



A partner in **CTWORKS**  
Your Workforce Connection

## 2007/2008 One-Stop Services

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### CT WORKS – ONE STOP CAREER CENTER ON-SITE SERVICES

#### CORE SERVICES

**Provider: Career TEAM**

Contact: Stephanie Frisch

Telephone: 860-256-3871

email: [sfrisch.ctwbs@po.state.ct.us](mailto:sfrisch.ctwbs@po.state.ct.us)

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, East Hartford, Manchester, Enfield**

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

Contact: Karen Brown,

Telephone: 860-256-3879

email: [kbrown.cmis@po.state.ct.us](mailto:kbrown.cmis@po.state.ct.us)

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

Contact: Kathleen Quinn

Telephone: 860-256-3885

email: [kquinn.cmis@po.state.ct.us](mailto:kquinn.cmis@po.state.ct.us)

**Provider: New Britain and Bristol**

Contact: Leticia Mangual

Telephone: 860-223-0889

email: [lmangual.cmis@po.state.ct.us](mailto:lmangual.cmis@po.state.ct.us)

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](mailto:atyskiewicz@crec.org)

Contact (CT Works): Deanna Mancino

Telephone: 860-256-3884 email: [deanna.mancino@po.state.ct.us](mailto:deanna.mancino@po.state.ct.us)

These services are provided at the Hartford, Enfield, East Hartford and Bristol CT Works centers. In Manchester, 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@po.state.ct.us](mailto:bgerlach.ctwbs@po.state.ct.us)**United Labor Agency: New Britain and Bristol**

Contact: Lynn Dallas

Telephone: (860) 258-6640 email: [lynndallas@ctula.org](mailto: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 **21 Hours to Technology**, an **introductory computer skills training course** consisting of 21 hours of hands-on instruction in the computer labs at the Hartford, Enfield, and New Britain CT Works sites, and at the college campuses in Manchester and Bristol. The training covers **basic computer literacy skills**, including a basic **introduction to hardware and software, keyboarding, Word, Excel, and Internet**. **21 Hours to Technology Level 2** is available to those who complete the introductory class and wish to increase their basic computer skills. 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](mailto:resnickj@cbia.com)

Capital Workforce Partners and CBIA collaborate to coordinate **employer outreach, promotion** and **recruitment** efforts in the Hartford and Enfield areas; New Britain and Bristol area employers will be served through an agreement between CBIA and the Greater Bristol Chamber of Commerce and its partner, the New Britain Chamber of Commerce. In coordination with CT DOL business services staff, CBIA **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 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](mailto:ccfc@Optonline.net)

This is a comprehensive program encompassing the career competencies of **basic skills, including GED preparation, customer service, computer literacy, and job-readiness and job-keeping skills. 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](mailto:oppty7@hotmail.com)

The BLUE program offers comprehensive core competency training in a classroom setting combined with opportunities to practice what has been learned. 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: Sonia Berte

Telephone: 860-293-9552 email: [sberte@partnersforcommunity.org](mailto:sberte@partnersforcommunity.org)

This program helps 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 WIA and JFES CUSTOMERS**

#### **BASIC SKILLS PLUS**

**Provider: Vernon Regional Adult Basic Education**

Contact: Richard Tariff

Telephone: 860-870-6000 email: [richard.tariff@ci.vernon.ct.us](mailto:richard.tariff@ci.vernon.ct.us)

This program offers pre-vocational literacy and math skills **training to prepare individuals for training and employment opportunities in CWP's targeted industries , with a focus on advanced manufacturing and customer service/retail/hospitality. The program is located on-site at the Manchester CT Works office.**

#### **BASIC SKILLS LEARNING CENTERS**

**Provider: Capitol Region Education Council, Hartford**

Contact: Maryanne Pascone

Telephone: 860-509-3645 email: [mpascone@crec.org](mailto:mpascone@crec.org)

The Basic Skills Learning Center program provides language arts, math, customer service, computer literacy and job readiness training to youth and adults with basic skills deficiencies. In addition, an English-as-a-Second Language class will be offered. The center is located in Hartford. Students work individually and in small groups with certified teachers and trainers for a 6-week period. 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: [kreailly@ulgh.org](mailto:kreailly@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](mailto: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.

**PROJECT SAFE - *Success Advances Future Employment*****Provider: Opportunities Industrialization Center of New Britain**

Contact: Paulette Fox

Telephone: 860-224-7151

email: [oic\\_pfox@hotmail.com](mailto:oic_pfox@hotmail.com)

Project SAFE is a pre-vocational program for young adults, age 16 – 24, that prepares eligible participants for the world of work and/or other training programs. The program begins with a series of assessments, counseling and retention activities. Participants are enrolled into a 12 week cycle that includes employment preparation and development, customer service training, computers literacy and life coping 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](mailto: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](mailto: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**

Contact: Diane Augustine

Telephone: 860-527-0147

email: [daugustine@ulgh.org](mailto: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**.

### **PHARMACY TECHNICIAN TRAINING, URBAN LEAGUE OF GREATER HARTFORD**

Contact: Diane Augustine

Telephone: 860-527-0147

email: [daugustine@ulgh.org](mailto:daugustine@ulgh.org)

This Urban League Phoenix Academy program prepares eligible young people, age 16 – 24, for **employment as pharmacy technicians**. The program includes training in the career competencies of basic skills, computer literacy and job retention skills. Occupation skill components include pharmaceutical terminology, pharmacy law and ethics, top 200 drugs, pharmacology, pharmaceutical measurements, customer service, and RX2000. Students who complete the training are placed into a six week internship at a local pharmacy. The internship is followed by placement into unsubsidized employment.

## **SUBSIDIZED EMPLOYMENT FOR JFES CUSTOMERS**

### **Providers:**

#### **Catholic Charities, Hartford, East Hartford, Manchester, Enfield**

Contact: Ray Grasso, 256-3892 email: [ray.grasso@po.state.ct.us](mailto:ray.grasso@po.state.ct.us)

#### **Our Piece of the Pie, Hartford, East Hartford, Manchester, Enfield**

Contact: Chanda Robinson

Telephone: 860-947-3118 email: [Chanda.robinson@opp.org](mailto:Chanda.robinson@opp.org)

#### **Human Resources Agency, New Britain and Bristol**

Contact: Leticia Mangual

Telephone: 860-223-0889 email: [lmangual.cmis@po.state.ct.us](mailto:lmangual.cmis@po.state.ct.us)

#### **Blue Hills Civic Association, Hartford**

Contact: Vicky Gallon-Clark

Telephone: 860-769-3856 email: [oppty7@hotmail.com](mailto:oppty7@hotmail.com)

#### **Bristol Community Organization, Bristol**

Contact: Aminata Bangura

Telephone: 860-584-2725 email: [abangura@bcoinc.org](mailto:abangura@bcoinc.org)

#### **Capitol Region Education Council, Hartford**

Contact: Maryanne Pascone

Telephone: 860-509-3645 email: [mpascone@crec.org](mailto:mpascone@crec.org)

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

Contact: Elizabeth J. Corraro

Telephone: 203-393-7203 email: [ccfc@Optonline.net](mailto:ccfc@Optonline.net)

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

Contact: Sonia Berte

Telephone: 860-293-9552 email: [sberte@partnersforcommunity.org](mailto:sberte@partnersforcommunity.org)

#### **United Labor Agency: New Britain and Bristol**

Contact: Mary McNeff

Telephone: 860-727-9301 email: [marym@ctula.org](mailto:marym@ctula.org)

#### **Urban League of Greater Hartford, Hartford**

Contact: Barbara Solak

Telephone: 860-728-4296 email: [bsolak@ulgh.org](mailto:bsolak@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.