interviewer electronically if you'd like. At the end of any interview, or even a mini discussion, be sure to ask what the next steps are. Ask if the interviewer minds if you follow up by phone or email and try to establish a time frame in which to do so.
- **Don't Forget:**
  - Dress professionally - wear a suit. Handle this as you would a regular interview.
  - Wear comfortable shoes - lines are frequently long and you should expect to wait.
  - Résumés - bring a supply of résumés to hand out to the companies.
  - Take a portfolio/briefcase to hold résumés and corporate literature.
- Arrive early - plan on extra time for checking in.
- Be assertive and show initiative - shake hands and introduce yourself to recruiters when you reach the table.
- Be enthusiastic.

- There will be many applicants approaching employers at the same time you are, so don't be overwhelmed

## Networking

**N**etworking essentially means interacting directly with other people. Eighty percent of jobs are found through “networking,” much of which requires you to do little more than talk to the people you already tend to interact with. This includes your family, friends, fellow employees, and other acquaintances. The key to networking is making these conversations useful by knowing what you want to say and what questions you should ask.

Just because you are talking to people you know does not necessarily make networking “easy.” Therefore, it may help to follow these steps in determining who to talk to and what to talk about.

### STEP 1: FIND OUT WHO YOU KNOW

It might sound strange, but the first step to finding a new job or career is to make a list of the people that you know who you think might be helpful to speak to about your job transition. This list can and should be very broad. Don't be afraid to tell those you know that you might want to be changing careers, because in many cases, even if they can't help, someone they know might be able to.

### STEP 2: ORGANIZE YOUR LIST AND TARGET CORRESPONDENCE

After you have an initial list it can help to organize it and create a chart so that you know who you have contacted and what you have learned from each interaction. If you are focusing on joining a particular company it can be helpful to target your correspondence to a specific person at that company and *always follow up*.

### STEP 3: KNOW WHAT TO SAY

Another key to networking is having some good talking points ready to go so that you can make the most of every conversation you have. Obviously, the point you make may be different, depending on if you know the person well or not, but it always helps to write down some of the things you might want to talk about and to practice with a family member or friend so that you are ready to clearly explain your situation and ask if they know of anywhere you can turn for help.

**Typical talking points could include:**

- Finding out what they are up to.
- Giving them news about the layoff if they haven't already heard.
- Telling them about your interests and experience.
- Asking if their company is hiring or they know someone else to turn to.
- Asking them for their contact info and contact info of others who they refer.

**STEP 4: MAKE SURE TO FOLLOW-UP**

The true key to good networking is follow up. Make sure to touch base with the person with whom you spoke soon after the interaction (within a day or two). This can be done over the phone or could also be done by email. Good follow up can often be the real key to landing a new job.

**Volunteering**

**I**n your search for a job, remember that volunteering can serve as a vehicle to securing a job. Volunteering can give you an opportunity to try out a career, gain work experience and develop new skills. You can use your experience and list it on your résumé. This benefit is especially helpful if you are just starting out in your career path and have very little paid work experience. There are also opportunities to connect to potential employers by volunteering for their organization. The exposure provides you with an advantage by allowing you the opportunity to prove your skills. If you decide not to work for that organization or there are no openings, you can still use your contacts as a reference, or they can direct you to another job in your field. The experience with working with other people is an excellent networking tool to finding another job.

Volunteering will not only help you with your career path but will help you feel good about yourself. Helping other people will help you feel valued and provide a sense of purpose in your life. Your time and effort in helping another person often helps a person regain a sense of hope and the energy to make some changes in their life. The gift of your time and expertise could provide you with many benefits. You can dial **2-1-1** (or 804-275-2000) and find out what volunteer opportunities are available in your community.

**Career Education and Training**

**I**n the competitive marketplace, employers are expecting workers to be prepared to enter the workforce with the skills and credentials necessary to compete in the global economy. The need for workers who are trained in high-skilled, high-demand jobs is crucial to the long-term success of business and industry in the Commonwealth. The opportunities to explore training and skill development are diverse and can accommodate any level of educational attainment. The key to accessing education and training opportunities begins with the desire to learn and the desire to create a career pathway that will lead to a life-long career. To find out what career education and training opportunities are available to you, visit your local area's Workforce Center at <http://vwn.vccs.edu> or dial 2-1-1.

**Registered Apprenticeship**

**R**egistered Apprenticeship is a proven, cost-effective system for training employees in a variety of occupations that require a wide range of skills and knowledge. There are approximately 2,000 Virginia employers in all sectors of our economy—manufacturing, construction, service, and technology—that currently use the Registered Apprenticeship Program to meet their training needs. Apprenticeship training requires both on-the-job work experience and related instruction. On-the-job work experience is provided by the registered sponsor and is organized and systematic. Related instruction is designed to provide the apprentice with the theory and technical knowledge related to his/her trade craft. Local vocational technical schools, the sponsoring organization, or the local community college may provide related classroom instruction to apprentices. A registered apprentice completes a minimum of 2,000 hours of supervised on-the-job work experience in a specific occupation, and a recommended minimum of 144 hours of related instruction for each year of apprenticeship. Depending on the occupation, the length of apprenticeship varies between one and six years, with four years being the average. Call (804) 371-2327 or visit [www.doli.virginia.gov](http://www.doli.virginia.gov).

Associated Builders and Contractors—Call (804) 346-4222 or visit [www.abcva.org](http://www.abcva.org).

## Starting Your Own Business

A variety of resources are available to assist you in starting a business in Virginia. We suggest to anyone looking to start a business or needing help with his/her small business that you contact the Virginia's Department of Business Assistance ([www.vdba.virginia.gov](http://www.vdba.virginia.gov)).

If you are just getting started, visit DBA's Business Launch Pad (<http://www.vdba.virginia.gov/smdev/launchpad/>). This online guide will walk you step-by-step through the process of starting a business in Virginia, including checklists, helpful tips, and licensing procedures.

Small business incubators are popular resources that help small businesses survive their early years and help them grow and thrive. Incubators provide office space, warehousing/manufacturing space, common loading docks, shared conference rooms, kitchen facilities, and a common reception area. In addition, the incubator provides a receptionist, as well as shared office equipment (copiers, fax machines, audio-visual equipment, etc.). Go to [http://www.vdba.virginia.gov/expanding\\_business.shtml](http://www.vdba.virginia.gov/expanding_business.shtml) to view a map of Virginia's incubators.

A list of additional online resources that may be helpful in starting and running your small business is available by contacting DBA's Virginia Business Information Center at 1-866-248-8814, or by e-mail at [vbic@vdba.state.va.us](mailto:vbic@vdba.state.va.us). Professional, experienced business counselors will provide an immediate response to your inquiry or direct you to resources available to assist you.



The *Virginia Business Resource Directory* is a comprehensive guide to the types of assistance available to current and prospective business owners focusing on the key areas of management, money and marketing. Included is an appendix of state, local and federal entities that offer assistance to businesses. Visit <http://www.vawc.virginia.gov/gsipub/index.asp?docid=281>.

**Entrepreneurs**

- ✓ RECOGNIZE opportunity
- ✓ DEFINE goals
- ✓ UNDERSTAND the market
- ✓ TAKE the initiative
- ✓ FIND a market niche
- ✓ SEEK advice
- ✓ COMMUNICATE with staff
- ✓ MAKE sacrifices
- ✓ MAINTAIN high energy levels

Request these free publications:

- ✓ VA Business Resource Directory
- ✓ Business Registration Guide
- ✓ Employer's Handbook

800.756.4223  
www.VaEmploy.com

# Road Map to Career Transition

**My job is going away. What do I do now?**

**Visit your local Virginia Workforce Center or log onto [www.vawc.virginia.gov](http://www.vawc.virginia.gov) to register for Job Seeker services or Unemployment Insurance benefits.**

**I know what job I want next**

**NO**

**Complete a Transition-to-Work Inventory**

**Meet with your local Workforce Center staff**  
Attend Career Exploration Workshop  
Help you develop a plan

**Do I have the certification or training to get my next job?**

**YES**

**Start on the path to a new job.**

**NO**

**Complete appropriate skills assessments**  
Staff will help you with this.

**Successfully complete training!**  
Celebrate with your Workforce Center Staff.

**Investigate which training program is right for you**

**Attend training**  
Check in with your Workforce Center regularly



# What to Do After a Layoff

## EVERYONE NEEDS TO LOOK AT PRIORITIES

1. **Don't feel ashamed**—whatever the reason for being laid off, recognize that chances are that most people that you talk to during your job search have been laid off at least once in their career.
2. **Blow off some steam (in a positive manner)**—It is natural to feel anger when you are laid off. The key is to not let your anger consume you and to find a sounding board to vent your anger without taking it out on your family and friends. Talk to your former co-workers, start a job club where you can meet regularly to discuss your job search efforts and blow off steam. If you find that your anger or sadness persists for more than a few weeks, you should seek professional counseling to help move on from this stage in your life.
3. **File for unemployment benefits**—Immediately file for unemployment and register with Job Services at the Virginia Employment Commission. All employers are required to pay into unemployment insurance and you should take advantage of this valuable benefit.
4. **Assess your financial situation**—Make a detailed budget and stick with it. Reduce your spending where you can by eliminating or reducing optional expenditures. Try to estimate how long your savings, unemployment, and severance will allow you to look for a job. Contact your creditors to see if you can arrange lower monthly payments while you are looking for work. If you have a great deal of debt, you may wish to contact Consumer Credit Counseling ([www.cccsstl.org](http://www.cccsstl.org)) to work out a payment plan with your creditors.
5. **Do you need a career change?**—Maybe it is time for a career change? See the One-Stop Center in your area for an assessment to evaluate your current skills and the skills needed for your new career. Use your employer-provided benefits or the services of your local One-Stop to enroll in training.
6. **Make a home office**—Set aside a place in your home with all the basic office materials that you have. Use this office to conduct your job search and develop the mindset that finding a job is a job in itself.
7. **Make it a job**—Like any job, you can take a day off, but treat looking for a job like it is your job—five days a week, eight hours a day.
8. **Who do I know?**—This is the start of the job search. Make a list of whom you know and where they are. Get this organized on paper or with software to track correspondence.
9. **Consider temporary work**—After you have exhausted your contacts, consider taking temporary work. In the right situation this can even lead to a new job.
10. **Put your extra time to good use**—If you don't want to consider temp work, then make sure your days are busy. You can learn some new skills or even take courses at a local college.

## UNEMPLOYMENT INSURANCE

The unemployment insurance system, created by the Social Security Act of 1935, is administered by each state, the District of Columbia, Puerto Rico, and the Virgin Islands with oversight by the U.S. Department of Labor (DOL). Federal law provides the guidelines, but the 53 jurisdictions determine many requirements related to eligibility, benefit levels, and tax rates.

The system has three broad objectives:

- Alleviate hardship for the unemployed.
- Prevent unemployment.
- Promote reemployment.

Alleviating hardship, the system's principal aim, is accomplished by partially replacing the loss of wages for unemployed individuals who have a demonstrated attachment to the workforce.

The Virginia Employment Commission paid \$380 million in regular UI benefits to 254,976 individuals during calendar year 2007. Virginians received an average of 12.4 weeks of benefits, averaging \$263 per week.

Virginia requires that a claimant have earned \$2,700 in the two highest quarters of the base period combined to be eligible for benefits. The base period is the first four of the last five preceding calendar quarters. The minimum weekly benefit payment in Virginia is \$54; the maximum is \$363. Recipients may be eligible for up to 26 weeks of benefits during their benefit year.

The program also handles resolution of disputed UI claims and answers customer inquiries regarding benefit and tax matters.

In general, the Federal-State Unemployment Insurance Program provides unemployment benefits to eligible workers who are unemployed through no fault of their own

(as determined under State law), and meet other eligibility requirements of State law.

Unemployment insurance payments (benefits) are intended to provide temporary financial assistance to unemployed workers who meet the requirements of State law.

Each State administers a separate unemployment insurance program within guidelines established by Federal law.

Eligibility for unemployment insurance, benefit amounts, and the length of time benefits are available are determined by the State law under which unemployment insurance claims are established.

In the majority of States, benefit funding is based solely on a tax imposed on employers.

More information available at: <http://www.workforcesecurity.doleta.gov/unemploy/aboutui.asp> or [VaEmploy.Com](http://VaEmploy.Com).

## VIRGINIA RAPID RESPONSE

Rapid Response services provide immediate aid to workers affected by announcements of plant closings and large layoffs.

### **Program Description**

The State Dislocated Worker Unit (DWU) receives notices of plant closures and mass layoffs, including those covered under the Worker Adjustment and Retraining Notification (WARN) Act. Please click on the link at the U.S. Department of Labor's website at [www.doleta.gov/layoff/employers.cfm](http://www.doleta.gov/layoff/employers.cfm) for more information on the WARN Act and Rapid Response Services for employers.

When the DWU obtains information about a major layoff, it can respond with on-site services to assist workers facing job losses. Rapid Response provides early intervention assistance designed to transition workers to their next employment as soon as possible. While the Rapid Response program is administered at the state level, it is planned and implemented at the local level through a combined team effort.

The more quickly Rapid Response is begun, the more time is available for workers to overcome their fears and begin their re-entry into the workforce. Early intervention allows employers and workers to communicate about worker concerns, to take advantage of worker transition committee opportunities, to initiate peer worker projects, and to identify, design, and oversee layoff aversion and incumbent worker strategies.

### **Program Eligibility**

Rapid Response services are available in layoffs which involve twenty-five (25) or more workers and plant closings

or mass layoffs which affect fewer than twenty-five (25) employees, but occur in a business or industry which forms the economic base of a small community (population 50,000 or less). Workers affected by layoffs of under 25 individuals, which do not receive Rapid Response services through the State, may access WIA services directly through their local Workforce Investment Board (WIB).

### **Information Briefings**

A Workforce Services Consultant is stationed in each of the state's major regions and works directly with company representatives and with employees to design and deliver employment transition services before the actual layoff date. Their responsibilities include meeting with the Rapid Response team to get more information about reduction-in-force plans, provide an overview of service options, and to customize services according to workforce needs.

The focus of the first meeting with the workers who will be dislocated is to give the employees information about:

1. How the Rapid Response process works and how it can help them get more information about job opportunities;
2. Unemployment Insurance guidelines and benefits;
3. Training opportunities
4. Resources available in the community.

The major goal is to develop a working relationship with the employees and encourage their participation in the programs and services offered.

### **Workforce Transition Team**

A company facing a reduction in force may establish a committee to facilitate transition services for the affected employees. The teams often include representatives from human resources, training, and employee assistance departments; managers and supervisors; union stewards; and employees.

### **Core Services Available**

Based on the results of a Rapid Response Needs Assessment Survey of each employee, core services can be provided in groups. A survey of the workforce needs and concerns will help to ensure that the services provided are of value and importance to the group. Rapid Response may provide the following services in a group format:

- Job search assistance may include accessing community resources, job applications, and résumé

preparation, assessing accomplishments and skills, a résumé development lab, interviewing skills, effective interviewing techniques, practice interviewing lab, and coping with job loss. These services are available through Rapid Response in a group format.

- Assistance is provided in coordinating the mass filing of Unemployment Insurance claims and the registration for Job Services.
- Labor Market Information will be furnished to all registrants, including emerging and demand occupations. Job postings will also be made available through multimedia and technology.
- Group Stress Management Seminars shall be made available on a regular and/or as needed basis. The focus of these seminars will be to develop strategies for managing the stress associated with job loss, its impact on the family unit, and on maintaining community relationships.
- Group Financial Management Seminars primarily focus on assisting affected workers in developing financial planning skills in order to maintain household and consumer finances. A specific focus will be on negotiating manageable payment schedules with mortgage, finance, and various lending institutions.
- Assistance with setting up an on-site Resource Center. We have a Transition Library that we can bring to your location and allow your employees to use in their research. Consultation is provided regarding additional resources for the center.

### **Layoff Aversion**

Layoffs may be averted through the use of strategies that help retain or save jobs. The aim of the aversion could be to help the company make changes so that layoffs are reduced or completely avoided. As a viable partner with other programs and organizations within the workforce and economic development communities, the Rapid Response team has access to layoff aversion options that may be utilized in a layoff aversion plan.

### **Service Delivery Structure**

Virginia is divided into 15 Workforce Investment Areas. Rapid Response is administered at the state level, but operated at the local level. Persons seeking services can contact their local Virginia Workforce One-Stop Career Center. Rapid Response services offered to any company

and its employees are tailored, based on the needs of the affected employees, and are at no cost to the employer or the affected workers. For more information about the 15 local Workforce Investment Areas, please log onto <http://vwn.vccs.edu>.

### **DWU Staff**

There are Workforce Services Consultants strategically located across the state to provide on-site consultation and coordination of Rapid Response activities and services:

#### **Eastern Region:**

Curtis Wray ([CWray@vccs.edu](mailto:CWray@vccs.edu))  
Opportunity, Inc. Local One Stop  
861 Glenrock Road, Suite 223  
Norfolk, VA 23502  
(757) 461-7537, ext. 325  
(757) 461-6117 FAX

#### **Central Region:**

Felecia McClenny ([FMcClenny@vccs.edu](mailto:FMcClenny@vccs.edu)) 1001 East  
Broad Street, Suite 222  
Old City Hall Office Building  
Richmond, VA 23231  
(804) 371-5082 / (804) 225-2631 FAX

#### **Western Region:**

Clarence Hughes ([CHughes@vccs.edu](mailto:CHughes@vccs.edu))  
New River Community College  
Workforce technology  
5251 College Drive  
Dublin, VA 24084  
(540) 674-4284/(540)-674-3634 FAX

#### **Northern Region:**

Gregory Vaughn ([GVaughn@vccs.edu](mailto:GVaughn@vccs.edu))  
42753 Ridgeway Drive  
Broadlands, VA 20148  
(703) 203-0868/(703) 726-9949 FAX

### **Dislocated Worker Programs**

The Workforce Investment Act (WIA) is the federal legislation that funds a large majority of the nation's employment and training-related programs. These programs are available at no additional expense to employers and workers. Services are provided through local Virginia Workforce Network Centers and are overseen by Local Workforce Investment Boards (WIBs).

WIA offers unique programs for persons who have lost their jobs in mass layoffs or plant closings, or who have been laid off and are unlikely to return to their jobs.

The regular Dislocated Worker Program under WIA offers employment and training programs for eligible workers

who are unemployed through no fault of their own, or have received official notice of a layoff. This program allows for individualized re-employment services.

For more information about dislocated worker programs and services, visit the U.S. Department of Labor's website at [www.doleta.gov/layoff/workers.cfm](http://www.doleta.gov/layoff/workers.cfm).

### **Financial Tips**

(From Lizz Pullmiam Weston, *MSN Money*)

1. **Get your priorities straight.** List your bills and other spending in order of importance. The items at the bottom of the list should be pretty easy to trim. You also should find savings by cutting back on big-ticket items. Obtain a clear picture of your severance package, if any, especially the "post tax" figures and the cost of health insurance continuation under COBRA.
2. **Track your spending.** The first step to controlling your spending is to know where you are spending money. Keeping track of all your expenditures will help you decide where you can cut back if necessary.
3. **Conserve your cash.** Most of the time, though, it's better to put your debt repayment plans on hold when you're facing a fiscal emergency. Pay the minimums on your debt. Contact your student loan lender to get a deferment. Check with utilities and telephone companies to see if they offer cut-rate services for low-income people.
4. **Don't tap your retirement funds if you can avoid it.** It can be tempting to raid these pots of money, but the financial repercussions are so serious that you should avoid such withdrawals unless you're about to lose your home or suffer some other dire setback. Not only will you lose one-third to one-half of the withdrawal to taxes and penalties, but you lose forever the tax-deferred returns you could have earned. A \$10,000 withdrawal now from your IRA or 401(k) means \$109,000 less for your retirement, assuming the money would grow at an average 8% annual rate for 30 years.
5. **Use your home equity with caution.** Setting up a home equity line of credit can be a smart precaution while you still have a job—if you're disciplined enough to use it only in case of emergencies. As with retirement funds, home equity is protected in bankruptcy court, so money from your home shouldn't be used to pay unsecured debts until you're back on your feet—if then.
6. **Raise cash.** Use some of your newly free time to organize a garage sale. Review all of your assets and your skills to determine which might be used to produce income. Good with tools? Take on a few odd jobs. Consider detailing cars or working as a driver or companion for the elderly. Just don't fall into the trap of trying to start up a full-fledged business if you're short on cash.
7. **Identify emergency sources of aid.** If your unemployment stretches on, you should know where the food banks are and familiarize yourself with how you qualify for food stamps or other government aid. Family and friends may be able to help as well.



**BUDGET WORK SHEET**

<b>Section 1: Assets</b>	<b>Total Received</b>	
Salary		
Unemployment Benefits		
Spouse's Salary		
Social Security		
Part Time Jobs		
Other		
<b>Total:</b>		
<b>Section 2: Expenses</b>	<b>Current Spending</b>	<b>Planned Spending</b>
Housing (Rent, Mortgage, Home Equity Loan, Fees, Property Tax)		
Utilities (Electricity, Gas, Water, Garbage)		
Telephone + Cell Phone		
Food		
Transportation (Public Transportation, Car Payments, Insurance, Gasoline)		
Other Maintenance		
Child Care, Child Support, School Expenses, Lessons, and Tutoring		
Insurance (Medical and Dental Payment plans)		
Clothing, Shoes, and Accessories		
Charitable Contributions		
Entertainment (Cable TV, Newspapers, Magazines, Internet, Other Goods)		
<b>Total:</b>		

### ***Legal Rights from Bill Collectors (From the Federal Trade Commission)***

If you use credit cards, owe money on a personal loan, or are paying on a home mortgage, you are a “debtor.” If you fall behind in repaying your creditors, or an error is made on your accounts, you may be contacted by a “debt collector.”

You should know that in either situation, the Fair Debt Collection Practices Act requires that debt collectors treat you fairly and prohibits certain methods of debt collection. Of course, the law does not erase any legitimate debt you owe.

#### **How may a debt collector contact you?**

A collector may contact you in person, by mail, telephone, telegram, or fax. However, a debt collector may not contact you at inconvenient times or places, such as before 8 a.m. or after 9 p.m., unless you agree. A debt collector also may not contact you at work, if the collector knows that your employer disapproves of such contacts.

#### **Can you stop a debt collector from contacting you?**

You can stop a debt collector from contacting you by writing a letter to the collector telling them to stop. Once the collector receives your letter, they may not contact you again except to say there will be no further contact or to notify you that the debt collector or the creditor intends to take some specific action. Please note, however, that sending such a letter to a collector does not make the debt go away if you actually owe it. You could still be sued by the debt collector or your original creditor.

#### **May a debt collector contact anyone else about your debt?**

If you have an attorney, the debt collector must contact the attorney, rather than you. If you do not have an attorney, a collector may contact other people, but only to find out where you live, what your phone number is, and where you work. Collectors usually are prohibited from contacting such third parties more than once. In most cases, the collector may not tell anyone other than you and your attorney that you owe money.

#### **What must the debt collector tell you about the debt?**

Within five days after you are first contacted, the collector must send you a written notice telling you the amount of money you owe; the name of the creditor to whom you owe the money; and what action to take if you believe you do not owe the money.

#### **May a debt collector continue to contact you if you believe you do not owe money?**

A collector may not contact you if, within 30 days after you receive the written notice, you send the collection agency a letter stating you do not owe money. However, a collector can renew collection activities if you are sent proof of the debt, such as a copy of a bill for the amount owed.

#### **What types of debt collection practices are prohibited?**

Harassment. Debt collectors may not harass, oppress, or abuse you or any third parties they contact.

For example, debt collectors may not:

- use threats of violence or harm;
- publish a list of consumers who refuse to pay their debts (except to a credit bureau);
- use obscene or profane language or repeatedly use the telephone to annoy someone.
- use false statements. Debt collectors may not use any false or misleading statements when collecting a debt.
- falsely imply that they are attorneys or government representatives;
- falsely imply that you have committed a crime;
- falsely represent that they operate or work for a credit bureau;
- misrepresent the amount of your debt;
- indicate that papers being sent to you are legal forms when they are not; or
- indicate that papers being sent to you are not legal forms when they are.

**Debt collectors also may not state that:**

- you will be arrested if you do not pay your debt;
- they will seize, garnish, attach, or sell your property or wages, unless the collection agency or creditor intends to do so, and it is legal to do so; or
- actions, such as a lawsuit, will be taken against you, when such action legally may not be taken, or when they do not intend to take such action.

**Debt collectors may not:**

- give false credit information about you to anyone, including a credit bureau;
- send you anything that looks like an official document from a court or government agency when it is not; or
- use a false name.
- use unfair practices. Debt collectors may not engage in unfair practices when they try to collect a debt.
- collect any amount greater than your debt, unless your state law permits such a charge;
- deposit a post-dated check prematurely;
- use deception to make you accept collect calls or pay for telegrams;
- take or threaten to take your property unless this can be done legally; or
- contact you by postcard.

**What control do you have over payment of debts?**

If you owe more than one debt, any payment you make must be applied to the debt you indicate. A debt collector may not apply a payment to any debt you believe you do not owe.

**What can you do if you believe a debt collector violated the law?**

You have the right to sue a collector in a state or federal court within one year from the date the law was violated. If you win, you may recover money for the damages you suffered plus an additional amount up to \$1,000. Court costs and attorney's fees also can be recovered. A group of people also may sue a debt collector and recover money for damages up to \$500,000, or one percent of the collector's net worth, whichever is less.

**Where can you report a debt collector for an alleged violation?**

Report any problems you have with a debt collector to your state Attorney General's office and the Federal Trade Commission. Many states have their own debt collection laws, and your Attorney General's office can help you determine your rights.

The FTC works for the consumer to prevent fraudulent, deceptive, and unfair business practices in the marketplace and to provide information to help consumers spot, stop, and avoid them. To file a complaint or to get free information on consumer issues, [visit www.ftc.gov](http://www.ftc.gov) or call toll-free, 1-877-FTC-HELP (1-877-382-4357); TTY: 1-866-653-4261. The FTC enters Internet, telemarketing, identity theft, and other fraud-related complaints into Consumer Sentinel, a secure online database available to hundreds of civil and criminal law enforcement agencies in the U.S. and abroad.

**Utility Budget Plans**

Dominion Virginia Power, Virginia Natural Gas, Columbia Gas of Virginia, and Community Electric will work out a budget plan with their customers. Accounts must be current to begin the budget plan. If you do not pay the budget amount you will be removed from the budget plan and be responsible to pay the entire account balance.

Contact the following for more information:



**Dominion Virginia Power**  
(888) 667-3000



**Columbia Gas of Virginia**  
(800) 543-8911

**Fuel Assistance**

Dominion Virginia Power and Virginia Natural Gas offer fuel assistance programs through the Energy Share Program. This program normally starts after the 15th of December and ends at the end of April or until funds are depleted. People can receive assistance with their gas, kerosene, oil, electric bills or any other fuel source.

Assistance is also available if the bill is heat related. The Department of Social Services offers various forms of fuel assistance, including cooling assistance during the summer months. Contact your local Social Service office for more information or contact the 2-1-1 Center in your area to find out about other programs that provide this assistance.

## **Appendix I—Table of Contents**

### **Agency Workforce Services**

Community Action Agencies.....	38
Virginia Community College System.....	31
Virginia Department for the Blind and Vision Impaired .....	32
Virginia Department for the Deaf and Hard of Hearing .....	34
Virginia Department of Correctional Education .....	42
Virginia Department of Education.....	40
Virginia Department of Health .....	41
Virginia Department of Juvenile Justice .....	39
Virginia Department of Labor and Industry .....	41
Virginia Department of Rehabilitative Services .....	31
Virginia Department of Social Services.....	25
Virginia Department of Veterans Services .....	36
Virginia Employment Commission .....	38
Virginia Employment Services Organizations .....	35



## Appendix I—Agency Workforce Services

### VIRGINIA DEPARTMENT OF SOCIAL SERVICES (VDSS)

The Virginia Department of Social Services (VDSS) provides a variety of assistance programs to eligible residents. This assistance includes daycare, transportation, job readiness, medical assistance, FAMIS, training referrals, financial assistance, Temporary Assistance for Needy Families (TANF), food stamps, and Medicaid. Many of these programs are income based. More information about DSS Services is available at <http://www.dss.virginia.gov/benefit/>.

#### ***Temporary Assistance for Needy Families (TANF)***

The TANF program provides eligible families with a monthly cash payment to meet their basic needs. For a child to be eligible he must be:

- Under age 18, or if 18, will graduate from high school before age 19
- Going to school regularly if he is between the ages of five and 18
- Living with a parent or other relative
- A U.S. citizen or an eligible immigrant
- A child will not be eligible if born to, or adopted by, a TANF recipient more than 10 months after an applicant begins to receive TANF payments. The Division of Child Support Enforcement will send all support collected for this child directly to the family. This support will not count as income in the TANF program.

Virginia's TANF program emphasizes personal responsibility. Participants may be provided with services such as job skills training, job readiness training, child care assistance, transportation, and other work-related expenses.

#### **Steps to Apply**

Complete screening for potential eligibility: <http://dssiad.dss.state.va.us/EligibilityScreening/>

Submit application (<http://www.dss.virginia.gov/benefit/tanf/forms.cgi>) to your local department of social services (you can also pick up an application at your local office or ask them to mail one to you).

Note: You may need to be interviewed by an eligibility worker, depending on the type of assistance requested.

#### ***Food Stamp Employment and Training Program (FSET)***

The Food Stamp Employment and Training Program (FSET) is a multi-component employment and training program that provides job search, job readiness, education, training and work experience to non-public assistance food stamp recipients. The program's role is to provide food stamp recipients with opportunities that will lead to paid employment and decrease dependency on assistance programs.

#### **Eligibility**

At every application, reapplication, and recertification for Food Stamps, the eligibility unit/worker will screen each person to determine if s/he is subject to the federal work requirements. After the case is approved, a referral will be sent to the FSET worker or service provider. Virginia's FSET program will encourage all work registrants to obtain and retain employment and will provide the following services statewide to able-bodied adults without dependents (ABAWDs) and in select local jurisdictions to other mandatory and voluntary participants. Non-ABAWDs will be required to register for work at their local Workforce Center, unless there are significant transportation barriers to doing so.

Web site for USDA – <http://www.fns.usda.gov/FSP>.

### ***Virginia Initiative for Employment and not Welfare (VIEW)***

The Virginia Department of Social Services (VDSS) provides services and benefits to meet the needs of low-income individuals who meet income eligibility requirements throughout 120 local welfare departments. VIEW provides employment and training opportunities to assist recipients of TANF cash assistance to increase self-sufficiency.

#### **Menu of Services**

The VIEW program provides services to participants based on individualized assessments that include screening for disabilities (including learning disabilities) and barriers (such as substance abuse) that might affect employment, education, or training success. Opportunities provided are: unsubsidized employment, subsidized employment, unpaid work experience, job search/job readiness, vocational education, training (including education and training at the certificate, associate, and baccalaureate levels), job skills training, and education below post-secondary that includes ABE, GED, and ESL. Reassessments of the participant's progress are conducted at regular intervals. Follow-up is provided for 12 months for participants who find employment. Transitional services include child care, transportation, employment, and education and training services.

#### **Eligibility**

All able-bodied parents receiving TANF who have children over the age of 12 months are required to participate in VIEW. Individuals may earn up to the poverty limit and are limited to 24 months of cash assistance. After cash assistance is terminated, the family may receive 12 months of transitional assistance. After 24 months, the family is ineligible to receive TANF for the next two years. There is a 60-month lifetime limit.

### ***Office of Newcomer Services—Refuge Resettlement Program***

The Office of Newcomer Services (ONS) is responsible for coordinating, planning, implementing, and evaluating Virginia's refugee program. The Refugee Resettlement Program provides support for men, women, and children from all parts of the globe who have been forced to flee their homelands because of wars, armed conflicts, and/or gross violations of human rights. Virginia's Refugee Resettlement Program mirrors the national program by promoting self-sufficiency, personal responsibility, and offering specialized support services and time-limited benefits to assist refugees and their families. ONS contracts with service providers with the goal that each community will achieve the earliest self-sufficiency.

#### **Menu of Services**

Services and programs provided by the Refugee Resettlement Program include health screenings, social and support services, including employment assistance and English language training, financial and medical assistance, an unaccompanied minors program for refugee children without parents or guardians, targeted assistance programs for refugees with particular needs, and the Virginia Refugee Student Achievement Project is targeted for school-aged refugee children, grades K-12, in Northern Virginia and Metro-Richmond.

Since 1975, Virginia has resettled more than 50,000 refugees with assistance from ONS, bringing Virginia's rank to twelfth in the nation for refugee resettlement. Virginia's refugees have historically come from areas including Africa, the Caribbean, Eastern Europe, the Middle East, and Southeast Asia. Approximately fifty-five percent of refugees relocate in the Northern Virginia area. Populations that are eligible for refugee services include Amerasians, Asylees, Cuban/Haitian entrants, unaccompanied refugee minors, and victims of human trafficking.

ONS operates from the Virginia Department of Social Services Home Office in downtown Richmond. The staff consists of the State Refugee Coordinator and program specialists who have responsibilities for a variety of program areas.

Web: [www.dss.virginia.gov/family/ons](http://www.dss.virginia.gov/family/ons).

### ***Virginia Department of Medical Assistance Services***

The Virginia Department of Medical Assistance Services (VDMAS) provides assistance to citizens of Virginia and administers programs such as Medicaid, FAMIS, SMILES for Children, and state/local hospitalization programs.

## **Medicaid**

The Medical Assistance program (Medicaid) was established under Title XIX of the Social Security Act to enable states to provide medical care for public assistance recipients and medically needy persons (i.e. persons of low income who can meet their maintenance needs but have insufficient income to provide the cost of medical care). The program is financed by state and federal funds.

In Virginia, Children's Health Insurance includes Medicaid and Family Access to Medical Insurance Security (FAMIS) and is available through a single application. Children will be covered by Medicaid if the family's income meets the Medicaid income requirements. Children who are not eligible for Medicaid and who meet the FAMIS eligibility requirements will be covered by FAMIS.

### **WHO Medicaid Covers**

In order to be eligible for Medicaid, applicants must meet the non-financial and financial requirements for Medicaid and must be in one of the groups covered by Medicaid.

The four major groups covered by Medicaid are:

- **Medically-Indigent Children and Pregnant Women (MI)** - Medicaid generally provides coverage to pregnant women and children with countable family income below 133% of the federal poverty level (FPL) who meet the non-financial requirements. Eligibility under this component is determined without regard to the individual's resources.
- **Low-Income Families and Children (LIFC)** - Medicaid covers families who meet the non-financial requirements and the income and resource requirements.
- **Aged, Blind, and Disabled (ABD)** - Medicaid covers individuals over 65 and individuals with disabilities who meet the non-financial requirements and the income and resource requirements. Medicaid covers Supplemental Security Income (SSI) recipients who meet the resource requirements.
- **Long-Term Care (LTC)** - Medicaid provides coverage to individuals who require care in a medical facility or whose care can be provided in the home and whose income and resources are insufficient to cover the cost of their care.

### **WHAT Medicaid Covers**

For individuals who meet income and resource limits for full coverage, Medicaid covers a comprehensive range of services, including hospital care, doctor's visits, prescriptions, mental health services, and rehabilitative services. An individual may be covered by other health insurance and be eligible for Medicaid. Medicaid will cover the cost of care not covered by the other plan and may cover the cost of employer-sponsored health insurance for eligible individuals.

Medicaid covers the Medicare premiums, co-payments, and deductibles for individuals who are eligible for full Medicaid coverage and who also have Medicare. Individuals with Medicare Part A whose income and resources are over the limit for full Medicaid coverage may still be eligible for limited coverage.

### **Steps to Apply**

Submit application to your local department of social services (you can also pick up an application at your local office or ask them to mail one to you).

Once a completed application is received, the local Department of Social Services will determine whether the applicant meets a group covered by Virginia's Medicaid Program and if the applicant's resources and income are within the required limits. The amount of income and resources the applicant can have, and be eligible for Medicaid, depends on how many people the applicant has in their family and the covered group.

An eligibility decision will be made on the applicant's Medicaid application within 45 days or 90 days if a disability determination is needed. The local Department of Social Services will send the applicant a written notice that their application has either been approved or denied. If the applicant disagrees with the decision made by the local Department of Social Services, they may file an appeal.

In order to apply for FAMIS, income verification is required. It is not necessary to be interviewed at the local Department of Social Services. Mail-in applications are accepted.

In order to apply for Medicaid for Pregnant Women, income and verification of pregnancy are required. It is not necessary to be interviewed at the local Department of Social Services. Mail-in applications are accepted.

For help with Medicare costs, income and resource verifications are required. It is not necessary to be interviewed at the local Department of Social Services. Mail-in applications are accepted.

To apply for Virginia Medicaid, contact the Department of Social Services in the city or county where the applicant lives. An application must be completed and signed by the applicant or applicant's legal guardian. An interview is not required.

For complete information on applying for Medicaid, please visit: [http://www.dss.virginia.gov/benefit/me\\_famis/index.html](http://www.dss.virginia.gov/benefit/me_famis/index.html) or <http://www.dmas.virginia.gov/rcp-home.htm#apply> or contact your local Department of Social Services.

### ***FAMIS (Family Access Medical Insurance Security)***

FAMIS is Virginia's health insurance program for children. It makes health care affordable for children of eligible families. FAMIS covers all the medical care growing children need to avoid getting sick, plus the medical care that will help them get better if they do get sick or get hurt.

There are **no** enrollment costs or monthly premiums for FAMIS. For some services, the family will have to pay a co-payment. Most co-payments are just \$2 or \$5. Some services, like regular check-ups, are free. Eligibility is determined based on household income and family size. You can apply at your local Department of Social Services or by calling toll free (866) 873-2647 between 8:00 a.m. and 7:00 p.m., Monday through Friday, or 9:00 a.m. to 12 noon Saturday. For more information visit: <http://www.famis.org/>.

### **Menu of Services**

Doctor visits, well-baby checkups, hospital visits, vaccinations, prescription medicine, tests and x-rays, dental care, emergency care, vision care, and mental health care.

### ***Smiles for Children***

The Smiles For Children program provides coverage for diagnostic, preventive, restorative/surgical procedures, as well as orthodontia services for Medicaid, FAMIS and FAMIS Plus children. The program also provides coverage for limited medically necessary oral surgery services for adults (age 21 and older). Doral Dental USA is the single dental benefits administrator that will coordinate the delivery of all Smiles For Children dental services.

Call: 1-888-912-3456 to speak with a Smiles for Children Representative. More information at <http://www.dmas.virginia.gov/dental-home.htm>.

### ***State/Local Hospitalization Program (SLH)***

The State/Local Hospitalization Program (SLH) is a cooperative effort between the state and local governments that is designed to provide coverage for inpatient and outpatient hospital care, care in approved ambulatory surgical centers, and care provided in local health departments. The SLH Program was established in 1946 with participation by localities on a voluntary basis. Under the original SLH Program, local expenditures were matched by state funds at a rate of 50 percent. This program was repealed and a mandatory statewide program was enacted in 1989. The new program requires all localities within the Commonwealth to participate and mandates a local match, not to exceed 25 percent of the program benefit expenditures. This enabling legislation also transferred administration of the program from localities and the Department of Social Services to the Department of Medical Assistance Services.

Coverage for health care services is available to indigent people who are not Medicaid recipients. A person may be eligible for the SLH Program whether employed or unemployed, insured or uninsured, if the person meets the income and resource criteria established for the program. Determination of eligibility for SLH must be made by the Department of Social Services in the city or county where the applicant lives. An applicant may be eligible if his or her net income is equal to or less than 100 percent of the federal poverty level established for the year in which the applicant is applying. Localities that had SLH income eligibility levels above 100 percent of poverty prior to June 30, 1989, may have a higher level under the current program.

The SLH Program is financed entirely by state and local funds with the state providing at least 75 percent of the cost by allocating the amount of funds appropriated to each locality on the basis of current estimated demand for covered services. Funds allocated to a locality can be used to pay for services provided to residents of that locality only. The Department of Medical Assistance Services calculates the state and local share allocations, administers financing, claims processing, provider reimbursement, and is responsible for provider communications.

## **Social Security**

The Social Security Administration is the federal agency responsible for administering our national program of social insurance, including retirement, survivors and disability benefits.

Many people think of Social Security as just a retirement program. Although it is true that most of the people receiving Social Security receive retirement benefits, many others get Social Security because they are:

- disabled; or
- a spouse or child of someone who gets Social security; or
- a spouse or child of a worker who died; or
- a dependent parent of a worker who died.

Depending on your circumstances, you may be eligible for Social Security at any age. In fact, Social Security pays more benefits to children than any other government program.

Social Security is a compact between generations. For more than 70 years, America has kept the promise of security for its workers and their families. The money you pay in taxes is not held in a personal account for you to use when you get benefits. Your taxes are being used right now to pay people who now are getting benefits. Any unused money goes to the Social Security trust funds, not a personal account with your name on it. When you work, 85 cents of every Social Security tax dollar you pay goes to a trust fund that pays monthly benefits to current retirees and their families and to surviving spouses and children of workers who have died. The other 15 cents goes to a trust fund that pays benefits to people with disabilities and their families.

As you work and pay taxes, you earn Social Security “credits.” In 2008, you earn one credit for each \$1,050 in earnings — up to a maximum of four credits per year. (The amount of money needed to earn one credit goes up every year.) Most people need 40 credits (10 years of work) to qualify for benefits. Younger people need fewer credits to be eligible for disability benefits or for family members to be eligible for survivor benefits when the worker dies.

The Social Security taxes you and other workers pay into the system are used to pay for Social Security benefits. You pay Social Security taxes (currently 6.2% of gross wages for employees, which is matched by employers, and 12.4% of net self-employment income) on your earnings up to a certain amount. That amount increases each year to keep pace with wages. In 2008, that amount is \$102,000.

Choosing when to retire is one of the most important decisions you will make in your lifetime. If you were born before 1938, you were eligible for your full Social Security benefit on your 65th birthday. In 2003, the age at which full benefits are payable began to increase gradually. If you choose to retire when you reach full retirement age, you will receive your full benefit amount. But if you retire before reaching full retirement age, you will receive reduced benefits for the rest of your life. You may start receiving benefits as early as age 62. However, if you start your benefits early, your benefits are reduced permanently. Your benefit is reduced about one-half of one percent for each month you start your Social Security before your full retirement age. The reduction will be greater in future years as the full retirement age increases.

Although the full retirement age is rising, you should still apply for Medicare benefits within three months of your 65th birthday. If you wait longer, your Medicare medical insurance (Part B) and prescription drug coverage (Part D) may cost you more money.

If you choose to delay receiving benefits beyond your full retirement age, your benefit will be increased by a certain percentage, depending on the year you were born. The increase will be added in automatically from the time you reach full retirement age until you start taking benefits or reach age 70, whichever comes first. If, for example, you were born in 1940, your benefit would increase 7 percent for each year, between your full retirement age and age 70, that you do not get retirement benefits.

Social Security benefits replace a percentage of your earnings when you retire, become disabled or die. Your benefits will

be based on your lifetime earnings. You can continue to work and still receive retirement benefits. Your earnings in (or after) the month you reach full retirement age will not reduce your Social Security benefits. However, your benefits will be reduced if your earnings exceed certain limits for the months before you reach your full retirement age. Once you reach full retirement age, you can keep working, and your Social Security benefit will not be reduced no matter how much you earn.

If you cannot work because of a physical or mental condition that is expected to last at least one year or result in death, you may be eligible for Social Security disability benefits. Our disability rules are different from those of private plans or other government agencies. The fact that you qualify for disability from another agency or program does not mean you will be eligible for disability benefits from us. And having a statement from your doctor indicating you are disabled does not mean you will automatically be eligible for Social Security disability benefits. People with disabilities, including children, who have little income and few resources, also may be eligible for disability payments through the Supplemental Security Income (SSI) program.

If you become disabled, you should file for disability benefits as soon as possible, because it usually takes several months to process a disability claim. We may be able to process your claim more quickly if you have the following when you apply:

- Medical records and treatment dates from your doctors, therapists, hospitals, clinics and caseworkers;
- Your laboratory and other test results;
- The names, addresses, phone and fax numbers of your doctors, clinics and hospitals;
- The names of all medications you are taking; and
- The names of your employers and job duties for the last 15 years.

The Social Security system is facing financial problems, and action is needed to make sure that the system is sound when today's younger workers are ready for retirement. Here is why the level of benefits that Social Security will be able to pay in the future is uncertain. Today, there are about 38 million Americans aged 65 or older and their Social Security retirement benefits are funded by today's workers and their employers who jointly pay Social Security taxes, just as the money they paid into Social Security was used to pay benefits to those who retired before them. Unless action is taken to strengthen Social Security, in just 10 years we will begin paying more in benefits than we collect in taxes. Without changes, by 2041 the Social Security trust funds will be exhausted. By then, the number of Americans 65 or older is expected to have doubled. There will not be enough younger people working to pay all of the benefits scheduled for those who are retiring. At that point, there will be enough money to pay only about 74 cents for each dollar of benefits that retirees are scheduled to receive. We will need to resolve these issues to make sure Social Security will provide a foundation of protection for future generations as it has done in the past.

Our website, [www.ssa.gov](http://www.ssa.gov), is a valuable resource for information about all of Social Security's programs. At our website, you also can:

- Apply for certain kinds of benefits;
- Find the address of your local Social Security office;
- Request a Social Security Statement or a replacement Medicare card; and
- Find copies of our publications.

In addition to using our website, you also can call us toll-free at 1-800-772-1213. We can answer specific questions from 7 a.m. to 7 p.m., Monday through Friday. We can provide information by automated phone service 24 hours a day. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778.

## THE VIRGINIA COMMUNITY COLLEGE SYSTEM (VCCS)

The VCCS consists of twenty-three Virginia community colleges on 40 campuses deliver quality higher education and workforce training throughout the state, with programs and courses to serve the distinct demands of every region. *The mission of the Virginia Community College System is to provide comprehensive higher education and workforce training programs and services of superior quality that are financially and geographically accessible and that meet individual, business, and community needs of the Commonwealth.*

### Menu of Services

Workforce Development Services of the VCCS offers services and programs to Virginia's business community and individual citizens. VCCS offers curriculum and program development, workforce and industry assessments and certifications and business consultation services.

### Business and Industry

Instructional programs that prepare incumbent, upcoming and displaced employees for jobs in the current and emerging occupations.

### Career Pathways Programs/Services

Career pathways are educational programs designed to prepare students for skilled employment in targeted industry sectors. The term "career pathway" may be used for programs that prepare the emerging workforce, such as high school students, or adults returning to work, transitioning to a new career field, or seeking to progress in their current field.

Transitional programs and services are specially designed to help individuals successfully transition to more advanced levels of education and employment. Transitional programs and services are administered, marketed, and delivered by the college department deemed most appropriate by the college. Included in this category are programs/services such as Career Coaches, Tech Prep, Middle College, and Career Readiness Certificate.

### Institutes of Excellence

The Institutes of Excellence support programs and courses that will prepare potential and/or incumbent employees to fulfill the expectations of employment in high-demand, high-wage occupations. The programs must be geared towards occupations that are stable, present future growth, and offer job security and economic promise.

### Eligibility

Virginia's community colleges offer programs for every type of student—from the high school junior who is already earning college credits to the high school dropout who is working toward a GED. Wherever you begin, we can take you where you want to go. <http://www.vccs.edu>.

## VIRGINIA DEPARTMENT OF REHABILITATIVE SERVICES (DRS)

The Vocational Rehabilitation (VR) Program of DRS assists eligible individuals with disabilities to pursue meaningful careers by securing gainful employment commensurate with their abilities, interests, capabilities and informed choice. Agency services are designed to lessen the impact, or eliminate entirely, the impediment(s) to employment that are the result of a disability.

In partnership with people with disabilities and their families, the DRS VR program collaborates with the public and private sectors to provide the highest quality services that empower individuals with disabilities to maximize their employment, independence and full inclusion into society.

### Menu of Services

Services are provided to DRS-eligible consumers that are a part of an Individualized Plan for Employment (IPE). Some of the services provided by DRS include:

- assessment for determining vocational rehabilitation needs
- vocational evaluation/situational assessment/career exploration
- vocational counseling and guidance
- assistive/rehabilitation technology
- training
- interpreter and reader services
- job development/job coaching/supported employment/job placement
- post-employment services to retain or advance in employment

## Eligibility

To be eligible for the VR program of DRS, the consumer must have a physical or mental impairment which constitutes or results in a substantial impediment to employment; and requires vocational rehabilitation services to become employed.

## Order of Selection (OOS)

In the event that the DRS program does not have sufficient funds to serve all eligible individuals, it must go into an OOS. DRS is currently (3-14-08) in OOS. Individuals who have the most significant disabilities must be served first. Those individuals assigned to a closed category remain on a waiting list for services until there are sufficient resources to open closed categories.

Please visit the DRS web site at [www.vadrs.org](http://www.vadrs.org) for detailed information.

## VIRGINIA DEPARTMENT FOR THE BLIND AND VISION IMPAIRED (DBVI)

The Department for the Blind and Vision Impaired (DBVI) is committed to providing quality services to assist Virginia's citizens who are blind, deafblind or vision impaired in achieving their maximum level of employment, education, and personal independence. The department provides an array of specialized services to blind Virginians of all ages to assist them in attaining the skills, confidence and positive outlook that are critical to independence.

## Menu of Services

- **EMPLOYMENT** - Vocational Rehabilitation services assist blind, visually impaired and deafblind individuals in obtaining, maintaining or regaining employment. Evaluation services are provided to determine eligibility which may include eye, hearing and general medical evaluations, as well as special aptitude and ability tests, psychological tests, work evaluations, and vocational explorations. Individualized programs are developed with eligible individuals to assist with obtaining or retaining employment. Services that may be provided include, but are not limited to, training to assist individuals in adjusting to the loss of vision; vocational and adjustment counseling; vocational training, eye surgery and/or eye treatment for a limited number of individuals; adaptive equipment for training and/or employment; rehabilitation engineering services to modify training and/or job sites; and supported employment services for individuals who are blind and have other disabilities. Job placement and follow-up services are also provided and are given major emphasis. Vocational Rehabilitation services help to make employment opportunities of many types available to persons with visual disabilities.
- **INDEPENDENT LIVING** – The Rehabilitation Teaching/Independent Living program provides services necessary to enable people with visual disabilities to achieve their maximum level of independence and participation in society, thus enhancing their economic, social, and personal independence. A service program is individually designed to develop and raise the level of adaptive coping skills and functional independence of youth and adults who are blind or visually impaired. Services provided include individualized needs assessment, adjustment counseling, information and referral, advocacy, outreach, orientation and mobility, daily living skills training, Braille,



typing, script writing, home management skills, assistive technology services and devices, and other specialized services. These services are especially important for individuals experiencing severe visual loss for the first time.

- **EDUCATION** - Infants and children with visual disabilities, their families and teachers can receive technical assistance and support that will help them during the child's developmental and educational process. Staff provide technical assistance for evaluation, program planning, curriculum modification, transition programs, information about blindness, and adaptive equipment.
- **LOW VISION SERVICES** - Low vision examinations, intended to improve useful vision to persons of all ages who cannot see with conventional glasses, are available by appointment. Preliminary assessment, and follow-up counseling and training programs in the home or school setting are aimed at ensuring that maximum benefit is gained from the low vision optical aids prescribed. Examiners are strategically located throughout Virginia. Referrals are made by various programs of the agency and other interested sources.
- **DEAFBLIND** -Individuals with a combined loss of vision and hearing (deafblind, blind-hard of hearing, visually impaired-deaf, and visually impaired-hard of hearing) require specialized communication, education, assistive technology, independent living and rehabilitation services. The agency provides statewide consultation and technical assistance to staff of the agency and outside entities ensuring full participation in various programs and services for deafblind individuals of all ages. In addition, training is provided on deafblindness to other agencies/ organizations and individuals interested in information on this population.
- **LIBRARY SERVICES** - The Library and Resource Center is a component of the Department for the Blind and Vision Impaired (DBVI) from which two fundamental programs are administered. Library services are offered to persons who are physically disabled, visually disabled, hearing impaired or reading disabled. The library collection includes books and magazines covering a wide range of topics and reading levels. Required playback equipment and accessories are also furnished. Books and equipment are mailed to and from eligible persons using the "free matter for the blind" mailing privilege. Resource Center services are provided to local school divisions to support education of visually impaired and blind children. The Center houses an inventory of adaptive equipment that is distributed to blind and visually impaired infants, children and youth throughout the state. Inventory items range from technology, such as Braille note-takers and software, to folding canes and Braille paper. The Resource Center also provides Braille and large print textbooks and novels for use by blind and visually impaired students in their local school districts.
- **REHABILITATION CENTER FOR THE BLIND AND VISION IMPAIRED** -The Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI) is a residential training facility that was established in 1970 to provide comprehensive adjustment services to severely visually impaired Virginians. Blind and visually impaired customers of the agency are referred to the Center where they can learn the adaptive skills and techniques to enable them to achieve their maximum level of educational, vocational and personal independence. Programs can vary in length from a few days to several months depending on the needs of the individual.
- **ASSISTIVE TECHNOLOGY** - Specialists perform comprehensive client and work site evaluations and consult with employers to design user accessible work environments. Engineering staff remain current with the latest trends in technology, developing "Best Practice" standards and guidelines. Engineers beta test developing adaptive technologies in co-operation with producers and manufacturers. Where off-the-shelf products fail to serve, our engineers create specialized databases and software, modify off-the-shelf products and integrate specially adapted products into the work environment, using the least intrusive methods. Through our presentations on the effective use of adaptive technology, the public and prospective employers are informed of ways in which our customers remain competitive in the workplace. Our technology resource specialist provides our customers free telephone support - offering timely access to technical advice that is essential for success on the job.
- **TRAVEL SKILLS** - Orientation and mobility staff provide assessments, instruction, technical assistance, and materials that enable visually impaired persons of all ages to travel safely and independently in their homes and communities. Instruction centers around the use of the long cane and learning to use one's remaining senses to establish and maintain orientation to the environment.

- **FOOD SERVICE** - The vending facility program for the blind was established by an Act of Congress in 1936. This legislation, known as the Randolph-Sheppard Act, provides qualified blind persons the opportunity to operate businesses on federal, state, and other property by granting a priority on such property. Persons who are legally blind are established in businesses of various kinds, including cafeterias, snack bars, and other vending facilities in public and private buildings. The department secures the location, furnishes equipment, initial stock, and operating capital. The department also provides training necessary to be licensed in this program through vocational rehabilitation services. Business Opportunities for the Blind, Inc., a non-profit corporation under contract with the department, provides assistance in the daily management of the businesses in this enterprise.

## Eligibility

Eligibility requirements vary for different programs of the agency. In general we serve individuals who have been determined to meet the requirements for legal blindness (a visual acuity of 20/200 or less in the better eye or a field of vision less than 20°) however; we can serve individuals with better acuities and wider fields in some instances. Please contact any of our regional offices to speak with an Intake Worker to discuss your particular situation. All programs require a copy of a recent eye report to document the exact level of vision loss.

Information on services and specific locations of our regional offices can be found at the agency website [www.vdbvi.org](http://www.vdbvi.org)

## VIRGINIA DEPARTMENT FOR THE DEAF AND HARD OF HEARING (VDDHH)

The Virginia Department for the Deaf and Hard of Hearing (VDDHH) is an independent agency of the Commonwealth under the Secretary of Health and Human Resources. We are part of the group of agencies known as the Disability Services Agencies (DSA). Our services focus on communications access for persons of all ages in all stages of life who are deaf or hard of hearing.

## Menu of Services

VDDHH offers a range of services to meet our mission to reduce communication barriers, including:

- **INTERPRETER SERVICES COORDINATION** – VDDHH coordinates sign language interpreter services for state agencies and Virginia courts.
- **DIRECTORY OF QUALIFIED INTERPRETERS** – The Directory assists businesses and non-state entities with contact information for sign language interpreters across the Commonwealth.
- **VIRGINIA QUALITY ASSURANCE SCREENING** – An assessment program for Sign Language Interpreters and Cued Speech Transliterators.
- **TECHNOLOGY ASSISTANCE PROGRAM** – Consumers who are deaf or hard of hearing can learn about and acquire devices to aid in communication, most specifically related to telecommunications. Does not include hearing aids.
- Outreach provides Information and Referral on a variety of topics related to hearing loss, including sign language, speech reading, and hearing aids. Additionally, Outreach Specialists work with consumers to help them select appropriate assistive technology, such as amplified telephones, captioned telephones and visual and audible alerting devices.
- **LIBRARY SERVICES** – A large collection of books and videos/DVDs on topics related to hearing loss and serving persons who are deaf or hard of hearing is available for loan in Virginia. A collection of materials especially for children is also available for loan.
- **VIRGINIA RELAY OVERSIGHT** – VDDHH is the oversight agency for Virginia Relay, the Commonwealth's Telecommunications Relay Service for persons who are deaf or hard of hearing. Simply dial 7-1-1 to place a relay call to a person who is deaf.

## Eligibility

Most programs and services of VDDHH are available to the public upon request without eligibility requirements, except for the following:

- Technology Assistance Program – to qualify to receive equipment, applicants must document hearing loss, Virginia residency, and, to receive the equipment at no cost, income.
- Interpreter Services Coordination – VDDHH coordinates interpreter services for state agencies, Virginia courts and in limited situations (12-step programs and funerals) outside of state government.
- Directory of Qualified Interpreters – to be listed in the Directory of Qualified Interpreters, an interpreter must provide proof of state screening or national certification.

For additional information: [www.vddhh.org](http://www.vddhh.org) or by calling 1- 800 – 552-7917.

## VIRGINIA EMPLOYMENT SERVICES ORGANIZATIONS (ESOs)

There are over 80 community rehabilitation programs (CRPs) throughout the state of Virginia who have vendor relationships with the Department of Rehabilitative Services (DRS) to provide an array of employment related services. The organizations, known by DRS as Employment Services Organizations (ESOs), operate primarily for the purpose of providing employment and vocational rehabilitation services to individuals with disabilities. Such services may be provided singly or in combination with other rehabilitation services. The ESOs report an average daily attendance of 8,000 persons with close to 12,000 persons served annually.

Revenue sources for ESOs include income from fees for services provided (such as a DRS purchased service), product and service sales, grants, and donations which may come from private donors or may be channeled through a local United Way agency. Some organizations operate thrift stores and recycling centers. Some organizations have capital fund raising campaigns and/or established programs of planned giving. A few are supported in part by private foundations. A number of organizations have gradually diversified services to include persons who are disadvantaged; these ESOs often work closely with the Departments of Social Services and other service entities to address work and training needs of both persons who are disabled and persons who are disadvantaged.

Private ESOs are usually organized as 501 (C) (3) non-profit corporations and are governed by a Board of Directors who function according to established articles of incorporation and by-laws. A few ESOs are operated as private for-profit entities. Community Services Boards operate one-fourth of Virginia's ESOs. Most maintain special DOL sub-minimum wage certificates.

ESOs may provide services in a wide variety of settings. All services are employment-centered. Employment, skills training, work assessment and adjustment, and job placement/job coaching services are provided in settings that range from work contracts located at the Employment Services Organization to community employment opportunities facilitated by the Employment Services Organization. Work opportunities cover the gamut of available employment in the geographic areas of the organizations and may include jobs such as packaging, assembly, collating, fabricating, mailing services, prime manufacturing, printing services, screen printing, micrographics, laundry services, custodial maintenance services, landscape maintenance services, data entry, and recycling. Community placements of individuals and groups vary and are generally reflective of local employment trends.

A number of ESOs operate federal contracts which are set aside through the Ability One Program (formerly Javits-Wagner-O'Day Act [JWOD]) and obtained through NISH, the liaison agency which links ESOs and federal contracts. NISH contracts require that 75% of the direct labor force consist of persons with severe disabilities. In 2006, latest reporting year from NISH, Virginia's ESOs operated federal contracts that generated over \$106 million in total Ability One contract sales – sixth nationally. The federal contracts include such jobs as commissary shelf-stocking, microfilming, digitizing of fingerprints for the FBI, food service operations, commercial laundries, and janitorial services to federal buildings. Nationally, Virginia has consistently ranked highly in JWOD annual statistics. Virginia ESOs were fourth in the nation in 2006 in the total wages paid persons with disabilities. Those employees received total wages of nearly \$28 million plus excellent fringe benefits. Virginia also ranked second in the number of employees working through the federal contracts with 2,808 employees.

## Examples of Specific Service Programs Offered by ESOs

1. **WORK ADJUSTMENT:** Provides planned and structured training in a work setting to assist persons with disabilities to develop work-appropriate general habits, attitudes, and behaviors. Specific emphasis is given to work deficits and vocationally related problems identified by the Employment Services Organization, the DRS counselor, the individual served, and the goals established in the person's Individual Plan for Employment (IPE); is short term in nature.
2. **EXTENDED EMPLOYMENT SERVICES:** Provides a long-term employment program in a structured work environment. The persons served receive more intensive supervision, training, and support services than are available in a regular work setting. The major goal of this program is successful employment and may occur within a sheltered setting or within competitive industry.
3. **SITUATIONAL ASSESSMENT:** Provides systematic observation of an individual's behaviors in an environment that reflects a realistic employment site and that can provide information concerning work habits and general job skills. Is short-term in nature.
4. **VOCATIONAL EVALUATION:** Consists of systematic, formalized testing and subsequent recommendations. The assessment is for the purpose of determining an individual's vocational objectives based on his or her assets and include evaluation techniques appropriate to the individual. The assessment results in specific recommendations to be used in the development of the IWRP.
5. **SUPPORTED EMPLOYMENT SERVICES:** Provide competitive work in an integrated work setting with on-going support services for persons with severe disabilities. Services may be appropriate for individuals with severe disabilities when competitive employment has traditionally either not been an available employment option or it has not been successful. Service models may occur in individual competitive placements or group models such as Mobile Crews, Enclaves, or in an Entrepreneurial or Small Business.
6. **SUPERVISED WORK EXPERIENCE:** Assists person recovering from severe psychiatric illness to obtain or improve general work skills and to develop an interest and confidence in securing more permanent competitive employment; also known as Transitional Employment.
7. **SKILLS TRAINING SERVICES:** ESOs may provide occupational skills training for specific jobs. Examples are computer training, retail skills training, janitorial services, landscape maintenance, and clerical training. Most Employment Services Organization skills training programs benefit from the involvement of a local Business Advisory Council who assists in curriculum development, internship development, and assessments of individuals served.

## VIRGINIA DEPARTMENT OF VETERANS SERVICES (DVS)

In 2003, three agencies administering veterans benefits, the long-term care center(s), and state veterans cemeteries' services were consolidated under one agency, known as the Department of Veterans Services(DVS). DVS is organized into four service delivery branches – benefits, cemeteries, care centers, and veterans' education – plus an administrative section. Integral components of the Department of Veterans Services team are the Board of Veterans Services, the Joint Leadership Council of Veterans Service Organizations, the Veterans Services Foundation, and the Veterans Care Center Advisory Committee which work collaboratively to support the effective delivery of services to Virginia's veterans.

The Benefit Services section assists veterans and their dependents in obtaining compensation and pension benefits from the U. S. Department of Veterans Affairs. DVS operates 22 field offices throughout the Commonwealth. Virginia's veteran cemeteries provide burial and perpetual care services to veterans and eligible dependents. The Virginia Veterans Cemetery, in Amelia, is a 127-acre facility. The Albert G.Horton, Jr. Memorial Veterans Cemetery, in Suffolk, is a 74-acre facility. The Virginia Veteran Care Center, located adjacent to the Salem VA Medical Center, is a 240-bed facility that provides long-term skilled care and assisted living services to veterans. The 160-bed Sitter & Barfoot Veterans Care Center, located adjacent to the McGuire VA Medical Center in Richmond. The facility began accepting residents in early 2008. The State Approving Agency for Veterans Education and Training (SAA) reviews and approves post-secondary education programs operating in the Commonwealth, ensuring the programs meet strict federal qualification guidelines.

Veterans may use their G.I. Bill and other educational benefits only at programs approved by the SAA. The Board of Veterans Services (BVS) is responsible for formulating policies, developing procedures, reviewing department budget submissions, and making recommendations for the efficient and effective delivery of veteran services, as well as studying all matters affecting the welfare of Virginia's veterans. The Joint Leadership Council of Veterans Service Organizations (JLC) advises DVS on matters of concern to veterans and their families.

## **Menu of Services**

### **Federal Benefits for Veterans**

- educational benefits through the Montgomery GI Bill
- vocational rehabilitation/employment services
- medical and dental care
- insurance benefits
- home loan guarantees
- survivors' and dependents' benefits
- compensation and pension
- burial and memorial benefits

### **Federal Benefits for Spouses and Dependent Children of Veterans**

- death pension
- Dependency and Indemnity Compensation (DIC)
- home loan guarantees

### **State Benefits for Veterans**

- employment assistance
- home modification grants for combat-injured veterans
- employment preference for jobs in state government
- special license plates with military-related designs, including disabled plates
- life-time hunting and fishing licenses for qualified disabled veterans
- long-term care
- burial at one of Virginia's state operated veterans cemeteries
- state benefits for spouses and dependent children of veterans
- Military Survivors and Dependents Education Program

## Eligibility

- Veterans
- Veterans' dependents
- surviving spouse or child of deceased veteran
- member of National Guard or Reserves called to active duty

## COMMUNITY ACTION AGENCIES (CAP)

The Community Action Movement has a 40+-year history of working at the local level to improve the lives of the poor. It was launched in 1964 when President Lyndon Johnson signed the Economic Opportunity Act (EOA). Community Action Agencies are recognized and established community catalysts, able to bring together organizations and mobilize local resources to address the problems of the poor and issues of poverty. Community Action Agencies are flexible - quickly implementing new initiatives and readily integrating new programs. Community Action Agencies are accessible and user-friendly-effectively reaching and relating to low-income people. [www.vaiandr.com](http://www.vaiandr.com). (800) 230-6977.

## Menu of Services

Community Action Agencies offer an extremely wide variety of services. Services are designed to move people toward self-sufficiency and into the economic mainstream. Through a variety of innovative programs, Community Action Agencies help people build and acquire assets by assisting them to continue their education, improve their health or job skills, increase their savings, find safe and affordable housing, or develop a small business. While all Community Action Agencies include services to alleviate poverty, they do not provide ongoing income support. Community Action Agencies emergency services are the “hook” that leads to holistic developmental actions for all members of a family and include; job training and placement, adult education, child care, health care, offender initiatives, housing, financial literacy, family literacy, violence prevention, and teenage education programs, to name a few.

## Eligibility

Eligibility is determined by the program and funding source. Some programs are open to all individuals and while others have income and/or other eligibility requirements

## VIRGINIA EMPLOYMENT COMMISSION (VEC)

VEC provides customers with job services, unemployment insurance services, labor market information services and employer recruitment services. Also, administers several special programs such as Veterans Program, Trade Act Program, Alien Labor Certification Program, Rural Services Program, etc.

The VEC's Unemployment Insurance Program provides an important economic stabilization effect for the Commonwealth's business climate, especially in times of economic distress. The Program also serves as a “safety net” for workers who have lost their jobs through no fault of their own.

## Menu of Services

### Unemployment Insurance Benefits to Qualified Claimants

- recruiting assistance for employers
- participating in, providing information on, and providing referral to business start-up, retention and expansion services for employers

- information on and referrals to customized training programs for employers
- information on labor markets, workplace accommodations, and tax credits for employers.
- job, career, and skill self-assessment tools and other assessment services for job seekers
- accessing web-based, virtual one-stop system for both employers and job seekers offering comprehensive job matching between jobseekers and employers, labor market information and information on potential training opportunities.
- offering special Veterans Program for qualified military veterans for job counseling, job preparation and placement services. Also provide a Transition Assistance Program (TAP) to active duty military personnel.
- offering Trade Act program benefits (extended UI payments, training etc) for workers impacted by foreign imports.
- offering Work Opportunity Tax Credit Program (WOTC) provides tax credits to employers when hiring members of targeted groups.
- offering Rural Services Program assistance to agricultural employers who seek to employ Migrant and Seasonal Farm Workers (MSFW's)
- offering Alien Labor Certification Program assistance to employers wishing to employ temporary non-immigrant guest workers.
- offering Re-Employment Eligibility Assessment Program (REA) specialized job-seeking services to selected Unemployment Insurance beneficiaries who filed for benefits via the Internet or customer contact center.
- offering Re-Employment Services Orientation Program (RSO) offers specialized job services for Unemployment Insurance beneficiaries who are deemed as unlikely to return to work in a timely manner.

## Eligibility

Universal access for all core employment services for job seekers and employers. with no required eligibility stipulations. Specific special programs (Unemployment Insurance, Trade Act Program etc,) require the program-specific eligibility regulations.

## VIRGINIA DEPARTMENT OF JUVENILE JUSTICE (DJJ)

Youth Industries – The VA Department of Juvenile Justice’s work-training program designed to: teach marketable skills and positive workplace behaviors; provide youth with work-training experience while in direct care; provide pro-work values; and encourage youth to seek employment upon release.

## Menu of Services

- substance abuse assessment and treatment
- sex offender assessment and treatment
- individual and group counseling
- mentoring
- community service
- work-training

- apprenticeships
- anger management
- life skills
- recreation
- volunteer
- parole and probation

## Eligibility

Juvenile incarceration

## VIRGINIA DEPARTMENT OF EDUCATION

### *Office of Adult Education and Literacy (OAEL)*

As of July 1, 2007, the Office of Adult Education and Literacy is housed in the Division of Technology and Career Education within the Virginia Department of Education. OAEL distributes funds and provides leadership and services related to adult education programs in Virginia. The office ensures the availability of high quality adult education programs in which individuals may earn high school credentials, prepare for the workforce, learn English, and prepare to enter post-secondary education and training programs.

## Menu of Services

- Adult Basic Education (ABE) and Literacy Instruction
- English for Speakers of Other Languages (ESOL) Instruction
- Community-based Literacy Organization (CBLO) Programs
- General Educational Development (GED) Testing
- GED Preparation Instruction
- Adult High School Diploma Instruction (9th grade and higher)
- English Literacy and Civics Education (EL/Civics) Programs
- Individualized Student Alternative Education Plan (ISAEP) programs

## Eligibility

OAEL and its funded programs serve adults 18 years of age and older who need literacy, basic education, secondary education, and English language instruction. Individuals 16 to 18 years of age who have been released from state compulsory education requirements may also receive instruction through state-funded programs. Qualifying individuals 16 to 18 years of age who are at risk of dropping out of high school may enroll in the Individual Student Alternative Education Plan (ISAEP) program.



### ***Infant and Toddler Connection of VA***

The Infant & Toddler Connection of Virginia provides early intervention supports and services to infants and toddlers from birth through age two who is not developing as expected or who have a medical condition that can delay normal development. Early intervention supports and services focus on increasing the child's participation in family and community activities that are important to the family. In addition, supports and services focus on helping parents and other caregivers know how to find ways to help the child learn during everyday activities. These supports and services are available for all eligible children and their families regardless of the family's ability to pay.

Call **800 234-1448** to locate the early intervention program in your area.

### **VIRGINIA DEPARTMENT OF HEALTH (VDOH)**

The mission of VDH is "To promote and protect the health of all Virginians." Our vision statement is "Healthy people in healthy communities." To fulfill our mission and achieve our vision, VDH's scope of responsibility is very broad and far reaching. This is demonstrated by the vast range of public health programs and activities that are referenced on our site.

The local Departments of Public Health offers a variety of services to all residents. The services include blood pressure screening and counseling, family planning clinics, general medical clinics, immunization clinics, lead screening, PAP smear clinics, prenatal clinics, HIV testing and counseling, immigration examinations, STD clinics, tuberculosis screening and treatment clinic, natural family planning services, and family and adolescent counseling.

Fees for services are on a sliding scale and are determined based on financial status and family size. Call the Health Department in your locality to determine which site best suits your needs.

### ***WIC (Women, Infants, Children)***

The Special Supplemental Nutrition Program for Women, Infants, and Children - better known as the WIC Program - serves to safeguard the health of low-income women, infants, & children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care. The program is run by the Departments of Public Health. WIC is an income eligible program.

To enroll in the program, you may make an appointment or walk in to your local Department of Public Health.

### **VIRGINIA DEPARTMENT OF LABOR AND INDUSTRY (VDLI)**

Registered Apprenticeship is a training system that produces highly skilled workers necessary to meet the demands of employers competing in a global economy. This system is a proven strategy that ensures quality training by combining on-the-job training under the guidance of a highly skilled mentor. Industry specific work experience is combined with theoretical and practical classroom instruction provided by local community colleges, vocational technical schools, or the sponsoring organization.

#### **Menu of Services**

Services offered by the Division of Registered Apprenticeship include, but are not limited to, consulting with stakeholders, registering sponsors and apprentices, conducting EEO Reviews and Sponsor Evaluations as established by the Virginia Apprenticeship Council, monitoring apprentice's progress, issuing Certificates of Completion, and working with other educational and workforce agencies in the Commonwealth.

#### **Eligibility**

Individual eligibility is established by the registered sponsor (employer). All Registered Apprenticeships are established in accordance with the *regulations governing the administration of apprenticeship programs in the commonwealth of Virginia*.

## VIRGINIA DEPARTMENT OF CORRECTIONAL EDUCATION (VDCE)

DCE provides educational services that allow adult and juvenile offenders opportunities to be literate and realize their potential when they leave prisons or juvenile correctional centers. Our focus is on instruction that will enhance each student's employment possibilities and life skill, and aid in their transition into the job market and their community.

### Menu of Services

Educational programs offered at Juvenile Correctional Centers include Academic Education toward High School Degree and GED attainment, GED Testing, Career and Technical Education Programs, Pre-apprenticeship and Apprenticeship Training, Social Skills Training, Special Education, SAT/College Preparatory Classes, Post-Secondary Education, Employability Skills Training, Guidance Counseling, and Work Keys/Career Readiness Certificate Assessment.

Educational programs offered at Adult Correctional Institutions, Detention, and Diversion Centers include Adult Basic Education toward GED attainment, GED Testing, Career and Technical Education Programs, Special Education, Apprenticeship Training, Cognitive Skills Training, Life Skills Training, Transition Services, Employability Skills Training, Parenting Education, Post-Secondary Education, and Work Keys/Career Readiness Certificate Assessment.

DCE has purchased Federal Fidelity Bonds to assist persons released from correctional institutions; these are available at no cost to workers who are offered jobs that require them to be bonded. For more information call (804) 371-6033.

### Eligibility

DCE serves juveniles who have been sentenced to incarceration with the Department of Juvenile Justice and adults who have been sentenced to incarceration, detention, or diversion with the Department of Corrections. Students who have been identified as eligible for Special Education services are provided these as mandated by Federal Legislation.



One Stop Career Center  
Virginia Employment  
Commission  
WORKFORCE  
Partnership for the Commonwealth

## Appendix II—Table of Contents

### Web Resources for Career/Job Seekers

Career Readiness Certificate .....	51
Commonwealth Institute for Fiscal Analysis .....	50
Department for the Blind and Vision Impaired.....	50
Disability Program Navigators .....	50
Dynamic Works Institute.....	50
Educational Directory .....	46
Statistical Resources for Virginia .....	48
Telamon – Migrant and Seasonal Farm Workers Program .....	50
University of Virginia Workforce Development Academy .....	47
Virginia 2-1-1 .....	50
Virginia Career View.....	50
Virginia Census Quick Facts .....	48
Virginia Community College System .....	47
Virginia Council on Human Rights .....	47
Virginia Department of Aging.....	48
Virginia Department of Correctional Education .....	49
Virginia Department of Corrections .....	49
Virginia Department of Education .....	45
Virginia Department of Education, Adult Education and Literacy .....	45
Virginia Department of Education, Career and Technical Education .....	45
Virginia Department of Housing and Community Development .....	47
Virginia Department of Labor and Industry .....	46
Virginia Department of Professional and Occupational Regulation .....	46
Virginia Department of Rehabilitative Services .....	49
Virginia Department of Social Services .....	49
Virginia Department of Taxation .....	47
Virginia Department of Veteran Services.....	49
Virginia Employment Commission .....	45
Virginia Hispanic Chamber of Commerce .....	48
Virginia Office for Protection and Advocacy .....	47
Virginia Workers’ Compensation Commission .....	46
Virginia Workforce Connection.....	45
Virginia’s Electronic Labor Market Access System (VELMA).....	46
Weldon Cooper Center for Public Service .....	47
WORKFORCE TODAY! CareerConnect .....	46

## Appendix II—Web Resources for Career/Job Seekers

### ***Virginia Workforce Connection***

“Your doorway to employment and labor market information in Virginia”

Virginia’s Workforce Connection’s website, is the Virtual One-Stop (VOS) system for Job Seekers & Businesses.

- Comprehensive job matching between job seekers and employers
- Finding information on that perfect job; wage data, skill requirements, as well as industry and occupational trends
- Information on potential training opportunities

### ***Virginia Employment Commission (VEC)***

[www.vec.virginia.gov](http://www.vec.virginia.gov)

To promote economic growth and stability by delivering and coordinating workforce services to include:

- policy development
- job placement
- Unemployment Insurance benefits
- workforce information
- transition and training services

### ***Virginia Department of Education***

<http://www.pen.k12.va.us/>

The primary mission of Virginia’s public education system is to educate students in the fundamental knowledge and academic subjects that they need to become capable, responsible, and self-reliant citizens. Therefore, the mission of the Board of Education and the Superintendent of Public Instruction, in cooperation with local school boards, is to increase student learning and academic achievement.

### ***Virginia Department of Education, Adult Education and Literacy***

<http://www.doe.virginia.gov/VDOE/Technology/techndir.html>

The Office of Adult Education and Literacy in the Virginia Department of Education, operates as the designated agency to coordinate all secondary adult education and literacy services in the Commonwealth.

### ***Virginia Department of Education, Career and Technical Education***

<http://www.pen.k12.va.us/VDOE/Instruction/CTE/>

Career and Technical Education in Virginia annually serves more than 550,000 students in grades 6-12 through its career and technical courses and programs. At the state level, Career and Technical Education supports many initiatives and provides valuable resources that further enhance the value of its educational offerings.

### ***Educational Directory***

<http://www.pen.k12.va.us/VDOE/dbpubs/doedir/>

The Educational Directory provides lists and links to all accredited institutions of learning (both public and private) in Virginia.

### ***WORKFORCE TODAY! CareerConnect***

<http://www.careerconnect.state.va.us/6workforcetoday/employer/assocorg.htm>

CareerConnect is a customer service network designed to assist workers, students, individuals seeking employment and employers with an abundance of educational, employment, and career-related information. We have included the best and most current resources available in each of five major categories. Through this web site, you will be able to find valuable information and link to other services of interest.

### ***Virginia Department of Labor and Industry***

[www.doli.virginia.gov](http://www.doli.virginia.gov)

The Department is responsible for regulating:

- payroll and wages
- minimum wage
- equal pay
- right-to-work
- child labor
- apprenticeship training

### ***Virginia Department of Professional and Occupational Regulation***

<http://www.dpor.virginia.gov/dporweb/dpormainwelcome.cfm>

The DPOR licenses or certifies over 300,000 individuals and businesses in Virginia. This agency protects the health, safety and welfare of Virginians, while promoting a competent workforce, fair housing opportunities, and a productive economy.

### ***Virginia's Electronic Labor Market Access System***

<http://www.VaWorkConnect.com>

The Virginia Electronic Labor Market Access (VELMA) system is a powerful online labor market information tool accessed as a web site on the Internet. It was specifically designed for job seekers, students, employers, training providers, workforce professionals, and others seeking to explore local labor markets in Virginia. VELMA provides fast access to a complete set of employment tools in one web site.

### ***Virginia Workers' Compensation Commission***

[www.vwc.state.va.us](http://www.vwc.state.va.us)

The Commission oversees Workers' Compensation Insurance.

### ***Virginia Council on Human Rights***

[www.chr.virginia.gov](http://www.chr.virginia.gov)

The Council is responsible for programs to aid persons with disabilities, minors, and the elderly and to prevent unlawful discrimination.

### ***Virginia Office for Protection and Advocacy***

[www.vopa.virginia.gov](http://www.vopa.virginia.gov)

The Virginia Office for Protection and Advocacy (VOPA) helps with disability-related problems like abuse, neglect, and discrimination.

### ***Virginia Department of Taxation***

[www.tax.virginia.gov](http://www.tax.virginia.gov)

The Department oversees the following tax credits related to employment:

- Major Business Facility Job Tax Credit
- Worker Retraining Tax Credit
- Day Care Investment Tax Credit

### ***Virginia Department of Housing and Community Development***

[www.dhcd.virginia.gov](http://www.dhcd.virginia.gov)

The Department oversees Enterprise Zone Incentives, which include employment-related incentives.

### ***Virginia Community College System***

[www.vccs.edu](http://www.vccs.edu)

The mission of the Virginia Community College System is to provide comprehensive higher education and workforce training programs and services of superior quality that are financially and geographically accessible and that meet individual, business, and community needs of the Commonwealth. Virginia Community College System (VCCS) extends workforce development courses and transitional programs into the community directly serving businesses, employees and special populations. The colleges focus on the employer and the workplace, offering instructional programs that prepare incumbent, upcoming and displaced employees for jobs in current and emerging occupations and for additional education opportunities. Programs such as: Middle College, Career Coaching, Tech Prep and Carl Perkins, Career Readiness Certificate and Dual Enrollment are managed by the VCCS.

### ***University of Virginia Workforce Development Academy***

<http://www.scps.virginia.edu/workforcedevelopment/>

The Workforce Development Academy (WDA) provides training to the workforce development community of practitioners who support the re-engineering and re-training of America's workforce, a national priority imperative for economic stability and for continued leadership in a changing global marketplace.

### ***Weldon Cooper Center for Public Service***

[www.coopercenter.org](http://www.coopercenter.org)

The University of Virginia's Weldon Cooper Center for Public Service is a research and training organization focused

on the Commonwealth of Virginia. The Center provides objective information, data, research, technical assistance, and practical training to state and local officials, community leaders, and members of the general public. The Cooper Center's 55-member staff includes experts in public management, demography, economics and public finance, political science, leadership and organizational development, workforce issues, and survey research.

### ***Virginia Hispanic Chamber of Commerce***

<http://www.vahcc.com>

- provides the hispanic community with education and information to successfully integrate themselves into the commonwealth of virginia.
- posts job opportunities in the VAHCC Business Information Center (printed media only). community and business leadership mentoring programs
- offers jobseeker screening for spanish-speaking candidates
- offers on-line job posting opportunities & access to jobseekers
- attends job fairs and other VAHCC events
- offers business seminars, workshops, and education

### ***Statistical Resources for Virginia***

<http://www.virginiaplaces.org/stats.html>

This site provides links to a large variety of statistics concerning entities in the state of Virginia and the state itself (employment data, etc.). It also has links to research resources.

### ***Virginia Census Quick Facts***

<http://quickfacts.census.gov/qfd/states/51000.html>

The site contains the information gathered in the 2000 census. Information is available on people, businesses, and geography.

### ***Virginia Department of Aging***

<http://www.vda.virginia.gov/>

The Virginia Department for the Aging (VDA) works with 25 local Area Agencies on Aging (AAAs) as well as various other public and private organizations to help older Virginians, their families and loved ones find the services and information they need. The Department is a central point of contact for information and services. The Department's objective is to help Virginians find the information and services they need to lead healthy and independent lives as they grow older. Our mission is to foster the dignity, independence, and security of older Virginians by promoting partnerships with families and communities.



### ***Virginia Department of Corrections***

[www.vadoc.state.va.us](http://www.vadoc.state.va.us)

The Virginia Department of Corrections enhances public safety by controlling and supervising sentenced offenders in a humane, cost-efficient manner, consistent with sound correctional principles and constitutional standards.

### ***Virginia Department of Correctional Education***

<http://www.dce.virginia.gov/>

The Department of Correctional Education (DCE), a separate executive branch agency, is an independent school district with its own school board that operates in cooperation with the [Department of Corrections](#) and the [Department of Juvenile Justice](#). DCE Juvenile Schools are accredited by the Virginia Department of Education. DCE provides educational services in adult and youth correctional facilities throughout Virginia. All academic and career and technical education teachers meet state certification and endorsement standards.

### ***Virginia Department of Medical Assistance Services***

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

The Virginia Department of Medical Assistance Services (VDMAS) provides assistance to citizens of Virginia and administers programs such as Medicaid, FAMIS, SMILES for Children, and state/local hospitalization programs.

### ***Virginia Department of Social Services***

[www.dss.virginia.gov](http://www.dss.virginia.gov)

The Virginia Department of Social Services (VDSS) provides assistance to citizens of Virginia to help them live their best lives. One child, one senior citizen, one person at a time, VDSS programs and services help people triumph over poverty, abuse and neglect, achieve self-sufficiency and shape strong futures for themselves, their families and their communities.

### ***Virginia Department of Rehabilitative Services***

[www.vadrs.org](http://www.vadrs.org)

In partnership with people with disabilities and their families, the Virginia Department of Rehabilitative Services collaborates with the public and private sectors to provide and advocate for the highest quality services that empower individuals with disabilities to maximize their employment, independence and full inclusion into society.

### ***Virginia Department of Veteran Services***

<http://www.dvs.virginia.gov/>

The Virginia Department of Veterans Services operates 21 benefit services offices where representatives help veterans and their family members file claims for federal veteran's benefits. The agency operates two veterans' cemeteries: the Virginia Veterans Cemetery in Amelia and the Albert G. Horton, Jr. Memorial Veterans Cemetery in Suffolk. A third state veterans cemetery in Dublin is in the early stages of development. DVS operates two veterans long-term care facilities. The Virginia Veterans Care Center in Roanoke is a 240-bed facility offering nursing and domiciliary care for veterans. The 160-bed Sitter & Barfoot Veterans Care Center is located in Richmond. The agency also certifies that post-secondary educational institutions meet G.I. Bill funding and eligibility requirements, enabling veterans and family members to pursue educational opportunities.

### ***Telamon – Migrant and Seasonal Farm Workers Program***

<http://telamon.org/>

Telamon Corporation began providing services to migrant and seasonal farm workers in Virginia in 1975. Since then, we have expanded our base of employment and training services to include a wide array of housing, nutrition, and other initiatives targeted at the needs identified in the communities we serve. This has enabled us to extend our services to a variety of other populations. Programs are operated out of eight field offices and are coordinated by the state office in Richmond.

### ***Department for the Blind and Vision Impaired***

<http://www.vdbvi.org/>

The mission of the Department for the Blind and Vision Impaired is to empower blind, visually impaired, and deaf blind individuals to achieve their maximum level of employment, education, and personal independence.

### ***Commonwealth Institute for Fiscal Analysis***

<http://www.thecommonwealthinstitute.org/>

The Commonwealth Institute for Fiscal Analysis provides credible, independent and accessible information and analyses of state fiscal issues with particular attention to the impacts on low- and moderate-income persons. Our products inform state fiscal and budget policy debates and contribute to sound decisions that improve the well-being of individuals, communities and Virginia as a whole.

### ***Dynamic Works Institute***

[www.dynamicinstitute.com](http://www.dynamicinstitute.com)

Dynamic Works Institute, Inc. is a training institute for the workforce development industry which launched an e-learning initiative in 2000. Dynamic Works provides asynchronous (self-paced) and synchronous (live, real-time) online learning and professional certifications to the workforce development industry.

### ***Virginia Career View***

<http://www.vaview.vt.edu/>

Virginia Career VIEW can assist you with all of your career and educational choices. This website is designed to demonstrate a clear career pathway to success.

### ***Virginia 2-1-1***

<http://www.211virginia.org>

2-1-1 is an easy to remember phone number connecting people with free information on available community services. When you dial 2-1-1, a trained professional listens to your situation and suggests sources of help using one of the largest databases of health and human services in Virginia. 2-1-1 VIRGINIA provides access to services in your community and statewide. All referrals are confidential— and you can search for these same services on this 2-1-1 VIRGINIA Web site.

### ***Disability Program Navigators***

[http://www.doleta.gov/disability/new\\_dpn\\_grants.cfm](http://www.doleta.gov/disability/new_dpn_grants.cfm)

The Disability Program Navigator helps people with disabilities “navigate” through the enormous challenges of seeking work.

### ***Career Readiness Certificate***

<http://crc.virginia.gov>.

Virginia's Career Readiness Certificate (CRC) is a portable, assessment-based credential that gives employers and career seekers a uniform measure of key workplace skills. The CRC assists employers by certifying that job seekers possess core skills in applied math, reading for information, and locating information.

## Appendix III—Table of Contents

### Web Resources for Employers

Virginia Department of Business Assistance (DBA) .....	53
Virginia Economic Development Partnership (VEDP) .....	53
Virginia Employment Commission (VEC) .....	53
Virginia Department of Labor and Industry .....	53
Virginia Department of Professional and Occupational Regulation .....	54
Virginia’s Electronic Labor Market Access System (VELMA).....	54
Local Workforce Investment Boards .....	54
Virginia Department of Taxation .....	54
eVA .....	54
Virginia Community College System .....	54
University of Virginia Workforce Development Academy .....	55
Weldon Cooper Center for Public Service .....	55
Virginia Electronic Commerce Technology Center (VECTEC) .....	55
Virginia Department of Minority Business Enterprise (VDMBE).....	55
Virginia Center for Innovative Technology .....	55
The Virginia Economic Development Association .....	55
The Virginia Manufacturers Association .....	55
Virginia Hospital and Healthcare Association.....	56
Associated General Contractors of Virginia.....	56
Virginia’s Business Pipeline .....	56
Virginia Chamber of Commerce .....	56
Virginia Hispanic Chamber of Commerce .....	57
Virginia Asian Chamber of Commerce/Asian American Business Assistance Center.....	57
The Virginia Economic Bridge .....	57
Statistical Resources for Virginia .....	57
Virginia Census Quick Facts .....	57
Virginia SHRM State Council .....	57
Commonwealth Institute for Fiscal Analysis.....	58
National Association of Workforce Development Professionals.....	58
Dynamic Works Institute.....	58
Career Readiness Certificate .....	58

## Appendix III—Web Resources for Employers

### ***Virginia Department of Business Assistance (DBA)***

[www.vdba.virginia.gov](http://www.vdba.virginia.gov)

The Workforce Services division of the Virginia Department of Business Assistance provides customized recruiting and training services to companies that are creating new jobs or experiencing technological change. The program reduces the human resource development costs of new and expanding companies. Workforce Services offers consulting services, organizational development support, electronic media services, and funding.

### ***Virginia Economic Development Partnership (VEDP)***

[www.yesvirginia.org](http://www.yesvirginia.org)

The site lists advantages to doing business in Virginia such as economy, business climate, costs, labor force, etc. Site selection assistance is also available, outlining site locations throughout the state that fit the characteristics an employer may desire. A data center allows you to compare Virginia against the other 49 states and view occupational statistics and community and MSA profiles.

### ***Virginia Employment Commission (VEC)***

[www.vec.virginia.gov](http://www.vec.virginia.gov)

To promote economic growth and stability by delivering and coordinating workforce services to include:

- policy development
- job placement
- unemployment insurance benefits
- workforce information
- transition and training services

### ***Virginia Department of Labor and Industry***

[www.doli.virginia.gov](http://www.doli.virginia.gov)

The Department is responsible for regulating:

- payroll and wages
- minimum wage
- equal pay
- right-to-work
- child labor
- apprenticeship training

### **Virginia Department of Professional and Occupational Regulation**

<http://www.dpor.virginia.gov/dporweb/dpormainwelcome.cfm>

The DPOR licenses or certifies over 300,000 individuals and businesses in Virginia. This agency protects the health, safety and welfare of Virginians, while promoting a competent workforce, fair housing opportunities, and a productive economy.

### **Virginia's Electronic Labor Market Access System**

<http://www.VaWorkConnect.com>

The Virginia Electronic Labor Market Access (VELMA) system is a powerful online labor market information tool accessed as a web site on the Internet. It was specifically designed for job seekers, students, employers, training providers, workforce professionals, and others seeking to explore local labor markets in Virginia. VELMA provides fast access to a complete set of employment tools in one web site.

### **Local Workforce Investment Boards**

<http://www.vec.virginia.gov/vecportal/wia/localwia.cfm>

Local WIBs are responsible for establishment and continued operation of Virginia Workforce Centers in each of the sixteen Workforce Investment Areas of the Commonwealth. Workforce Investment Boards provide a forum to assure that workforce training and employment initiatives meet the economic development and business needs of each local area.

### **Virginia Department of Taxation**

[www.tax.virginia.gov](http://www.tax.virginia.gov)

The Department oversees the following tax credits related to employment:

- Major Business Facility Job Tax Credit
- Worker Retraining Tax Credit
- Day Care Investment Tax Credit

### **eVA**

<http://www.eVA.state.va.us>

This is Virginia's business-to-government Web-based e-procurement tool. Companies wanting to do business with the Commonwealth need to be registered through eVA.

### **Virginia Community College System**

[www.vccs.edu](http://www.vccs.edu)

The mission of the Virginia Community College System is to provide comprehensive higher education and workforce training programs and services of superior quality that are financially and geographically accessible and that meet individual, business, and community needs of the Commonwealth. Virginia Community College System (VCCS) extends workforce development courses and transitional programs into the community directly serving businesses, employees and special populations. The colleges focus on the employer and the workplace, offering instructional programs that prepare incumbent, upcoming and displaced employees for jobs in current and emerging occupations and for additional education opportunities. Programs such as: Middle College, Career Coaching, Tech Prep and Carl Perkins, Career Readiness Certificate and Dual Enrollment are managed by the VCCS.

### ***University of Virginia Workforce Development Academy***

<http://www.scps.virginia.edu/workforcedevelopment/>

The Workforce Development Academy (WDA) provides training to the workforce development community of practitioners who support the re-engineering and re-training of America's workforce, a national priority imperative for economic stability and for continued leadership in a changing global marketplace.

### ***Weldon Cooper Center for Public Service***

[www.coopercenter.org](http://www.coopercenter.org)

The University of Virginia's Weldon Cooper Center for Public Service is a research and training organization focused on the Commonwealth of Virginia. The Center provides objective information, data, research, technical assistance, and practical training to state and local officials, community leaders, and members of the general public. The Cooper Center's 55-member staff includes experts in public management, demography, economics and public finance, political science, leadership and organizational development, workforce issues, and survey research.

### ***Virginia Electronic Commerce Technology Center (VECTEC)***

<http://www.vectec.org/>

Virginia Electronic Commerce Technology Center (VECTEC) enables small and medium size businesses establish or expand their electronic commerce business.

### ***Virginia Department of Minority Business Enterprise (VDMBE)***

<http://www.dmb.e.state.va.us/>

VDMBE provides certification of those businesses that wish to achieve the benefits of participation in the Commonwealth's minority business programs. VDMBE provides direct assistance to disadvantaged business owners, state and federal agency procurement officials, the Commonwealth's Historical Black Colleges and Universities (HBCUs) and prime contractors. VDMBE's Service Division provides management and technical assistance.

### ***Virginia Center for Innovative Technology***

<http://www.cit.org>

CIT Connect: technology producers receive value from Connect by being able to extend their market development activities without expanding their marketing and sales staffs.

### ***The Virginia Economic Development Association***

<http://www.goveda.org/>

Since 1982, the Virginia Economic Developers Association has been increasing the effectiveness of those who practice economic, industrial, and community development in Virginia.

### ***The Virginia Manufacturers Association***

<http://www.vamanufacturers.com/>

The Virginia Manufacturers Association develops constructive policies and activities on behalf of industry by serving as an advocate for legislative, regulatory, taxation, environmental, workplace, business law, insurance, and technology issues, and as an aggregator of business services for our Members. The VMA will serve as our Members' primary resource for consultative services and programs which they require to remain highly competitive, technology-intensive and efficient organizations.

[www.vacats.org](http://www.vacats.org)

The Virginia Council on Advanced Technology Skills (VCATS) is Virginia's only industry endorsed workforce training and certification initiative, established to address a mounting need for a skilled workforce in advanced manufacturing. Funded in part by the U.S. Department of Labor, VCATS is co-led by the Virginia Manufacturers Association (VMA); Virginia Biotechnology Association (VaBio); Training and Development Corporation, a national, non-profit organization; and private-sector partners. VCATS will position Virginia to meet its growing demand for advanced manufacturing technicians.

<http://www.dreamit-doit.com/Virginia/>

Dream It. Do It. is a workforce development initiative designed to address the growing shortage of skilled workers in U.S. manufacturing by increasing local training and employment opportunities. The main goal of this national program is to broaden awareness of advanced manufacturing and technology careers as well as to attract potential employees to those industries. With hundreds of thousands of manufacturing jobs in Virginia, the Dream It. Do It. Virginia campaign will attract, engage and educate its citizens about manufacturing and technology careers.

### ***Virginia State Building and Construction Trades Council***

804-379-3131

The Virginia State Building and Construction Trades Council is affiliated with local trade unions and supports apprenticeship and training activities.

### ***Virginia Hospital and Healthcare Association***

<http://www.vhha.com/>

The Virginia Hospital & Healthcare Association has 46 member health systems and hospitals, representing 106 community, psychiatric, rehabilitation and specialty hospitals throughout Virginia. Our mission is to improve the health status of the communities we serve.

### ***Associated General Contractors of Virginia***

<http://www.agcva.org/>

The AGC of Virginia has the experience, resources and expertise to address the critical industry issues that affect the construction business. It is our goal to provide effective solutions for issues that directly impact Virginia firms and to help them grow their businesses through networking, educational and legislative programs and activities.

### ***Virginia's Business Pipeline***

<http://www.virginiabusiness.org>

The Virginia's Business Pipeline delivers information and data necessary to establish sustainable competitive advantages for the businesses of the Commonwealth. The site also has links to other VA agency websites.

### ***Virginia Chamber of Commerce***

<http://www.vachamber.com/>

The Virginia Chamber is your voice in the halls of government for policies and laws that promote business enterprise and your best insurance against laws and regulations that stifle business profitability. The Chamber is the only statewide organization that tackles the full range of issues that impact your business and Virginia's business climate. Our publications and newsletters keep you up to date on key issues, member news, union activity, employment law and much more. Use our All-Business Directory and Membership Directory as valuable marketing tools to reach new customers.



## ***Virginia Hispanic Chamber of Commerce***

<http://www.vahcc.com>

- To provide the Hispanic community with education and information to successfully integrate themselves into the Commonwealth of Virginia.
- Job Postings Opportunities in VAHCC Business Information Center (printed media only). Community and Business Leadership Mentoring Programs
- Job seeker screening for Spanish-speaking candidates
- On-line Job positing opportunities & access to job seekers
- Presence at job fairs and other VAHCC events
- Business Seminars, workshops and education

## ***Virginia Asian Chamber of Commerce/Asian American Business Assistance Center***

[www.aabac.org](http://www.aabac.org)

The mission of the Asian American Business Assistance Center (AABAC) is to foster, increase, and maximize the economic potential of Virginia's Asian American businesses by supporting their domestic and international business development efforts in the global economy. This site provides links to various other sites such as the Small Business Association, Virginia Small Business Development Center Network, Virginia State Corporate Commission, etc.

## ***The Virginia Economic Bridge***

<http://www.virginiaeconomicbridge.org/>

Value driven, innovative and efficient . . . Virginia Economic Bridge, Inc. defines success and gives organizations and businesses the tools necessary to cultivate new possibilities. Virginia Economic Bridge, Inc. places strategic intelligence into the hands of decision makers.

## ***Statistical Resources for Virginia***

<http://www.virginiaplaces.org/stats.html>

This site provides links to a large variety of statistics concerning entities in the state of Virginia and the state itself (employment data, etc.). It also has links to research resources.

## ***Virginia Census Quick Facts***

<http://quickfacts.census.gov/qfd/states/51000.html>

The site contains the information gathered in the 2000 census. Information is available on people, businesses, and geography.

## ***Virginia SHRM State Council***

<http://www.shrmva.org/>

The Virginia State Council of the Society of Human Resource Management focuses on keeping you "up-to-date" on current announcements and events relevant to the Human Resource Profession in Virginia and on a National level.

### ***Commonwealth Institute for Fiscal Analysis***

<http://www.thecommonwealthinstitute.org/>

The Commonwealth Institute for Fiscal Analysis provides credible, independent and accessible information and analyses of state fiscal issues with particular attention to the impacts on low- and moderate-income persons. Our products inform state fiscal and budget policy debates and contribute to sound decisions that improve the well-being of individuals, communities and Virginia as a whole.

### ***National Association of Workforce Development Professionals***

[www.nawdp.org](http://www.nawdp.org)

The mission of the National Association of Workforce Development Professionals is to be the national voice of the profession and meet the individual professional development needs of the membership.

### ***Dynamic Works Institute***

[www.dynamicinstitute.com](http://www.dynamicinstitute.com)

Dynamic Works Institute, Inc. is a training institute for the workforce development industry which launched an e-learning initiative in 2000. Dynamic Works provides asynchronous (self-paced) and synchronous (live, real-time) online learning and professional certifications to the workforce development industry.

### ***Career Readiness Certificate***

<http://crc.virginia.gov>

Virginia's Career Readiness Certificate (CRC) is a portable, assessment-based credential that gives employers and career seekers a uniform measure of key workplace skills. The CRC assists employers by certifying that job seekers possess core skills in applied math, reading for information, and locating information.

# Appendix IV—Agency Workforce Services

## Telephone Numbers

### VIRGINIA SERVICES:

Aging .....	(800) 552-3402
Blind and Vision Impaired .....	(800) 552-3431
Business Assistance .....	(804) 371-8200
Community College System .....	(804) 819-4901
Correctional Education .....	(804) 225-3310
Corrections .....	(804) 674-3000
Council on Human Rights .....	(804) 225-2292
Deaf and Hard of Hearing .....	(800) 552-7917
Economic Development Partnership .....	(866) 294-3840
Education .....	(800) 292-3820
Housing and Community Development .....	(804) 371-7000
Juvenile Justice .....	(804) 371-0700
Labor and Industry .....	(804) 371-2327
Minority Business Enterprise .....	(800) 223-0671
Professional and Occupational Regulation .....	(804) 367-8500
Public Health Departments .....	(804) 864-7001
Rehabilitative Services .....	(800) 552-5019
Social Services .....	(800) 552-3431
Taxation .....	(804) 367-8031
Telamon – Migrant & Farmworkers Programs .....	(800) 285-1676
Veteran’s Services .....	(804) 786-0286
Virginia Employment Commission .....	(804) 786-1485
Virginia Office for Protection and Advoc .....	(800) 552-3962
Virginia Relay .....	7-1-1
Workers’ Compensation .....	(877) 664-2566

### FEDERAL:

Department of Education .....	(800) USA-LEARN
Department of Labor and Industry .....	(866) 4USA-DOL
Department of Veterans Services .....	(800) 827-1000
Social Security Administration .....	(800) 772-1213

VIRGINIA  
**WORK***force*  
NETWORK