



# REEMPLOYMENT SERVICES ORIENTATION RESOURCES



NEW YORK  
STATE OF  
OPPORTUNITY.

Department  
of Labor

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Welcome to the New York State Career Center and Reemployment Services for Unemployment Insurance claimants. Included in this orientation packet you will find job search resources and helpful reference materials. We encourage you to utilize the many resources available to you at the center.

## CAREER CENTER RESOURCES

**RESOURCE ROOM** - (No appointment necessary)  
Open Monday-Friday

- Computer and internet access
- Photocopier, printers and fax machine
- Job postings and staff assistance
- Assistive Technology: JAWS, ZoomText, and Read & Write software, ONYX magnifier, scanner, modified keyboards, trackball mouse, and large monitor.

**WORKSHOPS** - A variety of workshops are available, such as: resume writing, job search techniques and interviewing. Please see our monthly workshop calendar or visit <http://labor.ny.gov/workforcenypartners/career-center-events.shtm> for a statewide listing of available workshops.

**VETERANS SERVICES** - Let us know if you served in the military. Veterans receive priority of service. <https://labor.ny.gov/vets/vetintropage.shtm>.

**CAREER COUNSELING** - Finding challenges in your job search due to a perceived barrier or are you looking for a new career? Counselors will help you assess your needs, skills and interests, and provide you with job guidance and help you develop an employment plan. (Appointment required).

**JOB RECRUITMENTS AND JOB OPENINGS** - Each month businesses looking to fill job openings hold recruiting events at the New York State Career Centers and post job orders on the New York State Job Bank. Please see our monthly recruitment flyer for more information: <https://labor.ny.gov/workforcenypartners/career-center-events.shtm>.

**REENTRY SERVICES** - Specific resources are available for formerly incarcerated individuals (e.g. federal bonding). If you are having trouble getting work due to legal history, please let us know so we can help you with a strategy to return to work.

**TRAINING** - The Career Center offers training assistance. Are you thinking of earning your High School Equivalency Diploma, going back to school, getting specialized training, on the job training, or an industry certificate? Speak with a Workforce Advisor to learn more about training options and grant funds.

**APPRENTICESHIPS (PAID)** - NYSDOL's apprenticeship programs are a process of learning a skilled occupation through paid on-the-job training. Apprentices train under the guidance of experienced journey workers and include related classroom training. Length of training varies depending on each apprenticeship. To apply, visit: <https://labor.ny.gov/apprenticeship/general/registration.shtm>.

Select the apprenticeship you are interested in, and follow the directions listed on the press release.

## SPECIAL UNEMPLOYMENT INSURANCE PROGRAMS

**SECTION 599** - Section 599 is a provision in the Unemployment Insurance Law that makes it possible for unemployment recipients to receive benefits while attending a full-time training program. The training, however, must be approved by the Department of Labor. When training has been approved under this provision, unemployment recipients are excused from the requirement to look for work, and may be eligible for additional weeks of benefits when funding is available. Approval under Section 599 of the Unemployment Insurance Law does not include tuition assistance.

- To learn more about the 599 Training Program, visit: [www.labor.ny.gov/ui/claimantinfo/599program.shtm](http://www.labor.ny.gov/ui/claimantinfo/599program.shtm)
- To apply: see a Workforce Advisor at your local Career Center

## SELF-EMPLOYMENT ASSISTANCE PROGRAM

**(SEAP)** - The Self-Employment Assistance Program (SEAP) gives you the opportunity to start your own business while receiving UI benefits. To qualify, you must meet certain eligibility requirements, and you must have at least 13 weeks of benefits remaining by the time your application is approved. You would be responsible for your own business expenses and would be required to take at least 20 hours of entrepreneurial training.

- To learn more about this program and view an online SEAP orientation, go to [www.labor.ny.gov/seap](http://www.labor.ny.gov/seap)

## UNEMPLOYMENT INSURANCE TELEPHONE CLAIMS CENTER (TCC)

- If you have a question regarding your UI Benefits, first read the UI Claimants Handbook online at [www.labor.ny.gov/formsdocs/ui/tc318.3e.pdf](http://www.labor.ny.gov/formsdocs/ui/tc318.3e.pdf). You are required to read the UI Handbook and understand the information in it. If you still have questions, you can send the UI Benefits Division a secure message through your labor.ny.gov account. You can also call the UI Division/TCC at 1-888-209-8124.

## RECOMMENDED WEBSITES

**New York State Department of Labor**  
[www.labor.ny.gov](http://www.labor.ny.gov)

Find information specific to career development, job search tips, job openings, training, training providers, apprenticeships, labor market information, wages and resources for: ex-offenders, persons with disabilities, immigrants, unemployment insurance claimants and more.

**Career Center Locator**  
<http://labor.ny.gov/career-center-locator/>

Find local Career Centers throughout New York State.

**Jobs Express**  
[www.labor.ny.gov/jobs/regional.shtm](http://www.labor.ny.gov/jobs/regional.shtm)

Search for current job openings in New York's 10 regional economies. New Yorkers can view the region they live in, see which industries are growing and find out what jobs are available. Job opening numbers are updated frequently.

**JobZone**  
[www.jobzone.ny.gov](http://www.jobzone.ny.gov)

An online self-service job search tool where you can plan your future, search for jobs, develop resumes and explore career interests, values and skills.

- **Resume and Letter Preparation** - Build and store multiple resumes customized for the jobs you want. Here you can upload and store resumes, create a simple or customized resume, and write cover letters and thank you letters.
- **Job Search** - Conduct a search by location to find the latest job openings. You can search by keyword, search with your resume using our advanced Skills Matching and Referral Technology, save your search criteria for future searches and compare your qualifications with other job seekers.
- **Work Search Record** - Record all your work search activities and the jobs and companies you have applied to.
- **Employability Score** - Learn how employable you are with this quick survey, and see what you can do to increase your chance of landing a job.
- **Self Sufficiency Employment Estimator** - Calculate the income required to meet the basic needs for a given family size and geographic location. Explore occupations that meet or exceed your income requirements.

## OTHER GREAT RESOURCES

**New York State Civil Service**  
[www.cs.ny.gov](http://www.cs.ny.gov)

This site includes listings for county or state exams/ job openings. Use this site to find upcoming competitive examinations, continuous recruitment examinations and current openings within the county or state. This website also has test guides, exams by education/experience level, internship opportunities and much more.

**New York State Current Job Openings**  
[www.statejobsny.com](http://www.statejobsny.com)

**USAJobs**  
[www.usajobs.gov](http://www.usajobs.gov)

Are you interested in federal employment? Visit this site to search for and apply to open federal positions. You can narrow down your search to openings in your area by entering your city and state or zip code.

## OCCUPATIONAL INFORMATION, DESCRIPTIONS AND REQUIRED EDUCATION

**O\*Net Online**  
<http://www.onetonline.org>

Learn about different occupations including advanced manufacturing, green jobs and many others. The site provides job descriptions, tasks and skills lists. Overall, it's a great tool for helping you generate ideas for your resume.

**Occupational Outlook Handbook**  
[www.bls.gov/oco](http://www.bls.gov/oco)

This site has a collection of job descriptions and information about the education needed to obtain a job. It's a great tool to help you identify and list the tasks and skills from your last job.

## CAREER EXPLORATION & GUIDANCE, SELF-ASSESSMENTS

**My Skills My Future**  
[www.myskillsmyfuture.org](http://www.myskillsmyfuture.org)

Find new career options based on the skills and experience you gained in a past job. The site also features salary data, job listings, training programs and other useful tools to help find out what skills you need to obtain the job you want.

### **My Next Move**

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

This site is designed to help you decide what career is right for you and to help you find a job that you will enjoy. There is also an interest assessment available to help you match your interests to a potential job!

### **Career One Stop: Sponsored by the United States Department of Labor**

<http://careeronestop.org/>

Here you will find information about resumes, cover letters, interviews and occupations. You will also find the locations of local One Stops around the nation.

### **Government and Civil Service Job Sites**

Federal - [www.usajobs.gov](http://www.usajobs.gov)

U.S. Customs and Border Protection - [www.cbp.gov/careers](http://www.cbp.gov/careers)

New York State - [www.cs.ny.gov](http://www.cs.ny.gov)

State Jobs New York - [www.statejobsny.com](http://www.statejobsny.com)

NYS Unified Court System - [www.nycourts.gov/careers](http://www.nycourts.gov/careers)

### **Spider Sites for Job Postings**

Indeed - [www.indeed.com](http://www.indeed.com)

Linkup - [www.linkup.com](http://www.linkup.com)

Simply Hired - [www.simplyhired.com](http://www.simplyhired.com)

### **Additional Job Posting Sites**

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

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

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

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

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

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

[www.us.jobs](http://www.us.jobs)

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

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

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

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

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

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

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



# *EQUAL OPPORTUNITY is THE LAW*

It is against the law for all recipients of Federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity. The recipient must not discriminate in any of the following areas: Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to such a program or activity; or making employment decisions in the administration of, or in connection with such a program or activity.

## **What to Do If You Believe You Have Experienced Discrimination**

If you think you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:



**Department  
of Labor**

\_\_\_\_\_  
**Name of Recipient E.O. Officer:**

\_\_\_\_\_  
**Name of Organization:**

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

\_\_\_\_\_  
**Phone:**

\_\_\_\_\_  
**E-mail:**

**Director**

Division of Equal Opportunity Development  
New York State Department of Labor  
State Office Campus, Building 12, Room 540  
Albany, New York 12240

**PHONE: (518) 457-1984  
(TDD) 1-800-662-1220  
(VOICE) 1-800-421-1220**

or you may file a complaint directly with:

**Director**

Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution Avenue, NW  
Room N-4123  
Washington, D.C. 20210

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.





# Work Search Record

For Week Ending: \_\_\_\_/\_\_\_\_/\_\_\_\_  
(Use Sunday date)

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

NYS ID#: NY \_\_\_\_\_ or SS No: XXX-XX-\_\_\_\_\_  
(Found at the top of appointment letters) (Last four digits only)

This form may be used to record your work search activities. Instructions are on the back. You can also use the Work Search Record on our JobZone website instead of this form. Simply click on the JobZone Work Search link when you claim weekly Unemployment Insurance benefits online.

**Businesses/Employers Contacted:** List jobs you have applied for, interviews you have attended, and businesses/employers you have contacted during the week shown above. All columns should be filled in to the best of your ability. Use additional sheets of paper if needed. The first row is an example.

Date of contact	Position applied for	Business/Employer name	Name and title of person contacted (if known)	Method of contact (In person, phone, fax, email, web site, etc.)	Contact information for method of contact listed (address, telephone number, email, website/URL, fax number)	Result of contact (if known) (Interview, waiting for response, not hired)
1/2/2014	Clerk	ABC Industries	John Smith, HR Director	email	<a href="mailto:j.smith@abcinc.com">j.smith@abcinc.com</a>	Set up interview

**Work Search Activities:** List things you did to find a job that were not business/employer contacts. See Instructions on the back for suggested activities. The first row is an example.

Date of activity	Activity performed
1/3/2014	Attended a resume preparation workshop at the Career Center

## New York State Department of Labor

### Work Search Record Instructions

You must actively look for work while claiming Unemployment Insurance benefits. You must keep a Work Search Record for each week you claim benefits and be prepared to give a copy of that Record to the New York State Department of Labor when requested. We will check the information on the form with the contacts listed. If you knowingly give us false statements about your work search activities, it is considered fraud and you may be denied Unemployment Insurance benefits.

You must do at least **three** work search activities each week, unless you have a Work Search Plan approved by the Department of Labor. \* **The three activities must be done on different days of the week. They must include at least one activity from Work Search Activities 1-5 (below). Two more activities must be completed and may be selected from the nine activities listed.** This is the minimum criteria. You are encouraged to do more.

**Work Search Activities:** Work search activities may include, but are not limited to:

- (1) Visiting a local New York State Career Center and:
    - Meeting with Career Center advisors;
    - Getting information from Career Center staff about jobs that may be available in a particular industry or region (obtaining job market information);
    - Working with Career Center staff to assess your skills and match them to possible occupations and jobs (skills assessments for occupation matching);
    - Participating in instructional workshops; and
    - Getting job referrals and job matches from the Career Center and following up with employers.
  - (2) Visiting a job site and completing a job application in person with employers who may be reasonably expected to have openings.
  - (3) Submitting a job application and/or resume in response to a public notice or want ad or to employers who may reasonably be expected to have openings.
  - (4) Attending job search seminars, scheduled career networking meetings, job fairs, or employment-related workshops that offer instruction to improve job-hunting skills.
  - (5) Interviewing with possible employers.
  - (6) Applying for employment with former employer(s).
  - (7) Registering with and checking in with private employment agencies, placement services, unions, and placement offices of schools, colleges or universities, and/or professional organizations.
  - (8) Using the telephone, business directories, internet, or online job-matching systems to search for jobs, get leads, request referrals, or make appointments for job interviews.
  - (9) Applying and/or registering for and taking Civil Service Examination(s) for government job openings.
- Keep copies of your Work Search Records for one year. Do not send your Work Search Record to the Department of Labor unless we ask you to. You can get more forms at your local New York State Career Center, online at [www.labor.ny.gov](http://www.labor.ny.gov) or in your claimant handbook. You may also keep your work search record online at [www.jobzone.ny.gov](http://www.jobzone.ny.gov).
- \*If you have a Work Search Plan approved by the Department of Labor, you must do what was agreed upon in the plan, and record those activities on the Work Search Record. We will check your Work Search Record to be sure you are doing what is called for in your Work Search Plan.





The New York State Department of Labor is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.