

**WORKONE SOUTH CENTRAL IS HERE TO HELP!  
CONTACT YOUR WORKONE FOR ASSISTANCE.**

**WorkOne Bedford**  
2405 Mitchell Road  
Bedford IN 47421  
812-279-4400

**WorkOne Bloomington**  
1531 South Curry Pike, Suite 200  
Bloomington IN 47403  
812-331-6000

**WorkOne Linton**  
1600 A Street Northeast, Suite 4  
Linton IN 47441  
812-847-4479

**WorkOne Brown County**  
260 School House Lane  
Nashville IN 47448  
812-988-6968

**WorkOne Daviess County**  
8 NE 21st Street  
Washington IN 47501  
812-254-7734

**WorkOne Martin County**  
504 Park Street  
Loogootee IN 47553  
812-295-2722

**WorkOne Orange County**  
1075 N Sandy Hook Road, Suite 3  
Paoli IN 47454  
812-723-2359

**WorkOne Owen County**  
205 E Morgan Street, Suite B  
Spencer IN 47460  
812-829-6511

**Hours of Service vary by location.**

**For information on WorkOne locations visit:  
<https://www.in.gov/dwd/WorkOne/regions/region8.html>**

**WorkOne**  
*South Central*  
americanjobcenter  
NOVAMA



## INDIANA REGION 8 PRODUCT AND SERVICE

*WorkOne South Central is chartered by the  
South Central Region 8 Workforce Board, Inc.*

*The South Central Region 8 Workforce Board will serve as a catalyst to  
promote collaborative relationships between businesses, education, labor  
and service providers to support workforce development efforts and  
regional economic growth.*

*Region 8 W/OA Title I-financially assisted program is an equal  
opportunity employer / program.*

*Auxiliary aids and services are available upon  
request to individuals with disabilities.*

*Region 8 uses Relay Indiana for all TTY / TTD contact.  
Access Relay Indiana by calling 711.*

**Next Appointment / Workshop Scheduled:**

## WORKONE OFFERS PERSONALIZED SERVICES!

Looking for a job can be stressful. You might be unsure of where to turn or what to do next. Maybe you just need a refresher on searching for a job or interviewing skills to help you stand out as a candidate. You may even want to change careers altogether.

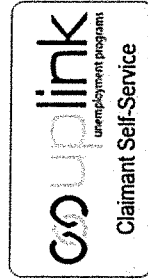
Whatever the situation, **WorkOne can help!** We assess, counsel and guide you so you can get the skills you need to be successful. Our professional and experienced staff will work with you to understand your goals and provide services, tools and training to help you find a job that fits your interests and abilities.

WorkOne offers assisted technology along with personalized service to help you keep pace with a changing world, **all at no cost to you.** For online access to information check out [www.indianacareerready.com](http://www.indianacareerready.com)

Whether you are looking for a new job, considering a change in employment, or developing a plan for your career, WorkOne can be your source for information! For personalized service, visit or contact your local office listed on the back of this guide.



[www.in.gov/dwd](http://www.in.gov/dwd)



[uplink.in.gov/CSS/](http://uplink.in.gov/CSS/)



[www.indianacareerconnect.com](http://www.indianacareerconnect.com)

## AVAILABLE SERVICES

Job Seeker Assistance

Free Computer and Internet Access

Employment Counseling

Career Counseling and Exploration

Information About Job Availability and Employment Trends

Referrals to Supportive Service Agencies

Veterans Services

Dislocated Worker Services

Services for Individuals with Disabilities

Skill Building Workshops

Access to Unemployment Insurance Information

Customized Training Programs / Tuition Assistance

Mature Worker Programs

Youth and Young Adult Programs

Short-Term Certification Programs

Computer Classes

Disability Computer Workstation

Individualized Service

**And So Much More!**

### NEED TO IDENTIFY YOUR SKILLS?

WorkOne offers many services to help you determine what skills you have to offer to a prospective employer. Some of the ways we do this are through:

- **Career Counseling** - receive one-on-one guidance from a WorkOne Career Advisor
- **WorkKeys** - an assessment that identifies current workplace and work readiness skills. This assessment is required by several area employers as part of their hiring process. [www.workkeys.com](http://www.workkeys.com)
- **Tests of Adult Basic Education (TABE)** - an assessment used prior to enrolling in occupational skills training or adult education and helps to determine an individual's educational grade level.
- **Indiana Career Explorer** - an assessment of an individual's career interests, skills and work values. [www.indianacareerexplorer.com](http://www.indianacareerexplorer.com)

### NEED TO UPGRADE YOUR SKILLS?

Once you have determined the skills you have to offer to an employer, you may need to upgrade some of your basic skills or add new ones. WorkOne can provide you with tools such as Indiana Career Ready [www.indianacareerready.com](http://www.indianacareerready.com) to help identify the resources you need to become more competitive in the workforce, including:

- **WIN** - comprehensive, easy to use system for improving your skills prior to taking the WorkKeys [www.win/system.com](http://www.win/system.com)
- **WorkKeys Career Readiness Certificates** - demonstrates to an employer that an individual has the essential employability skills for entry-level positions.
- **Occupational Information Network (O\*NET)** - a database of descriptions and requirements of the needed skills and knowledge for over 900 occupations [www.onetonline.org](http://www.onetonline.org)
- **Work Experience** - an opportunity to observe, learn, and gain hands on experience in specific career fields.

### NEED TO UPGRADE YOUR SKILLS? (CONT.)

- **On-the-Job Training (OJT)** - program that allows a qualified individual to be hired and trained by employers while working and earning an income.
  - **Occupational Training** - eligible individuals can improve skills and earn certifications to find a job and increase earnings.
  - **Adult Basic Education and Literacy Programs** - improve your basic skills and earn your High School Equivalency (HSE).
  - **Next Level Jobs-Workforce Ready Grant** - career focused free training for qualified individuals. To apply, visit [www.nextleveljobs.org](http://www.nextleveljobs.org)
- ### NEED TO FIND A NEW JOB?
- **Indiana Career Connect (ICC)** - the State of Indiana's website to search for employment, apply for jobs, and build a resume. [www.indianacareerconnect.com](http://www.indianacareerconnect.com)
  - **Referrals to Job Openings**
  - **Labor Market Information**
  - **Veterans Services**
  - **Resume and Cover Letter Information**
  - **Internet Access for Job Search**
  - **Individualized Employment Planning**
  - **Public Computers, Printers, FAX Machine, Phone**
  - **Reference Materials and Area Newspapers**
  - **Work Opportunity Tax Credit (WOTC)** - tax credits to employers for hiring qualified individuals.
  - **Federal Bonding** - program which provides Fidelity Bonds for at-risk job seekers who could not otherwise be bonded.

## WORKSHOPS OFFERED THROUGH WORKONE

The rules for job searching are rarely stagnant; they are constantly changing. What once was considered proper could now be regarded as unacceptable. Keep current with the latest job search techniques by attending a job search workshop.

### **Orientation**

This workshop provides information about the numerous services available to the job seeker through the WorkOne. Learn how to improve your job related skills, knowledge and abilities to reach your employment goal.

### **Resume Writing**

Does the thought of writing an effective resume or cover letter leave you nervous or scratching your head in wonder? This workshop will offer a step-by-step process for creating a professional resume to market your skills, knowledge, and abilities to employers. Learn about resume formats, best practices, and skill statements.

### **Interviewing Techniques**

An interview is a conversation between two or more people which has a definite purpose. Participants will be provided with in-depth information on preparing for an interview, answering questions effectively, marketing their skills, and doing follow up. You will learn techniques to make this conversation a success.

### **Career Exploration**

Have you ever wondered what kind of work you would really like to do or what type of jobs would be right for you? This one on one workshop with a Career Advisor will help you increase your understanding of how to use labor market information, career tools and available resources to answer these questions.

### **Job Search Techniques**

Learn job search techniques to help you find the employment you really want. You will find out about the hidden job market, how to use Indiana Career Connect and other online application sites, professional networking, and best practices.

## PERIODIC WORKSHOPS

### **Financial Literacy**

Meet one on one with a Career Advisor and using a nationally recognized inventory learn how to create a budget, improve your knowledge of finances, and get control of your financial future.

### **Skills For Job Success**

What things do you need to learn to be successful on the job? Learn about employers expectations in the area of soft skills, business etiquette, and business ethics. Learn behaviors to help you keep your job, advance on your job and even find a better one.

### **Using Social Media in Your Job Search**

What are the best ways to use Facebook, LinkedIn and other social media sites to find work? Learn the basics of using these tools to find work in your field and how to network and make contact with employers using this approach to recruiting talent.

### **Federal Employment**

The federal employment process differs from all other types of employment. This workshop will assist you in learning how to navigate the USA Jobs website. Learn how to create a federal resume based upon Job Opportunity Announcements and keywords.

## COMPUTER WORKSHOPS

### **Digital Literacy**

These workshops are offered at the Beginner, Intermediate and Advanced levels. The beginner class is designed for users with no or minimal computer experience and presented in an easy non-threatening atmosphere. Individuals are taught the fundamental features of computer hardware and Microsoft programs such as Microsoft Word and Microsoft Excel. The intermediate and advanced classes will provide advanced instruction of Microsoft Word and Excel.

### **Using Indiana Career Connect**

Learn to use the tools available in Indiana Career Connect to create resumes and cover letters; use the virtual recruiter to find job opportunities; manage and track correspondence; complete assessments to improve job matching; and much, much more.

## INDIANA CAREER CONNECT.COM

### Create an Account

- To create an account, go to [IndianaCareerConnect.com](http://IndianaCareerConnect.com)
- Click "Sign in" button in the top menu bar
- Choose Option 3: Create a User Account—Individual Registration
- Agree to terms and privacy agreement
- Click on the Comprehensive Registration link
- Continue following the steps and fill in all required fields
- Please note that your user name must be a valid email address

### Forgot Username and/or Password

- Click on "Sign in"
- Click on the Retrieve User Name or Password link in Option 1
- Choose the option that applies to you (Forgot Password, Forgot User Name or Forgot User Name and Password) and click the link in that section
- Continue following the steps to reset your user name and/or password

### Build A Resume

- Click on the Menu in the top left corner and then click on "Resume Builder" in the Quick Menu section
- Click Create New Resume
- Enter a resume title. TIP: Choose a title that highlights your experience or skills rather than simply listing your name
- Choose your creation method: Quick or Wizard, then click Save
- Click on each subject header and fill in your information
- Scroll down to Additional Employer Searchable Items and add additional information, if desired
- Once complete, you can print, email or download a copy of your resume by clicking on the icons to the right of your name on your resume

## INDIANA CAREER CONNECT.COM

### Upload Your Resume

- Click on the Menu in the top right corner and then click on "Resume Builder" in the Quick Menu section
- Click Upload Resume
- Enter a resume title. TIP: Choose a title that highlights your experience or skills rather than simply listing your name
- Choose your creation method: Quick or Wizard, then click Save
- Click "Select Resume File" and then "Choose File", then click Save
- Scroll down to Additional Employer Searchable Items and add in additional information, if desired

### Search for Jobs

- Click on the Menu in the top left corner and then click on Job Search in the Quick Menu
- Enter search criteria (job title, company, occupation or military code) along with the are you want to search in and click on Quick Search

### Apply for a Job

- From the job search results screen, click on the job posting title that interests you
- Review the job posting details
- If you would like to apply, simply click the Apply button at the top of the screen
- Some job postings will have multiple ways to apply including applying on an external site

### Virtual Recruiter

This option will allow Indiana Career Connect to search jobs for you

- Click on the Menu in the top left corner and then click on Job Search in the Quick Menu section
- Enter search criteria (job title, company, occupation or military code) along with the area you want to search in and click on Quick Search
- Scroll to the bottom of the search results page and click Save as Virtual Recruiter

## UNEMPLOYMENT INSURANCE BENEFITS

### HOW DO I FILE FOR BENEFITS?

File as soon as you become unemployed. This begins the one week non-paid waiting period. You will only be paid benefits for eligible claims filed after this waiting period. Your weekly claim must be completed by 8:59PM on Saturday for each week you are unemployed to receive benefits the following week. All Unemployment Insurance claims must be filed online at [www.in.gov/dwd/unemployment](http://www.in.gov/dwd/unemployment) **Unemployment Insurance Toll Free phone number: 800-891-6499**

#### STEP 1: Apply

- A valid email account – your email address will become your Uplink Username.
- Driver's license or valid ID, address, Social Security number, date of birth and phone number.
- Last employer's name, mailing address, phone number, dates of employment and reason you are unemployed.
- Bank routing number and account number if choosing direct deposit as your payment option (NOTE: Key2Benefits prepaid MasterCard® is also available).

#### STEP 2: Filing Weekly Vouchers

- Vouchers should be filed WEEKLY through the Uplink filing system. Submit your weekly voucher the week following your initial application and each week thereafter.
- Benefits are paid weekly. Weeks run from Sunday, 12:00 a.m. to Saturday, 8:59 p.m. Eastern time. Vouchers cover the previous week and may be filed starting on Sunday.
- You should file a weekly voucher even if you have an issue delaying your benefits or are appealing a decision. When a determination is made all eligible payments will be released.



## UNEMPLOYMENT INSURANCE BENEFITS

### STEP 3: What happens after I file my claim?

- Within 10 days of filing, you will receive a monetary determination form. It is a statement providing a possible weekly benefit amount and an overall maximum amount if you are eligible and qualify to receive benefits. Your maximum length of regular benefits is 26 weeks
- Check your Correspondence History on the Home Page Weekly
- Eligibility will be determined during the first 21 business days if there are no issues with your claim. Check your claimant homepage daily throughout this time at: [www.unemployment.in.gov](http://www.unemployment.in.gov)
- Eligible recipients may choose between Direct Deposit and a Key2Benefits prepaid Mastercard (if a card, you will receive it shortly after the first payment has been released).

### STEP 4: Identity Verification Needed

- Due to an increase in unemployment fraud cases, the Department of Workforce Development is using a third party service called ID.ME to verify unemployment applicants' identities in order to safeguard against future fraud.
- After filing your initial claim, a To-Do for Identity Verification Needed should show up on your Uplink homepage (please note: this will not show up immediately). You must click on the link and follow the steps to verify your identity.
- This process will require you to upload documentation such as a valid driver's license or state ID and can be completed from a smartphone or computer that has a camera.
- Feeling lost trying to navigate this process? WorkOne offices in Linton and Bloomington can help walk you through the ID.ME process. This assistance is offered on an appointment-only basis. Reach out to the Linton or Bloomington office to schedule your appointment.