

Re-employment Services and Eligibility Assessment Program Workbook



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JOBS4TN.GOV

Jobs4TN.gov is a versatile website which job seekers can use to apply for jobs, create a résumé, search for training information, in demand occupations, salaries and receive daily notifications of jobs matching their qualifications. JOBS4TN brings employers and job seekers together. Log on today!



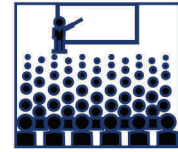
Create your Résumé

You can create a résumé using the Résumé Wizard, upload a pdf or Word document or copy and paste from an existing copy of your resume. Jobs4TN makes creating a resume simple!



Virtual Recruiter

Customize your job search and receive job updates fitting your interests, qualifications and skills. Daily, weekly or monthly updates on new job postings can be emailed directly to you!



Find Local Training

Information regarding training providers, schools, training programs, financial aid assistance as well as labor market information on training programs in a selected area are at your fingertips!



Job Search

Search for jobs by keyword, employer, education, skills, salary, location and most recently posted. At a glance, you can compare the skills that you have in comparison to the skills that are required for the position. Compare your work interests and values with those required by the job.



Unemployment

In the unfortunate case that you lose your job, Jobs4TN is now the official site to apply for Unemployment Insurance in Tennessee.



Online Training Resources

ALISON courses on a variety of topics to assist individuals in the workplace as well as personal satisfaction and enrichment are free to Jobs4TN users.



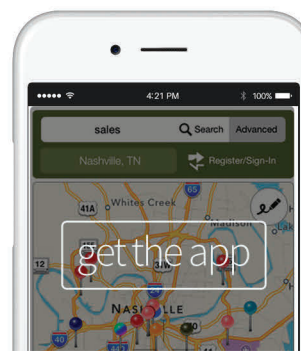
Career Services

Review information on steps that you should take to follow your selected career path. Enter your background and skills and receive information about what type of job suits you best. If you have a career in mind, gather information about wages, employers, available jobs or choose a career by analyzing the current market trends where you want to work.



Labor Market Information

Gather information about high demand jobs, find out which areas in Tennessee have the most openings in your chosen field, and research trends in hiring. Study supply and demand projections in your current career or projected career. Jobs4TN has all of the information that you need to make an informed career decision.



JOBS4TN.GOV

UNEMPLOYMENT BENEFITS The Basics

Apply For Benefits



Let's start by creating your account on Jobs4TN.gov



We'll guide you through entering your employment information online. Jobs4TN.gov



Expect two determinations. The first explains your benefit amount. The second tells you if your claim is approved or denied.



If you've answered your weekly certification questions with no eligibility issues, the first benefit payment will be issued within 21 days for an approved claim.

Weekly Routine



Look for work. Search online or at local businesses. Your local Job Center can also assist in the job hunt.



Each week, answer a few certification questions online about the past week's job search and earnings. Jobs4TN.gov



As part of your weekly certification, provide detailed work search information for at least three (3) employers you contacted.



When you return to work simply stop certifying for benefits. Don't wait until your first paycheck to stop your benefits. Instead, stop certifying the Sunday after you begin your job.

For more information about unemployment visit:
<http://tn.gov/workforce/section/unemployment>.

Practice Application

The following represents an application that you would complete for an employer. The application helps the employer determine who the best candidates are. The information in this application can also be used to create your resume. Have your case manager review your application to find those potential "red flags".

Last Name:	First Name:
Street Address:	City/State/Zip:
Phone:	Email:

Availability

Sun	Mon	Tues	Wed	Thurs	Fri	Sat

How many hours are you willing to work per week? Minimum _____ Maximum _____

Position Applying for: _____

Required Salary: \$ _____ Date you are available to start: _____

Status of work you are interested in:

_____ Full -Time _____ Part-Time _____ Temporary _____ Contract _____ Seasonal

Willing to relocate: _____ Yes _____ No _____ Maybe

Education

<i>Circle last grade completed: 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20</i>			
Name and Location (City and State) of Last High School Attended		GED Certificate: <input type="checkbox"/> Yes <input type="checkbox"/> No	
		Issued By:	
Graduated? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Name and Location of College or University	Major	Minor	Type of Degree

Experience

Begin with most recent, or current, employment. Use additional sheets if necessary.

<i>Begin with most recent, or current, employment. Use additional sheets if necessary.</i>		
Name, address, and phone number of employer	Name of Immediate Supervisor:	
	Your Job Title:	
Dates of Employment	From	To
Job Duties (be specific):		
Special training that you received		
<hr/>		
Name, address, and phone number of employer	Name of Immediate Supervisor:	
	Your Job Title:	
Dates of Employment	From	To
Job Duties (be specific):		
Special training that you received		

Preparing for an Interview

Confidence, research and impression are three things you need to have down pat before going on an interview. It is crucial for you to know background on the company and what skills you can offer to the company to fill their position. When you receive an invitation to an interview, we recommend that you prepare for your visit using these tips and guidelines:



Getting Ready for your Interview

1. Obtain an accurate set of directions with the physical location of where your interview will take place or visit the building beforehand. Arrive at the interview location about half an hour before your interview.
2. If you are physically challenged in any way, be sure to ask the employer's receptionist or someone else familiar with the building about access, mobility factors and so forth.
3. Learn everything you can about the employer before your interview. Prepare a list of detailed questions that you want to ask the employer. After all, an interview is a two-way street!
4. Bring your resumé, references and any identification information you may need (Social Security Number, passport, etc.).
5. Never take anyone, including children to an interview.
6. Keep in mind employers may require drug testing and a background check.
7. Dress appropriately



Possible Interview Questions

1. What do you consider to be your biggest professional achievement and why?
2. Why do you think you are the best candidate for this job?
3. What is your understanding of the job's responsibilities, and what do you expect out of this job?
4. What are your strengths and weaknesses?
5. Describe a time when you had to prioritize job duties and how you accomplished this.
6. What do you expect from a supervisor?
7. Describe a difficult work situation and how you overcame it.
8. How would your boss describe you?
9. What motivates you?
10. Describe a time when you had to handle stress and pressure?
11. How do you handle criticism?
12. What is your proudest achievement from your last job?
13. What kind of goals do you have in mind if you got this job?

Possible Questions You can Ask during an Interview



1. How would you describe the responsibilities of this position?
2. Do I need any type of specific training for this position?
3. What is the acceptable dress code?
4. What are normal working hours, and what are the overtime expectations?
5. How will I be evaluated in this position?
6. What are some of the challenges I will face in this position?
7. What types of people tend to thrive here and what types don't do as well?
8. Ask an engaging question about something you learned while researching the company.
9. Can you describe an ideal employee?
10. Has there traditionally been a high rate of turnover in this position?

After the Interview

Make sure to follow up with the employer by sending a thank-you note and reiterate your enthusiasm about the position.



Meeting with the Employer

How are you perceived during your initial meeting with an employer? Your first impression says a lot about who you are. Are you making a good first impression? In the boxes below select how you think an employer will view these traits.

How are You Perceived?

Eye Contact
__Good __Bad __Neutral

Attentiveness
__Good __Bad __Neutral

Overpowering Smell of Cologne Use of Slang
__Good __Bad __Neutral __Good __Bad __Neutral

Professional Clothing Courteous Manners
__Good __Bad __Neutral __Good __Bad __Neutral

Firm Handshake Facial Piercings Poor Posture
__Good __Bad __Neutral __Good __Bad __Neutral __Good __Bad __Neutral

Visible Tattoos Genuine Smile Fidgeting Late Arrival
__Good __Bad __Neutral __Good __Bad __Neutral __Good __Bad __Neutral __Good __Bad __Neutral

Sarcasm Groomed Hair Knowledge of Employer Well-Spoken
__Good __Bad __Neutral __Good __Bad __Neutral __Good __Bad __Neutral __Good __Bad __Neutral

Select 3 items above that you wish to improve upon:

1. _____

2. _____

3. _____

The Job You Want

*What do you want to do? For the following questions, choose a job in which you would like to work.
Proceed to answer the questions with that desired job in mind.*

1. Desired Title (Job/Career):

2. What are basic requirements for this job?

3. How many requirements do I possess?

4. Which of these requirements do I need to obtain?

5. List actions completed to obtain requirements

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____

6. How do I obtain the missing qualifications?

List 5 people you know well:

List 5 people you've worked with:

Networking

Every person you meet is a potential member of your network. Use this page to get a visual of your current Network.

List 5 people that you socialize with:

List 5 people that you met recently:

The Job, the Company, and the Network

It will take more than completing an application to get that coveted interview or job. Take some time to assess those applications you are entering. Does that company have a position you want? How are you applying for these jobs? Are you making follow-ups or contacts at these companies?

Ideal Position: _____

Choose 5 companies that you would like to work for. Do they have that “ideal position”?
Have you applied at that company yet?

Company	Did You Apply for Job?	How did you apply?

Now that you have 5 companies you are interested in it is time to find contacts/connections. Having connections at the company in which you apply can increase your chances of obtaining a job.

Does anybody from your network work at these companies?

Company	Contact/Connection

How helpful is your network in getting you into the company in which you wish to work? Can they help? Or do you need to continue expanding your network?

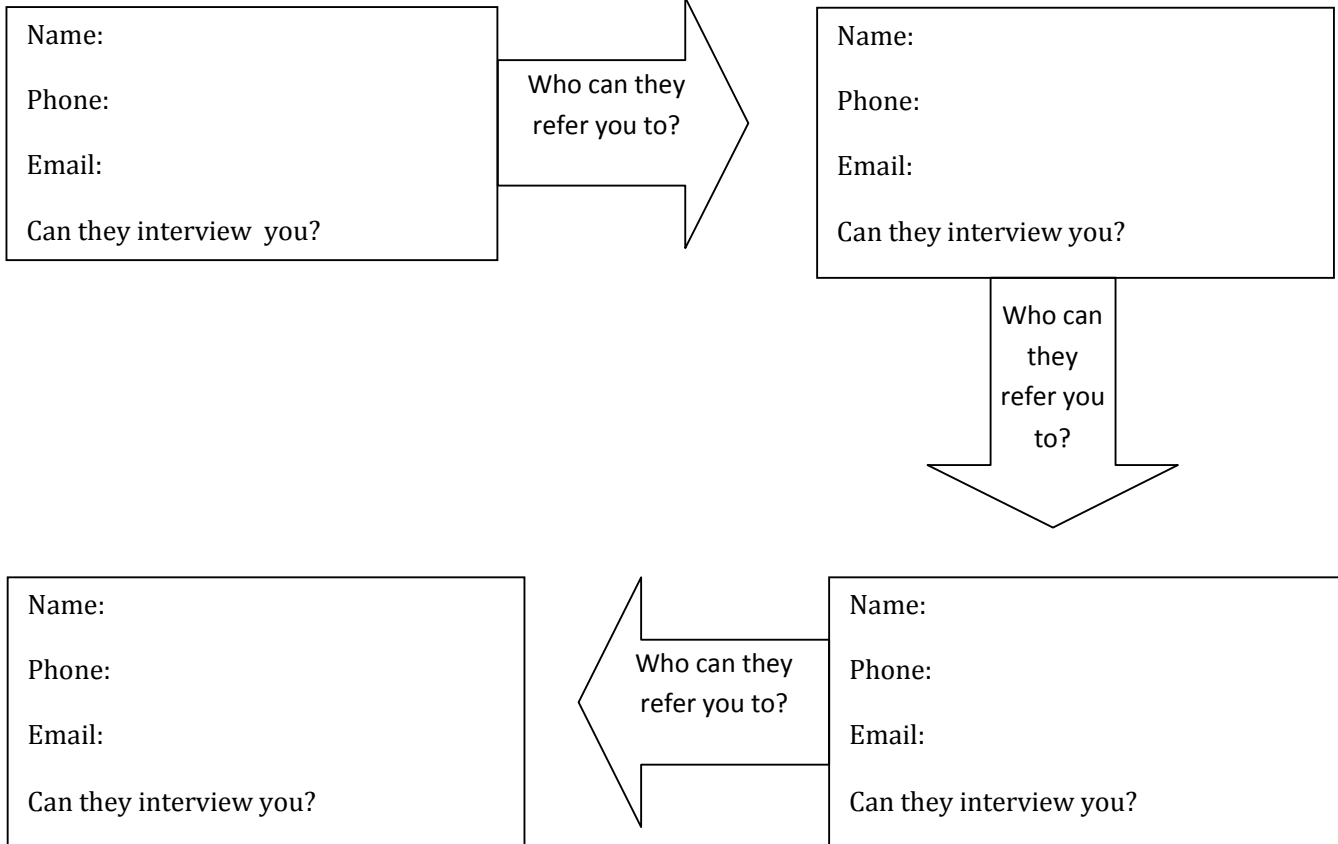
Utilizing Your Network

Your network can help you get a job by connecting you to the right person. If a person in your network can't hire you, they can still be useful. Can they refer you to someone in a higher position? Continue to get referrals till you have the opportunity for a job interview.

Company Name: _____

Contact in Company: _____

Who can your contact refer you to?



Continue to utilize this method, and you will eventually talk to the right person in the right position to help you get a job. Some contacts may not be able to help. If that is the case, try a new lead.

Tip for successful networking

Networking is a successful way to find a job, but you must have the proper approach in order to successfully network. You must think about how you can help others in order to get help yourself. If you are not willing to help connect others, then you can't expect others to help connect you.

Time Observation

Time is a precious and limited resource, and how you spend your time is very important. For the following questions, rate yourself between 0 (no time) and 10 (a large portion of time) on how you spend your time.

How much time do you spend reading educational material?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend watching TV or Movies?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend playing video games?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend on the internet for entertainment purposes (web surfing, social media, etc)?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend socializing (in person) with family or friends?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend volunteering?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend commuting from place to place?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend with job searching (completing applications, working on resume, attending networking events, etc.)?

0 1 2 3 4 5 6 7 8 9 10

How much time do you spend at school or training program (including homework)?

0 1 2 3 4 5 6 7 8 9 10



Time Management

Think about how you spend your time on a daily basis. Is that time being spent productively? Or could you spend more time towards finding a job?

What do you spend most of your time doing?

What do you spend most of your free time doing?

How much time do you spend searching for work?

Are you making the best use of your time?

What does the way you spend your time say about you?

Would you be willing to discuss how you spend your time with a potential employer?

In an effort to further your career, what time sacrifices would you be willing to make?

Weekly Calendar

An easy way to help you keep track of your time is by maintaining a calendar. For the next week utilize this calendar to help keep track of the time you spend. Remember to set aside time to look for work, work on your resume, and conduct other job search related activities.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:00 AM							
1:00 AM							
2:00 AM							
3:00 AM							
4:00 AM							
5:00 AM							
6:00 AM							
7:00 AM							
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							
4:00 PM							
5:00 PM							
6:00 PM							
7:00 PM							
8:00 PM							
9:00 PM							
10:00 PM							
11:00 PM							

Making the Most of a Hiring Event

Hiring events can be a great way to network and meet employers. It is important to keep a few things in mind when preparing, attending and also following up after the event. The American Job Centers also have on-site employers weekly; test your skills by meeting up with an employer near you.

What is a Hiring Event?

- **Job Fair/Hiring Event:** An event at which all employers are either hiring that day or hiring in the immediate future. View statewide hiring events from your Jobs4TN account under Current Month's Events
- **Resource Fair:** A fair where resources are provided to the job seeker (e.g., food stamps, clothing, housing, day care, etc.).
- **Career Fair:** Provides services to people to help put them on a career path; it is not always a hiring event



Before the Hiring Event

- Find out what employers will be there. Research the companies so you know what types of questions to ask.
 - Make sure to proof read your résumé.
- Know what items you are required to bring (ID, résumé, etc.).
 - Practice interviewing skills

At the Hiring Event

- Dress appropriately; going to a hiring event is very similar to going on an interview, and you want to be dressed accordingly. How you present yourself sends an immediate message to an employer. You don't necessarily have to show up in a suit and tie; business casual will usually work. Leave the jeans and t-shirt at home!
- Take time to speak with employers and make a connection. Leave them with an impression of who you are, not just a résumé on a piece of paper. You want them to remember you. This is also where your research beforehand comes into play. Ask questions and let them know you are knowledgeable of their company.
- Always remember a good firm handshake and eye contact can do wonders
- Be prepared to interview on-site.
- Find childcare to avoid bringing children to the job fair.
- Take notes and listen.
- Make sure you allow yourself plenty of time to engage with employers.



Follow up after the Hiring Event

Follow up with a thank-you note or e-mail thanking the employer for his or her time. This will help an employer know you paid attention and are serious about the job.

Pathway to Self Employment

Sometimes you are presented with the opportunity to start your own business, particularly if you have a marketable skill or product, adequate savings and capital to invest. Here are some good resources to help you make the right decisions, avoid pitfalls and comply with state regulations if you are thinking of becoming an entrepreneur.



The Business Enterprise Resource Office (BERO) serves as a voice for and advocate of economic inclusion for Tennessee's disadvantaged businesses and provides resource links about State and Federal resources, grant opportunities and services providers (businesses and communities). Check out the following resources, Tennessee Smart Start Guide and How to Start a Business. For more information, visit <https://www.tn.gov/e cd/small-business/bero/bero-about.html>.

The Tennessee Small Business Development Center (TSBC) is a network of professional business consultants with 20 locations. The TSBC prides itself on providing expert business advice to all types of businesses whether a manufacturer, retailer, service provider or professional. For more information, visit www.tsbcd.org or call (877) 898-3900.



U.S. Small Business Administration

The U.S. Small Business Administration is a good resource to access capital. SBA provides small businesses with an array of financing. For more information, visit www.sba.gov or call (615) 963-7179.

The Office of Small Business Advocate serves as a point of contact to state government for owners of businesses with 50 or fewer employees. The Office provides information and answers questions for Tennesseans who are starting a small business or who already own a small business. The Office assists in the resolution of issues concerning small businesses and state departments and agencies. For more information, visit www.comptroller.tn.gov/OSBA.



The Tennessee Secretary of State requires registration of any business entity that has not previously been registered with the Secretary of State's Office. Contact the Secretary of State Division of Business Services at <http://sos.tn.gov/business-services> or call (615) 741-2286.

SCORE is a nonprofit association dedicated to helping small businesses get off the ground, grow and achieve their goals through education and mentorship. Supported by the U.S. Small Business Administration (SBA), SCORE is able to deliver services at no charge or at very low cost. For more information, visit www.score.org or call 800-634-0245.



Since 2011, Google for Entrepreneurs launched Campuses and formed partnerships that support entrepreneurs across 125 countries. For more information, visit <https://startup.google.com/>.

Resources

The following pages provide a highlight of programs and services that are available and can assist you in various areas:

Career Resources within the American Job Centers

Funding for **training programs**, such as CDL, Medical Assistant, Advanced Integrated Technology and Education may be available through your local American Job Center (AJC). For more information on training options through the Workforce Innovation and Opportunity Act (WIOA), access the information through the Education services tab on Jobs4TN.gov under Services for Individuals to your left of your screen. Find the AJC closest to you at <https://www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html>.

We are proud to roll out our Mobile American Job centers with services similar to what you might find in an AJC. The vehicles visit rural areas and populations that lack access to an AJC. These vehicles will provide a mobile computer lab with Internet access; create a venue for workshops including résumé assistance and interviewing skills; serve as a recruitment center for companies moving to TN and can be used as a mobile testing site for the High School Equivalency Test (HiSET) exam. For more information, visit <http://getonthecoach.tn.gov>.

AJCs have **Veteran** representatives who can provide help to all eligible veterans in finding employment and serve as the central contact for referrals to other agencies for additional services. Veterans receive priority of service in employment and training opportunities. In some cases, the spouse or widow of a veteran can receive this individualized assistance. Please check with your local AJC for more specific details at <https://www.tn.gov/workforce/jobs-and-education/services-by-group/services-by-group-redirect/job-placement-for-veterans.html>.

Youth with education and employment goals may be eligible for assistance through the WIOA Youth Program services. WIOA Youth Program participation is assessed by specific eligibility standards and is determined for interested individuals in one of the two following categories an in-school youth (ISY) participant or an out-of-school youth (OSY) participant classification. For more information, visit <https://www.tn.gov/workforce/jobs-and-education/services-by-group/services-by-group-redirect/youth-services.html>.

Apprenticeships assist individuals in gaining a license to practice in a regulated profession. Training is done while working for an employer who helps the apprentice learn their trade or profession and achieve measurable competencies. Apprenticeships typically last 3 to 6 years and individuals who successfully complete and apprenticeship reach the journeyman level of competence in their chosen trade. For more information on apprenticeship programs, visit <https://www.tn.gov/apprenticeshiptn>.

On-the-Job Training (OJT) – When an employer identifies the need to fill a vacant position, he often has a choice of hiring a skilled worker or a worker who needs to have additional training. If the employer is willing to hire an individual who has no prior experience in the vacant position, an on-the-job training contract may be developed with the local AJC. Under this agreement, the local program can pay up to 50% of the trainee's wages during the specified training period. The employer must agree to hire the trainee if he successfully completes the training. To get started with the On-the-Job Training program, contact your local American Job Center at <https://www.tn.gov/workforce/jobs-and-education/job-search1/find-local-american-job-center.html>.

Resources

Work Opportunity Tax Credit (WOTC) is a Federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. WOTC joins other workforce programs that incentivize workplace diversity and facilitate access to good jobs for American workers. If you or anyone in your household fall within certain categories, tell employers you may be eligible for a tax credit upon hire. For more information, visit <https://www.doleta.gov/business/incentives/opptax>.

Federal Bonding provides Fidelity Bonds that guarantee honesty for “at-risk”, hard-to-place job seekers. The bonds cover the first six months of employment. There is no cost to the job applicant or the employer. Any at-risk job applicant is eligible for bonding services, including: ex-offenders, recovering substance abusers (alcohol or drugs), welfare recipients and other persons having poor financial credit, economically disadvantaged youth and adults who lack a work history, individuals dishonorably discharged from the military and others. For more information, visit <https://www.tn.gov/workforce/employers/staffing-redirect/search-for-employees/federal-bonding-program.html> or call your local American Job Center.

Supportive Services

You may find that you need assistance with things such as healthcare, shelter, food, and other resources. The following describe agencies that might be able to assist you with these needs and includes their contact information. For more information about services in your area that are not listed below, dial 211. A service provided by the United Way.

Food and Nutrition

WIC stands for Women, Infants, and Children and is also called the Special Supplemental Nutrition Program. WIC is a federal program designed to provide supplemental food to low-income pregnant, postpartum and breastfeeding women, infants and children until the age of five. The program provides a combination of nutrition education, supplemental foods, breastfeeding promotion and support, and referrals for health care. For more information, visit: <https://www.tn.gov/health/health-program-areas/fhw/wic/redirect-wic/tnwic.html>.

The Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. For more information, visit <https://www.tn.gov/humanservices/for-families/supplemental-nutrition-assistance-program-snap.html> or call (866) 311-4287.

Tennessee’s School Nutrition Program is responsible for providing nutritious meals and snacks for students in public and private schools, as well as residential and child care institutions. School Nutrition administers the USDA’s National School Lunch Program, School Breakfast Program and Afterschool Snack Program across the state. For more information, visit <https://www.tn.gov/education/snp-resources/snp-programs.html>. To apply for this program, visit <http://www.fns.usda.gov/school-meals/applying-free-and-reduced-price-school-meals>.

Healthcare

TennCare is a government operated health insurance program designed for people who are eligible for Medicare, low-income children, pregnant women, and the disabled. For more information, visit <http://www.tn.gov/tenncare> or call (855) 259-0701.

TennCare Kids is a full program of checkups and health care services for children who have TennCare. These services make sure that babies, children, teens, and young adults receive the health care they need. For more information, visit <https://www.tn.gov/tenncare/tenncare-kids.html> or call (855)-259-0701.

Resources

Cover Kids is Tennessee's free or low-cost health insurance for uninsured children. For more information, visit www.tn.gov/coverkids or call (855) 259-0701.

County Health Departments offer basic health services to the public. To find your nearest County Health Department, or for more information about what they offer, visit <http://tn.gov/health>.

Health Assist Tennessee helps Tennesseans in specific counties overcome barriers to receive necessary health care. For more information and the eligible counties visit <http://www.getcoveredtenn.org/health-assist1.html> or call (800) 269-4038. For assistance in Spanish, call (800) 254-7568. For assistance in Arabic or Kurdish, call (877) 652-3046.

The Tennessee Primary Care Association is a membership organization of more than 30 non-profit primary care clinic organizations operating more than 200 clinic sites that provide high-quality, comprehensive care to individuals and families throughout the state. For more information, visit http://www.tnpca.org/find_chc or call (800) 343-3136.

The Department of Human Services is responsible for administering numerous services throughout Tennessee, including Families First, the state's Temporary Assistance for Needy Families (TANF) program, Food Stamps (now known as the Supplemental Nutrition Assistance Program or SNAP), Child Support, Child Care Licensing, Child Care Assistance, Adult Protective Services, and Rehabilitation Services. For more information, visit <http://www.tn.gov/humanservices> or call (615) 313-4700.

Families First provides temporary cash benefits to families who have children and are experiencing financial difficulties. For more information, visit <http://tn.gov/humanservices/topic/families-first-tanf> or call (866) 311-4287.

Other Resources

Refugee Services through Catholic Charities helps refugees access cash and medical assistance, employment, social adjustment services and English language training. For more information, visit <http://cctenn.org> or call (615) 352-3087.

Assistance for Homelessness U. S. Department of Housing and Urban Development (HUD) has a variety of services to assist homeless individuals. To access more information about HUD programs, visit <https://www.hud.gov/states/tennessee> or call (615) 515-8510. To find homeless shelters in your area, visit <https://www.hud.gov/states/tennessee/homeless>.

Veteran's Assistance U.S. Military Veterans will be provided priority of service in all American Job Centers and from partners and programs funded or partially funded through the US Department of Labor. For more information, visit <https://www.tn.gov/workforce/jobs-and-education/services-by-group/services-by-group-redirect/job-placement-for-veterans.html>.

Mortgage and Foreclosure Consulting For information on free foreclosure counseling and how to avoid foreclosure, visit www.keepmytnhome.org.

Public Transportation: For information about services in your area, visit <https://www.tn.gov/tdot/multimodal-transportation-resources/office-of-public-transportation/public-transit-services1.html>

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AmericanJobCenter[®]
TENNESSEE

The Tennessee Department of Labor and Workforce Development is committed to principles of equal opportunity, equal access, and affirmative action. Auxiliary aids and services are available upon request to individuals with disabilities.



Tennessee Department of Labor and Workforce Development;
Authorization No. 337534, August, 2020; This public
document was promulgated for electronic use.