

A Guide to One-Stop Career Center Resources

In Burlington County

The Burlington County Workforce Investment Board is committed to assisting job seeking customers with the information and resources they need to identify optimal career opportunities.

Information contained in this guide includes:

Available Programs, Services & other Resources that may help you fulfill your employment needs. Please feel free to contact the Burlington County One-Stop Career Center for more information:



Burlington County One-Stop Career Center
795 Woodlane Road
Westampton, NJ 08060
Phone: (609) 518-3900
TTY: (609) 518-3988
Fax: (609) 265-5835
Online: www.burlcowib.com

This publication is sponsored by the Burlington County Workforce Investment Board
&
The Burlington County Board of Chosen Freeholders

*“The Burlington County One-Stop Career Center System is an Equal Opportunity Program.
Auxiliary aids and services are available upon request to individuals with disabilities.”*



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THE BURLINGTON COUNTY

Guide to One-Stop Career Center Resources

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Burlington County One-Stop Career Center System

The Burlington County One-Stop Career Center System is a partnership of State, County and community workforce development organizations. The Burlington County One-Stop Career Center is open to all residents of New Jersey and each customer has maximum flexibility to pursue their individual career goals. We provide quality, easily accessible and comprehensive employment, and supportive service information.

The primary method for the delivery of program information and services is through a self-service environment. You can visit our Public Access Resource Area and utilize computers for Internet job search or to develop your resume. If you need personalized services, you will be given the opportunity to work one-on-one with knowledgeable staff.

The One-Stop Career Center System can also be accessed through the privacy of your own home. If you have a computer and Internet capability, you can log on to the New Jersey Department of Labor and Workforce Development's home page at <http://lwd.dol.state.nj.us/labor>. This site allows anyone to gain access to information about jobs, perform labor market research, explore career opportunities, discover social service assistance, or find out about training programs.

This guide provides an overview of the services and activities offered at the Burlington County One-Stop Career Center as well as, information about other resources available in the local area to aid you in successfully meeting your employment goals.

**This guide, along with other useful links, can be found online at www.burlcowib.com.*

Customer Bill of Rights

Our Pledge:

- We will add value to your career development efforts.
- We will deliver appropriate, quality information with courtesy and professionalism in a timely manner.
- Services will be easily accessible and offered to you in a pleasant atmosphere.
- Knowledgeable staff is available to assist you in resolving problems and accessing services.
- Our facilities are well maintained and in compliance with Americans with Disabilities Act (ADA).
- Information on all services and agencies is user friendly.
- You will be empowered to make well-informed decisions.
- Continuous improvement of the Burlington County One-Stop Career System will be attained through regular feedback from you, our customers.

Self Service

Customers may use the **Public Access Resource Area** to access computers for internet job searches, resume writing, composing a cover letter, or to file their Unemployment Insurance Claim. Fax machines, telephones, and e-mail accounts are available to correspond with employers. Copiers and a library of employment related material are also available for you to use in your job search.

Career Exploration

New Jersey Department of Labor & Workforce Development

(http://lwd.dol.state.nj.us/labor/ui/fileui/file_index.html)

This Internet web site is valuable to research job openings in the State of New Jersey, in Burlington County or anywhere in the US.

Career One-Stop

(www.careeronestop.org)

This valuable website is a nationwide source for employment information. You can explore information on careers, education and training, resumes, interview information, as well as, salary and benefits.

Professional Services Group (PSG)

PSG provides peer group support in a professional office environment with access to services provided through the partnership with the One-Stop Career Center, such as phones, fax machines, photocopy machines, computers, internet access, employment and training opportunities, etc. The Burlington County PSG has no dues or fees, but requires your active efforts on a regular basis to help yourself and others get jobs, training and related services. Please contact the One-Stop Career Center for more information.

New Jersey Training Sources

(www.njtrainingsources.org)

Through this website, you can access education and training requirements for specific occupations. You can also access a listing of state approved training providers throughout New Jersey as well as, obtain Consumer Reports on the performance information of all certified training providers.

Job Search Web Sites

| | |
|---------------------------------|--|
| State/County Jobs | www.state.nj.us/personnel/vacancy |
| Federal Jobs | www.usajobs.gov |
| New Jersey Careers | www.njcareers.com |
| Monster Jobs | www.monster.com |
| Career Builder | www.careerbuilder.com |
| Jobs In Logistics | www.jobsinlogistics.com |
| Marketing Jobs | www.marketingjobs.com |
| Accounting Jobs | www.accounting.com |
| Financial Jobs | www.jobsinthemoney.com |
| College Job Seekers | www.aftercollege.com |
| Tri-State Jobs | www.tristatejobs.com |
| Teaching Jobs | www.njhire.com |
| Chef, Restaurant and Hotel Jobs | www.starchefs.com |
| New Jersey Job Guide | www.jerseyjobguide.com |
| Miscellaneous | www.snagajob.com |

These sites are subject to change

Education Web Sites

| | |
|---|--|
| NJ Institute of Technology | www.njit.edu |
| The College of New Jersey | www.tcnj.edu |
| Burlington County College | www.bcc.edu |
| Burlington County Institute of Technology | www.bcit.tec.nj.us |
| NJ Association of School Administrators | www.njasa.net |

Public Access Sites

If you are comfortable with computers but do not have a computer of your own, you may choose to visit one of the public access sites to use a computer connected to the Internet free of charge.

| | | |
|----------------------------------|-------------------------------|--------------|
| One-Stop Career Center | 795 Woodlane Road, Westampton | 609-518-3900 |
| Burlington County Library System | 5 Pioneer Blvd., Westampton | 609-267-9660 |
| Burlington County College | 1 High Street, Mt. Holly | 609-267-5618 |

Some sites offer more than just computer access. If you need some assistance in surfing the Internet, you may choose to use one of the Resource Center sites. If needed you can receive some facilitated labor related services and obtain some additional information about local labor services and resources available. Please contact the site for information regarding the availability of assistance.

Burlington County Library System

Adapting quickly and effectively to the dynamics of the information age, the Burlington County Library is a gateway and guide to ideas, information, and entertainment. To learn more, visit www.bcls.lib.nj.us.

Job Seeker Services:

- Technology center and public access computers , Free in-house internet access with access to One-Stop Career Center information
- Extensive on-line information accessing national phone directory, education, law, business and college catalog database
- Over 850,000 books, CD ROMs, CD's cassettes and videos for information, Wide selection of current newspapers
- Literacy materials and books for new readers
- Business, tax and financial counseling
- Assistance devices for hearing impaired customers, Magnification equipment for visually impaired customer
- Access to a directory of organizations and supportive service agency offerings
- Professional staff to assist with information needs in person, by phone or on-line

Burlington County Library System
5 Pioneer Boulevard
Westampton, NJ 08060
(609) 267-9660

Local Branches: Bordentown, Cinnaminson, Evesham, Maple Shade, Pemberton, Pinelands, and Riverton

Staff Facilitated Services

Please contact the Burlington County One-Stop Career Center or visit www.burlcowib.com for additional information about any of the services listed below.

Registration

After using the self-service options, customers wishing further services are guided through a registration process. The Burlington County One-Stop system utilizes a common intake system developed by the State of New Jersey for the registration process. This is a universal system used by all One-Stop partner programs and gathers general information about you in order to assess your needs to effectively direct you to the most appropriate service.

Workshop Series

The Career Beacon Workshops are open to anyone interested in attending. Please contact the Burlington County One-Stop Career Center at (609) 518-3900 to participate.

Self-Management Skills Workshop

The Self-Management Skills Workshop will allow you to learn about skills you didn't know you had and how to present those skills to employers. Through interactive exercises, this workshop will help you to focus on your "transferable skills" and learn to present your "self-worth" to a prospective employer.

Effective Job Search Techniques

New technology has changed the rules of job hunting. The techniques you used to find your last job may be of little value now. This workshop describes the use of the Internet in a job search.

Resume Workshop

Did you know that the average time an employer looks at your resume is 5-10 seconds? A resume places the emphasis on who you are, what you know and what you offer. Learn how to write a resume that will bring you to the top of their list of interviews.

Interviewing Skills Workshop

This workshop demonstrates the concepts and strategies involved in preparation for job interviews. You will learn to prepare for hard questions, soften negative events in your work history, and organize your thoughts. The model prepares you to interview like an ideal candidate and increase your chances of getting the job.

Training & Education Seminar

This workshop discusses the importance of understanding your skills and the relationship to the job market. Job seekers will learn how to research and determine the value of training and if it is right for you. All of the programs administered through the One-Stop Career Center will also be reviewed.



Career Services

Career Assessment

Career assessment services including a review of skills, apparent barriers to employment, job history, and overall qualifications will be utilized to direct you to the appropriate placement assistance, career counseling, and/or support services.

Career Counseling

Skilled counselors are available to provide you assistance in making career choices and planning for an effective work search. Counselors provide direct referrals to a host of other service providers to assist you.

Pre-Vocational Services

Pre-vocational services include assistance with resume writing, interviewing and other necessary job search skills. Also available is assistance with posting resumes on various job banks on the Internet. The One-Stop staff will provide you all of the necessary information about the jobs that match your skills and goals and aid in arranging interviews with those businesses who are hiring.

Career Placement

Skilled counselors are available to provide assistance in matching you with the appropriate business that is hiring.

Entrepreneurial Training Program for the Unemployed

The Entrepreneurial Training Program for the Unemployed program assists qualified unemployed individuals in becoming self-employed and starting a business in New Jersey. The ETPU program provides counseling, technical assistance and entrepreneurial classroom training in preparation of establishing businesses. ETPU classroom training is available at various community colleges. Qualified customers that are receiving regular Unemployment benefits and have an interest in becoming self-employed may qualify to receive guidance on starting their own businesses in New Jersey.

Small Business Development

The Rutgers small business development center at Rutgers, Camden is part of a statewide network that provides comprehensive small business counseling and educational opportunities to small business owners and potential owners throughout the State of New Jersey.

Pre-Employment Services

Pre-employment services may include assistance to eligible individuals with meeting childcare and transportation needs, as well as, short-term courses in computer skills and what you need to know to enter the working world. For customers who may need to obtain their GED or brush up on their literacy skills, courses in academic enhancement are available.

Employability Enhancement Services

Support services are available to you if you have additional barriers to employment. In order for you to successfully obtain and retain employment, you may be referred to specialized activities to help overcome these barriers. Such support services include, but are not limited to, childcare provision, transportation assistance, mental health services, and/or rehabilitative programs.

Federal Bonding Program

(www.usworkforce.org/onestop/FBP.htm)

If you cannot secure bonding through commercial sources and it is a requirement for employment you may qualify for Federal Bonding. The bond is given to the employer free-of-charge, and serves as an incentive to the company to hire a job applicant who is an ex-offender or has some other "risk" factor in their personal background. The employer is then able to get the worker's skills without taking any risk of worker dishonesty on the job.

Adult Basic Education

If you need instruction to increase your basic academic skills; life skills, meeting personal goals (such as being able to read the destination banner on a bus), job readiness skills, job seeking skills, communication skills, computer literacy, parenting skills, and job retention skills. Services are offered both at the Burlington County One-Stop Career Center and at other sites throughout Burlington County.

Adult Secondary Education

If you are literate and can function in everyday life but you do not have a certificate of graduation (or its equivalent) from a school that provides secondary education assistance is available. Key objectives include: life skills, parenting, citizenship, preparation for the GED examination, communication skills, computer literacy, employability skills, job readiness, job seeking skills, and job retention. Services are offered both at the Burlington County One-Stop Career Center and at other sites throughout Burlington County.

Basic Skills and English Literacy

Instruction is designed for adults with limited English proficiency to learn successfully in classrooms where the language of instruction is English and/or to allow full participation in our society. Basic skills education programs provide students with instruction in Reading, Writing, Speaking, Listening, and Computation. Adult high schools provide courses **free or at minimal cost** to the student and offer **flexible scheduling**. Therefore, upgrading skills can be achieved without employees interrupting their work schedule. Services are offered both at the Burlington County One-Stop Career Center and at other sites throughout Burlington County.

Workplace Learning Link

The Workplace Learning Link uses easy, step-by-step computer programs to teach different skills. The program helps you improve your English vocabulary, reading comprehension, and writing skills, plus basic math and more. The Workplace Learning Link is also for you if you need literacy enhancement for career improvement. You must be at least 16 years of age and legal to work in the United States; there are no other eligibility requirements.

Adult High School/GED

The adult high school allows you the chance to study the courses you need to complete your official high school curriculum, free of charge. You work at your own pace and instructors are available to provide guidance and assistance to you if necessary. Additionally, Guidance and Career Counselors are available to you to help motivate and support you in meeting your individual goals. The adult high school works in conjunction with other agencies and may assist you in locating support services, such as childcare so that you may complete your high school education.

Trade Assistance Act

The Trade Assistance Act provides reemployment services to workers who have lost jobs because of imports from overseas and shifts of production to other countries due to foreign competition. For more information please contact the One-Stop Career Center directly.

Training Opportunities

Training Services will be limited to those customers who are unable to obtain other financial assistance for training, including Pell grants, or who require assistance beyond the assistance made available under the other financial assistance programs. Although under the Workforce Investment Act eligibility for adult services is not contingent on income, the Burlington County Workforce Investment Board reserves the right to establish a funding priority in order to maximize the funding allocation for adult employment training and dislocated workers. Priority populations include but are not limited to, recipients of public assistance and other low-income customers of the intensive and training service continuums.

On-the-Job Training

Qualified customers may participate in training for skills essential for performance of a job in a particular industry. The employer is provided up to 50% reimbursement of the wage rate on the client and upon successful completion of the training the employer provides long-term employment to the customer.

Occupational Training

Qualified customers, who lack marketable skills, may qualify for grants to help pay for vocational and remedial training which can also be used to help pay for training to upgrade skills so customers have a better chance to both find and keep good jobs.

Post-secondary Education

Clients may be referred to eligible vocational schools, proprietary schools, and colleges if it is deemed necessary to helping them to maximize their employment potential. The State and Community College Tuition Waiver Program is available to qualified unemployed and underemployed customers to take training courses at State and County Colleges without having to pay tuition. This service is limited on a space available basis.

Tuition Waiver Program

All State and County colleges and universities allow unemployed people to attend classes free as long as space is available. Certifications are issued by the One-Stop Career Center no more than 30 days prior to late registration. The tuition free courses can only be attended if such course has vacant seats.

Certificate Programs

The Burlington County One-Stop Career Center System offers technical training that leads to certification in a variety of career choices that are in demand. The instructors are experienced professionals. The equipment is state-of-the-art which allows the best possible education. Information regarding current available certificate programs can be found at the One-Stop Career Center.

Continuing Education

These courses are offered mostly in the evenings and on weekends to offer the full-time employee easy access to lifelong learning. These training services are available to assist customers in increasing their employability and ensure that they remain self sustaining. Courses include a variety of computer classes as well as course in construction code, general information (i.e. personal finance), and entertainment.

Pell Grants

A Pell Grant, unlike a loan, does not have to be repaid. Pell Grants are awarded only to undergraduate students who have not earned a bachelor's or professional degree. (A professional degree would include a degree in a field such as pharmacy or dentistry.) For many students, Pell Grants provide a foundation of financial aid to which other aid may be added.

For more information on Pell Grants and other financial aid that may be available to you, visit: www.ed.gov

Many of the services can be accessed through a self-service system on the Internet. For those who do not have access to computer technology at home, they can access the Internet at any One-Stop Career Center. The Burlington County One-Stop Career Center facility is equipped with computer workstations with connection to the Internet and printers.

Other Services

The following are other services available to assist you. The information and links can also be found online at www.burlcowib.com.

Career Adaptive Learning Literacy (CALL) Lab

The Career Adaptive Learning Literacy (CALL) Lab has been developed for Burlington County College under several Carl Perkins Vocational Education grants funded through the State of New Jersey. The CALL Lab, on the second floor of the Integrated Learning Resource Center in Room 203, is designed to provide self-paced, self-administered vocational skills training primarily for students who have special needs. The lab is wheelchair accessible and provides special tools and technologies to assist those individuals with hearing, visual impairments, and learning disabilities. The lab is also open to residents of Burlington County who have a disability.

Normal Hours of Operation: Monday – Thursday 8:00 am – 9:00pm
Friday 8:00 am -7:00pm
Saturday 10:00am – 5:00pm
Sunday - Closed

Integrated Learning Resource Center/Library
County Route 530
Pemberton, NJ 08068
Telephone: (609) 894-9311 Extension 1482

Technology & Engineering Center (TEC) Library
Route 38
Mount Laurel, NJ 08054
Telephone: (609) 894-9311 ext. 2021
Telephone: (856) 222-9311 ext. 2021

Mount Holly Business & Career Development Center

The Burlington County College Business & Career Development Center located in Mount Holly is an excellent community resource offering job placement and small business assistance to all Burlington County residents and businesses. The Center partners with the One-Stop Center Network in providing assistance in researching, preparing for, and responding to job opportunities at no cost to all Burlington County residents.

Job Seeker Services:

- Resume and Cover Letter Assistance
- Internet Job Search Assistance
- Free Access to Microsoft Office & the Internet for job searching and career research.
- Access to up-to-date job postings from local employers and employment agencies through the BCC website: www.collegecentral.com/bcc
- Use of phone and fax for job searching

Small Business Resource Services:

- Free Start-up assistance
- Free seminars: How to Do Business with the Government (Call for next available date)
- Access to the Internet and other valuable small business resource materials including information on small business financing and low-cost small business training workshops.

BCC Student Services:

- Registration for Credit and Non-Credit (including Professional Development and Community Enrichment Courses)
- Drop/Add and Course Withdrawal
- College Assessment Testing (every Friday, appointment required)

For more information about how the Business & Career Development Center can assist you, contact:

Burlington County College
Mount Holly Business & Career Development Center
1 High Street
Mt. Holly, NJ 08060
Phone: (609) 267-5618, option 1
Fax: (609) 267-5165

*Temporary Assistance to
Needy Families & Work
First Programs*

www.state.nj.us/humanservices/dfd/wfnjws.html

The Work First New Jersey (WFNJ)/ Temporary Assistance to Needy Families (TANF) assistance programs are designed specifically to emphasize personal responsibility, instill dignity, promote self-sufficiency and pride through work and strongly reinforce all parents' responsibility for their child (children) through strict enforcement of child support requirements. Aside from certain categories of Federally-exempt individuals, assistance benefits provided to adults under the TANF program are limited to a lifetime maximum of 60 cumulative months, and are considered a temporary cash subsidy to bridge the gap while individuals seek and obtain self-sufficiency through unsubsidized employment.

To receive assistance:

- You will need to cooperate with child support requirements if you have dependent children.
- You will have to work, actively look for work, or participate in an approved work activity.

WORK IS THE GOAL OF THE TANF PROGRAM.

The WFNJ/TANF Program:

- Works to end welfare dependency by limiting assistance to five years, and offering you the tools to find a job and to take pride in working toward independence.
- Works to help children by helping you get child support payments to care for your dependent children.
- Works toward self-sufficiency by allowing you to keep more of your paycheck when you get a job.
- Works to keep you on the job by helping with childcare, health care, transportation, housing and other support services, if needed.
- Works for a brighter future for parents and children by keeping teen parents at home and in school.

*Burlington County
Community Action Program*

Economic Self-Sufficiency Assistance Program (ESSAP):

- Housing Counseling Programs – Homelessness prevention programs that provides assistance to eligible tenants/homeowners and Foreclosure Mediation programs that provide mediation resources to homeowners who have been served with a civil action summons due to a hardship.
- Homelessness Prevention and Rapid Re-Housing Program – Provides financial assistance to households at risk of becoming homeless and/or provides support to rapidly re-house homeless, low-income individuals and families
- Asset Building Program – Provides assistance with building skills needed to achieve educational goals, homeownership, small business ownership, and various other money management and counseling services.
- Resource and Referral Program – Coordination of BCCAP's community programs and services with linkages to other social service community agencies and resources to ensure effective service delivery to low-income individuals, families, and military families.
- One-Stop Information and Referral Project – Provides extended hours of operation at the BCCAP Dickens Community Service Center to accommodate low-income working and unemployed individuals and families to allow access to the services they need. Center hours are Monday through Friday 9 am to 9 pm, and Saturday 9 am to 2 pm.
- Community Nutrition Program – Provides nutritious meals to low-income individuals, families, and the elderly. This program also offers exercise and physical activity workshops for children and families to develop and maintain healthy lifestyles.

Transportation

BurLink

BurLink was designed to meet the transportation needs of the entire community, including individuals who may have difficulty getting to established bus stops. Unlike a traditional public bus services that operates a fixed route on major transportation routes and highways, BurLink is a flexible system that can be rerouted to pick up and drop off passengers at agreed upon locations. The BurLink Customer Service Office accepts call in trip requests on a first call, first serve basis. This flexible system allows the BurLink to deviate up to approximately $\frac{3}{4}$ mile on either side of a designated route, while continuing in the same forward direction. BurLink also connects with NJ Transit buses.

For More Information Call (800) 836-0580 or (856) 596-8228

Online: www.ridetheshuttle.com

NJ Transit

NJ Transit operates an extensive bus network of intra and interstate routes throughout New Jersey and into New York and Philadelphia. The system serves the region's commercial centers with commuter runs to and from Manhattan, Newark, Jersey City, Trenton, Camden, Atlantic City and Philadelphia.

For More Information Call (800) 772-2222 or (973) 762-5100

Online: www.njtransit.com

Other Resources

Services for Older Workers

(www.experienceworks.org)

The One-Stop Career Center System provides trained, reliable, older individuals to businesses and agencies. Also provided are a wide variety of computer skills and technology training services and other job-related training programs.

Access to File an Unemployment Claim

How to file via Internet:

- Go to www.njuifile.net
- Days and hours available are Sunday 8AM – 3PM; and , Monday through Friday 7AM – 6PM. Saturday is not available for filing

How to file via Telephone:

- Social Security Numbers ending in 0-2-4-6-8 (Even) File your claim by telephone at (856) 507-2340 7:00 am to 6:00 pm **Tuesday** through Friday. No even numbers will be processed on Mondays. Social Security Numbers ending in 1-3-5-7-9 (Odd) file your claim by telephone Monday, and Wednesday through Friday 7:00 AM through 6:00 PM. No odd numbers will be processed on Tuesdays. There are courtesy telephones and access to the internet at your local One-Stop Career Center.
- For other Unemployment Information please call (609) 518-3938 or (856) 507-2347 between the hours of 7:00 am and 6:00 pm Monday through Friday.

Veteran Services (www.va.gov)

Veteran Services may be available if you are: a veteran, a veteran's dependant, a surviving spouse or child of a deceased veteran, a member of the reserves or National Guard or an active duty service member.

Services include, but not limited to:

- Disability benefits
- Employment assistance
- Education & Training
- Home Loans
- Health Care