



☆☆☆☆  
WORKFORCE SOLUTIONS  
NORTH TEXAS

A proud partner of the americanjobcenter network

# Live Your Dream: A Workbook For Your Future



# 2024



# TABLE OF CONTENTS

<b>TOPIC</b>	<b>PAGE</b>
<b>Workplace Basics</b> <ul style="list-style-type: none"><li>• First Day, I-9, W-4, Direct Deposit, Paycheck Basics</li></ul>	1-7
<b>Dress for Success</b>	8
<b>Self-Determination &amp; Self-Advocacy</b>	9-10
<b>Employer Expectations</b>	11-12
<b>Be a STAR Employee</b>	13
<b>Effective Communication</b>	14
<b>Decision-Making &amp; Problem-Solving</b>	15
<b>Dealing with Negativity</b>	16
<b>Navigating Career Pathways</b> <ul style="list-style-type: none"><li>• Job Application Checklist, 3 R's, Career Assessment</li></ul>	17-22
<b>SMART Goals</b>	23-24
<b>Elevator Speech</b>	25
<b>Networking &amp; Mentorship</b>	26
<b>Resume Building</b>	27
<b>Rocking Your Next Interview</b>	28-30
<b>Timesheet Requirements &amp; Payroll Processes</b>	31
<b>Making a Budget</b>	32
<b>Notes Pages</b>	33-35

# Workplace Basics

## Navigating Your First Few Days



The function of a clock is to *tell us the time*, which would be its mission. Just like a clock, an organization and each employee have a specific role and function. Researching the company you will be working for will give insight into what their function is. The job description for the role you will be working will give you an inside look into what they need.

## Your First Day

**“PROPER PREPARATION PREVENTS POOR PERFORMANCE.” -JAMES BAKER**

Who do I report to? \_\_\_\_\_

What number do I call in case of emergency? \_\_\_\_\_

Where do I go? \_\_\_\_\_

What time do I need to be there? \_\_\_\_\_






How will I get there? \_\_\_\_\_

What do I need to bring? \_\_\_\_\_

What do I need to wear? \_\_\_\_\_

# What to Bring to Your First Day of Work

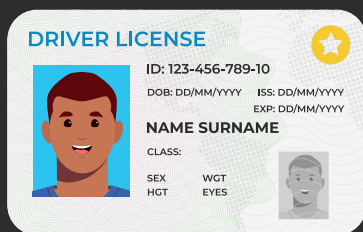
Employers must complete an I-9 Form and Employment Eligibility Verification form for every person they hire. You fill out Section 1 and a W-4 as well. The following information will help you to know how to fill these important documents.

	Employee <b>accepts offer</b> for employment
	Employee <b>completes Section 1</b> of the form no later than first day of work for pay
	Employee <b>gives documents and form</b> to employer
	Employer <b>completes Section 2</b> of the form no later than 3rd business day employee starts work for pay
	If Employee's work authorization expires, <b>complete Supplement B</b>



**Make sure that you are prepared to bring all required documents for your first day to prove who you are and that you are allowed to work.**

## Driver's License or Identification Card



## Social Security Card



## Other documents that could be requested on your first day of work:

- Birth Certificate
- Proof of Auto Insurance
- High School Diploma/ GED
- Immunization Record
- 'Schedule A' Letter
  - *documentation that indicates your disability*
- Notepad and Pen

For a full list of acceptable documents or if you would like more information on how to fill out an I-9, please visit:

<https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents>



# Employment Eligibility Verification

## Department of Homeland Security

### U.S. Citizenship and Immigration Services

**USCIS**  
**Form I-9**  
OMB No.1615-0047  
Expires 07/31/2026

**START HERE:** Employers must ensure the form instructions are available to employees when completing this form. Employers are liable for failing to comply with the requirements for completing this form. See below and the [Instructions](#).

**ANTI-DISCRIMINATION NOTICE:** All employees can choose which acceptable documentation to present for Form I-9. Employers cannot ask employees for documentation to verify information in **Section 1**, or specify which acceptable documentation employees must present for **Section 2** or Supplement B, Reverification and Rehire. Treating employees differently based on their citizenship, immigration status, or national origin may be illegal.

**Section 1. Employee Information and Attestation:** Employees must complete and sign Section 1 of Form I-9 no later than the **first day of employment**, but not before accepting a job offer.

Last Name (Family Name)		First Name (Given Name)		Middle Initial (if any)	Other Last Names Used (if any)	
Address (Street Number and Name)			Apt. Number (if any)	City or Town		State ZIP Code
Date of Birth (mm/dd/yyyy)	U.S. Social Security Number		Employee's Email Address		Employee's Telephone Number	
<p>I am aware that federal law provides for imprisonment and/or fines for false statements, or the use of false documents, in connection with the completion of this form. I attest, under penalty of perjury, that this information, including my selection of the box attesting to my citizenship or immigration status, is true and correct.</p>		Check one of the following boxes to attest to your citizenship or immigration status (See page 2 and 3 of the instructions.):				
		<input type="checkbox"/> 1. A citizen of the United States				
		<input type="checkbox"/> 2. A noncitizen national of the United States (See Instructions.)				
		<input type="checkbox"/> 3. A lawful permanent resident (Enter USCIS or A-Number.)				
<input type="checkbox"/> 4. A noncitizen (other than Item Numbers 2. and 3. above) authorized to work until (exp. date, if any)						
If you check Item Number 4., enter one of these:						
USCIS A-Number		OR	Form I-94 Admission Number		OR	Foreign Passport Number and Country of Issuance
Signature of Employee				Today's Date (mm/dd/yyyy)		

**If a preparer and/or translator assisted you in completing Section 1, that person MUST complete the [Preparer and/or Translator Certification](#) on Page 3.**

**Section 2. Employer Review and Verification:** Employers or their authorized representative must complete and sign **Section 2** within three business days after the employee's first day of employment, and must physically examine, or examine consistent with an alternative procedure authorized by the Secretary of DHS, documentation from List A OR a combination of documentation from List B and List C. Enter any additional documentation in the Additional Information box; see Instructions.

	List A	OR	List B	AND	List C
Document Title 1					
Issuing Authority					
Document Number (if any)					
Expiration Date (if any)					
Document Title 2 (if any)	<p><b>Additional Information</b></p>				
Issuing Authority					
Document Number (if any)					
Expiration Date (if any)					
Document Title 3 (if any)	<p><input type="checkbox"/> Check here if you used an alternative procedure authorized by DHS to examine documents.</p>				
Issuing Authority					
Document Number (if any)					
Expiration Date (if any)					
<p><b>Certification:</b> I attest, under penalty of perjury, that (1) I have examined the documentation presented by the above-named employee, (2) the above-listed documentation appears to be genuine and to relate to the employee named, and (3) to the best of my knowledge, the employee is authorized to work in the United States.</p>					First Day of Employment (mm/dd/yyyy):
Last Name, First Name and Title of Employer or Authorized Representative			Signature of Employer or Authorized Representative		Today's Date (mm/dd/yyyy)
Employer's Business or Organization Name			Employer's Business or Organization Address, City or Town, State, ZIP Code		

For reverification or rehire, complete [Supplement B, Reverification and Rehire](#) on Page 4.

## LISTS OF ACCEPTABLE DOCUMENTS

All documents containing an expiration date must be unexpired.

\* Documents extended by the issuing authority are considered unexpired.

Employees may present one selection from List A or a combination of one selection from List B and one selection from List C.

Examples of many of these documents appear in the Handbook for Employers (M-274).

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
<ol style="list-style-type: none"> <li>1. U.S. Passport or U.S. Passport Card</li> <li>2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</li> <li>3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa</li> <li>4. Employment Authorization Document that contains a photograph (Form I-766)</li> <li>5. For an individual temporarily authorized to work for a specific employer because of his or her status or parole:                             <ol style="list-style-type: none"> <li>a. Foreign passport; and</li> <li>b. Form I-94 or Form I-94A that has the following:                                     <ol style="list-style-type: none"> <li>(1) The same name as the passport; and</li> <li>(2) An endorsement of the individual's status or parole as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.</li> </ol> </li> </ol> </li> <li>6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI</li> </ol>	OR	<ol style="list-style-type: none"> <li>1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>3. School ID card with a photograph</li> <li>4. Voter's registration card</li> <li>5. U.S. Military card or draft record</li> <li>6. Military dependent's ID card</li> <li>7. U.S. Coast Guard Merchant Mariner Card</li> <li>8. Native American tribal document</li> <li>9. Driver's license issued by a Canadian government authority</li> <li style="text-align: center;"><b>For persons under age 18 who are unable to present a document listed above:</b></li> <li>10. School record or report card</li> <li>11. Clinic, doctor, or hospital record</li> <li>12. Day-care or nursery school record</li> </ol>	AND	<ol style="list-style-type: none"> <li>1. A Social Security Account Number card, unless the card includes one of the following restrictions:                             <ol style="list-style-type: none"> <li>(1) NOT VALID FOR EMPLOYMENT</li> <li>(2) VALID FOR WORK ONLY WITH INS AUTHORIZATION</li> <li>(3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION</li> </ol> </li> <li>2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)</li> <li>3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal</li> <li>4. Native American tribal document</li> <li>5. U.S. Citizen ID Card (Form I-197)</li> <li>6. Identification Card for Use of Resident Citizen in the United States (Form I-179)</li> <li>7. Employment authorization document issued by the Department of Homeland Security  For examples, see <a href="#">Section 7</a> and <a href="#">Section 13</a> of the M-274 on <a href="http://uscis.gov/i-9-central">uscis.gov/i-9-central</a>.  The Form I-766, Employment Authorization Document, is a List A, <b>Item Number 4</b>, document, not a List C document.</li> </ol>
<p><b>Acceptable Receipts</b></p> <p>May be presented in lieu of a document listed above for a temporary period.</p> <p>For receipt validity dates, see the M-274.</p>				
<ul style="list-style-type: none"> <li>● Receipt for a replacement of a lost, stolen, or damaged List A document.</li> <li>● Form I-94 issued to a lawful permanent resident that contains an I-551 stamp and a photograph of the individual.</li> <li>● Form I-94 with "RE" notation or refugee stamp issued to a refugee.</li> </ul>	OR	<ul style="list-style-type: none"> <li>● Receipt for a replacement of a lost, stolen, or damaged List B document.</li> </ul>	AND	<ul style="list-style-type: none"> <li>● Receipt for a replacement of a lost, stolen, or damaged List C document.</li> </ul>

\*Refer to the Employment Authorization Extensions page on [I-9 Central](#) for more information.



**For minors under the age of 18 and certain individuals with disabilities who are unable to produce any of the listed identity documents, special notations may be used in place of the List B document.**



If you are not married, do not have children, and have only one job, then simply fill in your full legal name, address, social security number, and status (single). Finally, sign and date the form.

Your employer will send the Internal Revenue Service (IRS) the money you owe to pay your annual income tax bill based on how you answered this form. The amount they take out determines if you get a refund or have to pay when you file your income taxes at the beginning of every year.

<b>Form W-4</b> Department of the Treasury Internal Revenue Service		<b>Employee's Withholding Certificate</b> Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. <b>Give Form W-4 to your employer.</b> Your withholding is subject to review by the IRS.		OMB No. 1545-0074  <b>2024</b>
<b>Step 1:</b> <b>Enter Personal Information</b>	(a) First name and middle initial _____ Last name _____		(b) Social security number _____	
	Address _____		<b>Does your name match the name on your social security card?</b> If not, to ensure you get credit for your earnings, contact SSA at 800-772-1213 or go to <a href="http://www.ssa.gov">www.ssa.gov</a> .	
	City or town, state, and ZIP code _____			
	(c) <input type="checkbox"/> Single or Married filing separately <input type="checkbox"/> Married filing jointly or Qualifying surviving spouse <input type="checkbox"/> Head of household (Check only if you're unmarried and pay more than half the costs of keeping up a home for yourself and a qualifying individual.)			
<b>Complete Steps 2-4 ONLY if they apply to you; otherwise, skip to Step 5.</b> See page 2 for more information on each step, who can claim exemption from withholding, and when to use the estimator at <a href="http://www.irs.gov/W4App">www.irs.gov/W4App</a> .				
<b>Step 2: Multiple Jobs or Spouse Works</b> Complete this step if you (1) hold more than one job at a time, or (2) are married filing jointly and your spouse also works. The correct amount of withholding depends on income earned from all of these jobs. Do <b>only one</b> of the following. (a) Use the estimator at <a href="http://www.irs.gov/W4App">www.irs.gov/W4App</a> for most accurate withholding for this step (and Steps 3-4). If you or your spouse have self-employment income, use this option; <b>or</b> (b) Use the Multiple Jobs Worksheet on page 3 and enter the result in Step 4(c) below; <b>or</b> (c) If there are only two jobs total, you may check this box. Do the same on Form W-4 for the other job. This option is generally more accurate than (b) if pay at the lower paying job is more than half of the pay at the higher paying job. Otherwise, (b) is more accurate . . . . . <input type="checkbox"/>				
<b>Complete Steps 3-4(b) on Form W-4 for only ONE of these jobs.</b> Leave those steps blank for the other jobs. (Your withholding will be most accurate if you complete Steps 3-4(b) on the Form W-4 for the highest paying job.)				
<b>Step 3: Claim Dependent and Other Credits</b>		If your total income will be \$200,000 or less (\$400,000 or less if married filing jointly): Multiply the number of qualifying children under age 17 by \$2,000 \$ _____ Multiply the number of other dependents by \$500 . . . . . \$ _____ Add the amounts above for qualifying children and other dependents. You may add to this the amount of any other credits. Enter the total here . . . . . <b>3</b> \$ _____		
<b>Step 4 (optional): Other Adjustments</b>		(a) <b>Other income (not from jobs).</b> If you want tax withheld for other income you expect this year that won't have withholding, enter the amount of other income here. This may include interest, dividends, and retirement income . . . . . <b>4(a)</b> \$ _____ (b) <b>Deductions.</b> If you expect to claim deductions other than the standard deduction and want to reduce your withholding, use the Deductions Worksheet on page 3 and enter the result here . . . . . <b>4(b)</b> \$ _____ (c) <b>Extra withholding.</b> Enter any additional tax you want withheld each pay period . . . . . <b>4(c)</b> \$ _____		
<b>Step 5: Sign Here</b>		Under penalties of perjury, I declare that this certificate, to the best of my knowledge and belief, is true, correct, and complete.  _____ <b>Employee's signature</b> (This form is not valid unless you sign it.) <span style="float: right;"><b>Date</b></span>		
<b>Employers Only</b>		Employer's name and address _____	First date of employment _____	Employer identification number (EIN) _____

**For more info: <https://www.investopedia.com/articles/personal-finance/081214/filling-out-your-w4-form.asp>**

# Direct Deposit

Standard Form 1199A  
(Rev. April 2021)  
Prescribed by Treasury Department  
Treasury Dept. Cir. 1076

**EXAMPLE**

OMB No. 1530-0006

## DIRECT DEPOSIT SIGN-UP FORM

DIRECTIONS

- To sign up for Direct Deposit, the payee is to read the back of this form and fill in the information requested in Sections 1 and 2. Then take or mail this form to the financial institution. The financial institution will verify the information in Sections 1 and 2, and will complete Section 3. The completed form will be returned to the Government agency identified below.
- A separate form must be completed for each type of payment to be sent by Direct Deposit.
- The claim number and type of payment are printed on Government checks. (See the sample check on the back of this form.) This information is also stated on beneficiary/annuitant award letters and other documents from the Government agency.
- Payees must keep the Government agency informed of any address changes in order to receive important information about benefits and to remain qualified for payments.

**SECTION 1 (TO BE COMPLETED BY PAYEE)**

<b>A</b> NAME OF PAYEE (last, first, middle initial)	<b>D</b> TYPE OF DEPOSITOR ACCOUNT <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS
ADDRESS (street, route, P.O. Box, APO/FPO)	<b>E</b> DEPOSITOR ACCOUNT NUMBER
CITY STATE ZIP CODE	<b>F</b> TYPE OF PAYMENT (Check only one)
TELEPHONE NUMBER AREA CODE	<input type="checkbox"/> Social Security <input type="checkbox"/> Fed. Salary/MI. Civilian Pay <input type="checkbox"/> Supplemental Security Income <input type="checkbox"/> MI. Active <input type="checkbox"/> Railroad Retirement <input type="checkbox"/> MI. Retire. <input type="checkbox"/> Civil Service Retirement (OPM) <input type="checkbox"/> MI. Survivor <input type="checkbox"/> VA Compensation or Pension <input type="checkbox"/> Other (specify)
<b>B</b> NAME OF PERSON(S) ENTITLED TO PAYMENT	<b>G</b> THIS BOX FOR ALLOTMENT OF PAYMENT ONLY (if applicable)
<b>C</b> CLAIM OR PAYROLL ID NUMBER	TYPE AMOUNT
Prefix Suffix	
<b>PAYEE/JOINT PAYEE CERTIFICATION</b> I certify that I am entitled to the payment identified above, and that I have read and understood the back of this form. In signing this form, I authorize my payment to be sent to the financial institution named below to be deposited to the designated account.	<b>JOINT ACCOUNT HOLDERS' CERTIFICATION</b> I certify that I have read and understood the back of this form, including the SPECIAL NOTICE TO JOINT ACCOUNT HOLDERS.
SIGNATURE DATE	SIGNATURE DATE
SIGNATURE DATE	SIGNATURE DATE

**SECTION 2 (TO BE COMPLETED BY PAYEE OR FINANCIAL INSTITUTION)**

GOVERNMENT AGENCY NAME	GOVERNMENT AGENCY ADDRESS
------------------------	---------------------------

**SECTION 3 (TO BE COMPLETED BY FINANCIAL INSTITUTION)**

NAME AND ADDRESS OF FINANCIAL INSTITUTION	ROUTING NUMBER	CHECK DIGIT	
	DEPOSITOR ACCOUNT TITLE		
<b>FINANCIAL INSTITUTION CERTIFICATION</b>			
I confirm the identity of the above-named payee(s) and the account number and title. As representative of the above-named financial institution, I certify that the financial institution agrees to receive and deposit the payment identified above in accordance with 31 CFR Parts 240, 208, and 210.			
PRINT OR TYPE REPRESENTATIVE'S NAME	SIGNATURE OF REPRESENTATIVE	TELEPHONE NUMBER	DATE

Financial institutions should refer to the GREEN BOOK for further instructions.  
THE FINANCIAL INSTITUTION SHOULD MAIL THE COMPLETED FORM TO THE GOVERNMENT AGENCY IDENTIFIED ABOVE. Reset

**GOVERNMENT AGENCY COPY** 1199-207

If you have a bank account, bring your bank's information:

- Bank Name
- Bank Address
- Bank Phone #
- Type of Account
- Account #
- Routing #



## DIRECT DEPOSIT PRO TIP

If you have a bank account, visit your bank to get a voided check to bring with you on your first day. It will have your routing number and account number to set up your direct deposit. You will also need the information of your bank.



# Paycheck Basics

## READING YOUR PAY STUB

Pay Period: 01/01/2023 - 01/14/2023					
<b>1 Gross Pay</b>	Current	YTD	<b>2 Taxes</b>	Current	YTD
Salary			Federal Income Tax		
Overtime			Social Security		
			Medicare		
<b>Other Pay</b>	Current	YTD	<b>3 Other Deductions</b>	Current	YTD
			401k		
			Child Care		
<b>Benefits</b>	Current	YTD	<b>Summary</b>	Current	YTD
Sick			Total Pay		
Vacation			Total Taxes		
			Total Other Deductions		
			<b>4 Net Pay</b>		

**Report any mistakes to your employer immediately.**

## Timekeeping

It is your responsibility to track the hours you work to make sure that your paycheck is correct. Report any errors as soon as you see them to have them corrected.

- Who would you report errors to? \_\_\_\_\_

## Attendance

It is important to be reliable and work the schedule you have been given.

- What time do I need to be there? \_\_\_\_\_
- What time does my shift end? \_\_\_\_\_

Sometimes things that are not in our control do happen, such as getting sick, transportation issues, or emergencies.

- How do I call in? \_\_\_\_\_
- What number do I call? \_\_\_\_\_

# Dress for Success

**Professional Conduct: First Impressions are Important**



From your attitude to what you wear, you will show how serious you are. Most companies require their employees to follow a certain dress code or might be required to wear a uniform. Ask your employer what their dress code is so you can follow it.

When a company hires you, you become a representation of them.

How you present yourself, the way you carry yourself, the way you dress, and your attitude. By doing the right things even when no one is watching whether on or off the clock. If you ever have a bad first impression, you can change it with time, consistency, and effort.

## What to Wear

Regardless of the work environment, remember these basic tips:

- Make sure you shower and that your hair is clean and neatly styled.
- Keep your outfit simple and make sure it is clean.
- Wear simple jewelry/accessories.
- Wear appropriate shoes such as closed-toed heels, flats, or short boots.



## Avoid Wearing

- Earbuds / Headphones
- Faded, wrinkled, ripped, stained clothing
- Unprofessional accessories
- Too much makeup or cologne
- Unnatural colored hair
- Tight or revealing clothing
- Flip-flops, sandals, or house shoes
- Pajamas



# SELF-DETERMINATION AND ADVOCACY

## SELF-DETERMINATION

**Self-determination** is the process of taking control and making decisions that affect one's life. Self-determination provides students with the skills and abilities to:



- Make Choices
- Make Decisions
- Problem Solve
- Set and Attain Goals
- Self-Advocate
- Independently Perform

**Self-determination** means that individuals with disabilities have the freedom to plan their own lives, pursue the things that are important to them, and experience the same life opportunities as other people in their communities. It means taking the responsibility for communicating one's needs and desires in a straightforward manner to others.

Simply Stated, self-determination skills are the skills needed to manage one's life. In schools, students' need for self-determination instruction are identified and documented in the individual educational plan (IEP)\*



## SELF-ADVOCACY

Self-advocacy is recognized as the ability to speak and act on behalf of one's self or a cause. Self-advocacy is an important skill that students use in their youth and throughout life. Self-advocacy skills include being assertive, knowing one's rights, negotiating, and speaking up for one's self or a cause.

## SELF-ADVOCACY SKILLS

- Self-Awareness
- Disability Understanding
- Disability Disclosure
- Decision Making
- Set Goals
- Evaluate Options
- Identify Independence
- Accommodations
- Request & Utilize Accommodations
- Know Your Rights & Responsibilities
- Self-Determination
- Know How to Request & Accept Help
- Intrinsic Motivation
- Taking a Leadership Role
- In Support Plans
- Assertiveness
- Listen to Others' Opinions
- Problem Solving
- Monitor Progress
- Positive Self-Talk

# Navigating Your First Few Days

## Reasonable Accommodations

Reasonable accommodations according to the Americans with Disabilities Act (ADA) include (but are not limited to):

- Larger computer monitor
- A written list of instructions
- Granting more time to accomplish tasks
- Anything that will help you to perform your job duties



**To receive workplace accommodation, you must put in a request.**

## Self-Advocacy

What are my needs?

What kind of support do I need to do my job?

How can I communicate to my employer what I need?

## Harassment

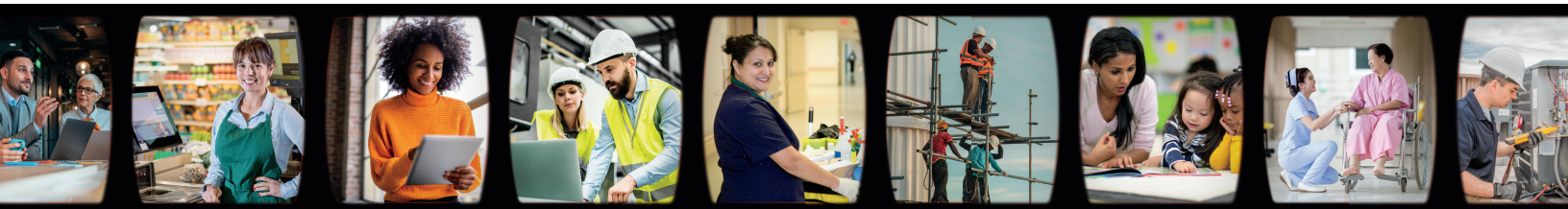
Is the unwelcome and sometimes unlawful actions that demeans, insults, and offends. Federal law prohibits harassment of individuals based on protected characteristics. If you are being harassed, tell your supervisor, and follow your employer's anti-harassment policy.

# Employer Expectations

## Job Descriptions

The company you will work for gives you a look into what they need by listing the job duties, requirements, and details that will help you to succeed in your job.

- Where will I be working? \_\_\_\_\_
- What do they do? \_\_\_\_\_
- What is my position? \_\_\_\_\_
- What will I be doing? \_\_\_\_\_



## Cell Phones

Unless otherwise approved by your employer, do not use your cell phone while clocked in during your shift. Most companies have an emergency line for you to provide to family members to be used in case of emergency.

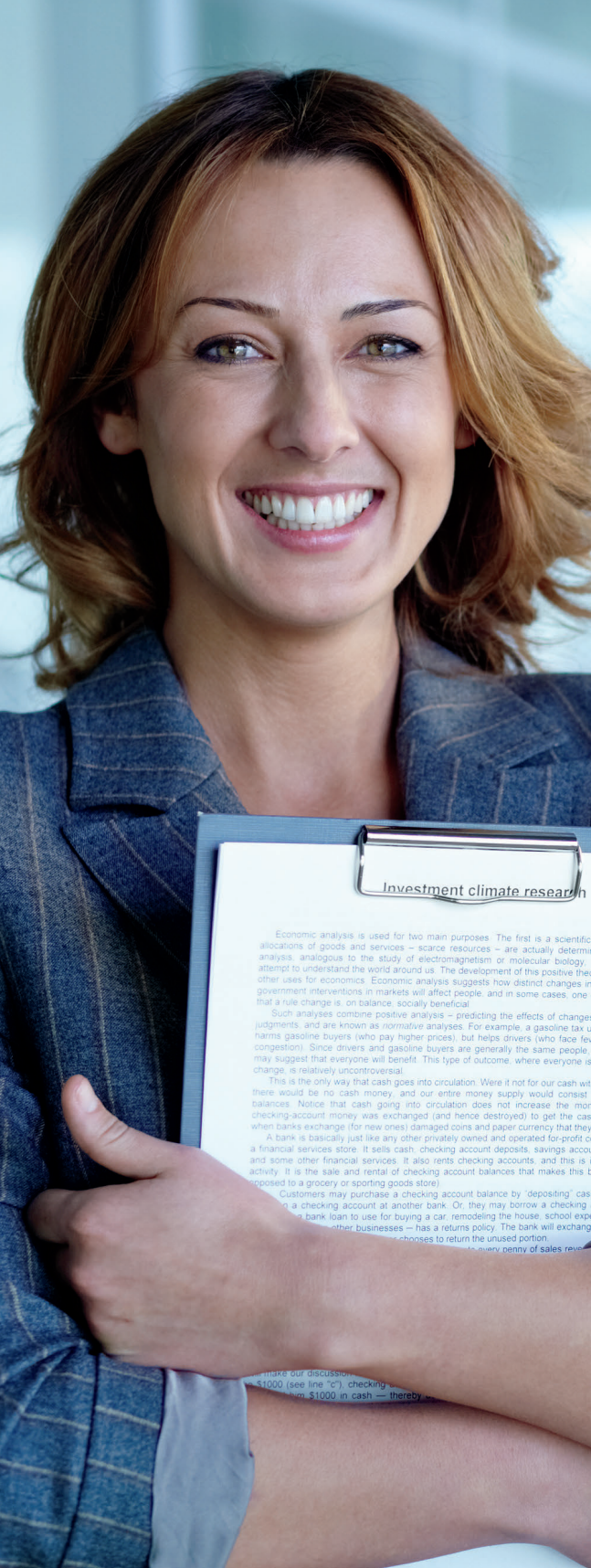
### How Big is the Problem?

- 55% of distractions in the workplace are caused by cell phones.
- 75% of employers say that 2+ hours are lost every workday due to distractions.
- 28% increase in mistakes after an employee gets a phone call.



★★★★★  
TOP QUALITY

# EMPLOYER EXPECTATIONS



- Come to work prepared, on time, clean, and wearing clean clothing.
- Come to work each scheduled shift and stay until your shift is over.
- Do your assigned tasks and duties as instructed.
- Follow all company rules.
- Don't steal from the company or coworkers.
- Be helpful and keep your workplace clean.
- Don't bring weapons to work or come to work under the influence of drugs and/or alcohol.
- Unless otherwise instructed, don't be on your cellphone while clocked in.

# Be a STAR Employee

Maximize Your HireAbility



## SOFT SKILLS

These are the skills we use when we handle ourselves and how we interact with others.

If you invest time and effort into developing and practicing them, it will pay off in your upcoming job and will prepare you for a positive future.



Soft skills are our personality traits and behaviors that help us to work well with others. With self-awareness you can develop them and excel in any profession.

**“YOUR SMILE IS YOUR LOGO, YOUR PERSONALITY IS YOUR BUSINESS CARD, HOW YOU LEAVE OTHERS FEELING AFTER HAVING AN EXPERIENCE WITH YOU BECOMES YOUR TRADEMARK.” - JAY DANZIE**

### REFLECT

Think about the following questions:

- What soft skills am I great at? \_\_\_\_\_
- What soft skills do I need to work on? \_\_\_\_\_
- How do I treat others? \_\_\_\_\_
- How do I communicate with others? \_\_\_\_\_
- What would others say about how I treat them? \_\_\_\_\_

## Employers' Most Wanted Soft Skills

- Communication and Teamwork
- Reliability and a Positive Attitude
- Customer Service
- Creativity
- Adaptability
- Critical Thinking and Problem-Solving
- Organization and Planning
- Initiative and Work Ethic
- Time-management
- Leadership
- Learning
- Technology
- Conflict Resolution

# Effective Communication

**Active listening is when we listen to understand, not to respond.**

**"THE GREATEST PROBLEM IN COMMUNICATION IS THE ILLUSION THAT IT HAS ALREADY BEEN ACCOMPLISHED."**

**- GEORGE BERNARD SHAW**

## Mastering Interpersonal Skills

- I think everyone has something worthwhile to say?
- I notice the feelings behind the words and watch for body language?
- I stop myself from thinking about other things while the person is talking?
- I face the person who is talking and keep eye contact?
- I do not interrupt the speaker to make a point?
- I am not distracted by other demands of my time?
- I ask questions to get more information and encourage the speaker to keep talking?
- I repeat my own words to show understanding?
- I use questions to guide the speaker so they can make their message clear to me?



## What is Perspective?

We each tie emotions to our interactions and situations without knowing it. We see things differently and draw conclusions from the same things. We look at life through the emotions we are feeling.

Perspective can help you realize when you need to bring the situation to others to ask for their opinion on it. It helps to remove the emotion you are feeling to see the situation clearly.

*"Your ability to communicate your perspective will determine the quality of your life."*

**- Rhonda Sciortino**

## Benefits of Collaboration

There will be times when you will need the input of others to come to a decision. There may be times where you have tied emotions to a situation and cannot see it clearly. Learn to recognize when collaboration is needed. There may be times where you start thinking to yourself, "Why are they over-reacting, it's NOT a big deal!" - that is your indicator to stop what you are doing and be open to the other person. It is a big deal to them because they have an emotion tied to it that they were unaware of. By doing this, you can understand the other person better and be able to help them see the situation without that emotion.

## Shared Goals & Shared Responsibilities

Teamwork is a cooperative and coordinated effort on the part of a group of persons acting together as a team in the interests of a common cause.

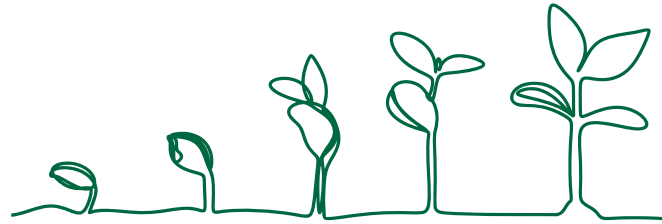


A proud partner of the [americanjobcenter](#) network

# Decision-Making & Problem-Solving

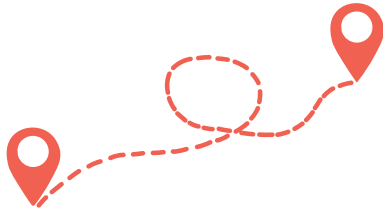
## Growth Mindset

This means cultivating a mindset that looks at the problems we face as opportunities to learn and grow.



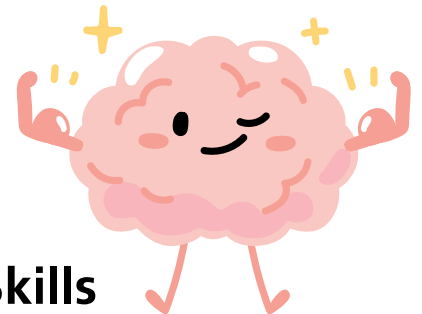
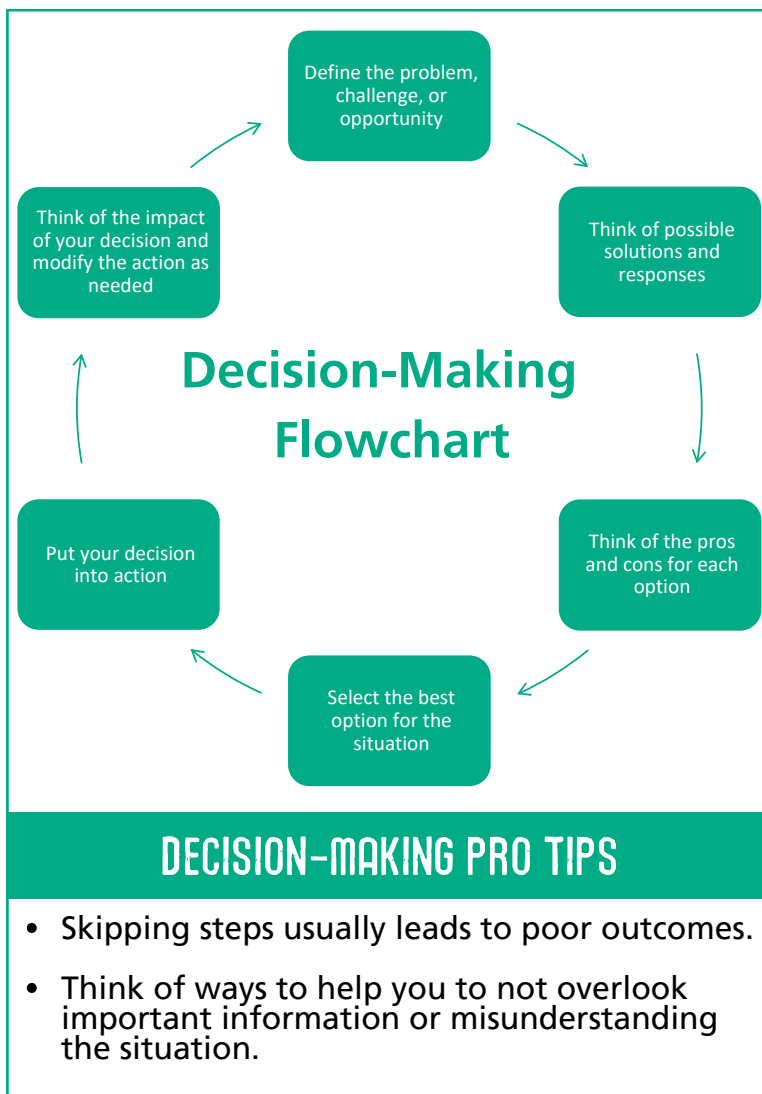
ASK YOURSELF:

What can the situation teach you?



## Successful Navigation

We are in control of our story and can navigate the unexpected re-routing on our personal and professional paths. Being able to keep a growth mindset and embrace the willingness to grow with redirection. Sometimes going with our 'Plan B' or 'Plan C' instead of 'Plan A' can be our next career-defining moment.



## Thinking Skills

- Know what you are expected to do.
- Know when you are not doing what you are supposed to do.
- Understand consequences; it is not always negative.
- Be able to prioritize tasks.



## Safety

- Understand proper safety procedures.
- Understand hazards of the process.
- Recognize potential safety hazards.

# Dealing with Negativity



We look through the lens of our emotions. If we are in a good mood, we are looking through a positive filter.

If we are in a bad mood, we are looking through a negative filter. We do not know what someone else is going through.

- Stay patient to create space.
- Do not take it personally.
- Negativity short circuits the brain and provokes impatient urges. Instead, breathe deeply, and create space.
- Approaching a situation with a clear head will prevent something you will regret.



When dealing with negativity, what can I do to remain calm?



## De-Escalation Techniques

Understand their concerns.

Acknowledge their difficulties.

Be reliable and knowledgeable.

Always offer assistance - if you cannot help them, find someone who can.

Avoid becoming part of the problem.

# Navigating Career Pathways

**Jobs** offer steady employment but limited room for growth.

**Careers** offer the chance to acquire skills and opportunities for career moves and salary increases.

## ENTRY-LEVEL



Designed for recent graduates which typically does not require prior experience.

## TRADE



Requires advanced training and skills gained through attending trade school. Significant experience and training is required.

## PROFESSION



An occupation (like medicine, law, or teaching) that requires specialized knowledge and specified amount of college.

# Job Application Checklist

Source: Career Accelerate

Preparation is key to a successful job search. Follow these steps to reduce your frustration and improve success in the long run!

## TO APPLY ONLINE, YOU WILL NEED:

- Access to the internet**
- Email address for job searching**
  - Avoid unprofessional email addresses like IHateEverything@email.com.
  - Stick to simple addresses that include your name and some numbers.
- Up-to-date resume**
- Your complete employment history**
  - Include previous employers, positions, dates worked, etc.
- Your employment references** (personal and professional)
  - Always ask your reference before using their name and contact information
- Be prepared to take an online employment test** (typing test, personality test, etc.)
- Review sample job application forms before you apply online**
  - Complete an application manually so you know what information you will need to enter when applying for jobs online.
- Determine your work availability**
  - Are you looking to work full time or part time? What hours and days are you free to work?
- Read, then re-read BEFORE you submit**
  - Be sure you have completed all items requested
  - Applications are legal documents! Make sure all information is complete and accurate.

# SAMPLE JOB APPLICATION

*PLEASE NOTE: It is important that you complete all parts of the application. If your application is incomplete or does not clearly show the experience and/or training required, your application may not be accepted. If you have no information to enter in a section, please write N/A.*

Name and Address							
Name (First, MI, Last)				Social Security Number			
Mailing Address							
City, State, and Zip Code							
Telephone				Alternate Phone			
If under 18, please list age				Email			
Job Type							
Days/hours available to work							
<input type="checkbox"/> I have no preference.	<input type="checkbox"/> Mon.	<input type="checkbox"/> Tues.	<input type="checkbox"/> Wed.	<input type="checkbox"/> Thurs.	<input type="checkbox"/> Fri.	<input type="checkbox"/> Sat.	<input type="checkbox"/> Sun.
I am seeking a:		<input type="checkbox"/> Full-time job		<input type="checkbox"/> Part-time job		<input type="checkbox"/> Full- or Part-time	
How many hours can you work weekly?				Can you work nights?		Date available to begin	
Additional Information							
Have you ever been employed by this organization in the past?						<input type="checkbox"/> Yes	<input type="checkbox"/> No
I certify that I am a U.S. citizen, permanent resident, or a foreign national with authorization to work in the United States.						<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you ever been convicted of, or entered a plea of guilty, no contest, or had a withheld judgment to a felony?						<input type="checkbox"/> Yes	<input type="checkbox"/> No
If Yes, please explain:							
Do you have a driver's license? <input type="checkbox"/> Yes <input type="checkbox"/> No				Driver's license number		Issued in what state?	
Have you had any accidents during the past three years?						How many?	
Have you had any moving violations during the past three years?						How many?	

**Education**

School	Location (mailing address)	Years Completed	Major	Degree or Diploma
<b>High School</b>				

**College or Business/Trade School**


**Military**

Have you ever been in the Armed Forces?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date entered
Are you now a member of the National Guard?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Discharge date

Specialty

## Work Experience

*Please list ALL work experience beginning with your most recent job held. Attach additional sheets if necessary.*

Company	Name of last supervisor	Hrs/week
Address	Start Date	Starting Salary
City, State, and Zip Code	End Date	Final Salary
Phone number	Your last job title	

Reason for leaving (be specific)

List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company.

May we contact this employer?     Yes     No

Company	Name of last supervisor	Hrs/week
Address	Start Date	Starting Salary
City, State, and Zip Code	End Date	Final Salary
Phone number	Your last job title	

Reason for leaving (be specific)

List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company.

May we contact this employer?     Yes     No

**Work Experience (continued)**

Company	Name of last supervisor	Hrs/week
Address	Start Date	Starting Salary
City, State, and Zip Code	End Date	Final Salary
Phone number	Your last job title	
Reason for leaving (be specific)		
List the jobs you held, duties performed, skills used or learned, advancements or promotions while you worked at this company.		
May we contact this employer? <input type="checkbox"/> Yes <input type="checkbox"/> No		

**References**

*Please include name, phone number, and circumstances of your acquaintance. Exclude relatives and former employers.*

1.

2.

3.

4.

*I certify that all answers and statements on this application are true and complete to the best of my knowledge. I understand that, should this application contain any false or misleading information, my application may be rejected or my employment with this company terminated.*

Signature

Date



## Career Blueprint

A strategy to help you identify your next career move by finding the directions, action steps, and obstacles that may come your way so you can reach your dream career goal.

### Preparation Essentials: The 3 R's



#### 1 REFLECT

What do you like to do?  
What do you want to do?  
Change in Career Field?  
What's it going to take?



#### 2 RESEARCH

1. Search for jobs that you are interested in through multiple resources.
2. What are the requirements needed?
3. Take your Traitify career assessment into consideration.



#### 3 REVIEW

Create a career blueprint of the info you gathered and create action steps to achieve it.

## Interest Map

Learn more about yourself by paying attention to your interests.

- Write down all your interests.
- Look for patterns in the things that you enjoy.
- Start creating your long-term goals.

## Vision Board

Think of the life you want to live.

- You can use a poster board and gather old magazines, search online and print out, or you can draw/paint things that represent your hopes and dreams.
- You can create it digitally and put it as your home wallpaper on your phone and/or computer.
- Place it somewhere that you can stay on track.

Having a visual of your goals can help you develop a better understanding that your choices can impact your future.

## Career Assessment

Visit [www.ntx.traitify.com](http://www.ntx.traitify.com) and register for a free candidate account. You will be asked a few questions with pictures. Answer with "it's me" or "it's not me."

My Personality Blend: \_\_\_\_\_

Best Work Environment: \_\_\_\_\_

Top Career Match: \_\_\_\_\_

## Career Sweet Spot



When you find a job where you can do the things you love to do, you will not be paid for a job, you will be paid for your time instead.

# Setting Smart Goals

A dream is only a dream until you write it down. Once you write it down, it becomes a **goal**. A goal is the process of identifying something you want to accomplish by setting measurable and specific action steps to complete it within a specific timeframe. Finding and remembering your motivation is important to keep working on any goal you set.

**S**  
**M**  
**A**  
**R**  
**T**

**Specific** - What do you want to accomplish?

---

**Measurable** - How will you know you've accomplished your goal?

---

**Attainable** - How can your goal be accomplished?

---

**Relevant** - Why is this goal important to you?

---

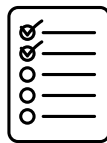
**Timely** - When will you reach your goal?

---

*"Many of life's failures are people who did not realize how close they were to success when they gave up." - Thomas Edison*



IDEA



PLAN



SUCCESS

Start thinking of the life you want. Where do you see yourself in 3 months, 6 months, a year, 10 years from now? What do you need to do to make it happen?

---

---

---

# Setting My Smart Goals

FOCUS AREA	Specific What do I want to accomplish?	Measurable How will I know I've accomplished my goal?	Attainable How can my goal be accomplished?	Relevant Why is this goal important?	Timely When will I reach my goal?
HEALTH					
HOME					
FAMILY					
CAREER					
PERSONAL					
FINANCIAL					

# Elevator Speech

Imagine



- You are in an elevator and the person standing next to you is
- someone you admire that's in the career field you are interested in.
  - What would you say about yourself in the time the elevator doors close, the button for the floor is pushed, what would you say about yourself before you reach your floor that could potentially change your life?

Creating and using an elevator speech is helpful to help you to network, promote your ideas, helps to explain who you are, what you do, why you are valuable, how you can benefit your listeners, and what you want to get out of the interaction. You can change the template to fit your needs.

## Your Elevator Speech

Describe your skills and abilities in the spaces provided in this template to help you come up with yours.

Good afternoon/evening, my name is \_\_\_\_\_, I want to pursue a career in \_\_\_\_\_.  
(Career Field)

and have been \_\_\_\_\_ to prepare.  
(Academic/Volunteering/Work Experience)

I would love a chance to \_\_\_\_\_ at your organization.  
(Intern/Volunteer/Work)

May I \_\_\_\_\_ you to schedule a time to discuss?  
(Call/Email)

**AFTER YOU GIVE YOUR ELEVATOR SPEECH. ASK YOURSELF THE FOLLOWING:**

**Does the listener remember:**

Who you are?

What you do?

What you want to do?

What your goal is?

# Tips for Networking Face-to-Face



**OPEN THE CONVERSATION**



**INITIATE THE HANDSHAKE**



**USE YOUR ELEVATOR SPEECH**



**ACT AS IF YOU ALREADY KNOW THEM**



**SPEAK WITH CONFIDENCE AND A POSITIVE ATTITUDE**



**ASK QUESTIONS THAT ARE MEMORABLE**

## Mentorship

Find someone in your dream career.

- Write down questions you want to ask them.
- Contact them to set up a time to talk with them.

Who would I contact? \_\_\_\_\_

What industry are they in? \_\_\_\_\_

What questions would I ask them? \_\_\_\_\_



## Your Key Selling Points

Personality • Knowledge • Experience • Credentials

## Cover Letter

- Introduce yourself
- Attention grabber
- Highlights your experience, qualifications, and skills
- Reinforces your enthusiasm
- Requests the company to follow up with you

BE CLEAR AND COMMUNICATE WHY YOU WANT THE JOB AND WHY YOU ARE THE RIGHT PROFESSIONAL FOR THE POSITION.

WORKFORCE SOLUTIONS  
NORTH TEXAS

A proud partner of the americanjobcenter<sup>®</sup> network

# Resume Building



To plan and develop your resume it should properly display who you are and what your career goal is. Think of how you want to promote the services you can offer.

## Your resume should include:

- Your Full Name
- Phone Number
- Email Address
- Your City and State
- Education Courses
- Activities & Awards
- Work Experience
- Volunteer Activities & Extracurriculars
- 3 references that have seen your work ethic

Grades and test scores are important, but colleges not only look at your grades but also want to see the person you are becoming and the skills you've learned outside of the classroom. These activities will demonstrate leadership, teamwork, communication skills, and community involvement.

Extracurricular activities are things that aren't required for high school credit. They show colleges who you are and your characteristics that will help them form a positive impression that you are willing to learn new skills, work with others as a team, exploring interests, and achievements. This will help you to **stand out**.

 **Update your resume once a year to update jobs, skills, courses, honors, internships, and activities. This way, you can be ready if someone asks for it, or if you see an internship or job that you are interested in.**

## EXTRACURRICULAR ACTIVITIES

### LEADERSHIP ACTIVITIES

such as being a club officer or sports team captain.

### INTERNSHIPS

are a training period with a company.

### ATHLETIC PARTICIPATION

such as football, soccer, baseball, basketball.

### WORK EXPERIENCE

that aligns closely with your career goal to become a power addition to your resume.

### ACADEMIC TEAMS & CLUBS

such as math, science, history, or chess club.

### CREATIVE PURSUITS

such as art, theater, and dance.

### TECHNOLOGICAL SKILLS

such as digital media, project management, data analysis or school newspaper.

### POLITICAL ACTIVISM

can be a powerful activity to include in an application such as working on a political campaign, working on a specific cause, or joining a protest.

# Rocking Your Next Interview



An interview is just a conversation between the interviewer(s) and the interviewee, where questions are asked to help narrow down the best fit and where the interviewee is seeing if the company is the right fit for them.



Look at the job description and research the company.



Examine yourself to be able to answer the interviewers' questions and to be comfortable during the interview.

## TYPES OF INTERVIEWS

The company you are applying for gives you 80% success in landing the job. That leaves job seekers 20% preparation work. Knowing the different types of interviews that hiring managers may host can help you to prepare for success. When you get a call to set up an interview, ask them what type of interview and where it will be held. Employers can assume that your preparedness will transfer into your job. Once you know the location, do a trial run to see how long it takes you to get there.



### Traditional

A traditional, 1-on-1 is the most common type of interview. You will meet at their business to discuss your fit for the position.

#### Prep Tip

Know about yourself and research their company.



### Panel

Multiple people interview you at once so that each interviewer can offer input regarding your candidacy.

#### Prep Tips

- Breathe and think of why you are a great candidate while answering their questions.
- Make sure to look at each interviewer while answering their question.



### Phone

Depending on how many applicants applied for the position, the hiring manager will narrow down their list by conducting a phone interview.

#### Prep Tip

Limit background noises and distractions so that you can be attentive to any questions asked.



### Video

Most frequently used when hiring for remote work positions. Treat it like a traditional interview by preparing yourself and your responses beforehand.

#### Prep Tips

- Sit in front of a tidy, neutral backdrop so the interviewer can focus on your responses.
- Limit fidgeting, background noises, and distractions.

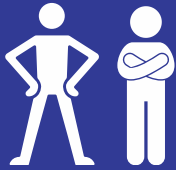
## BEFORE THE INTERVIEW

Research the company and find out their mission. Make sure you know and communicate what you can and will bring to the job if you get it. Assemble your materials and use a clean folder with copies of your resume, letters of recommendation, and questions you want to ask. Bring a notepad and pen.



# DAY OF THE INTERVIEW

- Start off confidently, your first impression is right here, right now.
- Make and maintain good eye contact. Keep a pleasant smile.
- Introduce yourself and offer to shake their hand.
- Give each interviewer a copy of your resume.
- Sit when asked, not before.
- Be comfortable and speak clearly and slowly.
- Try your best to answer each question, and communicate what you can do if given the opportunity.
- Be positive and enthusiastic.
- Never complain about past employers.



## BODY LANGUAGE

We don't always have to communicate with words. We also use:  
**Facial expressions, hand gestures, and eye contact.**



## BE PREPARED: TIPS FOR ANSWERING COMMON INTERVIEW QUESTIONS

### Tell me about yourself.

Pick a couple of points to mention about yourself: job, volunteer, or academic accomplishments.

### Why should we hire you?

Briefly lay out your strengths, qualifications, and what you can do in the position if given the opportunity.

### What is your greatest weakness?

The key is to recognize that a weakness is only the downside of a given strength. Examine your weaknesses and think of steps to correct them.

My greatest weakness: \_\_\_\_\_

I can correct it by: \_\_\_\_\_

### Do you have any questions for me?

Here are some suggestions of questions you can ask your interviewer:

- Is this a new or vacant position?
- What would you like to see accomplished in this job that has not been done yet?
- How is performance measured?
- Would you tell me a little bit about your experience with the company?
- What type of support does this position receive in terms of people, equipment, finances?

# Why do employers ask behavioral interview questions?

These questions are designed and intended to help employers understand your future behavior based on specific experiences from your past.

## START Method for answering interview questions

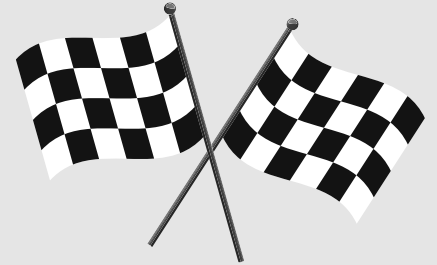
**SITUATION** What was the *situation*?

**TASK** What *task* needed to be done and why?

**ACTION** Explain your specific *action*.

**RESULT** What was the *result*?

**TAKE-AWAY** What *take-away* did you learn from the situation?  
What would you have done differently?



## GOLD NUGGETS TO STAND OUT AFTER THE INTERVIEW

- During the interview, ask for your interviewer(s) email address(es).
- When you get home, send a thank you email, card, or letter. Emails are quicker.
- Thank them for their time. This is an opportunity to show your character, to answer any questions, and ask questions you forgot during your interview.

These things will help you to stand out from the other candidates.

## Benefits of Attending Job Fairs and Hiring Events

- ✓ Job Fairs give you a chance to speak one-on-one with company representatives all in one place.
- ✓ You could leave with your new schedule in your hand!
- ✓ If you do not land an interview on the spot, you still have the chance to make a great impression.

# Timesheet Requirements & Payroll Processes



## Payroll

- Payroll due dates are when the time you worked is submitted.
- It usually takes a week to process.
- Paydays can be weekly, bi-weekly, semi-monthly, or monthly.

## Money Management

To help you manage your money, calculate the number of hours a day an item is worth by how much you get paid an hour.

Is the item worth "X" hours of your time to pay for it?

How much do I get paid per hour? \_\_\_\_\_

How much is the item I want to buy? \_\_\_\_\_

How many hours do I have to work for that item? \_\_\_\_\_

## NEEDS

The things you *need* to survive.

Food, shelter, clothing, personal care items.

VS.

## WANTS

Things that make life easier and enjoyable but are *not needed* for our survival.

Entertainment, electronics, latest technology, expensive clothing and shoes.



# Making a Budget

A budget is a tool to help you manage your money and can help you to spend less than what you make. It helps you to reserve money to pay for the things you need so you can spend your money with purpose and intention to help you meet your goals.

It will help you to keep track of what you spend every day to see how well you stick to your budget. Pay yourself first by putting money into a savings account. My being aware of how much you are spending and where you are spending it on can help you.

- Write down your income.
- List your expenses.
- Subtract them from your income.
- If it is less than zero, increase your income or reduce expenses.
- Track expenses throughout the month.
- See where your money goes.
- Limit spending.
- Save money.



Monthly Income	Leftover	Paycheck
Income (after tax)	\$	\$
Monthly Expense	Budget	Actual
Rent	\$	\$
Utilities (Electricity)	\$	\$
Utilities (Water)	\$	\$
Insurance	\$	\$
Phone	\$	\$
Transportation	\$	\$
Groceries	\$	\$
Health and Wellness	\$	\$
Entertainment	\$	\$
Other	\$	\$
<b>Savings</b>	\$	\$
<b>Debt</b>	\$	\$
<b>Total Monthly Expenses</b>	\$	\$
<b>Leftover</b>	\$	\$







# NOTES



A series of horizontal lines for writing notes, spanning the width of the page.



WORKFORCE SOLUTIONS  
NORTH TEXAS

A proud partner of the americanjobcenter network

## Wichita Falls Office Location

4309 Old Jacksboro Highway, Entrance 5 • Wichita Falls, TX • 76302

### Career Services Center

Local: 940.322.1801  
Toll Free: 800.333.8209

### Child Care Services

Local: 940.723.8774  
Toll Free: 800.232.8359

### Vocational Rehabilitation

Local: 940.235.1710

## Rural Office Locations

### Bowie Career Center

800 Highway 59 North  
Suite A  
Bowie, TX 76230

Local: 940.872.2424  
Toll free: 800.972.2424

### Graham Career Center

924 Cherry Street  
Graham, TX 76450

Local: 940.549.6363  
Toll free: 800.549.6363

### Vernon Career Center

Wilbarger County Courthouse  
1700 Wilbarger Street, #B7  
Vernon, TX 76385

Local: 940.552.5211  
Toll free: 800.888.5079

## Board Administration Office

1501 Midwestern Parkway, Suite 101 • Wichita Falls, TX • 76302  
Local: 940.767.1432

Get Social!

Follow Us for Hot Jobs, Event Details, Tips, and Advice on Your Job Search!



@WorkforceSolutionsNorthTexas



@wfsnorthtexas



workforce-solutions-north-texas



"Workforce Solutions North Texas"

Workforce Solutions North Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: (800)735-2989 (TDD) or (800)735-2988(Voice) or 711

This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request.

Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.