



A partner in **CTWORKS**
Your Workforce Connection

2008/2009 One-Stop Services

CT WORKS – ONE STOP CAREER CENTER ON-SITE SERVICES

CORE SERVICES

Provider: Career TEAM

Contact: Stephanie Frisch

Telephone: 860-256-3871

email: sfrisch.ctwbs@ct.gov

Career TEAM coordinates delivery of core services with CT DOL at the CT Works centers in Hartford, Enfield, and New Britain, and is the lead provider of core services in East Hartford, Manchester and Bristol. CT DOL is the lead core services provider in Hartford, Enfield and New Britain. Core services include workshops on **job-seeking and career-related topics, staff assistance at CT Works career resource libraries, assistance to customers using self-service resources, and welcome services.**

CASE MANAGEMENT

Providers: Hartford, Manchester, Enfield

Catholic Charities, serving adult job-seekers, 25 and up

Contact: Karen Brown,

Telephone: 860-256-3879

email: kbrown.cmis@ct.gov

Our Piece of the Pie, serving youth and young adult job-seekers, age 16-24

Contact: Carlos Ruiz

Telephone: 860-256-3849

email: cruiz.ctwbs@ct.gov

Provider: New Britain and Bristol

Contact: Leticia Mangual

Telephone: 860-223-0889

email: lmangual.cmis@ct.gov

Case management services are provided at CT Works sites throughout the North Central Region. Registered Workforce Investment Act (WIA) customers and Jobs First Employment Services (JFES) customers receive case management services including **career counseling, career planning, referral to support services, job development and placement services, referral to training, and career advancement and retention services.** Qualified JFES customers may be placed into subsidized employment through the case management process.

CAREER ASSESSMENT

Provider: Capitol Region Education Council (CREC)

Contact (CREC Central): Andrew Tyskiewicz

Telephone: 860-524-4043 email: atyskiewicz@crec.org

Contact (CT Works): Danielle Lewis

Telephone: 860-256-3881 email: danielle.lewis@ct.gov

These services are provided at the Hartford and Bristol CT Works centers. In Manchester and Enfield, CREC oversees assessment provided through an agreement with Vernon Regional Adult Basic Education, and in New Britain, CREC oversees assessment provided through an agreement with the Opportunities Industry Council of New Britain. Assessment services include **basic skills assessment** and a **Career Interest Inventory** for registrants in the WIA adult and dislocated worker programs, and for prospective registrants in the WIA youth program. JFES customers seeking occupational training or guidance are referred for a Career Interest Inventory by case management staff. CREC coordinates a case conferencing process and consults with case managers on assessment results, customer career development, referral strategies, and training decisions.

ADVANCED JOB SEARCH, JOB DEVELOPMENT AND PLACEMENT SERVICES

Providers:

Career TEAM: Hartford, Enfield, East Hartford, Manchester

Contact: Bill Gerlach

Telephone: 860-256-3873 email: bgerlach.ctwbs@ct.gov

United Labor Agency: New Britain and Bristol

Contact: Lynn Dallas

Telephone: (860) 258-6640 email: lynndallas@ctula.org

Individualized job search assistance, job development, job placement and retention services are provided to registered WIA and JFES customers at each *CTWorks* site.

INTRODUCTORY COMPUTER SKILLS TRAINING

Provider: Community College Consortium

Asnuntuck Community College, Enfield: Maura Gardiner, 860-253-3032

Capital Community College, Hartford: Jennifer Brown – 860-906-5198

Manchester Community College, Manchester: Eileen Stern – 860-512-2812

Tunxis Community College, New Britain: Victor Mitchell – 860-314-4790

JFES customers and other CT Works customers who complete basic WIA registration may attend **Beginning Computer Skills**, an **introductory computer skills training course** consisting of 10 ½ hours of hands-on instruction in the computer labs at the Hartford and New Britain CT Works sites, and at the college campuses in Manchester, Enfield and Bristol. The training covers **basic computer literacy skills**, including **personal computer fundamentals, keyboarding, introduction to Word, Internet and E-Mail**. This program may serve as a pre-requisite to more **advanced training**, or

may be used as **pre-vocational preparedness** or **job readiness skills** to support job-seeking initiatives.

BUSINESS/EMPLOYER SERVICES

Provider: Connecticut Business and Industry Association

Contact: Judy Resnick

Telephone: 860-244-1937 email: resnickj@cbia.com

Provider: Greater Bristol Chamber of Commerce

Contact: John Leone

Telephone: (860) 584-4720 email: j.leone@bristol-chamber.org

Capital Workforce Partners leads the **Business Services Team**, in collaboration with CT DOL, CBIA and the Greater Bristol Chamber of Commerce. The team coordinates **employer outreach, promotion** and **recruitment** efforts, with the greater Hartford and Enfield areas targeted by CBIA; New Britain and Bristol area employers are served in collaboration with the Greater Bristol Chamber of Commerce. In coordination with CT DOL business services staff, the team **responds to employer needs, facilitates regular employer information sessions, develops and disseminates job vacancy notices region-wide**, and facilitates monthly business services team meetings for the purpose of ensuring that CT Works services to employers are delivered in a consistent and coordinated fashion. To expand recruitment services provided through the CT Works system, CBIA and the Bristol Chamber will develop **"First Source" agreements** with employers that will give hiring preference to candidates screened and referred by CT Works.

CLASSROOM SKILLS TRAINING FOR JFES CUSTOMERS/TFA RECIPIENTS

BASIC SKILLS TRAINING WITH COMMUNITY SERVICE

Provider: Corrado Center for Careers, Inc., Hartford (Headquarters in Woodbridge)

Contact: Elizabeth J. Corrado

Telephone: 203-393-7203 email: ccfc@Optonline.net

This is a comprehensive program encompassing the career competencies of **basic skills, customer service, computer literacy, and job-readiness and job-keeping skills for registered JFES customers. Classes are small and learning is self-paced.** The community service component, offering placements with community-based agencies in Southwest Hartford, provides opportunities for participants to practice their skills, add to their resumes, and to obtain references. This program has a subsidized work experience component for students who qualify.

BASIC LEARNING UNIVERSAL EMPLOYMENT PROGRAM (BLUE)**Provider: Blue Hills Civic Association, Hartford**

Contact: Vicki Gallon-Clark

Telephone: 860-769-3856 email: oppty7@hotmail.com

The BLUE program offers comprehensive core competency training in a classroom setting combined with opportunities to practice what has been learned for registered JFES customers. A community service component helps participants apply skills learned in the classroom while making meaningful contributions to the community. Leadership skills, problem-solving, teamwork and career decision-making will be a program focus. The Blue Hills Civic Association will draw on over twenty current worksites available to accommodate community service activities. Participants will receive a certificate of completion and a letter of reference upon completion of required program hours. This program has a subsidized work experience component for students who qualify.

COMPUTER SKILLS/ESL TRAINING PROGRAM**Provider: New England Farm Workers Council, Hartford (Headquarters in Springfield)**

Contact: Betsy Caraballo

Telephone: 860-293-9552 email: bcaraballo@partnersforcommunity.org

This program helps registered JFES customers **with language barriers who lack education and work experience**. The curriculum is integrated across content areas through use of thematic units, and includes **listening, reading, writing, speaking, math and basic skills**. Instruction in the career competencies of customer service, computer literacy and job-readiness and job-keeping skills is a key component of the program. A subsidized employment component offers trainees the opportunity to improve their employability skills and ability to compete in today's job market. **Job placement and retention services** are provided. This program has a subsidized work experience component for students who qualify.

CAREER COMPETENCY TRAINING FOR REGISTERED JFES CUSTOMERS**ESL Training Program****Provider: Capitol Region Education Council, Hartford**

Contact: Maryanne Pascone

Telephone: 860-509-3645 email: mpascone@crec.org

Two levels of English-as-a-Second Language class will be offered to registered JFES customers. The center is located in Hartford. Students work individually and in small groups with certified teachers and trainers. These classes will also incorporate the career competencies of computer literacy, customer service, and job readiness skills. Students can participate for one cycle or can re-enroll for additional cycles. This program has a subsidized work experience component for students who qualify.

CORE CAREER COMPETENCIES

Provider: Urban League of Greater Hartford, Hartford

Contact: Kathy Reilly

Telephone: 860-728-4289

email: kreilly@ulgh.org

The Core Career Competencies program offers english and math instruction at the adult basic or GED level, combined with computer literacy skills, customer service, and employability skills. Post-secondary transition counseling and referrals are provided participants with a high school diploma or GED. This program has a subsidized work experience component for students who qualify.

NEW BEGINNINGS

Provider: Bristol Community Organization, Bristol

Contact: Nancy Micloskey,

Telephone: 860-589-2683

email: nmicloskey@bcoinc.org

The New Beginnings serves eligible young adults, age 16 – 24. The program offers basic skills and pre-vocational training, with instruction in the career competencies of math, english, computer literacy, customer service and job retention skills. This program has a subsidized work experience component for students who qualify.

OCCUPATIONAL SKILLS TRAINING FOR REGISTERED WIA and JFES CUSTOMERS

CERTIFIED NURSE AIDE TRAINING PROGRAM

Provider: Town of Manchester

Contact: Rick Taylor

Telephone: 860-647-5299

email: rick45@ci.manchester.ct.us

The town of Manchester enrolls individuals, ages 18+, in **CNA training** (subcontracted through Manchester Community College) along with intensive job skills training and a **special diversity/self-empowerment workshop**. The program screens applicants through a police check, drug test, physical exam, and two-stage TB test. **Enrollees are provided with a nursing uniform and shoes, stethoscope, notebook, and CNA manual—all at no charge to them.** The program also **subsidizes the \$92 fee for the State of Connecticut CNA exam**, and provides comprehensive **job placement and retention services** to trainees after they pass the course and the State CNA exam.

HUMAN SERVICES WORKER / DIRECT CARE TRAINING

Provider: Capitol Region Education Council, Hartford

Contact: Maryanne Pascone

Telephone: 860-509-3645

email: mpascone@crec.org

This program prepares trainees, age 18 and up, for **entry-level positions in health and human services occupations**. The training includes classroom education and **certifications may include American Red Cross CPR and First Aid & Back Safety,**

OSHA universal precautions and Crisis Prevention Institute. The program sequence consists of a 12-week competency-based training that incorporates **training modules and an unpaid work experience component.** Basic skills enhancement and job placement assistance are provided.

MEDICAL OFFICE SKILLS TRAINING, URBAN LEAGUE OF GREATER HARTFORD

Provider: Urban League of Greater Hartford

Contact: Diane Augustine

Telephone: 860-527-0147

email: daugustine@ulgh.org

This program, provided under the auspices of the Phoenix Academy of the Urban League prepares trainees for **employment in a medical office setting.** Components include **computer skills training (keyboarding, internet, Office XP), math and reading skills, job readiness skills, medical terminology, medical office procedures, and job placement and retention services.** Each successful trainee is placed in an **internship at a local hospital or other medical setting;** the internship is followed by **placement into unsubsidized employment.**

CAREER ACADEMY FOR SERVICE EXCELLENCE

Provider: Goodwin College

Contact: Eric Emet

Telephone: 528-4111

email: emet@goodwin.edu

The Career Academy for Service Excellence offers pre-vocation training for registered JFES and WIA customers. The center offers training in customer service and hospitality skills which can lead to a nationally recognized certification in customer service and retail and hospitality specialties (e.g. Front Desk Representative, Restaurant Server, Customer Service Cashier, Reservationist, and Banquet Server). The program also includes training in the career competencies of basic skills, computer literacy and job readiness. Students who complete the training will participate in a 15 week cooperative work experience.

SUBSIDIZED EMPLOYMENT FOR JFES CUSTOMERS

Providers:

Catholic Charities, Hartford, Manchester, Enfield

Contact: Karen Brown

Telephone: 256-3879 email: kbrown.cmis@ct.gov

Our Piece of the Pie, Hartford, Manchester, Enfield

Contact: Carlos Ruiz

Telephone: 256-3849 email: cruiz.ctwbs@ct.gov

Human Resources Agency, New Britain and Bristol

Contact: Katie O'Donnell

Telephone: 860-223-0889

email: katie.odonnell@ct.gov

Blue Hills Civic Association, Hartford

Contact: Vicky Gallon-Clark

Telephone: 860-769-3856

email: oppty7@hotmail.com

Bristol Community Organization, Bristol

Contact: Aminata Bangura

Telephone: 860-584-2725

email: abangura@bcoinc.org

Capitol Region Education Council, Hartford

Contact: Laurel Barrett

Telephone: 860-509-3638

email: lbarrett@crec.org

Corraro Center for Careers, Inc., Hartford (Headquarters in Woodbridge)

Contact: Elizabeth J. Corraro

Telephone: 203-393-7203

email: ccfc@Optonline.net

New England Farm Workers' Council, Hartford (Headquarters in Springfield)

Contact: Vivian Torres

Telephone: 860-293-2552

email: vtorres@partnersforcommunity.org

United Labor Agency: New Britain and Bristol

Contact: Kimberly Keane

Telephone: 583-9946

email: kkeane.ctwbs@ct.gov

Urban League of Greater Hartford, Hartford

Contact: Karen Davenport

Telephone: 860-728-4296

email: kdavenport@ulgh.org

Case managers will refer eligible JFES customers for paid, subsidized employment for 12 to 16 weeks. The work assignments will provide individuals with limited work history the opportunity to demonstrate their career competency and increase their marketability in the private sector.