**Workforce Center Tours for ACL Staff**

This busy center is full of people and tools to help residents in all walks of life find employment. Someone new to the workforce center would start at the greeter’s desk that is just inside the entrance. The greeter provides a brief orientation for new users and helps trouble-shoot problems users may have with the computers. Beyond the greeter is a room full of computers. Surrounding the room is:

* Bulletin boards with information on jobs and other services that are offered in the Human Services Building.
* Resource Center (Library) with books on careers, resumes, cover-letters, and interview skills.
* Classrooms used for the training and networking groups.
* The Scheduling Desk - where you sign up for a class. Interested customers can sign up for a class anytime after the 19th of the month for the next month’s classes.
* Telephone room where applicants can make calls to prospective employers.
* An office for a representative from the Department of Education that can help explain schooling options such as GED, choosing and applying for college, and completing the FAFSA.
* Offices for employers to come on-site to give interviews.

COMPUTER HIGHLIGHTS

* Total of 72 computers – including those in the classrooms that are replaced every three years.
* Computer use is limited to one hour when all are in use. They use a sign-in process similar to our pre-CybraryN days.
* Computers must be used only for Job/Career work.
* Applicants are given CDs with their resumes if they take the Creative Job Search workshop.
* Applicants can use flash drives.
* They have a specialized computer system that helps users create resumes and track all aspects of their job search. Applicants learn to use this system in a Computer workshop.
* Dedicated computers with assistive technologies.
* Dedicated computer for Veterans.
* Word processing to type resumes and cover letters.

They advertise a wide range of training. I saw brochures for Truck Driving classes and courses to become a Home Inspector. The in-house training includes:

WORKSHOPS

* Career Exploration 2-Day Workshop - Identify current skills, interests and values
* Creative Job Search 2-Day Workshop - Resumes, cover letters, interviewing, and more!
* Advanced Workshops –

Managing Personal Change

Nuts & Bolts

Hidden Job Market

Creating Your Resume

Effective Job Applications

LinkedIn

Identifying and Communicating Your Skills

Polishing Your Resume

Advanced Interviewing

\*Must have completed Creative Job Search and/or Job Solutions before attending.

* Computer Classes - Mousing Around, MS Word & Emailing Basics, and MinnesotaWorks.net, & a 4-day Microsoft Series covering Windows/Internet, Word, Excel & PowerPoint.
* Networking Group & Veterans Networking Group- Generate useful information, advice, and referrals. Provides encouragement and the opportunity to support and be supported by others.

In addition to these classes, they recommend an online service provided by the Goodwill Community Foundation that offers a host of training opportunities at [www.gcflearnfree.org](http://www.gcflearnfree.org). This website is an excellent supplement to our Learning Express database.

SERVICES INCLUDE:

* The Dislocated Worker Program is an employment and training program to help workers who have been laid off through no fault of their own find new jobs as quickly as possible.
* The Older Worker Program is an employment and training program for job seekers who are 55 years of age or older, Anoka County residents, and meet guidelines for low income individuals or families.
* The Senior Community Service Employment Program (SCSEP) provides part-time employment opportunities at community service work sites for a 12-month period for 20 hours per week or less.
* Veterans Employment Representatives who provide a wide variety of special services designed to help veterans find employment, training or career counseling.
* Youth Services - Year-round programs concentrate on youth and young adults ages 14 to 21 who are out of school and have not completed high school.
* State Services for the Blind (SSB) provides direct services to eligible persons of all ages who are blind or visually impaired.
* Vocational Rehabilitation Services representatives work with people who have physical, learning, cognitive, or emotional disabilities that could result in barriers to finding employment.
* They offer faxing for employment at no charge. They allow 10 free copies/prints per day.

In a nutshell, the Workforce Center endeavors to offer a one-stop-shop for information and assistance on training for and finding a job.