

Labor and Public Employees Committee Informational  
Hearing

September 28<sup>th</sup>, 2015

Secretary Ben Barnes, Office of Policy and Management

Commissioner Sharon Palmer, Department of Labor

## Connecticut's 18 American Job Centers (AJCs)

### Connecticut's 12 Full Service American Job Centers

City/Town	Current configuration	Future configuration
<b>Bridgeport</b> 2 Lafayette Sq.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and Southwest WIB</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and Southwest WIB</li> <li>• CTDOL lease</li> </ul>
<b>Danielson</b> 95 Westcott Rd.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and Eastern WIB</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and Eastern WIB</li> <li>• CTDOL lease</li> </ul>
<b>Enfield</b> 786 Enfield St.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by North Central WIB and 2 DOL staff</li> <li>• WIB lease</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliate AJC</li> <li>• Staffed by North Central WIB</li> <li>• No CTDOL staff</li> <li>• WIB lease</li> </ul>
<b>Hamden</b> 37 Marne St.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and South Central WIB</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and South Central WIB</li> <li>• CTDOL lease</li> </ul>
<b>Hartford</b> 3580 Main St.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and North Central WIB</li> <li>• CTDOL lease; WIB leases additional space</li> </ul>	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL and North Central WIB</li> <li>• CTDOL lease</li> </ul>
<b>Meriden</b> 85 West Main St.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by South Central WIB and 2 DOL staff</li> <li>• CTDOL lease; WIB leases second floor office space</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliate AJC</li> <li>• Staffed by South Central WIB</li> <li>• No CTDOL staff</li> <li>• WIB lease</li> </ul>
<b>New Britain</b> 260 Lafayette St.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL staff and North Central WIB</li> <li>• CTDOL lease; WIB leases additional space</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliate AJC</li> <li>• Staffed by North Central WIB</li> <li>• No CTDOL staff</li> <li>• WIB lease</li> </ul>

<b>City/Town</b>	<b>Current configuration</b>	<b>Future configuration</b>
<b>New London</b> Shaw's Cove Six	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL staff and Eastern WIB</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Full Service AJC</li> <li>• Staffed by CTDOL staff and Eastern WIB</li> <li>• CTDOL lease</li> </ul>
<b>Norwich</b> 113 Salem Tpke. N. Bldg. Suite 200	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by Eastern WIB and 2 CTDOL staff</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliate AJC</li> <li>• Staffed by Eastern WIB</li> <li>• No CTDOL</li> <li>• WIB lease</li> </ul>
<b>Torrington</b> 685 Main St.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by Northwest WIB and 1 CTDOL staff</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliate AJC</li> <li>• Staffed by Northwest WIB</li> <li>• No CTDOL staff</li> <li>• WIB lease</li> </ul>
<b>Waterbury</b> 249 Thomaston Ave.	<ul style="list-style-type: none"> <li>• Full Service AJC</li> <li>• Staffed by CTDOL staff and Northwest WIB</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Full Service AJC</li> <li>• Staffed by CTDOL staff and Northwest WIB</li> <li>• CTDOL lease</li> </ul>
<b>Willimantic</b> 1320 Main St.	<ul style="list-style-type: none"> <li>• Full service AJC</li> <li>• Staffed by CTDOL staff and Eastern WIB</li> <li>• CTDOL lease</li> </ul>	<ul style="list-style-type: none"> <li>• Affiliate AJC</li> <li>• Staffed by Eastern WIB</li> <li>• No CTDOL staff</li> <li>• WIB lease</li> </ul>

*Offices transitioning to an Affiliate configuration may see future changes in size or street address as WIBs/partners may opt to move into office space with less square footage.*

### **Connecticut's Six Affiliate AJC offices (currently funded and staffed by the WIBs)**

<b>Ansonia</b> 4 Fourth St.	Staffed by Southwest WIB – occasional CTDOL visits for recruitments, special appointments, workshops, veterans, etc.	No change
<b>Danbury</b> 4 Liberty St.	Staffed by Northwest WIB – occasional CTDOL visits for recruitments, special appointments, veterans, etc.	No change
<b>Derby</b> 33 Elizabeth St.	Staffed by South Central WIB – occasional CTDOL visits for recruitments, special appointments, workshops, veterans, etc.	No change

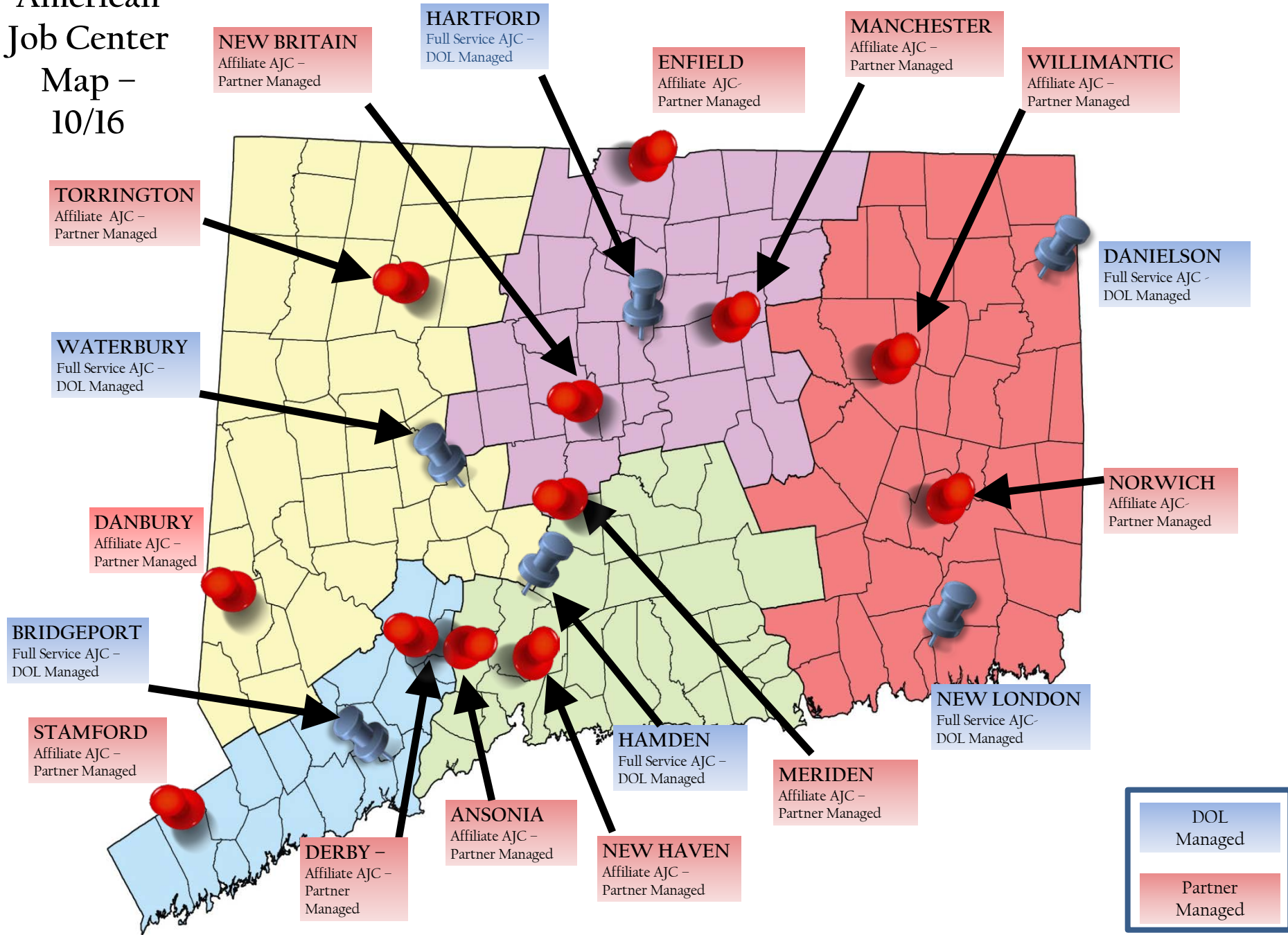
<b>Manchester</b> 893 Main St.	Staffed by North Central WIB – occasional CTDOL visits for recruitments, special appointments, workshops, veterans, etc.	No change
<b>New Haven</b> 560 Ella T. Grasso Blvd.	Staffed by South Central WIB – occasional CTDOL visits for recruitments, special appointments, workshops, veterans, etc.	No change
<b>Stamford</b> 141 Franklin St.	Staffed by Southwest WIB – occasional CTDOL visits for recruitments, special appointments, workshops, veterans, etc.	No change

*In some cases, these smaller, WIB-operated offices, known as satellite offices, were established after CTDOL closed offices in these areas (approximately 12 years ago) due to budget constraints.*

### **Overview: American Job Center Restructuring**

- Currently there are 12 Full Service American Job Centers and six Affiliate American Job Centers throughout the state of Connecticut for a total of 18 locations.
- The Full Service AJCs are staffed by a combination of staff from the Workforce Investment Boards, CTDOL and other community partners. As a result of the transition, 6 of the Full Service AJCs will transition to Affiliate AJCs and will only be serviced by Workforce Investment Board staff.
- The six AJCs that will transition from Full Service AJCs to Affiliate AJCs are located in Enfield, Meriden, New Britain, Norwich, Torrington and Willimantic.
- Services will continue to be provided at all 18 AJC offices. The 6 offices transitioning to Affiliate AJCs will operate similar to the model working in the Affiliate AJC in Manchester. In the case of Manchester, workforce services that must be provided under federal guidelines, by CTDOL are accomplished via fax and email, and when necessary, visits to the office.
- Some of the 6 Full Service AJCs transitioning to Affiliate AJCs may get smaller or change locations within the community it currently resides since DOL staff will not be co-located in these sites. We are continuing to work with the Workforce Investment Board staff to determine the extent of services at these locations.
- Five DOL unemployment staff will be stationed in the five largest and busiest AJC locations (Bridgeport, Hartford, Hamden, New London and Waterbury) effective Nov. 1, 2015. These existing positions will be relocated from present operations to respond to customers with unemployment insurance questions.

# American Job Center Map – 10/16



## TYPICAL SERVICES OFFERED IN A FULL SERVICE AJC

- **Workshops** – classroom instruction assisting customers in job search, interviewing skills and developing a resume.
- **TRADE** – The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Act of 1974 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.
- **Walk-ins** – Unscheduled customers visiting our American Job Centers to address their employment search needs.
- **Resume Critiques** – A review of a customer's personal, educational, and professional qualifications and experience, as that prepared by them for a particular job.
- **Dislocated Worker Certification** – Eligibility determination for potential access to training dollars.
- **Employer Requirements** – Onsite employers in our American Job Centers recruiting customers for active vacancies.
- **ERS** – A program addressing the re-employment needs of unemployment customers targeted as most likely to exhaust their benefits before returning to work.
- **REA** – Program to address the reemployment needs of unemployment insurance customers, eliminate potential overpayments, and realize cost savings for the Unemployment Insurance (UI) trust fund.
- **General Career Counseling** – One on one meeting with an American Job Center customer to help resolve problems of occupation choice, occupational change or job adjustment.
- **Assessments (MBTI, COPS)** – The evaluation of customers interests, personality type, and aptitudes to provide guidance to their employment search.
- **Reception desk** – Greeting, triaging and informing American Job Center customers of the services provided.
- **Career resource library** – Self-service career library providing access to computers, printers, resume paper in your job search.
- **JFES** – Jobs First Employment Service program for work eligible cash assistance recipients.
- **Veterans' Services** – One-on-one assistance for veterans regarding workforce needs.

Note: Services available at Affiliates include the above with the exception of Trade, Dislocated Worker Certification, ERS and REA. Trade and Dislocated Worker Certification can be provided on an as-needed basis at an Affiliate, while customers will be called in to specific offices in their communities for ERS and REA.