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211

UNITED WAY OF DANE COUNTY

Contact	Dial 211 or go to: 211wisconsin.org Text your zip code to: 898-211
Description	When you need help and don't know where to turn simply dial 2-1-1 to reach a caring community resource specialist. United Way 2-1-1 (<i>formerly First Call for Help</i>) is an information and referral service that connects people to a variety of resources such as: help paying bills, support groups, food pantries, community clinics, and many other services. This service is available every hour of every day and can assist in almost any language.
Customers Served	Open to all individuals.

711

WISCONSIN RELAY

Contact	Dial 711
Description	A free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech disabled. This service is available every hour of every day and can assist in Spanish as well.
Customers Served	Open to all individuals.

4-C REFERRAL DESK

COMMUNITY COORDINATED CHILD CARE, INC.

Contact	http://www.4-c.org/ 4-C Main Office:	271-9181
Located	Brochures located Job Center Resource Room Main office: 5 Odana Ct., Madison	
Description	4-C assists families in addressing challenging issues in finding quality, affordable and available child care. The referral program links families to regulated child care through use of the 4-C database, containing child care providers that are licensed, regularly certified or provisionally certified. The 4-C database identifies potential child care programs based on specific needs of the family.	
Customers Served	Open to all individuals.	

AGING & DISABILITY RESOURCE CENTER (ADRC)

DANE COUNTY

Contact	http://daneadrc.org/ Toll Free:	240-7400 855-417-6892
Location	2865 N. Sherman Avenue (Northside Town Center) Madison WI 53704	
Description	We provide information to the general public about services, resources, and programs in areas such as: disability and long-term care related services and living arrangements, health, adult protective services, employment and training for people with disabilities, transportation, home maintenance and nutrition. ADRC staff will provide help to connect people with those services and to also apply for SSI, FoodShare, and Medicaid as needed.	
Customers Served	Open to all individuals.	

BADGERCARE

DANE COUNTY HUMAN SERVICES

Contact	https://access.wisconsin.gov/ Capital Consortium Call Center	888-794-5556
Description	BadgerCare is WI's Medical Assistance Program (MA). The MA program pays for medical costs for eligible individuals. Recipients receive a Forward Health card similar to an insurance card that they present to the medical provider.	
Customers Served	Low income families and individuals that meet financial and non-financial eligibility criteria.	

BADGERCARE PLUS

DANE COUNTY HUMAN SERVICES

Contact	https://access.wisconsin.gov/ Capital Consortium Call Center	888-794-5556
Description	BadgerCare Plus is part of the Medical Assistance Program (MA). The MA program pays for medical costs for eligible individuals. BadgerCare Plus customers may pay premiums or have deductible or co-pays. Recipients receive a Forward Health card similar to an insurance card that they present to the medical provider.	
Customers Served	Low income families and individuals that meet financial and non-financial eligibility criteria.	

BILINGUAL JOB SEEKER SERVICES (SPANISH/ENGLISH)

JOB SERVICE

Contact	Job Service Reception Desk	242-4900 Option 2
Description	Bilingual staff is available to provide bilingual assistance to Spanish speaking job seekers. Some workshops are presented in both English and Spanish.	
Customers Served	Open to all individuals.	

BONDING

JOB SERVICE

Contact	Job Service Reception Desk	242-4900 Option 2
Description	A Fidelity Bond provides insurance protection for employers against dishonest acts by employees such as theft, embezzlement, and vandalism. By decreasing the risk to employers, the Fidelity Bond also increases the job seekers' chances of being hired despite blemishes on their record.	
Customers Served	Open to all employers or any person who has been denied employment due to conviction record, credit risk, illegal drug use, or dishonorable discharge from the military.	

BURIAL FUNDING

STATE OF WISCONSIN

Contact	Wisconsin Funeral and Cemetery Aids Program (WFCAP) https://www.dhs.wisconsin.gov/em/wfcap.htm	
Description	Funding for funeral and cemetery expenses up to program limits.	
Customers Served	Low income individuals that meet financial and non-financial eligibility criteria. Family members interested in funeral assistance should speak with their funeral directors.	

CAREER COUNSELING

JOB SERVICE

Contact	Job Service Reception Desk	242-4900 Option 2
Description	Individual assistance is available in career planning, problem solving, and organizing an effective job search. A professional and experienced career counselor is available to meet with job seekers. Customers should call to schedule an appointment.	
Customers Served	Open to all individuals.	

CARETAKER SUPPLEMENT

DANE COUNTY HUMAN SERVICES

Contact	Capital Consortium Call Center Human Services Front Desk	888-794-5556
Description	Cash assistance for parents who are receiving State and Federal Social Security Insurance (SSI).	
Customers Served	Low income individuals that meet financial and non-financial eligibility criteria.	

CELL PHONES

SAFELINK

Contact	https://www.safelinkwireless.com	
Description	Free cell phones.	
Customers Served	Low income individuals that meet financial guidelines	

CHILD CARE CENTER ON-SITE

Reach Dane

Contact	Childcare Center	242-7487
Description	The on-site childcare center is currently funded only by W2 and is therefore only available for W2 participants that have on-site appointments/workshops	
Customers Served	W2 participants with on-site appointments/workshops	

CHILD CARE FUNDING – WISCONSIN SHARES ASSISTANCE

DANE COUNTY HUMAN SERVICES

Contact	https://access.wisconsin.gov/ Capital Consortium Call Center Human Services Front Desk	888-794-5556
Description	Child care funding is available for qualified individuals. Participants must be in qualified activity such as work or a combination of work and school. Payments go directly to qualified child care providers. Generally, participants are required to pay a co-payment.	
Customers Served	Low income individuals that meet financial and non-financial eligibility criteria.	

CHILDREN FIRST PROGRAM

EMPLOYMENT & TRAINING ASSOCIATION

Contact	Evie Bingham Stacy Rodgers	242-4550 242-4555
Description	A court-ordered employment program designed to encourage and enable non-custodial parents to contribute to the financial support of their children. Activities may include employment search, occupational skills training, unpaid work experience, parenting/life skills classes, and remedial education.	
Customers Served	Only court ordered individuals who are unemployed and under-employed non-custodial parents who are not currently meeting their child support obligations.	

Dislocated Worker Program (WIOA Title I)

WORKSMART NETWORK – EMPLOYMENT & TRAINING ASSOCIATION

Contact: www.worksmartnetwork.org or 288-2459

Location: Room 5

Description: Career and training services are available to individuals who have been laid-off from their employment to plant closings or downsizing, foreign competition, economic downturn or other reasons not related to the person's job performance under WIOA Title I. Career services cover a broad range of activities, including initial and comprehensive assessment of skills, providing information about careers and the local labor market, job search assistance, development of an individual employment plan, career counseling, internships and work experiences linked to careers, financial literacy and more. Training services include occupational skills training, on-the-job training, incumbent worker training, transitional jobs, and adult education and literacy provided concurrently or in combination with other training services.

Customers Served:

1. Must be eligible to work in the United States
2. Must have registered for the Selective Service (males only) – go to <https://www.sss.gov/Home/Verification> to check a registration
3. Must be currently receiving Unemployment Insurance OR
4. Must have received notice of termination/layoff due to a permanent closure or substantial layoff
5. General announcement of closure within 180 days (news release etc.)

DIVISION OF VOCATIONAL REHABILITATION (DVR)

STATE OF WISCONSIN –DEPARTMENT OF WORKFORCE DEVELOPMENT

Contact	DVR Reception Desk https://dwd.wisconsin.gov/DVRAPPLY	242-4800
Description	DVR provides individualized services to eligible consumers who need assistance to prepare for, to find and to keep employment. Examples of some services are: assessments, vocational counseling and guidance, assistive technology, job seeking and placement, and training.	
Customers Served	Individuals who have a physical or mental impairment that makes it difficult for them to get or keep a job, and who need services to prepare for work, or to find and keep a job.	

EMERGENCY ASSISTANCE

FORWARD SERVICE CORPORATION AND DANE COUNTY HUMAN SERVICES

Contact	Human Services Front Desk	
Description	Emergency funding for issues related to rent and housing.	
Customers Served	Impending homeless customers. Must have received a five-day notice from landlord.	

ENERGY SERVICES, INC.

Contact	Wisconsin Home Energy Assistance Program (WHEAP) 1225 S. Park St. Madison, WI	267-8601
Description	WHEAP and related program provide assistance with heating bills, weatherization and furnace repair and replacements.	
Customers Served	Customers that meet eligibility requirements.	

FOODSHARE

DANE COUNTY HUMAN SERVICES

Contact	https://access.wisconsin.gov Capital Consortium Call Center Human Services Front Desk	888-794-5556
Description	The FoodShare (FS) program provides low income customers with funds to buy food. Benefits are distributed via Quest cards that work like debit cards.	
Customers Served	Low income individuals that meet financial and non-financial eligibility criteria.	

FOODSHARE EMPLOYMENT & TRAINING PROGRAM

FORWARD SERVICE CORPORATION

Contact	608-288-2460	
Description	An employment and training program designed to enable FoodShare recipients to receive case management services in order to move promptly into unsubsidized employment.	
Customers Served	FoodShare recipients referred by DCDHS Economic Support Specialists to the FoodShare Employment & Training Program.	

FOODSHARE 50/50 EMPLOYMENT & TRAINING PROGRAM

FORWARD SERVICE CORPORATION

Contact	608-288-2460
Description	An employment and training program designed to enable FoodShare Employment & Training (FSET) participants to participate in community-based programs.
Customers Served	FoodShare recipients involved in the following community-based programs: <ul style="list-style-type: none">○ Commonwealth – Southwest Partnership○ Central Wisconsin Community Action Council○ Operation Fresh Start○ WRTP - Big Step○ YWCA - YWeb○ Madison-area Urban Ministries (MUM)<ul style="list-style-type: none">▪ Just Bakery▪ Re-entry○ Urban League

GREATER WISCONSIN AGENCY FOR AGING RESOURCES

Contact	Dave Chapman	242-4928
Located	D5	
Description	Greater Wisconsin Agency for Aging Resources (GWAAR) is a federally funded training and employment program for older adults. Program participants are offered the opportunity to learn new skills, job counseling, assisted with résumé and provided placement assistance.	
Customers Served	Wisconsin residents 55 and older who meet income guidelines.	

HMO MEMBER SERVICES

AUTOMATED HEALTH SYSTEMS

Contact	Call Member Services at memberservices@wisconsin.gov 800-362-3002 or email
Description	This service provides information regarding the Medicaid programs that are available through the Department of Health and Family Services. An HMO specialist will be able to answer questions regarding HMO's, Medicaid and Forward Cards.
Customers Served	Medicaid/BadgerCare recipients.

HOUSING NAVIGATION

CATHOLIC CHARITIES

Contact	Housing Navigation housingnavigation@ccmadison.org (608) 826-8093 or email HousingNavigation.org
Location	Room 2 - Wednesdays
Description	Housing Navigation offers information on services and resources regarding housing, housing vacancy lists, application assistance and landlord/tenant mediation.
Customers Served	Open to all individuals.

HOUSING SEARCH

WI DHS, WHEDA, DEHCR

Contact	http://wihousingsearch.org
Description	WIHousingSearch.org , a free resource to help you find a home that fits your needs and budget. Property providers can list apartments or homes for rent any time, which means that our list is always current.
Customers Served	Open to all individuals.

JOB ACCESS LOANS

FORWARD SERVICE CORPORATION AND DANE COUNTY HUMAN SERVICES

Contact	Human Services Front Desk
Description	Short term, no interest loans designed to assist with emergency vehicle repairs for employment purposes. This program is restricted by intermittent, limited funding.

JOBCENTEROFWISCONSIN.COM

JOB SERVICE

Contact	Job Service Reception Desk	242-4900 Option 2
Description	<u>JobCenterofWisconsin.com</u> is Wisconsin's single largest source for job applicants. Employers can enter their own job orders on Job Center of Wisconsin.com. A Job Service employment specialist is on duty to assist job seekers in the Job Service computer resource area or jobs can be viewed over the internet. There is no fee to the employer or job seeker.	
Customers Served	Open to all individuals and employers.	

JOB CORPS

Contact	Main Office - Milwaukee http://jobcorps.doleta.gov	414-649-9044
Description	A US Department of Labor career development program providing educational and career skills training at 122 centers nationwide. Program offerings include: High School Diploma, GED or HSED; vocational and employability training; driver's education; housing; meals; basic medical and dental insurance; living and clothing allowances and completion bonuses. Graduates of the program are eligible for career transition services for up to 18 months post-graduation.	
Customers Served	Low income and/or disabled US citizens or legal residents between the ages of 16 and 24.	

LABOR MARKET INFORMATION

JOB SERVICE

Contact	<u>JobCenterofWisconsin.com</u>
Description	Job seekers and employers may receive employment and unemployment data, occupational wage information, industry employment, manufacturing economic indicators, population data, and annual inflation rates.
Customers Served	Open to all individuals and employers.

LEGAL ACTION OF WISCONSIN

Contact:	legalaction.org	855-947-2529
Description:	If you are a low income person in Columbia, Dane, Dodge, Green, Iowa, Jefferson, Lafayette, Rock or Sauk County our Madison office may be able to help with certain civil legal problems.	
Customers:	Open to all low-income individuals and employers.	

LIBRARY SERVICES

DANE COUNTY LIBRARY SERVICE

Contact	Library Services Outreach Mondays: 12:00-2:00 in the lobby	(608) 266-4419
Description	Library Services at the Job Center provides library fine forgiveness, issuance of new cards, replace lost library cards and try to track lost items.	
Customers Served	Customers of the Job Center.	

MEDICAL ASSISTANCE

DANE COUNTY HUMAN SERVICES

Contact	https://access.wisconsin.gov Capital Consortium Call Center Human Services Front Desk	888-794-5556
Description	The Medical Assistance (MA) program pays for medical costs for eligible individuals. Costs must be approved by the MA program. Customers receive Forward Health Cards similar to insurance cards that they present to the medical provider. BadgerCare Plus is part of the Medical Assistance Program.	
Customers Served	Low income individuals that meet financial and non-financial eligibility criteria.	

MEDICAL ASSISTANCE PURCHASE PLAN (MAPP)

DANE COUNTY HUMAN SERVICES

Contact	https://access.wisconsin.gov Capital Consortium Call Center Human Services Front Desk	888-794-5556
Description	MAPP is part of the Medical Assistance (MA) program, which pays for medical costs for eligible individuals. Customers receive Forward Health cards similar to insurance cards that they present to the medical provider.	
Customers Served	Individuals determined disabled by the Disability Determination Bureau or elderly (over age 65) who are also working part-time.	

MIGRANT AND SEASONAL FARM WORKERS OUTREACH

JOB SERVICE

Contact Job Service Reception Desk 242-4900 Option 2

Description Migrant outreach workers are available to assist with employment applications, refer to specific employment opportunities, provide information on farm workers' rights with respect to the terms and conditions of their employment, and refer to other organizations serving Migrant and Seasonal Farm Workers (MSFW).

Customers Served Open to all migrant and seasonal farm workers.

Definitions of MSFWs:

A **Seasonal Farmworker** is a person who, during the preceding 12 months, worked at least an aggregate of 25 or more days or parts of days in which some work was performed in farm work, earned at least half of his/her earned income from farm work, and was not employed in farm work year round by the same employer. Non-migrant individuals who are full time students are excluded.

A **Migrant Farmworker** is a person who meets the definition of a *Seasonal Farmworker* who had to travel to perform farm work and was unable to return to his/her permanent residence within the same day.

A **Migrant Food Processing Worker** meets all of the above identifying factors and primary work experience must be in food processing and was unable to return to his/her permanent residence within the same day

RE-ENTRY FOODSHARE EMPLOYMENT & TRAINING PROGRAM

FORWARD SERVICE CORPORATION & EMPLOYMENT & TRAINING ASSOCIATION

Contact	Bill Stahl	242-7431
Description	The Re-Entry Program is a collaboration between Madison-Area Urban Ministry (MUM), Dane County Human Services, Forward Service Corporation and the Employment and Training Association (EATA) which provides FoodShare Employment and Training (FSET) services to ex-offenders. The results of this program lead participants to employment and skills training opportunities to ensure career success.	
Customers Served	FoodShare recipients referred by MUM	

RE- ENTRY WORKSHOP

JOB SERVICE

Contact	Job Service Reception Desk	242-4900 (option 2)
Description	This workshop provides assistance to ex-offenders beginning their job search.	
Customers Served	Open to all individuals.	

SSI (SOCIAL SECURITY DISABILITY INSURANCE) OR SSDI (SUPPLEMENTAL SECURITY INSURANCE) ADVOCACY

FORWARD SERVICES CORPORATION

Contact 608-216-7605
Referral by Economic Support Specialist – otherwise send to ADRC

Description Assisting customers with the process and paperwork involved in applying for SSI and SSDI. Activities include reviewing customer documentation, attending appointments with customer and ensuring necessary paperwork is filed with Disability Determination Bureau.

Customers Served W2 customers applying for SSI/SSDI

SSI/SSDI ADVOCACY AT THE ADRC

AGING & DISABILITY RESOURCE CENTER (ADRC)

Contact Aging & Disability Resource Center
<http://daneadrc.org> 240-7400
Toll Free: 855-417-6892

Location 2865 N. Sherman Avenue (Northside Town Center)
Madison WI 53704

Description Assisting customers with the process and paperwork involved in applying for SSI and SSDI. Activities include reviewing customer documentation, attending appointments with customer and ensuring necessary paperwork is filed with Disability Determination Bureau.

Customers Served Open to all individuals.

STATE JOB LISTINGS & TESTS

JOB SERVICE

Contact	www.wisc.jobs
Description	See the State employment listings online.
Customers Served	Open to all individuals.

TRADE ADJUSTMENT ASSISTANCE

JOB SERVICE

Contact	Job Service Reception Desk	242-4900 Option 2
Description	The Federal Trade Act provides special assistance to workers who lose their jobs due to foreign competition, including work being moved outside of the United States.	
Customers Served	In order to be eligible for the Trade Program you must be a worker who lost their job at a company certified by the Department of Labor as a Trade affected employer.	

TYPING TEST – CIVIL SERVICE

JOB SERVICE

Contact	Job Service Reception Desk	242-4900 Option 2
Description	Individual typing tests are administered on a computer for any state position with typing requirements. Customers should call to schedule an appointment.	
Customers Served	Open to all individuals.	

UNEMPLOYMENT BENEFITS

DEPARTMENT OF WORKFORCE DEVELOPMENT

Contact	https://dwd.wisconsin.gov/uiben/
Description	To apply for Unemployment benefits go to https://dwd.wisconsin.gov/uiben/ . If you have questions about or need help with your benefits, call (414) 435-7069.
Customers Served	Customers who have been laid-off due to no fault of their own, returning military veterans coming off active duty, those with reduced hours may claim unemployment benefits
Those Not Served	Customers who have quit, been fired or may have other eligibility issues can apply, but may be denied or need to appeal.

VETERANS SERVICES

DWD OFFICE OF VETERANS EMPLOYMENT SERVICES

Contact	Job Service Reception Desk	242-4900
Description	DVOP Disabled Veteran Outreach Program (DVOP) staff are available on a walk-in basis and by appointment to meet with Veterans with significant barriers to employment. Veterans must complete a pre-screening form from Job Service staff prior to meeting with Vet staff. Veterans can find help with career planning, view job listings and receive veteran related information. Local Veterans Employment Representative (LVER) is available to assist job ready Veterans for job match assistance, On-the-Job Training (OJT) or Apprenticeship opportunities.	
Customers Served	People who have served in the U.S. military and other eligible customers.	

W-2 PROGRAM

FORWARD SERVICE CORPORATION & DANE COUNTY HUMAN SERVICES

Contact	608-216-7605 Forward Service Corporation via Dane County Job Center
Description	W-2 recipients will receive intensive case management services toward the goal of gainful unsubsidized employment. Individuals can earn a W-2 payment through participation in agreed upon placements and activities such as job seeking skills workshops, job search, career exploration, job skills training, work experience, and subsidized employment.
Customers Served	Low income individuals who meet financial and non-financial eligibility criteria.

WINDOWS TO WORK

WORKSMART NETWORK - EMPLOYMENT & TRAINING ASSOCIATION

Contact	Wendy Tougas - Oakhill Ezi Adesi – Fox Lake	608-242-4546 608-242-7414
Description	Windows to Work (W2W) is a program that provides re-entry tools, support and career coaching services to incarcerated individuals beginning 3-9 months prior to release and for approximately one year post-release. While the Workforce Development Boards manage the program throughout the state, EATA administers the Windows to Work program at either Oakhill or Fox Lake Correctional Institution and serves individuals releasing to Columbia, Dane, Dodge, Jefferson, Marquette, and Sauk counties. Interested individuals must enroll in while in Oakhill or Fox Lake Correctional Institution.	
Customers Served	Only Department of Corrections (DOC) prior authorized ex-offenders from Oakhill or Fox Lake Correctional Institution	

WIOA PROGRAM (WORKSMART)

WORKSMART NETWORK - EMPLOYMENT & TRAINING ASSOCIATION

Contact www.WorkSmartNetwork.org Sign up for an Information Session

Description The Workforce Innovation & Opportunities Act (WIOA) Adult Program is a program designed to aid eligible adults in returning to productive employment. Services may include: resume and cover letter assistance; job search assistance; career counseling; employability assessment; employability skills training; classroom training; supportive services; etc. Individuals will be asked to provide documentation for: identity, citizenship, authorized alien status, selective service registration, age, Wisconsin residency and proof of income.

Customers Served Income eligible adults, dislocated workers and youth services.

WISCONSIN SENIOR EMPLOYMENT PROGRAM (WISE)

GREATER WISCONSIN AGENCY FOR AGING RESOURCES INC. (GWAAR)

Contact Dave Chapman 242-4928

Description The Wisconsin Senior Employment Program (Senior Community Services Employment Program) is an employment training program for low-income, unemployed individuals aged 55 years and older. The program provides subsidized, part-time work experience for a limited time through community service to obtain the skills necessary for permanent employment. Participants in the program learn new skills and talents, or enhance existing ones, through valuable work experience and other training to become competitive in today's workforce.

Customers Served Low-income, unemployed individuals aged 55 years and older.

WORKSHOPS

JOB SERVICE

Contact Job Service Reception Desk 242-4900 Option 2
www.scwijobs.com

Description Workshops are offered on a variety of job-search related topics. Registration is required in advance. All workshops are open to the public and at no charge to the customer. NOTE: Workshop availability is subject to change. The workshop schedule is posted at www.scwijobs.com or hard copies are available at the Job Service reception desk.

Workshops Offered:

- Apprenticeship: Earn While You Learn
- Choice, Change & Adjustment
- Careers in the Construction Trades
- Civil Rights Topics
- Driver's License Recovery Program
- Foundations for the Trades
- Individual Employment Sessions
- Labor Market Information
- Mock Interview
- Re-Entry
- Starting Your Own Business

Customers Served Open to all individuals.

WORKSMART NETWORK - WIOA

EMPLOYMENT & TRAINING ASSOCIATION

Contact	www.WorkSmartNetwork.org Sign up for an Information Session
Description	The Workforce Innovation & Opportunities Act (WIOA) Adult & Dislocated Worker Program is designed to aid eligible adults in returning to productive employment. Services may include: resume and cover letter assistance; job search assistance; career counseling; employability assessment; employability skills training; classroom training; supportive services; etc. Individuals will be asked to provide documentation for: identity, citizenship, authorized alien status, selective service registration, age, Wisconsin residency and proof of income.
Customers Served	Income eligible adults, dislocated workers and youth services.

The WorkSmart Network is an equal opportunity employer/program service provider. This product was created with funding from the Workforce Innovation and Opportunity Act (WIOA). If you need assistance to access our services in a different language or need this material in an alternative format, contact us. Deaf, hard of hearing, or speech impaired callers may reach us by using Wisconsin Relay Services at 711. A proud partner of the American Job Center network.