



CareerSource Polk WIOA Career Development Orientation

PY 2024-2025

A proud partner of the American  Job Center network



Part 1

CareerSource Polk Career Center Orientation



Our Mission & Vision

CareerSource Polk is an innovative leader striving to ensure and sustain a quality workforce for today and the future.

CareerSource Polk is committed to providing workforce development resources for the citizens and business community of Polk County, Florida.

CareerSource Polk is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. For program funding information, visit <https://cspolk.info/funding>.

Visit us in Lakeland

309 N. Ingraham Avenue

Lakeland, FL 33801

Connect with us

863-508-1100

careersourcepolk.com



Career Center Rules

Professional Dress Code Enforced

At CareerSource Polk, our goal is to ensure that we prepare you for employment while maintaining a professional environment at our centers for all customers. **You are encouraged to dress appropriately to be referred to an interview the same day, if possible.**

Tobacco-Free Campus

All our campuses are tobacco-free. To promote a healthier environment for our employees, partners, customers and visitors in general, the use of all tobacco products is prohibited at all CareerSource Polk locations, including grounds, entrances and exits, sidewalks, parking areas, and vehicles.

Children Prohibited

To maintain a professional environment for our employers and job seekers, **children are not permitted inside the career centers.** We are happy to reschedule your appointment, if necessary.

Career Center Partnerships

Our career centers are operated through a partnership between CareerSource Polk and various service providers/partners located throughout Polk County. **Some of the partners available at our centers are:**



- **AARP**
- **Vocational Rehabilitation**
- **Job Corps**

Career Center Partnerships

When visiting our career center, you will find a professional Resource Room that provides no-cost access to a variety of employment resources, including **full-time professionals who can answer questions, provide direction, give instructions, render assistance or advice, AND help you access a:**



- **Computer and printer**
- **Fax, copier, and telephone**
- **Internet access**
- **Microsoft Office software**
- **Online resume-building tools**

Reemployment Assistance Services

Reemployment Assistance provides temporary wage benefits to qualified individuals who are out of work through no fault of their own.

CareerSource Polk is **not** an unemployment office. We have a partnership with FloridaCommerce (*formerly known as the Florida Department of Economic Opportunity*) that allows us to assist individuals with their reemployment needs. If an issue can not be resolved, we will provide you with feedback regarding next steps and help you communicate with FloridaCommerce to have the problem resolved.

CareerSource Polk **does not** determine the amount individuals receive. We do not have the ability to start, stop, or adjust payments.

CareerSource Polk **can** assist with reemployment registration, account reviews, pin resets, and registering in Employ Florida.

You may use the Resource Room to file via the Internet at connect.myflorida.com or call 1-800-204-2418.

Cash/Food Stamp Assistance

If you need to apply for cash, food stamps, or Medicaid, please contact the Department of Children and Families at 850-300-4323 and www.myflfamilies.com/services/public-assistance.

CareerSource Polk cannot assist you with these services; you may use the Resource Room to file via the Internet or call the above number.

- Temporary Assistance for Needy Families (TANF) for cash assistance
- Supplemental Nutrition Assistance Program (SNAP) for food stamps



Job Searching

Once you set up an account and upload a resume in Employ Florida, you will be able to access a full range of features and services to assist in your career search.

Identify what jobs you are qualified for, how much those jobs pay, and other issues of interest. You will be able to save personal information, settings, and preferences which eliminates the need to conduct repeated searches for the same information, saving you time and effort.

Getting started on the Employ Florida is easy and will instantly connect you to thousands of jobs locally and throughout the state of Florida.

Job Searching

Follow these steps to create a complete profile that can be viewed by employers looking for candidates with your qualifications:

Step 1: REGISTER

Everyday thousands of job opportunities are listed in the Employ Florida (EF). By registering, you will gain access to job opportunities and find the job that is right for you.

Step 2: RESUME

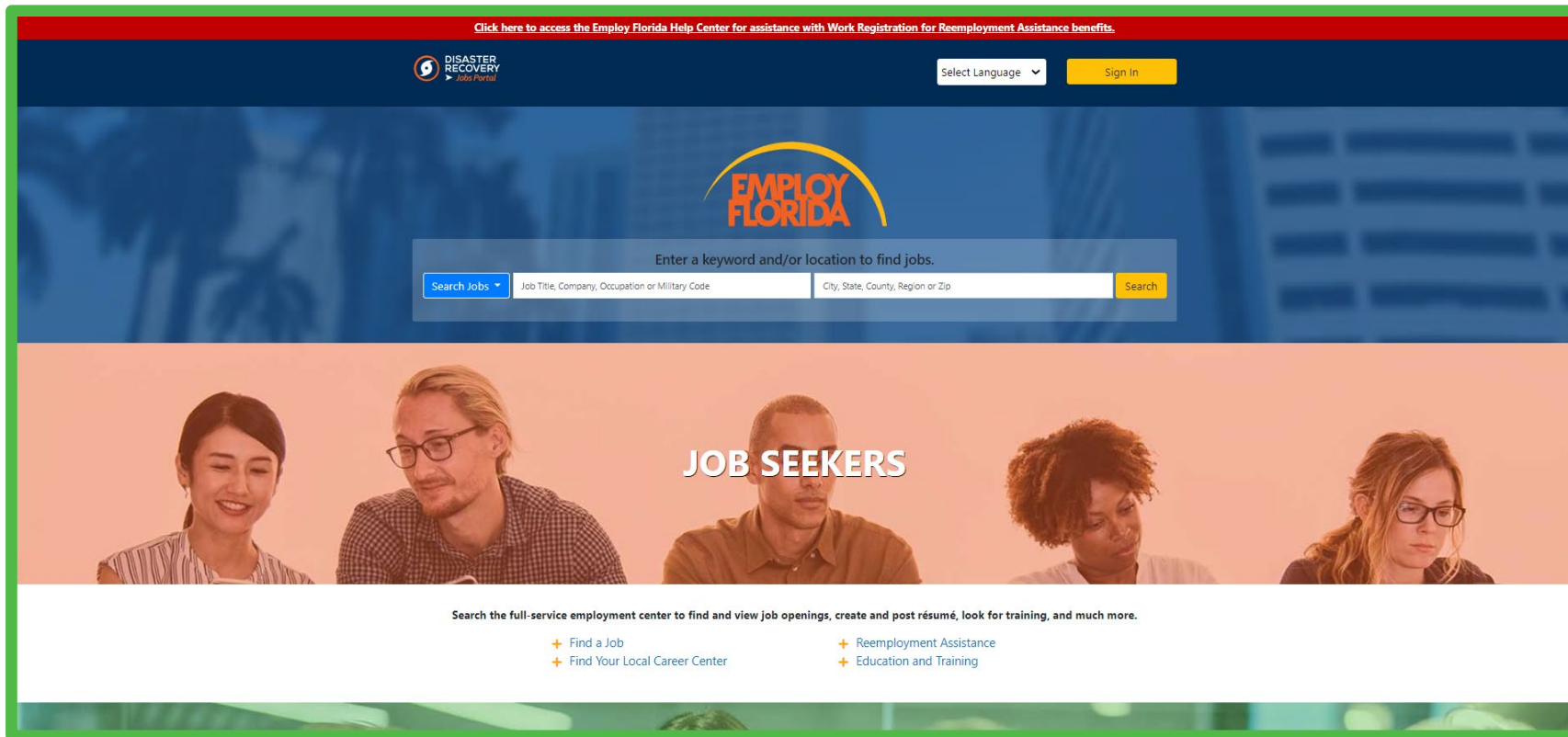
After you create a username/password, uploading or creating a full resume and completing the Self Assessment profile is the best way to get noticed by an employer. Update or modify your resume every three months to maintain an “Active” status. Accurate contact information is essential so that employers may reach you.

Step 3: RECRUITER

The Virtual Recruiter will alert you to jobs that match your skills and goals. To do so, conduct a job search, click “Save Search” at bottom of page, give your search a title (Example: “Welder”), and tell EF how and when to alert you by clicking “Save.”

Job Searching

www.EmployFlorida.com



The screenshot shows the homepage of the Employ Florida website. At the top, there is a red banner with a link to the Help Center. Below that is a dark blue navigation bar with a 'DISASTER RECOVERY' logo, a language selection dropdown, and a 'Sign In' button. The main content area features the 'EMPLOY FLORIDA' logo and a search bar with the prompt 'Enter a keyword and/or location to find jobs.' The search bar includes a 'Search Jobs' dropdown, a text input field for 'Job Title, Company, Occupation or Military Code', another text input field for 'City, State, County, Region or Zip', and a 'Search' button. Below the search bar is a section titled 'JOB SEEKERS' with a background image of five diverse people. Underneath this section, there is a white box with the text 'Search the full-service employment center to find and view job openings, create and post résumé, look for training, and much more.' followed by four links: '+ Find a Job', '+ Find Your Local Career Center', '+ Reemployment Assistance', and '+ Education and Training'.

View the Quick Start Guide
(English, Spanish, Creole)



<https://cspolk.info/ef-quickstart>

Workshops

Workshops are offered on “as-needed” basis.

Topics include:

- Resume writing
- Resume review assistance
- Interview skills
- Employ Florida (EF) basics
- Entrepreneurship

For more information, speak with a CSP specialist.



Testing

We can also evaluate and document your knowledge and skills to support a job referral, or schedule training to help you qualify for a job.

Assessments include:

- CASAS
- Interest and Aptitude Assessment
- Typing Test
- Data Entry & 10 Key
- Computer Competency Testing
- MS Office Proficiency



Trade Adjustment Act

Trade Adjustment Act (TAA) serves individuals who have been laid off due to foreign trade.

The program may assist with:

- Job search allowance
- Relocation allowance
- Training assistance
- Income support



Young Leaders Program

The Young Leaders Program provides individual support services helping young adults like YOU, ages 16 to 24, gain the skills you need to successfully enter the workforce.



Young Leaders Program

To be eligible you must meet one or more of the following:

- High-school graduate or equivalent who is low-income and basic skills deficient; or an English language learner;
- Withdrawn from high school or has not attended school for at least the most recent semester
- Deficient literacy skills
- Subject to the juvenile or adult justice system
- Homeless or runaway
- Foster care or out-of-home placement
- Pregnant or Parenting Young Adult
- Individual with a disability
- Low-income individual requiring additional assistance



Young Leaders Program

Young adults interested in enrolling in the Young Leaders program are required to complete the following BEFORE being determined eligible:

- Complete the Drug Screen and Background Check provided
- Take a CASAS test
- Provide the following documents to determine eligibility:
 - Photo ID
 - Proof of Residence
 - Social Security Card
 - Birth Certificate
 - School Verification
 - Household Income for the last 6 Months
(*Paystubs/Public Assistance*)

NOTE: A Career Development Specialist will assist in scheduling drug screen, background check and CASAS test. Exemptions can be made for those with a Bachelor/Associate Degree.



Young Leaders Program

Opportunities available to those accepted into the CareerSource Polk Young leaders program include:

- One-on-One Job Seeker Assistance
- GED/Academic Preparation
- Financial Aid Preparation Assistance
- Job Search & Resume Assistance
- Tuition Assistance
- Career Readiness Preparation/Exploration
- Support Service Assistance
- Specialized Training Opportunities
- Paid Work Experiences & Job Shadowing
- Goal Based Financial Incentives



Ticket to Work

Individuals with disabilities who can work can also receive personalized job search assistance. The Ticket-to-Work program will help you to review all available options and work with employers to provide a productive work environment.

The Ticket to Work Program can help you:

- Make the choice that is right for you and explore work options
- Stay in control of your benefit choices
- Achieve greater personal satisfaction and increase your self confidence by working and gaining new skills while finding solutions that work for you
- Take advantage of the safety net (Work incentives makes it easy for you to get back on benefits, when and if needed)
- Explore your work potential



Veterans

Veterans (and their spouses) may be eligible to receive additional assistance through job referrals, training and career management.

Eligible veterans and their spouses will be provided priority of service.

We also offer a wide range of services to veterans with barriers to employment. We collaborate with organizations to enhance job placement opportunities, including businesses, Veterans Administration medical centers, community based and civic organizations, and reserve guard units.



Migrant Seasonal Farmworkers

Farmworkers who are primarily employed in agricultural labor can obtain assistance to achieve economic self sufficiency.

Our career specialists help with career guidance, testing, training, education evaluation, job referrals and other services that address their employment related needs.





Part 2

Workforce Innovation & Opportunity Act (WIOA) Orientation

Workforce Innovation & Opportunity Act



The Workforce Innovation & Opportunity Act (WIOA) is a federal law that created the Workforce System.

WIOA provides funds for training and employability development to those who are:

- Unemployed
- Underemployed
- Youth ages, 16-24, preparing to enter the workforce.

To earn more, you must learn more!

Most employers require at least a high school degree or diploma. Through our Youth Services Program, young adults can receive assistance with obtaining a High School Diploma or GED.

Under the Workforce Innovation & Opportunity Act, we also offer a **Career Development and Training program** an individualized career management program that includes intensive training and tuition assistance at one of our educational partner institutions.

Adult and Dislocated Worker Eligibility

You may be eligible for WIOA if you:

- Have been terminated, laid off, or downsized
- Are eligible for or receiving Reemployment Assistance (RA)
- Have exhausted your Reemployment Assistance (RA) benefits
- Are currently unemployed or underemployed
- Are a homemaker who no longer receives support from another family member
- Were self employed and currently unemployed due to a natural disaster or economic conditions
- Are financially disadvantaged with low income or have a disability



Assessment Requirements

After submitting an application to the Workforce Innovation & Opportunity Act (WIOA) program, all customers seeking Occupational Skills Training (OST) assistance must take the:

- Take the CASAS test to measure academic level Career Interest (Only required for individuals with no high school diploma, GED or equivalent alternative.)
- Career Interest Assessment to measure aptitude (taken during Assessment to measure aptitude (taken during intake appointment)

Customers who have not completed High School or its alternative, will be administered the CASAS as an eligibility requirement for the WIOA Adult/Dislocated Worker program.

Exception: All customers eligible for participation through the WIOA Youth Program must complete the TABE assessment.

WIOA provides 2 levels of service:

1. Career
2. Training



Workforce Innovation & Opportunity Act Career Services

Career services are activities such as:

- Information about labor market & demand occupations
- Information about training providers & programs
- Information about WIOA and other training resources in the area
- Resume & interviewing assistance
- Testing & background checks required by training provider
- Comprehensive Skills Assessment
- Development of an Individualized Employment Plan/Career Plan
- Case Management and Support Services
- Work-Based Services (work experience or internship)



Workforce Innovation & Opportunity Act Training Services

Customers who do not obtain employment through career services may be referred to Training Services. These customers are unable to obtain or retain self-sufficient employment through career services.

Training Services include:

- Occupational Skills Training (OST)
- On-the-Job Training (OJT)
- Customized/Employed Worker Training (EWT)



Workforce Innovation & Opportunity Act

Additional information to understand about WIOA services:

- Must be a Polk County resident
- A once in lifetime benefit
- WIOA is not an entitlement program
- WIOA does not guarantee employment
- WIOA does not pay for training cost prior to training eligibility enrollment
- WIOA does not cover Individual Training Account (ITA) cost that are not listed on the Targeted Occupations List (TOL)
- WIOA does not retrain because a customer wants to change careers

Scan to view Training Program Providers or
visit <https://cspolk.info/WIOA>



Workforce Innovation & Opportunity Act

Customers are responsible for:

- Applying for a PELL grant, visit fafsa.ed.gov
- Attending scheduled appointments and achieve long and short-term goals developed in career plan
- Completing Career Exploration for the training and the school of choice
- Maintaining monthly contact with the Career Specialist
- Maintaining quarterly contact with the Career Specialist after training for one year

To ensure the quickest processing of your application, please bring the documents indicated on the Documentation Checklist, accessible at

<https://cspolk.info/wioa-list>

Your Next Steps

- **Collect all your eligibility documentation**
- **Schedule your assessment**
- **Attend registration appointment with career center staff**

Visit us in Lakeland

**309 N. Ingraham Avenue
Lakeland, FL 33801**



Attestation

Career Development Orientation Attestation Statement

By signing below, I, _____, confirm that I have viewed and understood the information provided on the automated WIOA Career Development Orientation with CareerSource Polk.

Signature

_____/_____/_____

Date

Please print and take this page with you to your appointment.