

Employment
Information
Handbook
For
Ex-Offenders

U. S. Department of Labor

2005 Edition

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Purpose

The Department of Labor's goal is to help prison inmates get good paying jobs after they return to their homes. Our experience has shown that most inmates do not know how to go about this. Even in prison, inmates can do a number of things that will increase their future employability. Once ex-offenders return to their communities they can do more. This Employment Information Handbook provides prisoners with contacts and other information that can help them to prepare for release and know where to go for assistance in finding a job. All of the materials in this Handbook have been gathered from a variety of public sources and you may freely copy, share, and use these materials.

What should I do to prepare for release?

You should start to prepare for release as early in your sentence as possible. This should include assessing your career objectives, completing all education and vocational training programs offered by your institution, resolving any substance abuse issues that you may have, and developing a realistic post release plan. Inmates who are parents should participate in parenting programs offered by the prison and should make a sincere effort to reestablish and repair family ties. Many people who prepare for release are unrealistic about what they are going to do and lack a workable plan. An example is a person who has no business experience and plans to start a business instead of finding employment. To successfully open a business you must have a business plan and start up capital. Contrary to the beliefs of many inmates, the Small Business Administration does not have a program to provide loans to ex-offenders! Only half of all new businesses survive four years. Many inmates who give their case manager this employment plan are really admitting that they don't have one. A long term goal can be to start a business, but employment should be your immediate post release objective.

It is important to know that companies are required to verify your citizenship or residency information before they can hire you. The Department of Homeland Security Service requires employers to complete form I-9 (Appendix G) for each new hire to prove they are eligible to work in the United States. Review Appendix G and check the list of acceptable documents to ensure you are able to meet this critical pre-employment requirement. After you leave prison is not the time to discover that you did not receive a copy of your social security card and birth certificate. Many employers prefer that you document the training, skills, and experience that they are looking for. An employment folder that contains your personal information and documents is a persuasive way to do this. The employment folder should include copies of your résumé, social security card, birth certificate, high school diploma or General Educational Development certificate, vocational certificates or college diplomas, and a transcript from each school you have attended (include prison schools). Remember to bring extra copies for use during interviews, and to keep the originals with you in your

folder.

If you do not have a résumé, prepare one and also fill out the sample job application found in Appendix C of this handbook. When you are 60 days or so from discharge, you should mail résumés and cover letters to employers whose addresses you obtain from the telephone book, yellow pages, One-Stop Center referrals or other sources. You should request an application form in your letter. Plan to follow up with these same employers by telephone or in person and request an interview when you are released. If you do not have access to the yellow pages you may want to ask a friend, relative, or even your parole officer to send you 10 - 20 addresses from the yellow pages. Remember that employers are looking for people who know what they want to do, who have skills, and who want a career with their company. Don't forget to consider employers who hire staff for hotels, colleges, hospitals, and apartment building owners/managers.

Are there employers who hire ex-offenders?

Assume employers will hire you if you are a good match for their needs. One survey showed that of more than 1200 employers only eight percent said they would not hire an ex-offender. Since 92 percent of employers will consider hiring you, feel free to look for work from any legitimate source. Limiting yourself to employers that you believe hire ex-offenders can also limit your wages and job prospects. You should try to find employers who are a good match for your skills, experience, and career goals. Your job search should include **all potential employers**. According to Richard Bolles' popular employment book, What Color Is Your Parachute, some of the best ways to find a job are:

1) Asking for job-leads from family members, friends, and people in the community has a 33 percent success rate.

2) Knocking on the door of any employer, factory, or office that interests you, whether they are known to have a vacancy or not, has a 47 percent success rate).

3) Using the phone book's yellow pages to identify subjects or fields of interest to you in the town or city where you will release, and then calling up the employers listed in that field to ask if they are hiring for the type of position you can do and do well, has a 69 percent success rate.

The U.S. Department of Labor's "Tips for Finding the Right Job," (Appendix A), includes information about planning your time, determining your job skills, locating job information, creating sample cover letters and applications, preparing résumés, interviewing, testing and following up interviews. A bibliography of helpful books and a listing of state addresses for state workforce agencies are also included in "Tips."

Remember that two of the most critical factors in a successful job search are attitude and persistence. You are marketing a product – yourself – and you have to believe in the product (you) to land that job. Also, like any sales situation, you have to market the product (you) and make sure that you make plenty of contacts. Treat your employment search like a job and spend at least 8 hours a day at it. Employers will not usually come looking for you so you have to get out where you can meet them. Remember, many employers do not advertise their job vacancies; they fill their jobs through walk-in applications.

More offender job search information about searching for jobs, explaining a conviction, and interview tips are also contained in Job Search Information - Offender Program, Appendix B.

Employment Discrimination Protections

There are a number of laws that govern the employment of people with criminal records. Some of these laws protect ex-offenders from discrimination based on their conviction records and others restrict employers from hiring people with certain types of convictions. While employers are generally not allowed to have blanket bars against hiring people with criminal records, they are permitted to consider the relationship between the conviction record and the job sought. The types of jobs with legal prohibitions against ex-offenders tend to be in the fields of childcare, education, security, nursing and home healthcare, where “vulnerable” populations are involved. You should check with your state’s Attorney General’s office or another legal advisor for more detailed information about whether your state provides any protection to ex-offenders from employment discrimination or if you have questions regarding the application of these principals in a particular case.

What about federal programs to help ex-offenders?

Federal programs are generally designed to help people who need a job, housing, public assistance, and other services.

Each program has different standards for participation with low income being the most common requirement. **There are no federal programs exclusively for ex-offenders.**

Most assistance programs are administered locally by community agencies. You can find the addresses for them in the local telephone book’s blue pages and on the Internet. One of the first stops you should make is to the One-Stop Career Center to help you with job leads. You can find their local addresses in the blue pages of the telephone book or by calling our toll-free hotline: 1-877-US2-JOBS. You should ask the local One-Stop Center about job search assistance, federal bonding, employer tax incentives, job training, and Workforce Investment Act - sponsored training. The One-

Stop Center will probably know about community assistance programs for ex-offenders.

If you are a non-federal offender in a state or local correctional institution you should ask education services staff for information about community, state, and private programs to help ex-offenders. An example of one is PROJECT RIO in Texas, the Texas Workforce program to assist Texas ex-offenders with career and employment decisions and post-release employment.

The local library may offer public access to the Internet and provide employment information specific to your community. If there is a one-stop employment assistance center in your area, be sure to visit it for job leads, training, or other services that can help you. Always explain your situation when you visit assistance services agencies and, if they cannot be of assistance, do not forget to ask for a referral to another agency or private organization that may be able to help you.

Those ex-offenders who are veterans should contact their local office of Veterans Affairs for assistance. They have a wide range of programs that can be helpful including rehabilitation services. The Internet website for the VA is <http://www.va.gov>, or you can contact their national toll free number at 1-800-827-1000. Local offices are listed in the government pages of the telephone book.

What about state and federal jobs for ex-offenders?

Ex-offenders have no special status when applying for state and federal jobs. The application and selection procedures for state jobs follow state guidelines, and federal jobs follow the rules and guidelines of the Office of Personnel Management (OPM) whose Internet address is <http://www.opm.gov>.

State Jobs

To find out about state jobs contact the Department of Human Resources in the state where you plan to release. You can also find out about state jobs at the Internet website for the state which is <http://www.state. .us>. Fill in the blank with the two letter postal code for the state. For example, Virginia would be <http://www.state.va.us>. State jobs may also be posted at the local U.S. Employment service office. Their contact information can be found in the blue pages of the telephone book.

Federal Jobs

Most federal jobs are announced by the OPM website at <http://www.usajobs.opm.gov>. You can also call the OPM automated telephone system, an interactive voice response telephone system (478) 757-3000 or TDD (478) 744-2299. Job seekers can access current job vacancies, employment information fact sheets, applications, forms, and apply for some jobs. Many federal agencies have job information telephone numbers

located in the blue pages of the telephone book. Federal job postings are also available from the nearest One-Stop Career Center.

What about small business loans and grants?

Many agencies of the federal government competitively award a limited number of grants to non-profit and government organizations that support their program activities. **Most Departments does not give grants to individuals directly for any program or activity.** The web site www.grants.gov provides a convenient access point for information about the availability of competitive grants and application instructions for businesses or non profit organizations offered by twenty six Federal grant-making agencies. The website www.firstgov.gov provides a wide array of information for businesses and non profit organizations. This information is only available on the web.

There are no small business loans for grants specifically for ex-offenders. The Small Business Administration (SBA) does not provide direct loans. They provide loan guarantees for certain businesses that borrow from lending institutions. They do not provide specific grants or low interest rate loans to ex-offenders for business start up or expansion. Every state has at least one SBA district office, with multiple resource partners to support the needs of the small business community. For further information, you may want to contact the Small Business Administration, 409 Third Street, S.W., Washington, DC 20416; or visit their website at <http://www.sba.gov> to locate your local SBA office.

What programs are sponsored by the U.S. Department of Labor?

One-Stop Employment and Training Services

One-Stop Centers are at the heart of the workforce investment system under legislation called the Workforce Investment Act (WIA). WIA replaces the old Job Training Partnership Act (JTPA). **One-Stop centers** provide an integrated array of high-quality services to help workers, job seekers, and businesses find assistance under one roof in easy-to- reach locations. They are also designed to help businesses find qualified workers and help job-seekers and workers obtain employment and training services to advance their careers. These services include assessment of skills, abilities, aptitudes, and needs; assistance with Unemployment Insurance; access to Wagner-Peyser Act-funded employment services (such as the states' public labor exchange and labor market information); career counseling; job-search and job-placement assistance; and information on training, education, and related supportive services such as day care and transportation. Eligible individuals also can obtain more intensive services and training.

One-Stop Centers are convenient to most communities in the United States and territories. The names of these centers may differ — One-Stop Center, One-Stop Career Centers' Workforce Development Center, Employment Services, or Job Service, but they all are committed to providing prompt, courteous, and customer-focused service. **One-Stop Centers** represent a partnership involving federal, state, and local public and private service providers. They are overseen by community-based Workforce Investment Boards, chaired by local businesspeople. These boards focus on strategic planning, policy development, and oversight of the local workforce investment system and its **One-Stop Centers**. Boards ultimately determine the service priorities for the community. You can locate a One-Stop center anywhere in the United States by calling 1-877-US2-JOBS toll free (For TTY, call 1-877-TTY-JOBS) or via the Internet at <http://www.servicelocator.org>.

Finding Occupational Information

The Bureau of Labor Statistics produces the *Occupational Outlook Handbook*, a nationally recognized source of career information designed to provide valuable assistance to individuals making decisions about their future work lives. Revised every two years, the *Handbook* describes what workers do on the job, working conditions, the training and education needed, earnings, and expected job prospects in a wide range of occupations. Information about careers can be found on the internet at <http://www.bls.gov/oco/home.htm>. If you do not have access to the internet, a copy may be in your employment readiness center or prison library. Available in paper, hard cover, and CD-ROM, resource centers and individuals can order copies via the website listed above at a nominal cost.

Special Note for citizens of U.S. Territories

Citizens of U.S. Territories such as Puerto Rico can obtain contact information through America's Service Locator by Telephone: 1-877-US2-JOBS, or on the Internet at <http://www.servicelocator.org>.

Puerto Rico - Puerto Rico Department of Labor and Human Resources, Prudencio Rivera Martínez Building, 21st Floor, 505 Muñoz Rivera Avenue, Hato Rey, Puerto Rico 00918.

Virgin Islands - Virgin Islands Department of Labor, 2203 Church Street, Christiansted, St. Croix, Virgin Islands 00820-4660.

Guam - Department of Labor, PO Box 9970, Tamuning, GU 969311

American Samoa - Department of Human Resources, American Samoa Government, Executive Office Building, Utulei, Territory of American Samoa, Pago Pago, AS 96799

Job Search by Phone

JOBLINE Toll-Free Number: **1-800-414-5748**

If you are looking for employment, Jobline[®] is a free public service provided by state agencies with assistance from the National Federation of the Blind and the United States Department of Labor. This service is available on the telephone 24 hours a day, 7 days a week. New jobs are listed on the system each day, and jobs that are filled are removed. All that is required is a touch-tone telephone to establish your personalized job-search profile. The system is designed for you to use each day during your job search. The system asks you to use your telephone number for a profile number. Or, you may want to make up a profile number using your social security number and an extra digit. For example **SSN 111-22-3333** could be profile number **111-223-3333** by adding an extra number such as the **3** in the example. The number that you entered will remain in effect for as long as you are seeking employment and using JOBLINE.

Prisoner Reentry- Ready 4 Work

The Ready4Work demonstration program addresses the critical needs of ex-offenders through faith-based and community organizations. This program is a collaborative effort between the Department of Labor, the Department of Justice, Public/Private Ventures, and the Annie E. Casie Foundation. The initiative seeks to reduce recidivism by focusing on case management, mentoring, and job training/placement. Four essential sectors are tapped to deliver these services: business, faith, the justice sector, and community.

Ready4Work creates a partnership between businesses, faith-based and community organizations, criminal justices officials, local government, and the workforce investment system to improve outcomes for ex-prisoners and the communities in which they live. The faith-based and community organizations provide volunteer mentors to help ex-offenders become job-ready so they can be referred directly to an employer.

Ready4Work is operating in sixteen sites across the country. Each site received a three year grant that will operate until 2006. Site contacts are listed below. If you have any additional questions on Ready4Work, please contact:

The Department of Labor
Center for Faith-Based and Community Initiatives
200 Constitution Ave., Room S-2235
Washington, DC 20210

Sites (until 2006)

BOSTON: (Juvenile Site)
Straight Ahead Ministries
43 Hopkinton Road
Westboro, MA 01581
(508) 353-2700

BROOKLYN: (Juvenile Site)
Office of Kings County District Attorney
Renaissance Plaza

350 Jay Street
Brooklyn, NY 11201
(718) 250-2219

CAMDEN: (Juvenile Site)
Volunteers of America Delaware Valley
235 White Horse Pike
2nd Floor
Collingswood, NJ 08107
(856) 854-4660

SEATTLE: (Juvenile Site)

The Church Council of Greater Seattle
4759 15th Avenue, NE
Seattle, WA 98105-4404
(206) 525-1213 ext. 3913

CHICAGO:

SAFER Foundation
571 West Jackson Street
Chicago, IL 60661
(312) 922-2200

DETROIT:

Detroit America Works
2990 West Grand Boulevard
Suite 400
Detroit, MI 48202
(212) 599-5627

NEW YORK:

Exodus Transitional Community, Inc.
161 East 104th Street
3rd Floor
New York, NY 10029
(212) 722-6037

HOUSTON:

Wheeler Avenue Baptist Church
3826 Wheeler Avenue
Houston, TX 77004
(713) 748-5240

JACKSONVILLE:

Operation New Hope
1830 North Main Street
Jacksonville, FL 32206
(904) 425-6001
(904) 425-6002

LOS ANGELES:

Adult Site
Union Rescue Mission
545 South San Pedro Street
Los Angeles, CA 90013
(213) 673-4839

Juvenile Site

Los Angeles TenPoint Coalition
c/o West Angeles Church of God in Christ
3045 S. Crenshaw Boulevard
Los Angeles, CA 90016
(323) 292-3301

MEMPHIS:

City of Memphis
125 North Main Street
Memphis, TN 38103

Second Chance/Ready4Work Program

444 North Main Street
2nd Floor
Memphis, TN 38106
(901) 545-0343

MILWAUKEE:

Word of Hope Ministries
2677 N. 40th Street
Milwaukee, WI 53210
(414) 447-1967

OAKLAND:

Allen Temple Housing & Economic Development
Corporation
8501 International Boulevard, C101
Oakland, CA 94621
(510) 567-1490

PHILADELPHIA

Philadelphia Consensus Group/Search for Common
Ground
1601 Connecticut Avenue, NW
Suite 200
Washington, DC 20009
(202) 265-4300

WASHINGTON, DC:

The East of the River Clergy-Police-Community
Partnership
4105 First Street, SE
Washington, DC 20032
(202) 373-5767

Disability Employment and Training Services

Employment and training services to assist people with disabilities are available at **One-Stop Centers** and through other federal partners. The Disability Employment and Initiatives Unit of the Employment and Training Administration and the Office of Disability Employment Policy (ODEP) help identify policies and provides technical assistance to address barriers to work for people with disabilities.

ODEP funds a toll-free Job Accommodations Network (JAN), 1-800-526-7234. JAN is a free consulting service to increase the employability of people with disabilities by: 1) providing individualized worksite accommodations solutions, 2) providing technical assistance regarding the ADA and other disability related legislation, and 3) educating callers about self-employment options.

Native American Employment and Training Program

Native Americans, Alaska Natives, and Native Hawaiians are eligible to receive employment and training services on reservations and in their communities under the Workforce Investment Act.

Services are targeted to assist unemployed, underemployed, or economically disadvantaged individuals with the goal of expanding their occupational, academic, and literacy skills and enhancing their job prospects. Programs also are intended to support economic and social development in these communities. Contact information can be found by calling 1-877-US2-JOBS

Older Workers Employment Program

The Senior Community Service Employment Program (SCSEP) serves low-income individuals who are at least 55 years old and have limited employment prospects. This initiative provides older Americans with part-time community service jobs in settings such as day-care centers, hospitals, and schools in occupations ranging from literacy tutoring and conservation, to financial counseling and economic development.

Assignments can be for up to 1,300 hours per year and pay (at least) the minimum wage. Job training, classroom training, counseling, and placement in unsubsidized jobs also are offered. Participants can use their experience as a bridge to other employment. Contact information can be found by calling 1-877-US2-JOBS

Registered Apprenticeship

Registered apprenticeship is a formalized career-training program that offers a combination of structured on-the-job training and related academic instruction tailored to industry requirements. Its goal is to produce skilled workers who are trained in all aspects of an occupation.

Every year, more than 440,000 Americans become apprentices, receiving training through approximately 37,000 apprenticeship programs. These programs generally are operated by individual employers, employer associations, government entities, or partnerships between businesses and labor unions. Program sponsors in the United States currently have links with more than a quarter million employers and numerous

educational institutions. Apprenticeship training standards are industry-driven.

Apprentices, who must be at least 16 years old, complete one to six years of paid, supervised, work-based training and technical instruction that allows them to learn and perform at the highest skill levels in their professions. They receive an Apprenticeship Completion Certificate that is a recognized credential in their occupation of choice, and many obtain credit from participating community colleges toward an Associate Degree.

Information about apprenticeship programs can be obtained from One-Stop employment offices listed in the blue pages of your local telephone book. Apprenticeship information can also be obtained from union locals listed in the white pages of the telephone book or the Internet.

Unemployment Insurance

The Unemployment Insurance (UI) program provides eligible individuals with temporary, partial wage replacement so they can meet their basic financial needs while looking for a new job. The UI program is financed through payroll taxes. Although individual workers may be covered by unemployment insurance, they are not automatically eligible for benefits. To be eligible for benefits, individuals must have worked and earned a certain amount of wages or worked for a certain length of time within a recent one-year period, be unemployed through no fault of their own, and be able and available for work. This means that unless you were employed in the year before you apply for benefits, you will not be eligible for unemployment insurance. No unemployment benefits are payable for any month that you are in jail or prison.

You should [contact the unemployment insurance office at the local One-Stop Centers](#) if you wish to file a UI claim. In some states, you can file a claim by telephone or via the Internet. If you are unable to locate the appropriate state office, you may call the U.S. Department of Labor's toll free number to obtain assistance. The toll free number is: 1-877-US-2JOBS. The One-Stop Center will determine your eligibility for UI benefits after a claim is filed.

Employer Tax Credit Programs

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC), authorized by the Small Business Job Protection Act of 1996 (P.L. 104-188), is a federal tax credit that encourages employers to hire targeted groups of job seekers by reducing employers' federal income tax liability by as much as \$2,400 per qualified new worker; \$750 if working 120 hours; or \$1,200 if

working 400 hours or more per qualified summer youth. P.L. 106-170 re-authorized the WOTC retroactively through December 31, 2001, to encourage employers to hire members of the targeted groups with barriers to employment.

The new employee must belong to one of a targeted group:

- A member of a family that is receiving (or recently received) Temporary Assistance to Needy Families (TANF) or Aid to Families with Dependent Children (AFDC);
- An 18-24 year old member of a family that is receiving (or recently received) food stamps;
- An 18-24 year old resident of one of the federally designated Empowerment Zones (EZ) or Enterprise Communities (EC);
- A 16-17 year old EZ or EC resident hired between May 1 and September 15 as a summer youth employee;
- A veteran who is a member of a family that is receiving (or recently received) food stamps;
- A disabled person who completed (or is completing) rehabilitative services from a state or the U.S. Department of Veterans Affairs;
- **An ex-felon who is a member of a low income family**, and/or a recipient of Supplemental Security Income (SSI) benefits. All new adult employees must work a minimum of 120 (or up to a maximum of 400) hours; summer youth must work at least 90 days between May 1 and September 15.

The WOTC for new hires employed 400 or more hours or 180 days is 35 percent of qualified wages for the first year of employment and 50 percent for the second year. Qualified wages are capped at \$10,000 per year. Wages include tax-exempt amounts received under accident or health plans as well as educational assistance and dependent assistance programs.

To receive certification that a new employee qualifies for this tax credit, the employer must:

1. Complete the one page IRS Form 8850 (Appendix D) by the day the job offer is made.
2. Complete the one page ETA Form 9061 (Appendix E) if the new employee has already been conditionally certified as belonging to a WOTC target group. If the new employee has not been conditionally certified, the employer and/or the new employee must fill out and complete, sign and date ETA Form 9061.
3. Mail the signed IRS and ETA forms to the employer's State Employment Security Agency. The IRS form must be mailed within 21 days of the employee's employment start date.

In addition to the attached forms you can get IRS Form 8850, the Work Opportunity and Welfare-to-Work Tax Credits Pre-Screening Notice and Certification Request, and

instructions, by downloading from <http://www.irs.ustreas.gov>; or, by calling 1-800-829-1040.

For more information call or visit your local State Workforce Agency whose address is located in the blue pages of the local telephone book.

Information on how and where to find any of these services can be obtained by calling America's Workforce Network Toll-Free Help Line at 1-877-US2-JOBS (1-877-872-5627); or, through the web-based America's Service Locator at www.servicelocator.org.

Federal Bonding Program

The federal bonding program is a unique tool to help a job applicant get and keep a job. The program issues Fidelity Bonds and is sponsored by the U.S. Department of Labor. A fidelity bond is a business insurance policy that protects the employer in case of any loss of money or property due to employee dishonesty. To be eligible for the bond, the employer must schedule a date to start work. The Employment Service local office then requests The McLaughlin Company in Washington, DC, to issue to the employer a Fidelity Bond insurance policy covering the worker. This policy is underwritten through the Travelers Property Casualty insurance company.

For further information call or write to Ron Rubbin, Federal Bonding Program, 1725 DeSales Street, NW, Suite 700, Washington, DC 20036, Telephone: 1-800-233-2258, Fax: 202-857-8355, e-mail: rsrubbin@erols.com.

What other programs may be helpful to me?

General Assistance

There have been many changes in the welfare system and the availability of welfare from the federal government is quite limited. General Assistance (GA) programs are cash and in-kind assistance programs financed and administered entirely by the state, county, or locality in which they operate. General Assistance programs are more likely to serve disabled, elderly, and otherwise unemployable individuals, and children or families with children. No national law requires state governments to provide General Assistance or to establish uniform rules across the state if GA is provided. There are 16 states with no general assistance program (WY, TX, OK, AR, LA, MS, AL, TN, WV, SC); some counties have programs in MT, ND, KY, GA, FL, and NC. Visit your local one-stop center to apply.

Food Stamps

Food Stamp Program toll free information number: **1-800-221-5689**

To provide good service, and to help food stamp customers get informational materials, the Food Stamp Program (FSP) provides a toll free 800 number. Customers who want easy, 24-hour a day, 7 days a week, access to information about the FSP can take advantage of this service. It has been in operation since April 1999. Customers include **potential applicants**, community leaders, faith-based groups, students, teachers, other federal agencies, and Congressional staff, among others.

When you call the toll free number you will reach a voice mailbox and will have the option of listening to a nutritional message in English and Spanish. Callers wishing to receive food stamp informational materials will be prompted to leave their names and mailing addresses. You will also have an option to hear your state's toll free number. Callers usually receive the information within two to three days. Trained personnel mail out the informational materials from Monday through Friday, excluding federal holidays.

Housing

Housing information can be obtained from the local department of housing listed in the blue pages of the telephone book at your release destination. For those who do not have access to local information, contact the U.S. Department of Housing and Urban Development, 451 7th Street S.W., Washington, DC 20410. Telephone: (202) 708-1112, TTY: (202) 708-1455. Internet address <http://www.hud.gov>.

Housing and Urban Development Fair Housing Information

Information about the Fair Housing Act, and to report claims of discrimination, can be obtained from the Office of Fair Housing and Equal Opportunity, Department of Housing and Urban Development, Room 5204, 451 Seventh St. SW., Washington, DC 20410-2000. Or call toll free: **1-800-669-9777**

Homelessness Programs

The Department of Health and Human Services offers a multitude of programs, grants, and services. Many of these programs help persons who have become homeless. Other programs target a much wider population. For more information, contact the U.S. Department of Housing and Urban Development, 4517th Street S.W., Washington, DC 20410. Telephone: (202) 708-1112, TTY: (202) 708-1455, or contact the local department of health and human services in the blue pages of your telephone book.

Internet address <http://www.hud.gov>.

Additional information can be obtained from the Emergency Food and Shelter National Board Program, 701 North Fairfax Street, Suite 310, Alexandria, Virginia 22314-2064, Telephone: 703-706-9660, Fax: 703-706-9677.

Social Security Administration

National toll free number: **1-800-772-1213**

The location of local social security offices can be found in the blue pages of the telephone book or by writing to the Social Security Administration, Office of Disclosure Policy, 3-A-6 Operations Building, 6401 Security Boulevard, Baltimore, Maryland, 21235. Internet address: <http://www.ssa.gov>.

Social Security

Social Security **disability** benefits can be paid only to people who have recently worked and paid Social Security taxes, and who are unable to work because of a serious medical condition that is expected to last at least a year or result in death. The fact that an individual is a recent parolee or is unemployed does not qualify as a disability. No benefits are payable for months in which you are confined to a jail, prison, or other correctional facility. Social Security **retirement** benefits can only be paid to people who are 62 or older. Generally, you must have worked and paid taxes into Social Security for 10 years to be eligible. Your spouse or children, if they are eligible, can be paid benefits on your record.

Supplemental Security Income (SSI)

Supplemental Security Income is a Federal income supplement program funded by general tax revenues (not Social Security taxes). SSI benefits can be paid to people who are 65 or older or blind or disabled people and who have little or no income. No SSI benefits are payable for any month that you are in jail, prison, or certain other public institutions. For information about claiming benefits or to discuss your personal situation, please call 1-800-772-1213 or (TTY) 1-800-325-0778. Or, you can use the Benefit Eligibility Screening Tool online at <http://best.ssa.gov/> to find out if you could be eligible for benefits from any of the programs Social Security administers.

Department of Vocational Rehabilitation (VR)

By contacting your local vocational rehabilitation (VR) office, you will tap into a wealth of

resources related to employment options for people with disabilities. VR assists those individuals to secure gainful employment matching their abilities and capabilities through local job searches and awareness of self-employment and telecommuting opportunities. Only ex-offenders with a mental or physical disability will be eligible. You can apply for VR at your local one-stop center. Contact information for state vocational rehabilitations offices is available on the Internet at <http://www.jan.wvu.edu/SBSES/VOCREHAB.HTM> or in the government section of the phone book.

Ticket to Work Program

The Ticket to Work and Work Incentive Improvement Act of 1999 provides an opportunity for people who receive social security disability benefits to work. It provides training and employment opportunities for disabled individuals while allowing them to continue to receive social security benefits. Contact Maximus, Inc., at their toll free numbers (866) 968-7842 or (866) 833-2967 (TTY). More information is also available at the Internet website [http:// www.yourtickettowork.com](http://www.yourtickettowork.com).

Social Security Work History

To have accurate work information for your résumé or sample application, you may want to request a statement of work history from the Social Security Administration. The form and instructions are in Appendix F.

Domestic Violence Issues

For assistance call the National Domestic Violence Hotline: **1-800-799-SAFE**

Medical Assistance

For information on medical assistance contact the health department at the location where you are released. You can find their number in the blue pages of the local telephone book. You may also write to The Department of Health and Human Services 200 Independence Ave, SW., Washington, DC 20201. Telephone: 1-877-696-6775 or 202-619-0257. Internet address <http://www.hhs.gov>.

To find information about Medicare call: **1-800-MEDICARE**.

Child Support Enforcement

Common to all states is the vigorous collection of child support. If you are soon to be released and have children for whom you will receive or provide support, contact the office of child support enforcement in the state where you will be released. The local

telephone book blue pages at your release destination will have contact information. If you do not have access to the telephone book, write to the Office of Child Support Enforcement, 370 L'Enfant Promenade SW, Washington, D.C. 20447 (Internet address <http://www.acf.hhs.gov>). They will either answer your questions, or refer you to the state office that can. **Be sure to indicate your release destination.**

HIV/AIDS

The AIDS Treatment Data Network (The Network) is a national, not-for-profit, community-based organization. Treatment, education, and counseling services for men, women, and children with AIDS and HIV are supported by comprehensive and up-to-date informational databases about AIDS treatments, research studies, services, and accessing care. The nationwide toll-free number is: **1-800-734-7104**. Internet address is <http://www.atdn.org>.

National CDC STD/HIV Hotline: **1-800-342-2437**

Nationwide test site referrals, counseling, literature (upon request), clinical trials, information referrals, and a wide scope of other HIV/AIDS/STD/TB-related resource information is available.

Mental Health and Chemical Dependency Resources

Staff at the national/regional agencies listed, should be able to direct callers to mental health and chemical dependency resources in specified communities.

National Mental Health Association
2001 N. Boregard St. 12th Floor
Alexandria, VA 22311
(703) 684-7722 voice
(703) 684-5968 fax
(800) 969-6642 info line

<http://www.nmha.org>

Department of Health and Human Services
National Health Information Center
Referral Specialist

P.O. Box 1133
Washington, D.C. 20013-1133

National Alliance for the Mentally Ill
Colonial Place Three
2107 Wilson Blvd., Suite 300
Arlington, VA 22201-3043
<http://www.nami.org>

(703) 524-7600 voice
(800) 950-6264

Substance Abuse and Mental Health Services
Administration
Room 12-105 Parklawn Building

5600 Fishers Lane
Rockville, MD 20857

<http://www.samhsa.gov>

SAMSHAS Workplace Program Helpline
1-800-662-HELP
The National Clearinghouse for
Alcohol and Drug Information

11426 Rockville Pk, Suite 200
Rockville, MD 20847-2345

<http://www.health.org>

Call Toll Free: 1-800-729-6686
Hablamos Español: 1-877-767-8432
Local Callers: (301)468-2600
Fax: (301) 468-6433

National Mental Health Knowledge Exchange
Network
P.O. Box 42490
Washington, DC 20015
1-800-789-2647

American Council on Alcoholism
P.O. Box 25126
Arlington, VA 22202
(703) 248-9005 voice
(703) 248-9007 fax
(800) 527-5344 Toll Free
<http://www.aca-usa.org/>

United Way of America
701 N. Fairfax Street

Alexandria, VA 22314-2045
<http://www.unitedway.org/>
(703) 836-7112

The Salvation Army
National Headquarters
615 Slaters Lane
P.O. Box 269
Alexandria, VA 22313
<http://www.salvationarmusa.org>

GovBenefits.gov
Government Benefits Internet Website
Provides a list of benefits you may be eligible to
receive and information about how to apply for
those programs.
<http://www.govbenefits.gov/>

How do I get my Birth Certificate and Driver's License?

Birth Certificate

To obtain a copy of a birth certificate in the United States, write or go to the vital statistics office in the state or area where the event occurred. To ensure that you receive an accurate record for your request and that it is filled as quickly as possible, follow these steps:

- Make your letters concise and to the point.
- Do NOT include more than one or two requests at once, and be careful not to write confusing details of your family history.
- Type or print all names and addresses in your letter.
- Provide complete information on an individual and event for which you need documents. Include all names that may have been used, including nicknames, and alternate spellings. List dates and type of event as completely and accurately as possible. If you don't know the exact date, specify the span of years you wish searched and be prepared to pay for searches that span several years.
- Always provide a self addressed stamped envelope.
- Be sure and include following information:
 - date of request
 - full name (last name in caps)
 - sex
 - date of birth
 - place of birth (city or town, county, state, and name of the hospital, if known)

mother's maiden name
father's name
relationship to party
the purpose for which the record is needed
requestor's name and address
requestor's driver's license number and state (some counties require it)
requestor's signature

If the addresses to state vital records departments are not available in the institution library, you may call the state contact telephone number for vital documents. Ask your counselor or case manager for assistance. **You should include a letter from your case manager or counselor indicating that you are who you claim to be and the purpose for obtaining the record.**

State Contacts for Vital Documents

Note: Vital records fees for services are subject to change.

Alabama

Office of Vital Records
P.O. Box 5625
Montgomery, AL 36103-5625
(334)206-5418
Fax: (334)262-9563

Birth \$12.00 since Jan 1908 , Death \$12.00 since Jan 1908
Order Form Marriage \$12.00 since Aug 1936
Divorce \$12.00 since Jan 1950

Alaska Bureau of Vital Statistics

Dept of Health and Social Services
350 Main Street, Rm #114
P.O. Box 110675
Juneau, AK 99811-0675
(907)465-3392
Fax: (907)465-3618

Birth \$15.00 since 1890
Death \$15.00 since Jan 1913
Marriage \$15.00
Divorce \$15.00 since Jan 1950

American Samoa

Registrar of Vital Statistics
Vital Statistics Section
Government of American Samoa
Pago Pago, AS 96799
(684) 633-1405 or 1406

Birth/Death \$7.00 since 1900 Marriage \$2.00 Divorce \$1.00

Arizona

Office of Vital Records

1818 West Adams
PO Box 3887
Phoenix, AZ 85030-3887
(602)364-1300

Fax: (602)249-3040
Birth (prior to 1990) \$15.00
July 1909 to 1989 Birth (after 1990) \$10.00 Death \$10.00 since July 1909

Arkansas Dept of Health

Division of Vital Records, Slot 44
4815 West Markham Street
Little Rock, AR 72205
(501)661-2174
Fax: (501)663-2832

Birth \$8.00 since Feb 1914
Death \$8.00 since Feb 1914
Marriage/Divorce \$8.00 since 1917
Divorce \$8.00 since 1923

California Department of Health Services

Office of Vital Records
304 S Street
P.O. Box 730241
Sacramento, CA 94244-0241

Birth certificate is \$15
Death certificate is \$13
Marriage certificate is \$13

Colorado Department of Public Health and Environment

Vital Records Section
4300 Cherry Creek Drive South
HS VRD-VS-A 1
Denver, CO 80246-1530
Phone: 303.692.2200

We accept checks, money orders and credit cards. Please make checks or money orders payable to "Vital Records Section". Please do not send cash.

\$15 for first copy (or search of files when no record is found) \$6 for each additional copy of the same record ordered at the same time
\$5 convenience charge for phone, fax or online credit card orders (no charge for walk-in orders) \$11.25 for FedEx; \$13.65 for Express Mail; \$0 for Regular 1st Class mail (within continental U.S.)

Connecticut

Health Dept Vital Records
410 Capitol Ave., 1st Floor
Hartford, CT 06134
(860)509-7897

Costs are unavailable, call for more information.

Delaware State Vital Records Office

Office of Vital Statistics
Division of Public Health
P.O. Box 637
Dover, DE 19903
(302)744-4549
Fax: (302) 736-1862
Birth/Death/Divorce/Marriage: \$ 8.00

District of Columbia

District of Columbia Vital Records Office
825 North Capitol Street NE
Washington, DC 20002
(202)442-9009
Fax: (202) 783-0136

Birth: \$12.00 (short form) / \$18.00 (long form) 1874-
Death: \$12.00 (computer copies) / \$18.00 (copies of original) 1874

Florida

Office of Vital Statistics
Attn: Customer Services
P.O. Box 210
Jacksonville, FL 32231-0042
(904)359-6900 Phone

Costs vary call for information.

Georgia Dept of Human Resources

Vital Records
2600 Skyland Drive NE
Atlanta, GA 30319-3640
(404)679-4701
Fax: (404)524-4278
Email: GDPHINFO@dhr.state.ga.us
Birth/Death/Marriage/Divorce \$10.00

Guam Vital Records Office

Office of Vital Statistics
Department of Public Health & Social Services
P.O. Box 2816
Agana, GU 96932
(671)735-7263

Birth/Death/Marriage \$5.00
Divorce varies

Hawaii

State Department of Health
Office of Health Status Monitoring
Issuance/Vital Statistics Section
P.O. Box 3378
Honolulu, HI 96801
call (808) 586-4539 or (808) 586-4542

Birth/death/marriage/divorce \$10.00 (\$4.00 per copy of the same certificate ordered at the same time)

Idaho State Vital Records Office

Bureau of Vital Records and Health Statistics
PO Box 83720
Boise, ID 83720
(208) 334-5988 (recording)
Fax: (208)389-9096

Birth/Death/Marriage/Divorce \$13.00

Illinois

Division of Vital Records
Illinois Department of Public Health
605 West Jefferson Street
Springfield, IL 62702-5097
(217)782-6553

Birth/Death \$10.00
Marriage/Divorce \$5.00

Indiana State Vital Records Office

Vital Records Department

Indiana State Department of Health
2 North Meridian Street
Indianapolis, IN 46204
(317) 233-2700
Fax: (317) 233-7210

Birth \$6.00 since Oct 1907
Death \$4.00 since 1900

Iowa Department of Public Health

Vital Records Section
Lucas Office Building
321 East 12th Street
Des Moines, IA 50319-0075
(515) 281-4944

Marriage/Birth/Death \$10.00

Kansas State Vital Records Office

Office of Vital Statistics
1000 S W Jackson, Suite 110
Topeka, KS 66612
(785)296-1400 Info
(785)296-3253
Fax: (785)357-4332
Email: info@kdhe.state.ks.us

Birth \$11.00 Death \$12.00 Marriage \$11.00 Divorce \$11.00

Kentucky

Office of Vital Statistics
275 East Main Street, Frankfort, KY
(502)564-4212
Fax: (502)227-0032

Birth: \$10.00 Death/Divorce/Marriage: \$6.00

Louisiana Department Of Health & Hospitals

Office Of Public Health
Vital Records Registry
P.O. Box 60630
New Orleans, Louisiana 70160
Telephone: (504) 568-5152 or 1(800) 454-9570
Email: vitalweb@dhh.state.la.us

Birth Certificate \$15.00
Death Certificate \$7.00
Marriage Certificate \$5.00

Maine State Vital Records Office

Office of Vital Statistics
Department of Human Services
211 State St, Station I 1
Augusta, ME 04333-0011

(207)287-3181

Birth/Death/Marriage \$10.00

Maryland

Division of Vital Records
Department of Health and Mental Hygiene
6550 Reisterstown Avenue
P.O. Box 68760
Baltimore, MD 21215-0020
(410) 764-3038.

Birth/death/marriage: \$6.00

Massachusetts

Registry of Vital Records and Statistics
150 Mt. Vernon Street, 1st Floor
Dorchester, MA 02125-3105
(617)740-2606

The cost for (birth/death/marriage/divorce) the first certified copy is \$19.50, and each additional copy of the same record is \$14.00.

Michigan State Vital Records Office

Vital Records Requests
Michigan Dept of Community Health
3423 N. Martin Luther King Blvd
P. O. Box 30721
Lansing, MI 48909
(517)335-8666

Birth/death/marriage/divorce: \$15.00

Minnesota Department of Health

Section of Vital Statistics
717 Delaware Street, SE
P.O. Box 9441
Minneapolis, MN 55440
(612) 676-5120.

Birth \$13.00
Death \$10.00

Mississippi

Vital Records
State Department of Health
P.O. Box 1700
Jackson, MS 39215-1700
(601) 576-7981.

Event: Birth Long form: \$12.00, Short form: \$7.00
Death/ Marriage \$10.00

Missouri State Vital Records Office

Bureau of Vital Records
Missouri Department of Health
930 Wildwood
P.O. Box 570
Jefferson City, MO 65102-0570
(573)751-6400
Birth/death/marriage/divorce: 10.00

Montana State Vital Records Office

Montana Vital Statistics
P. O. Box 4210
111 North Sanders, Rm 209
Helena, MT 59604-4210
(406)444-2685
Fax: (406)444-1803

Birth/Death/Marriage/Divorce: \$12.00

Nebraska State Vital Records Office

Nebraska Health & Human Services System
Vital Records
301 Centennial Mall South
P.O. Box 95065
Lincoln, NE 68509
(402)471-2871

Birth \$ 8.00
Death/Marriage/Divorce: \$7.00

Nevada State Vital Records Office

Division of Health/Vital Statistics
505 East King Street, Rm #102
Carson City, NV 89701
(775)684-4242
Fax: (775)684-4156

Birth \$11.00 Death \$8.00 Marriage \$10.00 Divorce
\$1.00 per page (average \$6 per certification)

New Hampshire

Bureau of Vital Records
Health and Welfare Building
6 Hazen Drive
Concord, NH 03301
(603)271-4654.

Birth/death/marriage/divorce: \$12.00

New Jersey State Department of Health and Senior Services

Vital Statistics Registration
P.O. Box 370
Trenton, NJ 08625-0370
(609)292-4087

Birth/Death/ \$4.00 (call to verify)

New Mexico State Vital Records Office

New Mexico Vital Records and Health Statistics
P.O. Box 26110
1105 St. Francis Dr.
Santa Fe, NM 87502
(505)827-0121
(505) 827-2338 24-Hour Information Line
(877) 284-0963 Credit card orders
Fax: (505)984-1048

New York

Certification Unit
Vital Records Section
P.O. Box 2602
Albany, NY 12220-2602
(518)474-3075

Birth/Death \$15.00 Marriage \$5.00

New York City

Division of Vital Records NYC Department of Health
and Mental Hygiene 125 Worth Street, CN4, Rm. 133
New York, NY 10013
(212)788-4520

Birth/Death \$15.00
Marriage \$10.00

North Carolina Vital Records

1903 Mail Service Center
Raleigh ,NC 27699-1903
(919) 733-3526

Costs vary call for details

North Dakota

Division of Vital Records
State Capitol
600 East Boulevard Avenue
Dept. 301
Bismarck, ND 58505-0200
(701)328-2360

Birth \$ 7.00
Death/Marriage \$5.00

Ohio State Vital Records Office

Ohio Department of Health
Vital Statistics
246 North High Street, 1st Floor
Columbus, OH 43216

(614)466-2531
Birth/Death \$10.00

Oklahoma State Vital Records Office

Vital Records Service
Oklahoma State Dept of Health
1000 Northeast Tenth, Room 117
Oklahoma City, OK 73117
(405)271-4040
Birth \$ 5.00
Death \$10.00

Oregon Vital Records

P.O. Box 14050
Portland, OR 97293-0050
(503)731-4095

Birth/death/marriage \$15.00

Pennsylvania State Vital Records Office

Vital Records, State Dept of Health
P.O. Box 1528
101 South Mercer Street
New Castle, PA 16103
(724)656-3100
Fax: (724)652-8951

Birth: 4.00 Death \$3.00 (add an extra \$7.00 if faxed)

Puerto Rico

Department of Health
Demographic Registry
P.O. Box 11854
Fernandez Juncos Station
San Juan, PR 00910
(787)728-7980

Birth/Death/Marriage \$5.00
Divorce \$2.00

Rhode Island

Office of Vital Records
Rhode Island Department of Health
3 Capitol Hill, Room 101
Providence, RI02908-5097
(401)222-2811

Birth/Death/Marriage \$ 15.00
Divorce \$3.00

South Carolina

Division of Vital Records S.C.
DHEC
2600 Bull Street Columbia, SC 29201 Telephone:

(803) 898-3630
Fax: (803) 898-3761

Call for costs

South Dakota

Vital Records
SD Department of Health
600 E. Capitol
Pierre, SD 57501-2536
(605) 773-4961

Birth/Death \$10.00
Marriage/Divorce \$7.00

Tennessee Vital Records

Central Services Building
1st Floor
421 5th Avenue North
Nashville, Tennessee 37247
Phone (615)741-1763
FAX (615)741-9860

Birth/Marriage/Divorce \$ 12.00
Death \$7.00

Texas State Vital Records Office

Bureau of Vital Statistics, Dept. of Health
P. O. Box 12040
Austin, TX 78711-2040
(512)458-7111
Fax: (512)458-7711
Email: register@ tdh.state.tx.us

Birth \$11.00
Death/Marriage/Divorce \$9.00

Utah

Office of Vital Records and Health Statistics
Utah Department of Health
288 North 1460 West
P.O. Box 141012
Salt Lake City, UT 84114-1012
(801)538-6105

Birth: \$12.000
Death/Marriage/Divorce: \$9.00

Vermont State Vital Records Office

Vermont Department of Health
Vital Records Section
P.O. Box 70
108 Cherry Street
Burlington, VT 05402
(802)863-7275

Birth/Marriage/Death/Divorce: \$7.00

Virginia

Office of Vital Records
P.O. Box 1000
Richmond, Virginia 23218-1000
(804)662-6200

Birth/Death/Divorce/Marriage: \$10.00

Saint Croix U.S.V.I

For birth or death records write to:

Dept. of Health, Vital Statistics
Charles Harwood Memorial Complex
Christiansted, St. Croix, VI 00820
(340) 773-4050

For divorce or marriage records write to:

Chief Deputy Clerk, Family Division
Territorial Court of the VI
P.O. Box 929
Christiansted, St. Croix, VI 00820

Birth/Death \$ 15.00
Marriage: \$2.00
Divorce: \$5.00

Saint Thomas U.S.V.I

For birth and death records write to:

Vital Statistics
Old Municipal Hospital
St. Thomas, VI 00802
(340)774-1734

For marriage records write to:

Bureau of Vital Statistics and Stat. Services
Virgin Islands Dept. of Health
Charlotte Amalie, St. Thomas, VI 00801

Birth/Death: \$15.00
Certified copies of marriage records are not available.
Inquiries will be forwarded to the appropriate office.

Saint Thomas/John USVI

For birth and death records write to:
Registrar of Vital Statistics

Knud Hansen Complex
Hospital Ground Charlotte
Amalie, St. Thomas, VI 00802
(340) 774-9000 extension 4621 or 4623.

For divorce and marriage records write to:
Clerk of the Territorial Court of the VI
Family Division, P.O. Box 70
Charlotte Amalie, St. Thomas, VI 00801

Birth/Death \$ 10.00
Marriage: \$2.00
Divorce: \$5.00

Washington

Department of Health Center for Health Statistics
P.O. Box 9709
Olympia WA 98507-9709.
(360) 236-4300
Birth/Marriage/Death/Divorce: \$13.00

West Virginia State Vital Records Office

Vital Registration, Division of Health

350 Capitol St, Rm 165
Charleston, WV 25301-3701
(304)558-2931
Info: (304) 558-2931
Fax: (304)558-1051
Birth/Death/Divorce/Man-riage \$5.00

Wisconsin Vital Records Office

Vital Records Office
P.O. Box 309
Madison, WI 53701-0309
Automated: (608) 266-1371
Service Counter: (608)266-1373
Call for fee information.

Wyoming

Vital Records Services
Hathaway Building
Cheyenne, WY 82002
(307) 777-7591

Birth/Marriage/Divorce: \$12.00
Death: \$9.00
Birth \$8.00 since Feb 1914 Death \$8.00 since Feb 1914 Marriage/Divorce \$8.00 since 1917 Divorce \$8.00 since 1923

Driver's License

A driver's license is the best form of picture identification and can be a useful in your employment search. Contact the state department of motor vehicles where you will be released for information on how to reinstate or obtain a driver's license. Be sure to include your name, birth date, address, and social security number in your correspondence.

State Contacts for Driver License Information

ALABAMA 334-242-4400
Alabama Department of Public Safety
PO Box 1471
MONTGOMERY AL 36102-1471

ALASKA 907-465-4385
Division of Motor Vehicles Driver
PO Box 20020
2760 Sherwood Lane, Suite B
JUNEAU AK 99802-0020

ARIZONA 602-255-0072; 1-800-251-5866
Arizona Department of Transportation
Drivers License Services
Motor Vehicle Division
P.O. box 2100
PHOENIX AZ 85001-2100

ARKANSAS 501-682-7052
Office of Driver Services
1900 W. 7th St. Rm.2067
LITTLE ROCK AR 72203

CALIFORNIA 916-657-9098; 1-800-777-0133
Department of Motor Vehicles
OIS Public Contact Unit-G 1 99
4700 Broadway
SACRAMENTO CA 95820

COLORADO 303-205-5600
Motor Vehicles Division
1881 Pierce St
LAKEWOOD CO 80214

CONNECTICUT 860-263-5700
Connecticut Dept. of Motor Vehicles
Driver Services
60 State Street
WETHERSFIELD CT 06109

DELAWARE 302-744-2500
Division of Motor Vehicles
PO Box 698
DOVER DE 19903

DISTRICT OF COLUMBIA 202-727-5000

Bureau of Motor Vehicle Services
301C Street NW, Room 1157
WASHINGTON D.C. 20001

FLORIDA 850-922-9000

Division of Driver Licenses
2900 Apalachee Parkway
TALLAHASSEE FL 32399-0500

GEORGIA 404-657-9300
Georgia Department of Public Safety
License Processing Unit
PO Box 1456
ATLANTA GA 30371-2303

HAWAII 808-532-4324
Division of Motor Vehicle & Licensing
Driver License Section
Honolulu Dept. of Finance
PO Box 30340
HONOLULU HI 96820-0340

IDAHO 208-334-8606
Driver Services Driver License Unit
331 W. State St.
BOISE ID 83703-5881

ILLINOIS 800-252-8980
Driver Services Department
2701 South Dirksen Parkway
SPRINGFIELD IL 62723

INDIANA 317-233-6000
Bureau of Motor Vehicles
Division of Driver Licensing
100 N. Senate Ave
INDIANAPOLIS IN 46204

IOWA 800-532-1121
Office of Driver Services
Park Fair Mall
100 Euclid Avenue
PO Box 9204
DES MOINES IA 50306-9204

KANSAS 785-296-3963
Department of Revenue

Docking State Office Bldg
PO Box 2188
TOPEKA KS 66601-2128

KENTUCKY 502-564-6800
Division of Driver Licensing
501 High Street
FRANKFORT KY 40622

LOUISIANA 337-494-2533; 877-DMV-LINE
Department of Public Safety
Office of Motor Vehicles
PO Box 64886
BATON ROUGE LA 70896

MAINE 207-624-9000
Secretary of State
Bureau of Motor Vehicles
State House Station
101 Hospital Street
AUGUSTA ME 04333-0029

MARYLAND 800-950-1682
Motor Vehicle Administration
6601 Ritchie Hwy NE
GLEN BURNIE MD 21062

MASSACHUSETTS 617-351- 4500
Registry of Motor Vehicles
PO Box 199100
BOSTON MA 02119-9100

MICHIGAN 517-322-1000
Michigan Department of State
Driver & Vehicle Records
7064 Crowner Drive
LANSING MI 48918

MINNESOTA 612-296-9525
Department of Public Safety
Driver & Vehicle Services
445 Minnesota St
ST PAUL MN 55101

MISSISSIPPI 601-987-1200
Department of Public Safety
Driver Records
PO Box 958
JACKSON MS 39205

MISSOURI 573-751-4509
Driver License Bureau
PO Box 629
JEFFERSON CITY MO 65105-0200

MONTANA 406-444-4536
Diver Services Bureau
PO Box 201430
303 N. Roberts
HELENA MT 59620-1430

NEBRASKA 402-471-2281
NE Department of Motor Vehicles
301 Centennial Mall South
LINCOLN NE 68509

NEVADA 702-687-5505
Department of Motor Vehicles
555 Wright Way
CARSON CITY NV 89711-0400

NEW HAMPSHIRE 603-271-2589
Division of Motor Vehicles
James H. Hayes Bldg.
Ten Hagen Drive
CONCORD NH 03305

NEW JERSEY 888-486-3339
Motor-Vehicles Services
2225 East State Street., CN 160
TRENTON NJ 08666

NEW MEXICO 888-MVD-INFO
Motor Vehicle Division
Joseph Montoya Bldg
PO Box 1028
SANTA FE NM 87504-1028

NEW YORK 800-CALLDMV
Public Services Bureau
NYS Department of Motor Vehicles
6 Empire State Plaza
ALBANY NY 12228

NORTH CAROLINA 919-715-7000
Driver License Section
1100 New Bern Ave
RALEIGH NC 27697-0001

NORTH DAKOTA 701-328-2725
Driver License Division
608 E Boulevard Ave
BISMARCK ND 58505-0700

OHIO 614-752-7600
Ohio Bureau of Motor Vehicles
1970 West Broad Street
COLUMBUS OH 43266-0200

OKLAHOMA 405-425-2000
Department of Public Safety
3600 North Marin Luther King Blvd.
OKLAHOMA CITY OK 73111

OREGON 503-945-5000
Department of Motor Vehicles
Driver Issuance Unit
1905 Lana Ave.
SALEM OR 97314

PENNSYLVANIA 800-932-4600
Department of Transportation
Bureau of Driver Licensing
1101 - 1125 South Front Street
HARRISBURG PA 17104-2516

RHODE ISLAND 401-277-2970 EXT 2039
Division of Motor Vehicles
286 Main Street
PAWTUCKET, RI 02860

SOUTH CAROLINA 800-442-1368
South Carolina Dept. of Public Safety
PO Box 1498
COLUMBIA SC 29216-0028

SOUTH DAKOTA 605-773-5335
Division of Motor Vehicles
445 East Capitol Ave.
PIERRE SD 57501-3185

TENNESSEE 615-741-3954
Tennessee Department of Safety
Driver License Issuance Division
1150 Foster Ave.
NASHVILLE TN 37249-1000

TEXAS 512-465-7611
Texas Department of Transportation
Correspondance Section
PO Box 12098
AUSTIN TX 78711-2098

UTAH 801-965 4437
Driver License Division
4501 South 2700 West
SALT LAKE CITY UT 84119

VERMONT 802-828-2000
Vermont Department of Motor Vehicles
State Office B Idg
120 State St
MONTPELIER VT 05601

VIRGINIA 804-367-0538
Department of Motor Vehicles
PO Box 27412
RICHMOND VA 23269-0001

WASHINGTON 360-902-3600
State of Washington
Department of Licensing
PO Box 9020
OLYMPIA WA 98507-9020

WEST VIRGINIA 304-558-3900
Department of Transportation
Division of Motor Vehicles
1800 Kanawha Boulevard East
CHARLESTON WV 25317

WISCONSIN 608-266-1466
Wisconsin Dept. of Transportation
Driver Record Files
PO Box 7918
MADISON WI 53707-7918

WYOMING 307-777-4800
Wyoming Department of Transportation
PO Box 1708
CHEYENNE WY 82003-1708

Updated DMV addresses can be found
at <http://www.ftc.gov/privacy/dmv-add.htm>

What about Veterans?

Veterans Benefits

Department of Veterans' Affairs

Veterans' benefits include burial, pension, health, home loan, education, life insurance, and vocational rehabilitation. If you are a veteran and want to find out if you are eligible for benefits, contact the VA on their toll-free telephone number at 1-800-827-1000.

For a free pamphlet, *Federal Benefits for Veterans and Dependents*, contact the Veterans Administration, Office of Public Affairs (80D), 810 Vermont Ave, NW, Washington, DC 20420. You can also inquire about benefits at the same address.

Vocational Rehabilitation and Employment is the VA program that assists veterans with service-connected disabilities to achieve employment or to enhance their ability to

function independently at home and in the community.

To Apply for Vocational Rehabilitation and Independent Living Services call the toll-free telephone number, 1-800-827-1000 to request VA Form 28-8832

Other Services Provided and Their Application Procedures:

Vocational and educational guidance and counseling to assist service-members, veterans, and certain dependents of veterans to select appropriate career goals and training institutions that use VA educational benefits are available. Call the nationwide VA toll-free telephone number, 1-800-827-1000 to request VA Form 28-8832, Application for Vocational-Educational Counseling.

Veterans' Employment & Training Services

The Veterans' Employment & Training Services program is administered by the Department of Labor through the One-Stop Career Center system. Comprehensive One-Stop Centers will usually have staff called Disabled Veteran Outreach Program specialists (DVOPs) and/or Local Veteran Employment Representatives (LVERs). If you are a military veteran you can qualify for a number of services, including first access to new job listings. If you are a veteran, you should say so when you contact the local One-Stop Center. The DVOP/LVER will take it from there. If you are an ex-service member with a bad paper discharge you should still contact the DVOP/LVER. They may be able to assist you upgrade your discharge status.

How can I get money to continue my education?

Federal Student Financial Aid

1-800-4-FED-AID (1-800-433-3243)

Federal Student Aid Information Center
P.O. Box 84
Washington, DC 20044

Federal Student Financial Aid consists of Stafford Loans, PLUS Loans, Consolidation Loans, Federal Supplemental Educational Opportunity Grants (FSEOGs), Federal Work-Study, Federal Perkins Loans, and Pell Grants.

A Federal Pell Grant, unlike a loan, does not have to be repaid. Generally, Pell Grants are awarded only to undergraduate students who have not earned a bachelor's or professional degree. (A professional degree is usually earned after earning a bachelor's degree in a field such as medicine, law, or dentistry.)

Special Note for those with drug convictions:

A new law suspends aid eligibility for students convicted under federal or state law of sale or possession of drugs. **If you have been convicted of drug possession, you will be ineligible for one year from the date of your conviction after the first offense, two years after the second offense, and indefinitely after the third offense.** If you have been convicted for selling drugs, you will be ineligible for two years from the date of your conviction after the first offense, and indefinitely after the second offense.

If you lose eligibility, you can regain eligibility early by successfully completing an approved drug rehabilitation program. The new law was implemented on July 1, 2000. However, a conviction prior to July 1, 2000 could still affect your eligibility. For example, if you were convicted for the first time for drug possession on February 1, 2000, you will be ineligible for SFA program assistance from July 1, 2000 (the implementation date of the law) through January 31, 2001 (one year from the date of the conviction).

Instructions on the FAFSA will help you to determine your eligibility under this law.

Remember, just because you were convicted does not automatically mean you still are ineligible for federal aid. Even if you are ineligible for federal aid, you should complete the FAFSA because you may be eligible for non-federal aid from states and private institutions. If you regain eligibility during the award year, notify the financial aid administrator at the school that you attend immediately. If you are convicted of a drug-related offense after you submit the FAFSA, you may lose eligibility for federal student aid and you may be liable for returning any financial aid received during a period of ineligibility. When you apply for aid from the SFA programs, the U. S. Department of Education verifies some of your information with the following federal agencies:

- Social Security Administration
- Selective Service System
- Immigration and Naturalization Service
- Department of Justice
- Department of Veterans Affairs

Special Education Assistance

The National Association of Private Special Education Centers (NAPSEC) is a non-profit association whose mission is to represent private special education programs and affiliated state associations and to ensure access for individuals to appropriate private special education programs and services as vital components of the special education continuum. The association consists of private early intervention services, schools, residential therapeutic centers, and adult living programs that serve both privately and publicly placed individuals with disabilities.

For referral services you can call them at (202) 408-3338 or write to NAPSEC, 1522 K

Street, NW., Suite 1032, Washington, DC 20005. They also have e-mail: napsec@aol.com.

Ex-offenders Voting Rights by States

Convicted felons and ex-offender's typically lose their right to vote in state and federal elections. Currently, Maine, Massachusetts, Utah, and Vermont allow convicted felons to vote. Forty-six states and the District of Columbia have laws that prevent convicted offenders of the right to vote while they are in prison. In thirty-two states, convicted offenders may not vote while they are on parole, and twenty-nine of these states do not allow offenders to vote while on probation.

Appendix A

TIPS FOR FINDING THE RIGHT JOB

The following job search information is published by the U.S. Department of Labor.

Tips For Finding the Right Job

Contents

Introduction
Planning Your Time
Determining Your Job Skills
Where to Get Job Information
Cover Letters and Letters of Application
Preparing Your Resume
Interviewing
Testing
After The Interview
Resources on the Internet

Introduction

YOU NEED:

A JOB.

Somewhere, an employer has the job you want. How do you get that job? By marketing your job talents. By showing employers you have the skills they need. Do you have job talents? YES! Homemakers, disabled individuals, veterans, students just out of school, people already working--all have skills and experience for many good jobs. What you need to know is how to market your talents effectively to find the right job. This report will help you to:

Evaluate your interests and skills.

Find job information.

Write résumés and application letters.

Prepare for job interviews.

Plan your time.

Take tests.

Planning Your Time

NOW is the best time to start looking for a job. You're as qualified as other applicants, so start now before someone else gets "your" job. You've already made a good start by reading this report!

What's the most important thing to know about your job search?

FINDING WORK IS A FULL TIME JOB!

To find a job, you must:	To find a job, you must:
Have responsibilities (work duties and procedures)	Set your own responsibilities (things you must do everyday to get a job)
"Punch a clock" or be at work "on time"	Wake up early at a set time to start looking for work
Work hard all day, 40 hours week	Look hard for a job, all day, 40 hours a week
Report to a boss, who makes sure you carry-out your responsibilities	Be your own boss (or appoint a friend to be your "boss") to make sure you carry-out your job search responsibilities

Tips for Planning an Effective Job Search:

- Make a "To Do List" every day. Outline daily activities to look for a job.
- Apply for jobs early in the day. This will make a good impression and give you time to complete applications, have interviews, take tests, etc.
- Call employers to find out the best times to apply. Some companies take applications only on certain days and times during the week.
- Write down all employers you contact, the date of your contacts, people you talk to, and special notes about your contacts.
- Apply at several companies in the same area when possible. This saves time and money.
- Be prepared. Have a "master application" and resumes, pens, maps and job information with you all the time. Who knows when a "hot lead" will come your way.
- Follow up leads immediately. If you find out about a job late in the day, call right then! Don't wait until the next day.
- Network. Tell everyone you know that you are looking for job. Stay in touch with friends and contacts. •Follow up new leads immediately.
- Read articles and books on how to get a job (see the list of books at the back of this brochure). The time you spend reading these materials will save you a lot of time in your job search.
- Make automated connections through systems on the Internet, such as America's Job Bank and the Talent Bank

Determining Your Job Skills

Another tip for finding the right job:
Make a list of your background and experience.

If you think you don't have any experience -- THINK AGAIN! You may not have specific job experience, but you do have work experience. You have "worked" as a homemaker, a student, a volunteer, in a hobby or some other personal activity. The skills you use for these "jobs" can be applied to other jobs.

A background and experience list may help you to:

- fill out job applications
- provide information for job interviews
- prepare resumes (if you're applying for professional or office jobs).

Tips for Making a Background and Experience List:

Interests and Aptitudes

- List your hobbies, clubs you belong to, sports you're involved in, church and school activities, and things that interest you. List things you are good at or have special ability for.

Your list may look like it has nothing to do with job skills or experience. That's O.K. -- the purpose of this list is to make you think about your interests and things you do in everyday life.

- Look at the first item on your list. Think about the skills or talents it takes to do that item. Really think about it! All hobbies, activities, etc. take a lot of skills, knowledge and abilities. Write them all down.

Playing Basketball

- Ability to interact with others ("be a team player")
- Ability to use basic arithmetic (keep track of score)
- Ability to reach, lift, jump, stoop, and run
- Skills in directing others (calling plays, coaching)

Homemaking -- Ability to manage budgets

- Ability to handle multiple tasks
- Knowledge of human development
- Skills in teaching/training others
- Cooking, cleaning, laundry

Fixing Cars

- Ability to diagnose mechanical problems
- Skill in using a variety of tools

- Ability to see differences in shapes and sizes of objects
- Knowledge of electronics

Work History

If you've worked before, list your jobs. Include volunteer, part-time, summer, and self-employment. Next, write down work duties for the jobs you listed. Now, think about the skills or talents it took to do each work duty. Write them down.

Here's an example:

Work Duties	Skills or Talents
Pick vegetables and fruits on a farm	Inspect fruits for damage/ripeness
Use hoes, shovels and shears to plant, cultivate, and prune fruit trees	Ability to work quickly and skillfully with hands Skill in using tools Ability to work outside for long periods of time Physical endurance Bending, stooping

Education

- List the schools you attended, dates, major studies or courses completed. Include military and vocational education and on-the-job training.
- List degrees, certificates, awards and honors.
- Ask yourself what classes or training you liked. Why did you like them?

Physical Condition

- Do you have any disabilities limiting the kind of work you can do? •Companies will often make special accommodations to employ disabled persons (in fact, some accommodations are legally required). If you have strong or special physical capabilities, list these too.

Career Goals

- What kind of work do you want to be doing 5 or 10 years from now?
- What kind of job could you get now to help you reach this goal?

Matching Your Background and Experience To Jobs

Look at the abilities (talents) identified on your background and experience list. You have talents that you use everyday. Now find out what JOBS can use your talents.

Start at your local One- Stop Center. This office has free information about many jobs. You may be given an appointment with a career counselor who can help you decide what kind of work is best suited to your abilities and interests.

While you're at Job Service, ask to see the Guide for Occupational Exploration

and the Occupational Outlook Handbook (you can also get these books at most public libraries). These easy to read books, published by the Department of Labor, describe:

- work duties for many different occupations
- skills and abilities needed for different types of jobs
- how to enter occupations
- where jobs are located
- training and qualifications needed
- earnings, working conditions, and future opportunities.

Match the skills and abilities in your list to the skills and abilities of different jobs. Don't limit yourself. The important thing is not the job title, but the skills and abilities of the job. You may find that your skills and abilities match with an occupation that you have never thought about.

Where To Get Job Information

If you know what job skills you have, you are ready to look for a job. You can look for job openings at these sources:

- Networking*. Tell everyone you know you're looking for a job. Ask about openings where your friends work.
- Private employers*. Contact employers directly to market your job talents. Talk to the person who would supervise you even if there are no jobs currently open.
- State Employment Service Offices* provide help on finding jobs and other services, such as career counseling. See the back of this brochure for the Employment Service Office in your state.
- America's Job Bank*. A nation-wide pool of job opportunities which will extend your search to other states and can be viewed in your local Employment Service offices or directly through the Internet.
- Federal, state and local government* personnel offices list a wide range of job opportunities. Check the Government listings in your phone book.
- Local public libraries* have books on occupations and often post local job announcements. Many state libraries are also providing free access to Internet through PCs.
- Newspaper ads* list various job openings.
- Local phone book*. Look for career counseling centers in your area (some may require fees).
- Private employment and temporary agencies* offer placement (employer or job hunter may pay a fee).
- Community colleges and trade schools* usually offer counseling and job information to students and the general public.
- Proprietary schools*. Private training centers offer instruction in specific trades (tuition is usually required). Check with your office of state education for credible schools.
- Community organizations* such as clubs, associations, women and minority

centers, and youth organizations.

- *Churches* frequently operate employment services or provide job search help.

- *Veterans' placement centers* operate through state employment offices.

Veterans' social and help organizations often have job listings for members.

- *Union and apprenticeship programs* provide job opportunities and information.

Contact your state apprenticeship council or relevant labor union directly.

- *Government sponsored training programs* offer direct placement or short-term training and placement for applicants who qualify. Check the yellow pages under Job Training Programs or Government Services.

- *Journals and newsletters for professionals or trade associations* often advertise job openings in their field. Ask for these at the local library.

Under the Civil Rights Act of 1964, all of the sources listed above serve persons of any race, color, religion, sex or national origin. The Age Discrimination in Employment Act of 1967 forbids agencies to discriminate against older workers. Both laws forbid employers to discriminate in hiring.

Most Commonly Used Job-search Methods

Percent of Total Jobseekers Using the Method	Method	Effectiveness Rate*
66.0	Applied directly to employer	47.7
50.8	Asked friends about jobs where they work .	22.1
41.8	Asked friends about jobs elsewhere .	11.9
28.4	Asked relatives about jobs where they work	19.3
27.3	Asked relatives about jobs elsewhere	07.4
45.9	Answered local newspaper ads	23.9
21.0	Private employment agency	24.2
12.5	School placement office	21.4
15.3	Civil Service test	12.5
10.4	Asked teacher or professor	12.1
01.6	Placed ad in local newspaper	12.9
06.0	Union hiring hall	22.2

* A percentage obtained by dividing the number of jobseekers who actually found work using the method, by the total number of jobseekers who tried to use that method, whether successfully or not.

Cover Letters & Letters of Application

Letter of Application

A letter of application is used when inquiring about a job or submitting an application form.

Cover Letter

If you're applying for a job that requires a resume, you should write a cover letter to accompany your resume.

The purpose of these letters is to:

- tell how your job talents will benefit the company
- show why the employer should read your resume or application form
- ask for a job interview.

Tips for writing cover letters include:

- Write a separate letter for each job application.
- Type letters on quality 8.5" x 11" paper.
- Use proper sentence structure and correct spelling and punctuation.
- Convey personal warmth and enthusiasm.
- Keep your letter short and to the point.

Sample Letter of Application

John Kile Ace
Auto Service
1369 Oak Street
Megapolis, IN 01234

Dear Mr. Kile:

I've been checking into auto repair shops in the area to find a garage that has a good reputation and offers an entry mechanic training program. Several sources recommended Ace Auto Service as a reliable garage that uses the latest diagnostic equipment. I've worked on cars with my uncle, who is a member of the "Tin Lizzies" auto club. I'm doing tune-ups through word of mouth referrals and I recently helped overhaul a Nissan 3002X. I've worked with computers in school, so I feel I could learn how to operate computerized diagnostic equipment with minimal training. With my background and interest in car repair, I think I could contribute to the continued success of Ace Auto Service.

I will call you on Monday, December 13 to talk to you about possible job opportunities.

Sincerely,

Joe Clark
6913 Willow Street
Megapolis, IN 01234
(555) 345-6789

Show that you've done some homework on the company (you know what they do, their interests and problems).

Try to identify something about you that is unique or of interest to the employer.

Request an interview. If possible, suggest a specific date and time.

Include your address and your telephone number.

Cover Letter

Mr. Clarence Brown, Supervisor
Norton Electronics
6543 Sunrise Ave.
Anytown, US 04538

Dear Mr. Brown:

I am interested in the position of electronic assembler which you advertised recently in the Anytown Oracle. The enclosed resume outlines my experience and skills in electronics and printed circuit board assembly. I am familiar with Norton Electronics and the quality products you produce. I would like to meet with you to discuss how my skills would benefit Norton Electronics. I may be reached at (555) 778-4321.

Sincerely,

Rhonda Ramirez
304 Park Street
Anytown, US 04536

Address each letter to the specific person you want to talk to (the person who would actually supervise you).

Highlight your job qualifications.

State the position you are seeking and the source of the job opening (newspaper ad, friend, etc.).

Preparing Your Resume

You want to apply for a job. Do you need a resume? That depends on the kind of job you're applying for:

RESUME REQUIRED

Professional, technical, administrative and Professional, technical, administrative and managerial jobs.

Sales positions

Secretarial, clerical, and other office jobs

RESUME SOMETIMES REQUIRED

Skilled jobs (Examples: Baker, Hotel Clerk, Electrician, Drafter, Welder)

RESUME NOT REQUIRED

Unskilled, quick turnover jobs (Examples: Fast Food Server, Laborers, Machine Loader, Cannery Worker, etc.)

Tips for Good Resumes

You need two types of information to prepare your resume:

1. **Self information.** You need to know your job talents, work history, education and career goals. Did you complete your background and experience list on page four? If you did, you have the self information required to prepare your resume.
2. **Job information.** Gather specific information on the job you're applying for. Here's what you need:
 - Job duties (to match your skills to the skills needed for the job). Get your job duties from the job announcement. If the announcement or ad is vague, call the employer and ask for a description of job duties.
 - Education and experience required (again, so you can match your education and experience with that required for the job).
 - Hours and shifts usually worked.
 - Pay range (make their top offer the minimum acceptable!).

With the information on yourself and the job you're applying for, you're ready to write your resume.

Two Types of Resumes:

Reverse chronological resumes list jobs you've had. Your most recent job is listed first, your job before that is listed second, and so on. Each job has employment dates and job duties.

Functional resumes describe your skills, abilities and accomplishments that relate to the job you're applying for. Employment history is less detailed than chronological resumes.

What kind of resume should you use? Answer the following questions:

- Have you progressed up a clearly defined career ladder, and you're looking for job advancement?
- Do you have recent job experience at one or more companies?

If your answer is yes, use a REVERSE CHRONOLOGICAL RESUME.

- Are you a displaced homemaker?
- Are you a veteran and you want to relate your military training to civilian jobs?
- Do you have little or no job experience?
- Do you have gaps in your work history?

- Is the job you're applying for different from your present or recent job?
- Do you want to emphasize your work skills and accomplishments instead of describing your job duties?

If your answer to any of these questions is yes, use a FUNCTIONAL resume.

The following pages have examples of both types of resumes and suggestions on how to prepare them.

Tips for Preparing a Functional Resume:

- Study the duties for the job you're applying for. Identify 2 or 3 general skills that are important to the job.
- Review your background and experience list. Find talents and accomplishments that demonstrate your ability to perform the job skills.
- List your talents and accomplishments under the job skills they relate to.
- Use simple, short, active sentences.
-

This applicant is still in high school. He wants to work part time until he graduates.

ROBERT YEE
 139 River Lane
 Ceder, OH 01234
 (555) 98745543

OBJECTIVE:

Part time entry level position in Bookkeeping

QUALIFICATIONS:

- Earned Exceptional Accomplishment raise at McDonald's.
- Excellent at thinking through problem situations.
- 1 year successful experience in Bookkeeping & Cashier at McDonalds.
- Finished business classes with high grades.

EXPERIENCE

Bookkeeping

- Accurately completed bookkeeping assignments at McDonald's in half the usual time required.
- Recorded daily sales—
 - computed total items sold and tallied total daily revenues
 - assembled monthly reports showing cashiering errors and audited employee register records
- Verified accuracy of vendor invoices and helped compute employee hours on time cards.
- Balanced family checkbook and helped pay bills.

Administrative Support

- Assisted store manager in training and assigning employees
 - prepared new employee personnel folders
 - called substitutes to cover during illness or rush hours.
- Filed and retrieved personnel records.
- Posted and filed official documents.
- Word processed letters; answered telephone; scheduled interviews; made reservations.

WORK HISTORY

1990	Full-time student	Cedar High School
May 99 - Present	Cashier	McDonald's
Dec 98 - May 99	Bookkeeper	McDonald's
Summer 1998	Clerk	Cedar Recreation Center

EDUCATION & TRAINING

Senior -- Cedar High School

Focus attention on strong points.
Most resumes do NOT include references.

This applicant is a high school dropout. She has some paid experience, so her resume focuses on related experience and her hobby.

JENNIFER A. LONG
215 Amber Lane
Tuvax, CA 94321
555-5432

JOB OBJECTIVE:
Position as a Paralegal

QUALIFICATIONS & EXPERIENCE

Strong interest in the law; I spend much of my spare time:
-- reading transcripts of old law cases (from law books at the library)
-- watching legal/educational programs on TV

Experience as a Legal Secretary:
-- updated and maintained the filing system
-- processed documents on the word processor
-- processed and delivered the mail
-- answered the phone and made appointments with clients

Skills
-- word processing
-- can take dictation
-- have an investigative and curious nature

Academic
-- Studied business law and legal principles in high school and community college.

EMPLOYMENT HISTORY

1997-Present Legal Secretary-- Kramer & Kramer, Truly, CA
1995-97 Receptionist -- Walter Smyte, MD, Swiss, CA
1993-95 Food Server -- Burger King, Swiss, CA

EDUCATION

Moohey College -- Secretarial courses -- two semesters 1984
Lonemont Community College -- Business courses -- three semesters 1985
Lonemont Adult School -- Equivalency certificate 1983

- | |
|--|
| <ul style="list-style-type: none"><input type="checkbox"/> Personal information that is not related to the job (age, height, weight, and marital status) is NOT included.<input type="checkbox"/> Describe specific skills and accomplishments, using short sentences.<input type="checkbox"/> List special skills such as word processing or ability to operate special equipment.<input type="checkbox"/> Make wide. Leave space between parts of the resume.<input type="checkbox"/> Tips for Preparing a Reverse Chronological Resume:<ul style="list-style-type: none"><input type="checkbox"/> List your jobs starting with your present or most recent job. Give exact dates for each job.<input type="checkbox"/> Briefly describe the main duties you performed in each job.<input type="checkbox"/> Emphasize duties that are important for the job you're applying for.<input type="checkbox"/> Use simple, short, active sentences. |
|--|

This applicant has steady employment. Each new job has increased responsibility.

LOUISE JOHNSON
543 River Court
Nashville, Tennessee 37219
(516) 984-1000

EXPERIENCE

Since 1990	Personal Secretary, Cotton Gin Inc., Nashville, Tennessee. Secretary to Personnel Director. Duties Included taking dictation, word processing and scheduling meetings.
1984-90	Secretary, Cotton Gin Inc., Nashville, Tennessee. One of 13 word processors in legal department Duties included entering correspondence and forms on the word processor, proof reading legal documents, and processing the mail.
1979-84	Clerk-Typist, Raymond Sewing Factory, Memphis, Tennessee. Duties included typing forms, processing mail, establishing and maintaining filing system.
1976-79	Receptionist, D.W. Meringue, D.D.S., Memphis, Tennessee. Duties included answering telephone, scheduling appointments, greeting patients and processing billings.

SKILLS

Can take dictation, Word-processing Typing, Good organizational skills

EDUCATION

Underwood High School, Nashville, Tennessee. High school diploma with emphasis in business education, 1975.

Member, National Honor Society

Avoid precise dates--just give years if possible

Include scholarships and honors and major school subjects if related to your job goal.

10 Tips for the Effective Resume

The following rules apply to all resumes:

1. If possible, use a computer to prepare your resume. There are computer programs that make it easy to produce a professional looking resume. Your local school, library, Employment Service local office or "quick print" shop can help.
2. Do not include irrelevant personal information (age, weight, height, marital status, etc.).
3. Do not include salary and wages.
4. Center or justify all headings. Don't use abbreviations.
5. Be positive. Identify accomplishments.
6. Use action verbs (see the list below).
7. Be specific. Use concise sentences. Keep it short (one page is best).
8. Make sure your resume "looks good" (neat and readable).
9. Proofread the master copy carefully. Have someone else proofread the master copy carefully.
10. Inspect photocopies for clarity, smudges and marks.

Action Verbs

Action verbs give your resume power and direction. Try to begin all skills statements

with an action verb. Here is a sample of action verbs for different types of skills:

Management skills

administered
analyzed
coordinated
developed
directed
evaluated
improved
supervised

Clerical skills

arranged
catalogued
complied
generated organized
processed
systematized

Financial skills

administered
analyzed
balanced
budgeted
forecast
marketed
planned
projected

Research Skills

clarified
evaluated
identified
inspected
organized
summarized

Technical skills

assembled
built
calculated
designed
operated
overhauled
remodeled
repaired

Creative skills

conceptualized
created
designed
established fashioned
illustrated
invented
performed

Helping skills

assessed
coached
counseled
diagnosed
facilitated
represented

Communications skills

arranged
addressed
authored
drafted
formulated
persuaded

The Talent Bank

Once a resume is completed, it can be fed into the Talent Bank, now available in many local Job Service offices. The "Bank" is an electronically searchable database of resumes or other statements of qualifications from job hunters seeking employment. Those searching for jobs or new opportunities can post their resumes/qualifications to the bank. Employers search the banks to select a group of resumes for further screening. Click Here for Web Sites where you can post your resume.

Interviewing

Most hiring decisions are made at the first interview. How you come across in that interview could be as important as your experience and job talents.

Here are some interviewing tips that will help you get the job you want.

Before The Interview:

- Learn as much as you can about the company salary and benefits. Friends, neighbors and relatives who work for the company are good sources of information. Libraries, local chambers of commerce, etc. are also helpful.
- Learn everything you can about the job and how your previous experience and training qualify you for the job.
- Write down the things you will need to complete applications: your background and experience list (contains names of former employers, schools, training, etc.) a resume or summary of your work experience samples of your work (if practical). Also include any work-related or community service awards that you have received.
- Be sure to bring your social security card, driver's license, union card, military records, etc.

The Interview:

- Dress for the interview and the job. Don't overdress or look too informal.
- Always go to the interview alone. Arrange for baby sitters, transportation, and other pitfalls ahead of time so that you can be on time and relaxed in the interview.
- Find common ground with the employer. Pictures, books, plants, etc., in the employer's office can be conversation.
- Express your interest in the job and the company using information you gathered to prepare for the interview.
- Let the interviewer direct the conversation.
- Answer questions in a clear and positive manner. Show how your experience and training will make you productive in the shortest time with minimal supervision.

Note:

- Speak positively of former employers and co-workers no matter why you left even if you were fired from your last job.
- Let the employer lead into conversations about benefits. Your focus on these items can be a "ram off." But, don't be afraid to ask questions about things that you really need to know.
- When discussing salary, be flexible--avoid naming a specific salary. If you're too high, you risk not getting the job. If you're too low, you undersell yourself. Answer

questions on salary requirements with responses such as, "I'm interested in the job as a career opportunity so I'm negotiable on the starting salary". Negotiate, but don't sell yourself short.

"Closing" the Interview:

- If the employer does not offer you a job or say when you will hear about it, ask when you may call to find out about the decision.
- If the employer asks you to call or return for another interview, make a written note of the time, date and place.
- Thank the employer for the interview and reaffirm your interest and qualifications for the job.

Testing

For some jobs, you may need to take a test. Usually, the job announcement or ad will say if a test is required.

There are several types of selection and job fitness tests:

- Aptitude tests predict your ability to learn and perform job tasks.
- Job knowledge and proficiency tests measure what you know and what you can do in a job (for example, word processing speed for a secretary job, knowledge of street names and routes for a fire fighter job, etc.).
- Literacy tests measure reading and arithmetic levels.
- Personality tests help identify your personal style in dealing with tasks and other people. Certain personalities can be well suited for some jobs and not-so well suited for other jobs. For example, an outgoing person may be well suited for a sales job.
- Honesty and Integrity tests evaluate the likelihood of stealing and trustworthiness of applicants.
- Physical ability tests measure strength, flexibility, stamina and speed for jobs that require physical performance.
- Medical tests determine physical fitness to do a job.
- Drug tests show the presence of illegal drugs that could impair job performance and threaten the safety of others.

How to prepare for tests:

You can't study directly for aptitude tests. But you can get ready to do your best by taking other tests. Look for tests or quizzes in magazines and school books. Set time limits. By taking tests, you learn about the testing process. This helps you feel more comfortable when you are tested.

Brush up on job skills. For example, if you're taking a typing test, practice typing. If you're taking a construction test, review books and blueprints.

Get ready for physical tests by doing activities similar to those required for the job.

For literacy tests, review and do exercises in reading and math books or enroll in remedial classes.

It's natural to be nervous about tests (some anxiety may even help you).

Here are some tips that will help you take most tests:

1. Make a list of what you need for the test (pencil, eye glasses, I.D., etc.). Check it before leaving.
2. Get a good night's sleep.
3. If you're sick, call and reschedule the test.
4. Leave for the test site early.
5. If you have any physical difficulties, tell the test administrator.
6. If you don't understand the test instructions, ASK FOR HELP before the test begins.
7. If there are strict time limits, budget your time. Don't linger over difficult questions.
8. Find out if guessing is penalized. If it's not, guess on questions you're not sure about.
9. If you have time, review your answers. Check to make sure you did not misread a question or make careless mistakes.
10. You may be able to re-take the test. Ask about the retesting policy.
11. Get a proper interpretation of your scores. The scores may indicate other career opportunities that should be pursued.

After the Interview

Make each interview a learning experience. After it is over, ask yourself these questions:

- What points did I make that seemed to interest the employer?
- Did I present my qualifications well? Did I overlook qualifications that were important for the job?
- Did I learn all I needed to know about the job?
- Did I ask questions I had about the job?
- Did I talk too much? Too little?
- Was I too tense? Too relaxed?
- Was I too aggressive? Not aggressive enough?
- Was I dressed appropriately?
- Did I effectively close the interview?

Make a list of specific ways you can improve your next interview. Remember, "practice makes perfect"-- the more you interview the better you will get at it.

If you plan carefully and stay motivated, you can "market your job talents". You will get a job that uses your skills and pays you well.

JOB SEARCH CHECKLIST

Complete items 1-3 on this checklist before starting your job search

Complete items 4-5 everyday of your job search

Complete items 6-9 when you have interviews

1. IDENTIFY OCCUPATIONS

Make a background and experience list.

Review information on jobs.

Identify jobs that use your talents.

2. IDENTIFY EMPLOYERS

Ask relatives, etc. to help you look for job openings.

Go to your State Employment Service Office for assistance.

Contact employers to get company and job information.

Utilize other sources to get job leads.

Obtain job announcements and descriptions.

3. PREPARE MATERIALS

Write resumes (if needed). Use job announcements to "fit" your skills with job requirements.

Write cover letters or letters of application.

Assemble a job search kit: pens, writing tablet, maps, public transportation guides, clean copies of resumes & applications, background and experience list, Social Security Card, and picture ID.

Use the Talent Bank.

4. PLAN YOUR TIME

Wake up early to start looking for work.

Make a "to do" list of everything you'll do to look for a job.

Work hard all day to find a job.

Reward yourself (do a hobby or sport, visit friends, etc.)!

5. CONTACT EMPLOYERS

Call employers directly (even if they're not advertising openings). Talk to the person who would supervise you if you were hired.

Go to companies to fill out applications.

Contact your friends and relatives to see if they know about any openings.

Use Resources on the Internet.

6. PREPARE FOR INTERVIEWS

Learn about the company you're interviewing with.

Review job announcements to determine how your skills will help you do the job.

Assemble resumes, application forms, etc. (make sure everything is neat).

7. GO TO INTERVIEWS

Dress right for the interview.

Go alone.

Be clean, concise, and positive.

Thank the interviewer.

8. EVALUATE INTERVIEWS

Send a hand written thank you note to the interviewer within 24 hours of the interview.

Think about how you could improve the interview.

9. TAKE TESTS

Find out about the test(s) you're taking.

Brush up on job skills.

Relax and be confident.

10. ACCEPT THE JOB!

Understand job duties & expectations, work hours, salary, benefits, etc.

Be flexible when discussing salary (but don't sell yourself short).

CONGRATULATIONS!

JOB SEARCH INFORMATION

The following job search information was originally published by the U.S. Department of Labor.

Tips for the ex-offender

Dealing with potential employers is never an easy task for clients with criminal records. Ex-offenders to lie on the application may get hired, and then fired if their record becomes known. Those who are honest may feel like they never even get a chance. Although there are no magic formulas for dealing with this sensitive situation, the following hints may be helpful. See your release preparation coordinator for more information.

- To tell or not to tell. It's up to you but we recommend honesty. On the application put "will discuss in interview" rather than a lengthy explanation of past convictions. In an interview, keep explanations short and stress what you learned in prison and what your skills and assets are. Be positive!
- Gaps in employment due to time served. If you had a job in prison, list this. Under salary, write "minimum wage." After all, a dollar a day was the minimum wage! Again, be positive and stress that though incarcerated, you haven't been lazy.
- Reason for leaving. Avoid negative words like "went to jail" or "paroled." Instead put "relocated" or "contract ended."
- The interview. Relax—be comfortable discussing the conviction. Practice ahead of time. Maintain eye contact – this shows you have nothing to hide. Again, keep explanations short and focus on what you have to offer the employer. Believe in yourself and it will show.

Applications

- Don't lie about your experience or qualifications. Even if it helps you get the job initially, you can be fired if and when the truth becomes known (and it usually does).
- Never volunteer information that might be considered "negative" by employers (i.e., criminal record, substance abuse history, job terminations). If you are asked on the application about these things, put "will discuss." Since the purpose of an application is to get an interview for the job by putting "will discuss" instead of the possibly damaging information, you are forcing the employer to either give you the interview to get more information (which is the goal anyway) or eliminate you without really knowing why. If you are a qualified applicant, most employers won't do this. Remember: when you go to fill out an application, you should be groomed and dressed as if you were going on an interview. Sometimes you will be interviewed on the spot. When you file an application

don't forget about it and hope the employer calls you. Follow-up! –usually within five to seven days. A phone call to check on the status of your application is recommended. In fact, the best advice any job seeker can get is “Don't give up!” There will probably be many “no's” before you get a job. However, if you're willing to work at getting a job you will be successful. Good luck!

Phone Script

FOR CLASSIFIED AD:

Hello, my name is _____. I'm calling about the (job title) position advertised in (name of newspaper & edition, i.e., Sunday's, yesterday's). I've had (number of years or use “a lot” instead of a specific number of years) of experience in this field and would like to set up a time for us to get together and discuss this job in more detail.

FOR COLD CALL:

Hello, my name is _____. I'm calling to see if you have any openings for (job your interested in). I've had (number of years or use “a lot” instead of a specific number of years) of experience in this field and would like to set up a time for us to get together and discuss this job in more detail.

IF THEY DON'T HAVE OPENINGS

Would it be possible for me to come down and fill out an application in case any positions become available? Do you know of any (job title) openings in the area?

REMEMBER:

- Be polite. Whether you get the results you want or not, thank the person for taking the time to speak with you.
- Be prepared to answer questions about your background and/or experience.
- Have a pen and paper handy to take down information or directions.
- Be prepared to set up an interview (a pocket calendar is handy to make sure you don't make conflicting appointments).

This script will give you an idea of how to talk to an employer on the phone. You should always use your own words and use language with which you are comfortable. AVOID SLANG!

EXPLAINING A FELONY CONVICTION TO AN EMPLOYER

For an ex-offender, the most dreaded part of the job search can be explaining a felony conviction to a potential employer. Many ex-offenders have never honestly answered the question, "Have you ever been convicted of a crime?" As a result, they drift in and out of employment, staying with a job until the employer finds out through a background check, a call from a parole agent, or some other way.

Ex-offenders may be fired for falsifying information on their job application, not because they are ex-offenders. A company may hire ex-offenders, but have a policy of terminating anyone for lying on the application.

It is up to you whether you tell an employer about felony convictions. But we believe that "*honesty is the best policy.*" Our experience shows that *HOW* you communicate this information makes a difference. You must see yourself as a worthwhile and valuable asset who has skills and abilities an employer needs, not as an ex-convict unworthy of employment. You need a positive self-image and confidence in your skills and abilities to "sell yourself" to an employer.

The federal Work Opportunity Tax Credit (WOTC) is available as an incentive to hire ex-offenders and others who may have difficulty finding work. The Federal Bonding Program, in states where it is available, allows employers to hire ex-felons and surety bond them if their own insurance won't. These incentives, along with your positive attitude, can make you an attractive job candidate.

Some points to remember:

RELAX – If you do not look and feel comfortable talking about your conviction, how can you expect the interviewer to be comfortable with your explanation?

MAINTAIN EYE CONTACT – Although a fundamental rule of interviewing, it is especially crucial to assure the interviewer you have nothing to hide.

BRIEFLY EXPLAIN YOUR CONVICTION IN WORDS THE INTERVIEWER CAN UNDERSTAND – Never state penal code or health and safety code violations (they will only ask what they mean) and don't dwell on your conviction.

ALWAYS ADD SOMETHING POSITIVE ABOUT YOUR SKILLS AND ABILITIES OR POSITIVE INFORMATION ABOUT THE COMPANY – This is a good place for your "personal commercial."

The following examples illustrate these rules:

EXAMPLE 1

Interviewer: “I see from your application that you have been convicted of a crime. Will you explain this to me? Tell me about it.”

Applicant: “I’m glad you asked because I want you to feel comfortable about hiring me. It is embarrassing for me to talk about. I want to assure you that it had nothing to do with my previous employers. I took some things that didn’t belong to me and as a result, I’ve taken the time to decide what field I would like to get into. I have enrolled in several clerical courses and can type 50 wpm. I am familiar with several software programs for word processing, and have excellent phone skills. I am very interested in learning all I can about this industry and I know I would be an asset to your organization.

In this example, the applicant has spent very little time explaining the conviction in comparison to the time talking about his or her skills and abilities.

EXAMPLE 2

Applicant: “When I was younger I got mixed up with the wrong crowd and got in trouble for breaking into cars. We all do things when we are young that we regret. I used the time to my advantage by completing an air conditioning and heating training program and received my certificate. I’ve researched several air conditioning companies in the area and yours is well respected. I would really like to be a part of your team.”

EXAMPLE 3

Applicant: “In my past, I was involved in drugs, but that is all behind me and I’ve taken control of my life. I have two years of experience in food service and want to stay in this industry and learn as much as possible. As a result of my past, when you hire me, your company is eligible for the Work Opportunity Tax Credit, which can save you up to \$2,400. Are you familiar with this program?”

In this example, the applicant uses the WOTC as an added incentive for the employer to hire him or her.

Appendix C

Sample Job Application

The following sample job application will give you an idea of what to expect with you apply for a job. You may be asked to fill out an application on the day of the interview, so make sure you are prepared to provide any necessary information about yourself and your employment history.

Retail Systems Corporation – Application for Employment

Personal Information

First Name: _____

Middle Name: _____

Last Name: _____

Social Security Number: _____

Street Address: _____

City: _____ State: _____ Zip: _____ County: _____

Home Phone: _____

Business Phone: _____

Have you ever applied employment with us?

Yes: _____ No: _____ If yes, when?: _____

Position Desired

Title: _____

Desired Salary: \$_____

If you prefer to work in a different zip code than where you currently live, please indicate where you would like to be located below:

City: _____ State: _____ Zip: _____

Work Eligibility

Are you eligible to work in the United States? Yes: _____ No: _____

Are you available to work holidays? Yes: _____ No: _____

When will you be available to begin work? _____ / _____ (Month/Year)

Are you 17 or older? Yes: _____ No: _____

Have you been convicted of, pleaded guilty to, or pleaded no contest to, an act of dishonesty, or breach of trust or moral turpitude, such as misdemeanor petty theft,

burglary, fraud, writing bad checks, and other related crimes within the last 5 years?

Yes: * _____ No: _____

If yes, please explain: _____

* Conviction of a crime or pleading guilty to a criminal charge will not necessarily disqualify you from the job for which you are applying. Each conviction will be considered with respect to time, job relatedness, and other relevant factors.

Do you have other special training or skills (additional spoken or written languages, computer software knowledge, machine operation experience, etc.)?

How did you hear about our organization?

Availability

Days Available

Sun. _____ Mon. _____ Tues. _____ Wed. _____ Th. _____ Fri. _____ Sat. _____

Total Hours Available: _____ Hours Available: from _____ to _____.

Education

High School: _____ City: _____ State: _____

Did You Graduate? Yes: _____ No: _____

College: _____ City: _____ State: _____

Course of Study: _____ # of Years Completed: _____

Did You Graduate? Yes: _____ No: _____ Degree: _____

Employment History

Please give accurate and complete full-time employment record. Start with your present or most recent employer. Include military experience if applicable.

Position #1

Company Name: _____ City: _____ State: _____

Company Phone Number: _____

Job Title: _____

Name of Supervisor: _____

Employed (Month and Year) From: _____ To: _____

Weekly Pay: _____

Describe your work: _____

May we contact this employer? Yes: _____ No: _____

If not, why not? _____

Reason for Leaving: _____

Position #2

Company Name: _____ City: _____ State: _____

Company Phone Number: _____

Job Title: _____

Name of Supervisor: _____

Employed (Month and Year) From: _____ To: _____

Weekly Pay: _____

Describe your work: _____

May we contact this employer? Yes: _____ No: _____

If not, why not? _____

Reason for Leaving: _____

Position #3

Company Name: _____ City: _____ State: _____

Company Phone Number: _____

Job Title: _____

Name of Supervisor: _____

Employed (Month and Year) From: _____ To: _____

Weekly Pay: _____

Describe your work: _____

May we contact this employer? Yes: _____ No: _____

If not, why not? _____

Reason for Leaving: _____

Conditions of Employment

Retail Systems Corporation sets high standards for its employees. Compliance with standards is a condition of employment. If you are offered a position with RSC, you must carefully consider what we would require of you before you accept. As an employee, you must do everything you can to make our external and internal customers feel like customers, including:

- Following our standards of professionalism
- Smiling and making eye contact
- Arriving on time
- Maintaining a positive, enthusiastic attitude

- Treating coworkers with respect
- Offering exit appreciation to clients
- Being honest and dedicated to your work
- Using proper phone etiquette
- Completing necessary training requirements
- Expediting customer transactions/requests quickly and professionally
- Following company policies and procedures
- Assisting customers
- Meeting standards of work quantity and quality
- Maintaining a professional appearance and comply with the company dress code
- Accepting a work schedule that may require holiday work

Are you willing and able to comply with these requirements? Yes: _____ No: _____
 If your answer is no, or if you have concerns about being able to comply with any of these requirements, please explain:

Agreement of the Transfer of Information

I declare the information I have provided in this application are true, correct, and complete to the best of my knowledge. I understand that if employed, any falsification, misstatement, or omission of fact in connection with my application, whether on this document or not, may result in immediate termination of employment. I authorize you to verify any and all information provided above.

I acknowledge that employment may be conditional upon successful completion of a substance abuse screening test as part of the Company's pre-employment policy.

I acknowledge that if I become employed, I will be free to terminate my employment at any time for any reason, and that RSC retains the same right. No RSC representative has the authority to make any contrary agreement.

I understand it is unlawful to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal and/or civil liabilities.

Signature: _____ Date: _____

Printed Name: _____