

work²future
opportunity • jobs • success



New Customer Orientation



WORKFORCE INVESTMENT ACT (WIA) PROGRAM

WIA is a Federally Funded comprehensive “employment preparation” program available throughout the United States.

To locate services in your area, go to:

www.servicelocator.org

Or just pick up the phone and dial

1-877-US-2JOBS – 1-877-872-5627

for direct assistance!



Our Shared Vision

- We envision that thru our collective efforts individuals will lead successful and fulfilling lives and we will foster industry growth and stability.

Mission

- Our mission is to meet business and individual needs for a skilled workforce and to help each stay competitive in a rapidly changing environment.



SERVING THE RESIDENTS OF

- San Jose
- Morgan Hill
- Los Gatos
- Saratoga
- Gilroy
- Campbell
- Monte Sereno
- Los Altos Hills

**Plus...all the unincorporated areas of
SANTA CLARA COUNTY**



One-Stop Centers

work2future One Stop Center - San Jose

1290 Parkmoor Avenue
San Jose, CA 95126-3449
Hours: Monday - Friday: 8 am – 5 pm
Main Phone Number: (408) 794-1100

work2future One Stop Center - Gilroy

7800 Arroyo Circle, Ste. A
Gilroy, CA 95020
Hours: Monday - Friday: 8 am – 5 pm
Main Phone Number: (408) 846-1480

work2future Satellite Center Morgan Hill Friendly Inn

17666 Crest Avenue
Morgan Hill, CA 95037-4245
Hours: Monday – Friday: 8:30 am - 5pm
Main Phone Number:
(408) 782-6503



work2future One-Stop Center Campbell

2450 South Bascom Ave.
Campbell, CA 95008
Hours: Monday - Friday: 8 am – 5 pm
Main Phone Number: (408) 369-3606

work2future Partner Affiliate Center Center for Training and Careers (CTC)

724 Story Road #10
San Jose, CA 95122
Hours: Monday – Friday: 8 am – 5 pm
Main Phone Number: (408) 993-0837

work2future Mobile One Stop (MOS)

For Special Events Only



www.servicelocator.org



One-Stop Services

- **No Cost to you**
- **Enrollment required**
(See Eligibility Criteria)
- **Variety of Services available**
(Based on Eligibility)



What can we do for you?

work2future will provide you the tools to find employment and help you to become a better job candidate

This is a self-directed program and not an employment agency

All Customers will have the opportunity to...

- Know their skills
- Develop their skills
- Get the best job possible with their skills



One-Stop Job Seeker Services

- Job Search Assistance – Job Listings, computer accessibility
- Specialized recruitments
- Job fairs
- Labor Market Information – www.labormarketinfo.edd.ca.gov
- Assessments – Initial assessment upon enrollment
- Career Exploration and Planning/One on One Coaching*
- Comprehensive Assessments*
- Individual Employment Plans*
- Community Resource/Referral Information*
- Workshops on site*
- Occupational Skills Training* Short term Individual Re-training
(Call 1-800-300-5616 to state your Interest in Training Before 16th Week of Benefits Received)
- Cohort Training* Retrain with a group of individuals
- San Jose City for Credit Classes*
- Workshops on-line*
- Supportive Services*

*See a Talent Coach for more information



TALENT COACH

The work2future Talent Coaches will assist motivated customers to become self-sufficient. This will be accomplished by facilitating skill development activities in a friendly and professional environment.

When you meet with a Talent Coach you will be provided:

- One-on-one coaching
- Review Initial Assessment Scores
- Refer to In-Depth Assessment
- Develop Individual Employment Plan (IEP)
- Workshops – Basic skill upgrades In house and On-line
- Occupational Skills Training
- Support Services
- Referrals



One-Stop Job Seeker Services

- Mobile One-Stop – Special Events Only
- Econovue – Geographic information systems <http://www.Econovue.com>
- Grants – Ask about special services, e.g. Hope, New Start Program
- Research Studies – See www.work2future.biz for studies
- Veterans Employment Services – Services for Veterans
- CalJobs – Register to find employment www.caljobs.gov
- State Disability Insurance Program – Inquire at front desk for forms
- Trade Adjustment Assistance (TAA)
- EDD Fidelity Bonding Program www.edd.ca.gov
- Internships – After Occupation Skills Training Internships may be available
- Telephone access to call employers – Talent Marketing Area
- Internet Access to access job related services – Talent Marketing Area
- Partner Services
 - Peninsula Family Services
 - Department of Rehabilitation
 - Council on Aging Silicon Valley
 - Silicon Valley Independent Living Center
 - Migrant & Seasonal Farm Workers Program
 - Employment Development Department (EDD)



One-Stop Business Services

- **Provide business tools and resources that can help your business succeed in a global economy**
- **Identify business needs and find local resources through collaboration with more than 39 partners**
- **Programs & Services:**
 - **Consultative Services –Providing entrepreneurs and business owners information and resources to start and grow their business, e.g. business plans, tax credit information and assistance.**
 - **Employee Transition Assistance and Layoff Consultations**
 - **Job Descriptions Development**
 - **Skills Assessment**
 - **Applicant Screening and Matching**
 - **Recruitment Services and Facilities**
 - **Job Fairs**
 - **Retraining and Up-Grade Training Programs**
 - **On the Job Training**



One-Stop Youth Services

- Year Round Youth Services **Ages 17 - 21**
 - Youth Employment Program (YEOP) **Ages 15 - 21**
 - Green Cadre **Ages 18 - 21**
 - San Jose Jobs Corps **Ages 16 - 24**
 - Pathways to Teaching **Ages 17 - 21**
- ✓ Guidance and Counseling
 - ✓ Job Placement
 - ✓ Job Referrals
 - ✓ Adult Mentoring
 - ✓ Leadership Development
 - ✓ Financial Education
 - ✓ Pre-employment training
 - ✓ Occupational Skills Training
 - ✓ Supportive Services
 - ✓ Tutoring and Life Skills
 - ✓ Work experience and Volunteer Opportunities



**ARE YOU
INTERESTED?**



If you are interested in work2future Services

- STEP 1:** Submit completed forms at work2future Orientation
- STEP 2:** Verification of Right-to-Work Documents/completion of documents
- STEP 3:** Completion of CalJOBS/Enrollment Application/Issue work2future swipe card/Review Center Rules/Skills Assessment
- STEP 4:** An Appointment with a Talent Coach will be made for one-on-one coaching and development of your Individual Employment Plan (IEP)

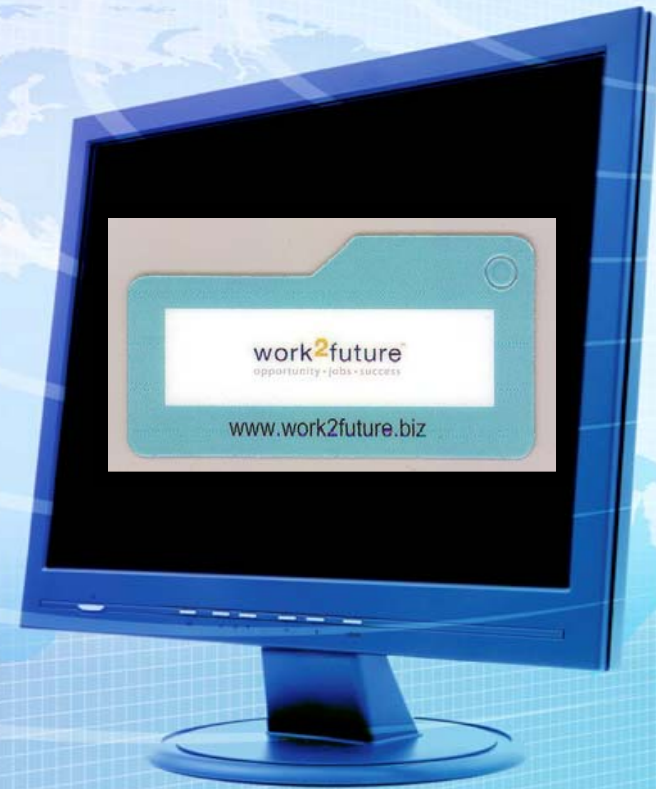
Note: If you have any concerns or do not understand some of the questions, please ask staff



ENROLLMENT INTO I-TRAIN TRACKING System

**Enrollment is required
for the use of
work2future services**

**Once enrolled, you must
scan your ID Passport
card each time you visit
to keep track of your job
search activities**





ELIGIBILITY CRITERIA

RIGHT TO WORK

- ✓ Proof of your right to work in the United States (original documents), e.g. Drivers License **and** Social Security card **or** U.S. Passport, Permanent Resident Card (see Lists of Acceptable Documents from I-9 Guide)

YOU WILL ALSO NEED TO PROVIDE THE FOLLOWING ITEMS, IF APPLICABLE:

- ✓ Documentation of your last day worked
 - ✓ Letter on company letterhead indicating last day worked **or**
 - ✓ EDD Notice of Unemployment Insurance (U.I.) claim filed
- ✓ Documentation of eligibility/ineligibility for Unemployment Insurance benefits: U.I. check stub **or** EDD Notice of Unemployment Insurance Award, exhaustion of benefits or ineligibility due to insufficient base period earnings
- ✓ **If you are a male born after January 1, 1960**, work2future will confirm your selective service status.
- ✓ **If you are a Veteran**, documentation from Department of Defense or Veterans Affairs, such as DD-214 or Veterans Administration Letter



Code of Conduct

Welcome to the work²future San Jose One-Stop. To assist you in your career search and enhance the overall experience for you and all our customers, please observe the following Rules of Conduct specific to use of the San Jose One-Stop facility:

No weapons of any kind are permitted in the One-Stop.

1. The One-Stop and its equipment are for job search purposes only. Phones are not to be used for personal phone calls.
2. For safety reasons, children are not allowed in the One-Stop.
3. Do not modify or alter job postings, equipment, flyers, or signage located in the One-Stop.
4. Keep personal conversation to a minimum and at low volume. Abusive or disrespectful language or behavior will not be tolerated.
5. Keep cell phones turned down or on vibrate. All personal calls are to be made and answered outside of the Talent Marketing and Welcome areas.
6. Materials may not be posted or distributed without San Jose One-Stop management approval.
7. Unemployment Insurance calls can only be made in the designated area.
8. Please leave your work area clean.
9. The One-Stop will provide up to ten (10) photocopies and up to five (5) faxes per day. Please ask staff for assistance.
10. Limited office supplies are provided. Please ask staff for assistance.

Rules for use of San Jose One-Stop Talent Marketing Area (TMA) computers

- You can sign up for a two-hour session each day.
- If computers are available, you may sign up for more than one session per day.
- For computer problems please contact TMA Reception Staff.
- You may sign up for a single specific two-hour session up to five (5) days in advance.
- Do not download any personal information to the computers. Do not modify or alter the computers.
- Computers may not be used to view, download, or print profanity or discriminatory or pornographic material.
- Food and drinks are not permitted in the TMA.

THESE RULES OF CONDUCT ARE INTENDED TO ENSURE ALL CUSTOMERS HAVE AN OPTIMAL EXPERIENCE. IF YOU CHOOSE NOT TO COMPLY WITH THESE RULES OF CONDUCT, STAFF HAS THE RIGHT TO ASK YOU TO LEAVE THE ONE-STOP. THANK YOU.



Comment Cards Online!

work2future LISTENS TO YOUR COMMENTS AND SUGGESTIONS!

- **Please let us know how are we doing at any time during your visit**
- **Comment Card computers are located at each one-stop center (please ask staff for locations)**
- **Responses to your comments will be posted on a “Comment Card Board” located in each center**

Please assist us in making work2future a better place for your job search needs!



**THANK YOU AND
BEST WISHES ON A
SUCCESSFUL JOB
SEARCH JOURNEY!**