

# Capital Region Workforce Centers

*"Connecting people to the workplace"*

Capital Region Workforce Centers offer a variety of career and support services, including employment guidance, training and placement assistance services to persons throughout the Greater Richmond region. Trained professionals will assist you to locate and use information services that will support your job search. Career guidance, skill assessments, labor market information and other tools are available at the following four locations.



**Members of the  
Virginia Workforce  
Network**

4060 Innslake Dr Glen Allen VA 23060 (804) 273-6260	5410 Williamsburg Rd Sandston, VA 23150 (804) 226-0885	6301 Midlothian Trpk. Richmond VA 23225 (804) 675-9910	8093 Elm Drive Mechanicsville, VA 23111 (804) 559-3133
<b>Services available:</b> Monday - Friday 9:00 am – 6:00 pm	<b>Services available:</b> Monday - Friday 8:00 am – 4:30 pm	<b>Services available:</b> Monday-Thursday 9:00am-4:00pm Friday 9:00am-1:00pm	<b>Services available:</b> Monday, Tuesday, Thursday & Friday 8:30 am – 4:30 pm;  Wednesday 9:30am - 4:30pm

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<b>Core Services</b>	Apply for Unemployment Insurance Online	✓	✓	✓
	Resource Center which includes access to computers, telephones, fax and copy machines, and resume building software	✓	✓	✓
	Access to job banks, listings of available jobs, job searches, and referrals to employers with current job openings	✓	✓	✓
	Labor Market Information, In-Demand Skills & Wages	✓	✓	✓
	Education, Training and Career Information	✓	✓	✓
	Financial Aid Information	✓	✓	✓
	Basic Computer Skills Workshops	✓	✓	✓
<b>Intensive Services</b>	One-on-one assistance with Resumes, Cover Letters and Thank You Letters	✓	✓	✓
	Assistance with Completing Employment Applications	✓	✓	✓
	Career Counseling, in-depth interviewing skills development	✓	✓	✓
	Development of an individual employment and career plan	✓	✓	✓
	Career and Skills Testing	✓	✓	✓
	Occupational Skills Training, On-the-job Training, Job Readiness Training	✓	✓	✓
	Job Search Assistance Workshops	✓	✓	✓
	Networking Skills Workshops	✓	✓	✓
	Interview Techniques Workshops	✓	✓	✓
	Referral to Specialized Services	✓	✓	✓

## Job Search Tools Available In All Workforce Centers

<ul style="list-style-type: none"> <li>• Computers</li> <li>• Specialized software for resume development, cover letters, other job search tools</li> <li>• Newspapers, Magazines, Books</li> </ul>	<ul style="list-style-type: none"> <li>• Career Guidebooks</li> <li>• FAX Machine</li> <li>• Telephones</li> <li>• Internet Access</li> </ul>	<ul style="list-style-type: none"> <li>• Free E-Mail</li> <li>• Job Search Reference Materials</li> <li>• Videos</li> <li>• Photocopier</li> </ul>
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**Let Us Help You Boost Your Career Opportunities**

Capital Region Workforce Centers are equal opportunity programs/employers (EOE). Auxiliary aids and services are available upon request to individuals with disabilities primarily funded through the Workforce Investment Act, USDOL. TTY/TTD 1 (800) 828-1120 Voice Callers 1 (800) 828-1140



# INFORMATION AT A GLANCE



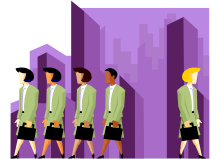
## What are the Capital Region Workforce Centers?

The centers receive federal funds under the Workforce Investment Act (WIA) to assist citizens with entry or re-entry to the job market by providing various employment and training services. In partnership with many other public and non-profit entities the Workforce Centers provide services to citizens within the Richmond Metro Region.

The Capital Region Workforce Centers are sometimes referred to as “One Stops” or a place where you can make one stop to get the bulk of the workforce services you need to get back to work or make your workforce transition. Below is a short article that explains “The Stages of Workforce Transition”. After that there is another article called “Your Future Starts Now”, which talks about some of the basic services offered at the Workforce Centers.



## THE STAGES OF WORKFORCE TRANSITION



In the world we live in today, change is inevitable. It’s a way of life that people deal with better today than they did a generation ago. Changes constantly happen in our work life, our home life, and in our society.

When facing unemployment, it is important to remember that the change that may be happening in your life should be thought of as a “workforce transition”. Understanding the different stages may be helpful to you because they are not all bad.

The stages of workforce transition come something like this:

### 1. **An Ending**

- The loss of your job
- Letting go of the old way & old self
- Saying good-bye

### 2. **The In-between time**

- Stress, confusion, and chaos

### 3. **The New Beginning**

- Make a fresh start with new energy
- Look for new & creative opportunities
- Capitalize on your strengths



A “Workforce Transition” is like putting the pieces of a puzzle together and we would like to help you through your transition period.

## How much will it cost me?

Nothing. It is **FREE**. The program is funded through the U.S. Department of Labor, Workforce Investment Act. So come visit the Center closest to you. Let us be your Workforce Connection.

## Individualized Service Plan

Our vocational evaluators and/or career case managers provide individual career counseling to help create “back to work” plans to meet your specific workforce needs. One size does not fit all, so an individualized approach is taken to assist each person who needs one-on-one assistance in tailoring their employment plan.



## YOUR FUTURE STARTS NOW



Capital Region Workforce Centers are here to help end the uncertainty many job seekers experience in the search for new employment. To get a good job in today's market, you need the best and most up-to-date resources.

### **Here's a sample of the variety of services available at any of the Capital Region Workforce Centers:**

- Job listings posted on public boards and on electronic job banks
- Referral to job openings that match skills and experience
- Resume assistance through workshops and specialized software
- Copiers, fax machines, telephones and computers available for use in job search efforts
- Internet access to post resumes, conduct research on companies, look at job openings and visit employment-oriented Web sites
- Labor market information, including local employment trends
- A resource library with books, magazines, and newspapers for job searching, career choices, education and training
- Community resource information for finding services offered in your area
- Information about unemployment insurance compensation; services for veterans
- Job search workshops and computer tutorials
- Information on education, training, and apprenticeship opportunities – including how to get basic education & GED services

### ***Definition of Services***

#### ***Preliminary Services:***

- **Public Information:** Facts about a Partner's services distributed to the public.
- **Outreach, Recruitment:** Information about a Partner's services circulated to potential customers for the purpose of attracting customers to the program.
- **Determination of Program Appropriateness for Customer:** A decision about whether the Partner provides services suitable for the customer.
- **Orientation:** Explanation of the Partner's services and requirements to customers.
- **Resource Center:** A library of workforce, career and supportive service information, open to the public. Information may be accessed through a variety of means including electronic and hard copy.
- **Initial Assessment:** Interviewing and asking questions that would assist customer to consider his/her resources, skills, abilities, and service needs as related to a plan of action.
- **Workshops:** Short-term instruction to groups of customers to impart knowledge or skills related to workforce or related issues, for example, how to complete a resume.
- **Career Information:** Facts and figures about occupational duties, requirements, demand in the labor market, working conditions, and pay, given to customers to aid them in choosing a plan for employment.
- **Labor Market Information:** Facts and figures about demand for workers by occupation, skill level, or geographic area.
- **Job Search Skills & Information:** The preparation of individuals or groups of individuals to plan and execute an efficient investigation of employment opportunities and the effective marketing of their skills and abilities. Covers areas of skill identification, understanding where potential jobs can be found, organizing a job search, interviewing, applications and resumes.
- **Job Referrals:** Reviewing employer job requirements, determining qualifications and referring job seekers to employers for consideration.
- **Follow-Up:** Contacting a customer after services have been provided in order to assess satisfaction & review needs.
- **Eligibility Determination:** Collection of information and documents to make a decision whether an individual can access eligibility-based services.

#### ***Services Requiring Eligibility:***

- **Enrollment or Registration:** Completion and recording of eligibility determination data required before individuals can receive services.
- **Diagnostic Assessment:** The use of valid and reliable formal tests to analyze customer skills, aptitudes and interests, together with a review of customer resources, barriers, health issues, legal issues, service needs and other matters that will lead to a plan for self-sufficiency, employment, or related goal.

- **Individual Self-Sufficiency or Employment Planning**: A written action plan, signed by the customer and staff, that includes steps the customer must take and services the agency must provide, in order to achieve a goal, usually for long-term self-sufficient employment.
- **Case Management**: Long term guidance and support through the process of finding and using a variety of services leading to economic self-sufficiency.
- **Basic Education, Literacy Training, GED Training**: Training in reading, math, and related topics to enable a customer to read and write English language. GED Training is given in order to assist a customer in obtaining their General Education Development certificate.
- **English as a Second Language Training**: English language training given to customers who speak and/or are literate in another language from birth.
- **Computer Literacy Training**: Basic instruction to assist customers with accessing, creating, and saving documents and retrieving information from computers.
- **Job Readiness Training**: Instruction in job seeking and job keeping skills.
- **Life Skills Training**: Instruction in money management, time management, dealing with institutions, and other skills needed for successful everyday functioning.
- **Supportive Services**: Goods or services purchased or provided to address the barriers or basic needs that prevent a customer from successful completion of a plan of action. Examples are childcare assistance, work tools, work clothing, housing, and transportation assistance.
- **Post Employment or Job Retention Services**: Counseling and supportive services to eliminate barriers targeted at allowing employed individuals to continue employment.
- **Tutoring, Study Skills Training**: Individual, classroom, learning lab, or other instruction given to customers to encourage school or training completion and dropout prevention.
- **Leadership Development Activities**: The encouragement of responsibility and other positive social behaviors such as communication skills, decision-making, teamwork, money management, time organization, resourcefulness, parenting, citizenship and service to community.
- **Mentoring**: Providing a positive role model to guide and coach a customer in personal and decision-making skills needed to become a successful member of a community or a work place.
- **Alternative Secondary School**: Any locally recognized educational program offering school credit and graduation, established for students having difficulty completing their education in a traditional secondary school setting.

#### **Training Services:**

- **Financial Assistance for Training**: Information and access to grants, loans, and scholarships, including WIA tuition assistance, Pell Grants, State Scholarships and Grants, Child Care Grants, Perkins Loans, Work Study, Veterans Assistance Benefits, Bureau of Indian Affairs assistance, Indian Scholarship Program, and Foundation Scholarships.
- **Occupational Skills Training**: Specific programs or opportunities that allow an individual to gain occupational skills and may lead to a certificate or credential.
- **On-the-Job Training**: Training provided by an employer to an employee, with or without subsidy. On-the-Job Training occurs while the customer is engaged in productive work and provides knowledge and skills essential to the performance of the job.
- **Skills Upgrading**: Instruction designed to improve or update basic or occupational skills.
- **Re-Training**: Instruction in a new set of skills for customers whose occupational skills have become obsolete or are no longer needed in the local labor market.
- **Entrepreneurial Training**: Instruction designed to assist customers who are interested in opening a business. Training includes instruction in marketing, business, and financial plans as well as legal requirements for opening a business.
- **Apprenticeship Training**: A program of instruction delivered to individuals while working on the job at a beginning level and graduating skill levels and pay until journeyman level is achieved.
- **Customized or Workplace Training**: Training conducted with a commitment by an employer or group of employers to employ individuals upon successful completion. Training is specific to the skill needs of the employer or group of employers.
- **Work Experience, Internship**: Short term paid or unpaid work activity which provides an individual the opportunity to acquire the skill and knowledge necessary to perform a job. Under the guidance of a supervisor, Work Experience or Internship customers develop appropriate work habits and behaviors while learning various aspects of an occupation.