



# PARTICIPANT WORKBOOK

**Name:** \_\_\_\_\_



# **PART I:**

# **DAY 1**



## CEO PROGRAM INDEX

<b>Dress Code</b>	<b>CEOCs Personal Presentation Code. All clients must wear professional attire when coming to CEO's offices for services. We only accept the best participant for the position, someone who is going to make a good impression.</b>
<b>Suspension</b>	<b>A disciplinary action taken towards a client for not meeting contractual standards and agreements and/or negative behavior. Call Job Coach ASAP!</b>
<b>Termination</b>	<b>The final disciplinary action taken towards a client for not meeting contractual standards and agreements and/or negative behavior. Call Job Coach ASAP!</b>
<b>Extension</b>	<b>You are granted an extension only when both a Job Developer and a Job Coach contractually agree to create an action (time framed) and then base their decision on your total overall NWP performance. All final review decisions are up to the Job Coach and Job Development Department Managers.</b>
<b>Paychecks</b>	<b>Paychecks are distributed to all CEO worksites. Paychecks are also distributed from 12:00pm to 1:00pm at 32 B'way, on the 6<sup>th</sup> fl.</b>
<b>Plug In</b>	<b>To secure a worksite for the entire week contact the Data Dept. at ext 241 or 242 at 11:00 am. (No Exceptions!)</b>
<b>Self Sufficiency Calculator</b>	<b>The On-Line Self Sufficiency Calculator is conducted by your job coach to search for all NYC services that are available to every client</b>
<b>Job Coach</b>	<b>The counselor who assists you in landing a job. Together you accomplish your goals move towards job readiness.</b>
<b>Job Developer</b>	<b>The person who confers with your job coach to see if there is anyone worth hiring.</b>
<b>Employment Verification</b>	<b>An Employment Verification Letter is issued to clients at CEO to verify their wages, benefits and whereabouts. All letters leaving CEO must only be issued by the Human Resource Department. All requests take 24 hours.</b>
<b>Medical Suspension</b>	<b>If you have a medical condition that can ultimately put you and/or others at harm or if you have a physical condition that prevents you from performing laborious custodial maintenance and landscaping duties you will be medically suspended and a form will be given to you by a CEO staff member. Make sure your physician reads, signs and stamps CEO's medical clearance form.</b>



**Inner Circle: Successful Completion of Parole**

**Middle Circle: In each section input a Special Condition of your parole**

**Outer Circle: In each section input an action that will help you satisfy the Special Condition**

The diagram is a large circle divided into six equal sectors by six radial lines. It consists of three concentric circles. The innermost circle is the 'Inner Circle'. The middle ring is the 'Middle Circle'. The outermost ring is the 'Outer Circle'. The diagram is intended for participants to input information into these sections based on the instructions provided above.



**Participant's  
 Handout**

**PERSONAL BUDGET**

<b>INCOME</b>	<b>EXPENSE 1</b>	<b>EXPENSE 2</b>	<b>EXPENSE 3</b>	<b>EXPENSE 4</b>	<b>EXPENSE 5</b>	<b>SAVINGS</b>
<b>DAILY:</b>  \$40.00	Transportation:  \$4.00	Food:  \$5.00	Interview Clothing:  \$2.00	Parole Fee:  \$1.25	Entertainment:  \$10.00	Remainder:  \$17.75
<b>WEEKLY:</b>  \$160.00	Transportation:  \$27.00	Food:  \$20.00	Interview Clothing:  \$8.00	Parole Fee:  \$5.00	Entertainment:  \$20.00	Remainder:  \$80.00
<b>MONTHLY:</b>  \$640.00	Transportation:  \$76.00	Food:  \$80.00	Interview Clothing:  \$32.00	Parole Fee:  \$5.00	Entertainment:  \$30.00	Remainder:  \$417.00



## PERSONAL BUDGET

<b>INCOME</b>	<b>EXPENSE 1</b>	<b>EXPENSE 2</b>	<b>EXPENSE 3</b>	<b>EXPENSE 4</b>	<b>EXPENSE 5</b>	<b>SAVINGS</b>
<b>DAILY:</b>  \$40.00	Transportation:	Food:	Interview Clothing:	Parole Fee:	Entertainment:	Remainder:
<b>WEEKLY:</b>  \$160.00	Transportation:	Food:	Interview Clothing:	Parole Fee:	Entertainment:	Remainder:
<b>MONTHLY:</b>  \$640.00	Transportation:	Food:	Interview Clothing:	Parole Fee:	Entertainment:	Remainder:



## KNOW YOUR RIGHTS<sup>1</sup>

### Overview of Things to Know and Do

In order to make sure there are no errors and to prepare for a job interview:

1. Get a copy of your rap sheet from DCJS (Division of Criminal Justice Services); and a copy of your criminal record from OCA (Office of Court Administration).

What records will and will not appear on a background check?

2. JOs (Juvenile Offender) convictions will and JD (Juvenile Delinquency) and YO (Youthful Offender) will not.

Is there anything I can do if I am not hired because of my conviction history?

3. Request from the employer a letter stating why you were denied the job – employer must respond in 30 days.
4. You are entitled to a copy of an employer acquired consumer reporting agency background check.

### Arrest VS Conviction

Conviction:

- A guilty plea or a court's finding of guilt for a crime or an offense.

Crimes:

- Felonies: Class – A, B, C, D or E
- Misdemeanors: Class – A or B

Offenses:

- Violations: Less serious than misdemeanors or felonies, they are non-criminal offenses, like loitering, disorderly conduct and trespass.

Are JD and YO sentencing considered convictions?

- No, they are considered adjudications.

JD (Juvenile Delinquent), YO (Youthful Offender) & JO (Juvenile Offender):

JD (Juvenile Delinquent)

- A JD is from the ages 7 to 16; has committed a crime that will be charged in Family Court.
- If a person is 13, 14 or 15, certain violent felonies may be tried in Criminal or Supreme Court as a JO (Juvenile Offender).

YO (Youthful Offender):

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<sup>1</sup> Information excerpted from: the Legal Action Center & National HIRE Network



A YO is at least 16 but less than 19; judge considers factors like type of crime and past offenses before granting YO status.

## KNOW YOUR RIGHTS<sup>2</sup>

JO (Juvenile Offender):

- A JO is 13, 14 or 15, and is charged with committing certain serious criminal acts.

### Background Checks

Who Can Legally Request A Copy Of My Rap Sheet From DCJS?

- You
- Criminal Justice and Law Enforcement Agencies
- Certain Employers
- Occupational Licensing Agencies

(See the Legal Action Center's Occupational Licensing Survey at [www.lac.org/pubs/gratis/crimjus.html](http://www.lac.org/pubs/gratis/crimjus.html) for a list of agencies that will review your rap sheet when you apply for a license and the kinds of criminal record restrictions that apply for each type of license.

Does An Employer Need My Permission To Obtain My Background Check?

Yes. Federal and New York State Fair Credit Reporting laws require your permission.

What Should I Do If I Am Denied Employment Based On My Criminal Record?

Ask the employer for a letter stating why it denied you the job. Under New York State law they must give you this letter within 30 days of your request.

If the employer used a consumer reporting agency background check, under federal law, you are entitled to a copy of that report and a reasonable amount of time to review the report before the employer denies you employment.

### Sealing

What Does It Mean To Have A Case Sealed?

Generally, sealed records are not available to the public or private sector.

If I Have A Conviction, Can It Ever Be Completely Erased From My Record?

No, but certain types of records can be sealed.

If I Have A JD Adjudication Or YO, Will It Be Sealed?

Yes, but not to the criminal justice system.

Can I Have My JD Sealed To The Criminal Justice System?

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<sup>2</sup> Information excerpted from: the Legal Action Center & National HIRE Network



If by the age of 16 you have not committed certain felonies, you file a motion that may or may not be granted.

**Participant's  
Handout**

can

## **KNOW YOUR RIGHTS<sup>3</sup>**

If I Have A JO Conviction, Can I Have It Sealed?

No, JO convictions are never sealed.

Will My Records Be Sealed For Cases Transferred From Criminal Or Another Court To Family Court?

Yes.

If I Was Convicted Of A Non Criminal Offense, Will My Record Be Sealed?

Yes, except for DWIs, Sexually Deviant Loitering, and marijuana possession of less than 7/8 of an ounce.

If My Record Is Sealed, Can Anyone See It?

Yes, like Law Enforcement employers through DCJS and employers through the OCA.

When I Look At My RAP Sheet, How Can I Tell My Records Are Sealed?

Your RAP Sheet will have a notation saying, "sealed 160.50 or sealed 160.55."

### **Certificates of Rehabilitation**

What Is A Certificate Of Rehabilitation?

A certificate providing evidence that you have been rehabilitated.

Are There Different Types of Certificates?

Yes: Certificate of Relief from Disabilities and Certificate of Good Conduct.

### **Job Interviews & Applications Sample Questions & Answers**

Have You Ever Been Convicted?

Yes, but no if the conviction was a JD or YO.

Have You Ever Been Convicted Of A Crime?

Yes, but no for violations/offenses, JD or YO adjudication.

Have You Ever Been Convicted Of A Crime Or Offense Of The Law? If So Explain.

Yes for a conviction of a felony, misdemeanor, an offense/violation – even if sealed – and JO adjudication; no for JD and YO adjudication.

<sup>3</sup> Information excerpted from: the Legal Action Center & National HIRE Network



## KNOW YOUR RIGHTS<sup>4</sup>

Have You Ever Pled Guilty Or Been Found Guilty Of A Crime Or An Offense? If So, Explain.

Yes for guilty plea or if you have been found guilty of a felony, misdemeanor or offense/violation, even if violation is sealed, and no for JD or YO.

Have You Ever Been Arrested? If so, Explain.

Yes if arrests led to a conviction for a felony, misdemeanor or offense/violation, or if you have a JO adjudication, and no for non-conviction arrests and JD and YO adjudications.

Have You Ever Been Charged With A Crime? If So, Explain.

Yes if arrests led to a conviction for a felony, misdemeanor or offense/violation, or if you have a JO adjudication, and no for non-conviction arrests, JD and YO adjudications and offense/violation.

Have You Ever Been Convicted Of A Crime In The Past Seven Years?

Yes if you have been convicted of a felony, misdemeanor, or JO during the past seven years, and no for anything older than seven years.

To receive detailed information on KNOWING YOUR RIGHTS, you can contact the:

LEGAL ACTION CENTER  
225 Varick Street  
4<sup>th</sup> Floor  
New York, NY 10014  
212-243-1313  
[www.lac.org](http://www.lac.org)

National HIRE Network  
[www.hirenetwork.org](http://www.hirenetwork.org)

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<sup>4</sup> Information excerpted from: the Legal Action Center & National HIRE Network



# DAY 2



## The 5 Behaviors of The CEO CPs

CEO CP	Behavioral Expectations
<b>Cooperation with Supervisors</b>	<ul style="list-style-type: none"> <li>❖ Follows policies, rules and direction from supervisor with <b>respectful attitude</b></li> <li>❖ Asks <b>constructive</b> questions</li> <li>❖ Takes <b>responsibility</b> to get things done well</li> <li>❖ Maintains <b>focus</b> on tasks while dealing with distractions</li> <li>❖ Exhibits ability to complete work <b>independently</b></li> </ul>
<b>Effort at Work</b>	<ul style="list-style-type: none"> <li>❖ Stays <b>constructively busy</b></li> <li>❖ Willing to do <b>extra work</b></li> <li>❖ Responds <b>quickly</b> to instruction</li> <li>❖ Shows <b>initiative</b></li> <li>❖ Takes action to achieve <b>quality</b> results</li> <li>❖ Seeks ways to <b>maximize performance</b></li> <li>❖ Meets deadlines and achieves <b>productivity standards</b></li> </ul>
<b>On-time</b>	<ul style="list-style-type: none"> <li>❖ Ready to work at <b>start</b> time (in the morning and after breaks)</li> <li>❖ Works <b>through scheduled</b> dismissal time</li> <li>❖ Gives Supervisor (or JC/JD) <b>advance notice</b> in the event that time off is needed</li> <li>❖ Avoids <b>excessive absences</b> from work</li> </ul>
<b>Cooperation with Co-workers</b>	<ol style="list-style-type: none"> <li>1. <b>Team worker, helpful, works towards a common goal</b></li> <li>2. Has a <b>positive</b> outlook</li> <li>3. Sets his or her own achievements in the context of the larger group goal – <b>offers to help others when tasks are completed ahead of schedule</b></li> </ol>
<b>Personal Presentation</b>	<ul style="list-style-type: none"> <li>• <b>Positively</b> communicative (verbal/nonverbal), active listener, good physical energy – <b>avoids gossip and engaging in idle chatter</b></li> <li>• <b>Dresses appropriately</b></li> <li>• Makes eye contact; smiles – <b>shows a friendly face</b></li> <li>• Presents self in a <b>confident</b> manner</li> <li>• Conveys <b>ideas clearly</b> and <b>organizes thoughts well</b></li> <li>• Uses the <b>appropriate communication style for a work place setting</b> – can express self without the use of slang, profanity or street-isms even when angry or upset</li> </ul>



## **JOB SEARCH PREPARATION: A Self Job Search Strategy**

### **1 Mental**

- Create a clear mind so the overall objective can be met without distraction
- Decide what work to explore in relation to need, desire, education and experience, thereby, Managing Expectations – prioritize
- Set up realistic weekly goals that will assist with maintaining mental balance and clarity
- Place in mind a positive outlook, focusing on presenting an approachable and professional disposition – it feels good and it shows

### **2 Physical**

- Sleep and eat well, nourish the body – everything done shows in the face
- Look clean, shave or neaten facial hair, groom
- Make sure clothing is always professional

### **3 Materials**

- General cover letter, resume, references
- Identification (birth certificate, social security, valid state i.d., etc.)
- Degrees and certificates
- Calendar to schedule/log and monitor weekly goals

### **4 Resources**

- Newspapers
- Websites
- Libraries
- Agencies
- Networking

**NOW WE CAN BEGIN TO LOOK FOR EMPLOYMENT**



## GROOMING

### For men

- Hair neat and clean at all times. Short cuts and styles are preferable
- Neatly trimmed moustaches and beards
- No excessive facial hair
- No heavy aftershave or cologne
- Practice good personal and oral hygiene. Bathe every day
- Fingernail should be clean at all times
- No "do-rags" anywhere near interview location

### For women

- Hair neat and clean at all times. No scarves
- No heavy perfume
- Fingernails should be clean & clear or painted a neutral color; preferably short
- Practice good personal and oral hygiene

## CLOTHING

### For men

- Clothes should be clean and pressed
- Shoes should be comfortable -- black, brown or dark burgundy
- Do not wear white athletic socks!
- No excessive jewelry; one ring per hand -- absolutely no earrings or jewelry in the nose
- Never wear a printed T-shirt underneath white or light colored shirts!
- No light colored denim or baggy pants

### For women

- Clothes should be clean and pressed
- Nothing tight or revealing
- No blouses with cut outs that reveal skin
- No colored (except navy) or patterned stockings

## NO NO's

No smoking anywhere near interview location  
No gum chewing  
No slouching in waiting area or during interview  
No cell phones or beepers (turn them off)

## REMEMBER

Make frequent eye contact  
Shake hands **firmly**, *please*  
SMILE!





Center for Employment Opportunities  
 Strategies for Obtaining and Sustaining Employment Workshops

**Participant's  
 Handout**

**Goals Planning Calendar for the Week of \_\_\_\_\_,**

	MON ____	TUES ____	WED ____	THURS ____	FRI ____
Activities					
Resource:					
Company:					
Contact:					
Address:					
Telephone:					
Fax:					
Email:					
Interviews:					
Follow up:					

**Appointments**

	MON ____	TUES ____	WED ____	THURS ____	FRI ____
9					
10					
11					
12					
1					
2					
3					
4					
5					



**Participant's  
Handout**

Use the questions (on the next handout) to practice your interview skills – ask friends and/or family to help you role-play.

- **Remember: We learn through feedback – be accepting of constructive criticism and be willing to make changes.**
- **Only you can get you a job!**

**POINTS TO REMEMBER:**

Use **this handy checklist** to consult before going on an interview:

**Make sure that you:**

1. Take a copy of resume
2. Take along State ID preferably (or any form of picture ID) and social security card
3. Take along A PEN
4. Have the phone number and name of the person you are to meet
5. Have the name and phone number of one reference. (*Call reference to make sure they will give you a good reference. Suggest some strengths or abilities you would like them to emphasize.*)

**Some other dos and don'ts that our employers have told us were actual reasons for them hiring or NOT hiring our participants.**

- Do practice your answers before going on the interview. There are many standard interview questions. The more familiar you are with answering them the less nervous and surprised you will seem and the more confident you will be when you hear a question you have practiced the answer to already. Practice with your JD, JC or in front of a mirror.
- Do show enthusiasm when you greet the employer. Let it show even in your stride to and from the interview area.
- Do take time filling out the application COMPLETELY and legibly.
- Do sit up straight. When you stand make yourself as tall as possible: shoulders back and head held high.
- Don't volunteer more information than what is being asked.
- Don't slip into the use of slang even if the employer adopts a very relaxed and familiar attitude. You can laugh at a joke but maintain a business-like attitude throughout the interview.
- Do thank the interviewer afterwards for taking the time to meet with you and for considering you for the position.



**Participant's  
Handout**

- Do speak clearly and at a moderate volume. Do not mumble or speak loudly.

**QUESTIONS YOU SHOULD ASK TO LET THE EMPLOYER KNOW THAT YOU ARE INTERESTED:**

- Will I be located at this site?
- My Job Developer told me some of the duties I will be performing. Can you tell me more about them?
- What will my first day be like?
- What type of person makes a successful employee here?



## Mock Interview: 12 Tough Questions and Their Answers

- What can I do for you? What kind of work are you looking for?

*These questions should never be asked because you will shake hands, introduce yourself and say the position for which you are applying.*

- Tell me something about yourself.

*This is asked because employers want to know if they will like you and if you will fit in with the rest of the employees. Write and memorize a 30 second commercial about yourself that only has positive personal information, positive characteristics and work history.*

- Did you have any trouble getting here?

*The answer to this is always "None at all." The employer is trying to find out if you are a complainer, if you are resourceful about travel arrangements. You can go on to briefly describe what train or bus you took to get there.*

- What are some of your goals?

*Sometimes it is best to talk about short-term and immediate goals rather than locking yourself into the distant future. For example, "My immediate goal is to get a job in a good establishment. My long term goal is to eventually grow into a position of responsibility there."*

- What are some of your strengths?

*Make a list of 3 of your strengths and memorize them.*

- What is your biggest weakness?

*NEVER admit a weakness! Instead:*

- *Turn a strength into a weakness. "I am a fanatic about being on time (strength), and I sometimes drive some people crazy (weakness), but being on time is important to me.*
- *Turn a weakness into a strength. "Some people may think my lack of experience is a weakness (weakness), but I am easily trainable (strength)." Give an example, "In my last job I learned to run a cash register in a short time."*

- How much are you looking to get paid?

*Memorize this: "What do you pay someone with my experience?" or "What do you pay someone in this position?"*



If we called your last employer, what would they say about you?

*Do not say anything negative. Tell the interviewer that your last employer would say that you are a hard worker and a quick learner. Someone he or she could rely on to get the job done.*

Why should I hire you instead of someone else?

*Say: "I can't speak for any others, but I am (list your strengths), I really want this job and after getting this opportunity to speak with you, I think it would be a good match."*

Do you have any questions for me?

*Remember this! "Yes. What are you looking for in the person you hire for this position?"*

Do you work better in a group or do you prefer to work one your own?

*The employer wants to know if you are a team player and if you are responsible enough to work on your own. Suggestion: "I am flexible, I pull my weight in a team and I work very well on my own once given clear directions."*

Tell me about your conviction.

*Practice your answer to this question until you feel very comfortable answering it. Use the statement learned in Life Skills. Make sure not to rattle it off so that it sounds rehearsed to the employer's ears. Remember to say that you have learned from that experience and wish to move forward with more positive experiences.*



### Commonly Asked Interview Questions

1. What do you consider to be your most important accomplishments and why?
2. What important values have you acquired?
3. What kind of student were you?
4. What are your favorite classes? Why?
5. How did you make use of your spare time?
6. Have you ever worked before?
7. What did you enjoy doing the most, the least, and why?
8. What were the events that led to your leaving your last position?
9. If we were to contact your most recent supervisor as a reference, what would he/she say about you?
10. Do you work well under pressure?
11. How did you get along with your co-workers?
12. How would you describe yourself?
13. What adjectives would others use to describe you?
14. What are your three greatest strengths?
15. What is your greatest weakness?
16. Have you ever been fired or asked to resign?
17. Why are you interested in working for this company?
18. What salary/benefits are you looking for?
19. Where do you see yourself in five years, then ten years?



### Elevator Etiquette: Where is CEO?

Skit: People in an elevator:

Person 1: "We really have to find someone for that job by tomorrow or else we won't make that deadline"

Person 2: "I know, Matt."

Person 3: Person enters elevator yelling, "Hold the elevator!" Person is wearing head phones and raps aloud, "Yeah-Yeah, I'm seeing..." Person is also bobbing head to the beat of the music, which is loudly seeping from the headphones.

Person 1 & 2 look at each other in an annoyed manner. Person 3 gets off before person 1 & 2.

Person 2: "Well that figures, he's going to our personnel department!"

Person 1: "Bet he is applying for your vacancy."

Person 2: "God, I hope not. I know he is going to do that while he works."

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#### Top 10 Things Not to do in an Elevator

10. Don't cough or sneeze on anyone – use a tissue or your hand.
9. If you get caught up in a conversation, talk only about the weather.
8. Don't play your music too loud.
7. Don't try to eat a meal (anything that requires a utensil) – especially if your meal is spicy.
6. Don't over crowd – if there isn't enough room you just have to wait for the next elevator.
5. Don't try to pick anyone up.
4. Don't talk about your personal business.
3. Don't carry on loud conversations using profanity and the "n" word.
2. Don't carry on loud conversations bad mouthing your supervisor or your place of business.
1. Do not rap/sing out loud.



**Participant's  
Handout**

## KNOWING YOUR INDUSTRY/BACKGROUND

In the following boxes please fill in as many skills related to your industry/background and work experience.

<b>Position:</b> _____ <b>Industry:</b> _____ <b>Skills:</b> _____ _____ _____	<b>Position:</b> _____ <b>Industry:</b> _____ <b>Skills:</b> _____ _____ _____
<b>Position:</b> _____ <b>Industry:</b> _____ <b>Skills:</b> _____ _____ _____	<b>Position:</b> _____ <b>Industry:</b> _____ <b>Skills:</b> _____ _____ _____
<b>Position:</b> _____ <b>Industry:</b> _____ <b>Skills:</b> _____ _____ _____	<b>Position:</b> _____ <b>Industry:</b> _____ <b>Skills:</b> _____ _____ _____



**Participant's  
Handout**

**An Opening 30 SECOND Pitch ABOUT YOU...**

**TELL ME A LITTLE ABOUT YOURSELF.** (Note: this is a good time to think about your strengths and weakness', and the difference between formal and informal communication)

Position

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**Professional:**  
(Industry)

---

(Skills related  
to Industry)

---

---

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**Education** (Degrees & Certificates):

---

---

**Goals:**

---

---

**Characteristics:**  
Professional

---

Personal

---

List 3 Strengths:

---

List 3 Weakness':

---



**Participant's  
Handout**

In the space provided, write your definition of each of the words or phrases below and rate how important you think they are to employers:

Word or phrase	My definition (How would you use this word or phrase to describe you?)	How important is this word or phrase to an employer? Place a check mark (✓) to show your answer in any of the boxes below.		
		Very Important	Important	Not Important
Team player				
Reliable				
Flexible				
Hard worker				
Effective listener				
Confidence				
Time Management				
Dependable				
Persistent				
Productive				
Good Communication skills				
Prepared				
Responsible				
Resourceful				
Honesty				



**Participant's  
Handout**

**DEPENDING ON YOUR CONVICTION CHOOSE THE APPROPRIATE ANSWER:**

**Drug Sale, Drug Possession, Drug Trafficking Conviction:**

I was in a situation where a controlled substance was present and as a result, I was incarcerated. During my incarceration I was able to obtain skills in: landscaping, custodial maintenance, etc. (discuss the actual skills you received). I am now focusing on the goals I have set for myself.

**Assault, Domestic Violence Conviction:**

I was in a situation where someone was hurt and as a result, I was incarcerated. During my incarceration I was able to obtain skills in: landscaping, custodial maintenance, etc. (discuss the actual skills you received). I am now focusing on the goals I have set for myself.

**Theft, Robbery, Grand Larceny, Burglary, Petty Larceny, Auto Theft:**

I was in a situation where property was removed and as a result, I was incarcerated. During my incarceration I was able to obtain skills in: landscaping, custodial maintenance, etc. (discuss the actual skills you received). I am now focusing on the goals I have set for myself.

**Weapons and Gun Possession:**

I was in a situation where a weapon was present and as a result, I was incarcerated. During my incarceration I was able to obtain skills in: landscaping, custodial maintenance, etc. (discuss the actual skills you received). I am now focusing on the goals I have set for myself.

**Now describe what the conviction answer is attempting to achieve:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Now prepare your own answer to the conviction question using steps 1-4:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



## MOCK JOB POSTING & INTERVIEW

Brooklyn Children's Zone Care Program (BCZ)

Job Posting – Immediate Hire

[Insert desired position: \_\_\_\_\_]

Full-Time, 2 Year Position

Brooklyn Children's Zone Care Program (BCZ) is an organization catering to at-risk children and their families in Northern Brooklyn. We have 5 sites that provide after-school care for our children, and intense case management services to the family units.

Position Responsibilities:

[Insert duties related to desired position:  
\_\_\_\_\_]

Education Requirements:

[Insert education requirements related to desired position:  
\_\_\_\_\_]

Benefits: Full benefits package

Salary: mid – high 30s

Hours of Employment: Standard 9-5 with some evening hours required.

Send cover letter and resume to:

Human Resources

Brooklyn Children's Zone Care Program (BCZ)

2829 Build Rd., Suite 5

Brooklyn, NY 11216

OR FAX: 718-888-8888



## MOCK INTERVIEW: EMPLOYEE

You are about to begin a job search. Your first step is preparations, which are mental, physical, materials and resources:

- Mental preparation: have a clear mind; decide what employment to seek according to need, desire, education and experience – prioritize; set up realistic weekly goals; keep a positive outlook
- Physical: eat and sleep well, look groomed, dress professionally
- Materials: have cover letter, resume, references and identification; have degrees and certificates; and have a calendar/check-list to record contacts, goals and appointments
- Resources: use newspapers, the internet, libraries, employment agencies and people you know (get the word out that you are searching)

Your mind is clear and you have chosen to seek employment according to your prioritized list, thereby, Managing Expectations. You also set up realistic weekly goals to which will be met sending at least one resume daily throughout the workweek. Your materials and resources are at hand. Now you are prepared to begin your search.

Through either one of your resources you found a position for a(n) [insert desired position: \_\_\_\_\_] with Brooklyn Children's Zone Care Program (BCZ). Before sending your resume you do some research on the agency:

- By contacting the agency and visiting their website you gather some information, like the services they provide, the population they serve, how long they have been in service, and if the position you are applying for is still available.
- If possible, you also obtain the name of the person(s) who oversees the position, and a job description

Note: After gathering your information, remember to use your calendar to record names and titles, dates and times, and agency information. Also, view all contact as if you were on an interview. Remember verbal communication is a body language, like speaking slowly, clearly, with confidence and a pleasant tone, and watch that you do not use any slang. After gathering all possible information, you are now ready to send your resume and cover letter as instructed by the advertisement found through the use of your resources or from a direct source at the agency.



**Participant's  
Handout**

Wow, you have sent your information and received a date for an interview and a job description! Did you remember to record the time, date, location, name of the individual who contacted you and name of the person(s) that you will be meeting with? Hurry, record it in your calendar before you forget.

**Note:** Go back to preparation – get mentally and physically prepared, and remember to have available all your material and, as much as possible, resources (at least written down). You may be asked how you found out about the agency. Moreover, keep in mind exactly how to respond to questions:

- ❖ Answer questions directly
- ❖ Reply with names as they were given
- ❖ As much as possible, relate academic and professional experience to the position
- ❖ Relate skills and personal characteristics to being the best candidate for the position

**Note:** Think about what questions you will ask, such as questions related to:

- The position (use the job description to help you form the questions)
- What is expected from you as an employee
- The chain of command
- Benefits
- Starting date

It is the day of the interview and you go back to preparation, noting that you have all you need, and then you remember there is also physical body language:

- You walk and sit up-right
- You keep a level head
- You look individuals in the eye
- You keep a professionally pleasant expression on your face



**Participant's  
Handout**

It is time for the interview. You arrive the standard 15 minutes early, exchange greetings with several of the staff. Now you are being escorted to meet the interviewer, who is sitting behind a desk and gets up only to exchange greetings, names and handshakes. The interviewer sits back down and offers you a seat in front of the desk. You take the seat and the interview begins:

Interviewer: So tell me about yourself.

You: I have a background in: \_\_\_\_\_  
and the related skills are: \_\_\_\_\_  
Professionally I am: \_\_\_\_\_  
Educationally, I have: \_\_\_\_\_  
and am pursuing: \_\_\_\_\_  
Personally, I am: \_\_\_\_\_

Interviewer: How'd you hear about BCZ and why do you want to work with our agency?

You: I heard about BCZ through: \_\_\_\_\_  
And want to work here because: \_\_\_\_\_

Interviewer: How can your experience add to the success of our organization?

You: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Interviewer: Give me 1 of your strengths and 1 weakness'.

You: My strength is: \_\_\_\_\_  
My weakness is: \_\_\_\_\_



**Participant's  
Handout**

Interviewer: Why would you be a better candidate for the position?

You: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Interviewer: You checked yes on the application pertaining to the conviction question, might you elaborate?

You: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Interviewer: Do you have any questions?

You: If hired, what will my duties be? OR Insert your own question.  
\_\_\_\_\_

Interviewer: I'll have the secretary provide you with a job description before you leave today.

You: What would the first day of work be like and is there a probation period? OR Insert your own question.  
\_\_\_\_\_

Interviewer: The first day of work hasn't yet been outlined and the probation period is 3 months.

You: What is expected of me as a prospective employee? OR Insert your own question.  
\_\_\_\_\_

Interviewer: Hard work and the ability to keep up with a fast paced environment.



**Participant's  
Handout**

You: Does the agency provide workshops and trainings for its employees? OR Insert your own question.

---

Interviewer: Yes.

You: Will the interview process continue? OR Insert your own question.

---

Interviewer: Yes, there will be a second interview. The receptionist will contact you if you are selected. What type of pay are you looking for?

You: The ad stated mid to high 30s. I'm looking for between 37-39. OR Insert your own reply.

---

Interviewer: Okay, I'll note that.

You: May you explain the benefits package, and what about holidays and vacation? OR Insert your own question.

---

Interviewer: You should save questions about benefits for the next interview where someone from human resources will be available.

You: When might the receptionist contact me if I am selected for a second interview and would you mind if I called to follow up? OR Insert your own question.

---

Interviewer: You should know in about a week and feel free to call anytime. Thank you.

You: Thank you. OR Insert your own question.

---



**Participant's  
Handout**

Wow, that was a pretty good interview. Now remember to input all necessary information into your calendar and follow up with all instructions and appointments noted. Oh, and make sure to send a thank you postcard for the interview.



## MOCK INTERVIEW EVALUTATIONS

### Personal Presentation

Rate the different aspects of the interview as VG (Very Good), A (Average), NI (needs improvement).

1) Verbal Communication:

- Speaking proper English clearly and organized, and with a confident tone  
Groups: 1) \_\_\_/\_\_\_; 2) \_\_\_/\_\_\_; 3) \_\_\_/\_\_\_; 4) \_\_\_/\_\_\_; 5) \_\_\_/\_\_\_; 6) \_\_\_/\_\_\_

2) Non-Verbal Communication:

- Listening actively, walking and sitting upright with confidence, making eye contact, smiling and showing an honestly friendly face, using good physical energy; giving a firm handshake at the start and end of the interview  
Groups: 1) \_\_\_/\_\_\_; 2) \_\_\_/\_\_\_; 3) \_\_\_/\_\_\_; 4) \_\_\_/\_\_\_; 5) \_\_\_/\_\_\_; 6) \_\_\_/\_\_\_

3) Interaction:

- Answering questions as they are asked; asking constructive questions concerning the position's duties and the business; expressing interest in the position; thanking the interviewer and arranging for follow up  
Groups: 1) \_\_\_/\_\_\_; 2) \_\_\_/\_\_\_; 3) \_\_\_/\_\_\_; 4) \_\_\_/\_\_\_; 5) \_\_\_/\_\_\_; 6) \_\_\_/\_\_\_



# DAY 3



**Participant's  
Handout**

**POINTS TO REMEMBER ON THE JOB APPLICATION**

Availability: \_\_\_\_\_

Salary: \_\_\_\_\_

Position: \_\_\_\_\_

Conviction  
Question: \_\_\_\_\_

Legibility: \_\_\_\_\_

Abbreviation: \_\_\_\_\_

Grammar: \_\_\_\_\_

Blanks: \_\_\_\_\_

Spelling: \_\_\_\_\_

H/A: \_\_\_\_\_

Neatness: \_\_\_\_\_

Complete: \_\_\_\_\_



## **RESUMES**

There are two types of resume most commonly used: chronological and functional

### **CHRONOLOGICAL RESUME**

The chronological resume is the most traditional method. Its key feature is:

it arranges your work experience by date

it elaborates on skills and accomplishments within the body copy of the work experience section.

### **POINTS TO REMEMBER WITH A CHRONOLOGICAL RESUME:**

You should ideally relate your work history to your current targeted position.

You should have a stable work history with few gaps and nothing to be ashamed about.

Your work history should demonstrate a logical progression toward your current objective.



Chronological  
Version

Participant's  
Handout

[Click here and type address]

[Put phone, fax, and e-mail here]

## Deborah Greer

### Objective

To obtain a progressive position in Sales Administration

### Experience

1990–1994                      Arbor Shoes

#### **National Sales Manager**

- Increased sales from \$50 million to \$100 million.
- Doubled sales per representative from \$5 million to \$10 million.
- Suggested new products that increased earnings by 23%.

1985–1990                      Ferguson and Bardwell

#### **District Sales Manager**

- Increased regional sales from \$25 million to \$350 million.
- Managed 250 sales representatives in 10 Western states.
- Implemented training course for new recruits — speeding profitability.

1980–1984                      Duffy Vineyards

#### **Senior Sales Representative**

- Expanded sales team from 50 to 100 representatives.
- Tripled division revenues for each sales associate.
- Expanded sales to include mass-market accounts.

1975–1980                      Lit Ware, Inc.

#### **Sales Representative**

- Expanded territorial sales by 400%.
- Received company's highest sales award four years in a row.
- Developed Excellence in Sales training course.

### Education

1971–1975                      South Ridge State University                      South Ridge, WA

- B.A., Business Administration and Computer Science.
- Graduated *summa cum laude*.

### Skills

Extensive knowledge of computer and software applications, type 60 wpm, excellent writing abilities



Chronological  
Version

Participant's  
Handout

[Click here and type address]

[Put phone, fax, and e-mail here]

Name: \_\_\_\_\_

**Objective**

\_\_\_\_\_

**Experience**

\_\_\_\_\_

\_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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- \_\_\_\_\_
- \_\_\_\_\_

**Education**

\_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_

**Skills**

\_\_\_\_\_



## FUNCTIONAL RESUME

The functional resume differs from the chronological resume in the way it presents information. The functional resume can help you hide a past position that you'd rather forget such that it:

Clearly states your skills level and ability

Focuses on achievements without referring those skills to any particular past position

### POINTS TO REMEMBER ABOUT A FUNCTIONAL RESUME ARE:

You should use it if your work history is repetitive and you're past positions lack variety.

You should use it if your work history is composed of differing kinds of position types that do not form a cohesive whole.

You might want to use it if you are dramatically changing careers. This will allow you to emphasize your transferable skills rather than your growth in a certain kind of industry or job.

You should use this type of resume if your skills have been learned through schooling rather than work experience.

You should use this type of resume if you are switching career tracks or returning to the workforce after a hiatus.



Functional  
Version

Participant's  
Handout

# Michael Taylor

90 N. Port St.  
Brooklyn, NY 00000

Phone 718-000-0000  
E-mail oooo@aol.com

**Objective** To obtain a challenging and progressive position where my skills can be utilized as well as enhanced

**Highlights** Set and implemented new targeting strategies for national charity funds and created national networking policies and standards

**Relevant Skills and Experience** National Sales Manager

Increased sales from \$50 million to \$100 million

Doubled sales per representative from \$5 million to \$10 million.

Suggested new products that increased earnings by 23%.

**District Sales Manager**

Increased regional sales from \$25 million to \$350 million.

Managed 250 sales representatives in 10 Western states.

Implemented training course for new recruits — speeding profitability.

**Senior Sales Representative**

Expanded sales team from 50 to 100 representatives.

Tripled division revenues for each sales associate.

Expanded sales to include mass-market accounts.

Work History			
1990–1994	Arbor Shoes		South Ridge, WA
1980–1988	Duffy Vineyards		South Ridge, WA
1975–1980	Lit Ware, Inc.		South Ridge, WA

Education			
B.A., Business Management	Sumner College		1975





# **PART II:**

# **GENERAL INFORMATION**



## HOW YOUR RETENTION SPECIALIST WORKS FOR YOU

∞ **The first night after you work at your job (not NWP site), we'll call so you have someone to discuss the day with.**

∞ **During your first two weeks we will take you out for a business lunch or coffee immediately after you finish your workday to discuss how you feel about your new job and how you are doing. We will also discuss in detail:**

⇒ **CEO's RAPID REWARDS: grocery voucher, Metrocard, and gift certificates**

⇒ **Job Upgrades CEO will help you obtain after 4-6 months**

⇒ **Education Opportunities CEO will guide you through pursuing**

⇒ **Employment Coaching to better your performance on the job to an even better job in the future**

**As well as any Employment retention or advancement matters you would like to discuss.**

∞ **We'll also schedule days and times that are convenient for you to keep exploring how to make your work life on the job the best it can be, and how to keep moving up in the labor force.**

∞ **For the year following your job placement we will be an additional support to aide you in getting back to work, and getting your life back on track.**



Center for Employment Opportunities  
Strategies for Obtaining and Sustaining Employment Workshops

Participant's  
Handout

**TO:** All Participants  
**FROM:** Mary R Bedeau, Director, Job Coaching and Employment Retention Services  
**RE:** Rapid Rewards  
**DATE:** September 13, 2005

**Please note: This memo supersedes all previous verbal and/or written statements concerning participation in the Rapid Rewards<sup>5</sup> Program (RRP).**

The following are the Limitations concerning participation in the Rapid Rewards Program, please review them carefully – your acceptance of these Rewards means that you agree to abide by the specified Limitations:

**Limitations:**

- Incentives are **not** convertible to cash
- Participants may redeem **no more than 2 coupons at any given time**
- Rewards are not transferable
- Participant **must** meet with JC or CSR in order to receive reward
- Rewards can only be awarded as long as funds are available -- **the RRP may be cancelled at any time without advance notice to participants**
- Career Advancement Funds can be paid directly to the post-secondary institution or to participant
- **The 12<sup>th</sup> month Reward is not an offer of employment** - applicants must have work experience that is relevant to an available position – see your Job Coach for assistance
- Coupons Not Valid without the Director's (or designee's) Signature
- You may continue to participate in the RRP for as long as there is no more than a 30-day gap between jobs and you remain in good standing with CEO
- CEO reserves the right to terminate a participant from the Rapid Rewards Program at any time, for any reason – **such decisions are final and irrevocable**

**Hours of Distribution:**

**Daytime:** Tuesday through Thursday, 9AM to 11AM or 2PM to 4PM

**Evening (after 5PM):** Please call 212-422-4430, Ext. 203 or 345, to arrange an appointment – **you will not be seen without an appointment.**

**Note:**

You are responsible for ensuring that you receive any Rewards through RRP – it is your responsibility to maintain contact with your JC or CSR and to remain in good standing with CEO. At his or her discretion, your JC or CSR may arrange to meet with you at mutually convenient times and places for follow-up purposes and may deliver your rewards during these meetings.

In the event that you loose your job and fail to obtain a new job within the 30 day period: If you are in good standing with CEO, at the discretion of your Client Services Representative or Job Coach, you may resume participating in the Rapid Rewards Program through the 12<sup>th</sup> month from the start date of the original job you had when you started the RRP Rapid Rewards Program.doc



Center for Employment Opportunities  
Strategies for Obtaining and Sustaining Employment Workshops

Participant's  
Handout

<p><b>\$50 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Job Start Date: _____ 30<sup>th</sup> day after start: _____</p> <p>Bring in your 30<sup>th</sup> day PAY STUB and earn 5 Metro Cards and earn Grocery Store Vouchers worth \$30.00 Date received: _____</p>	<p><b>\$12 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Month2: _____</p> <p>Bring in ONE PAY STUB EVERY MONTH and earn: 3 Metro Cards Date received: _____</p>	<p><b>\$12 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Month3: _____</p> <p>Bring in ONE PAY STUB EVERY MONTH and earn: 3 Metro Cards Date received: _____</p>
<p><b>\$84 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>First Retention Milestone:</p> <p>Give your JC one pay stub and Earn: \$40.00 Grocery Store Voucher; 5 metro cards One 7 day unlimited metro card Date received: _____</p>	<p><b>\$12 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Month5: _____</p> <p>Bring in ONE PAY STUB EVERY MONTH and earn: 3 Metro Cards Date received: _____</p>	<p><b>\$12 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Month6: _____</p> <p>Bring in ONE PAY STUB EVERY MONTH and earn: 3 Metro Cards Date received: _____</p>
<p><b>\$12 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Month7: _____</p> <p>Bring in ONE PAY STUB EVERY MONTH and earn: 3 Metro Cards Date received: _____</p>	<p><b>\$12 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Month8: _____</p> <p>Bring in ONE PAY STUB EVERY MONTH and earn: 3 Metro Cards Date received: _____</p>	<p><b>\$12 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>Month9: _____</p> <p>Bring in ONE PAY STUB EVERY MONTH and earn: 3 Metro Cards Date received: _____</p>
<p><b>\$116 value!</b></p> <p>RAPID REWARDS PROGRAM (Months 10 &amp; 11)</p> <p>Second Retention Milestone:</p> <p>Give your JC one pay stub and Earn: \$40.00 Grocery Store Voucher; One 30 day unlimited metro card Date received: _____</p>	<p><b>\$200.00 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>12<sup>th</sup> month from job start:</p> <p>Bring in a PAY STUB after 12 consecutive months of non-CEO employment and earn:</p> <ul style="list-style-type: none"> <li>▪ \$200 Check</li> <li>▪ \$200 Career Advancement Assistance</li> <li>▪ Eligibility to apply for employment with CEO (see #8 below)</li> </ul> <p>Date received: _____</p>	<p><b>\$200 value!</b></p> <p>RAPID REWARDS PROGRAM</p> <p>*CAREER ADVANCEMENT ASSISTANCE</p> <p>Use the funds to defray costs associated with attending post-secondary, vocational or trade programs leading to a Certificate and/or License.</p> <p>You must be in good standing with your Job Coach and have worked for 12 consecutive months to be eligible for this incentive.</p>



**Participant's  
Handout**

**NEED INTERVIEW CLOTHING WHILE SAVING...?**

**HERE IS A LIST OF SHOPS WHERE YOU CAN BUY INTERVIEW CLOTHING FOR LESS (The following information is provided for informational purposes only – we make no promises as to cost or availability of the items listed.)**

**MANHATTAN**

**V.I.M.:** 16 W. 14<sup>th</sup> St. @ 5<sup>th</sup> Avenue  
(237 Duffield Avenue)

Slacks for \$9-\$12; shirts for \$7; sweaters & blouses for as little as \$20 – Take the 2 or 4 train to 14<sup>th</sup> Street.

**SYMS:** 42 Trinity Place

Variety of Men's & Women's wear at 20-60 % off – Take 1/9 or R train to Rector Street; 4/5 to Wall Street.

**CONWAY:** 151 Williams St. @ Fulton Street

Men's Slacks, shirts and ties in \$10 range; ladies blouses and skirts in \$10-\$12 range – 4/5 to Fulton Street.

**BRONX**

**CONWAY:** 2952 3<sup>rd</sup> Avenue

Shirts for \$8 – Take 2 or 5 train to E. 149<sup>th</sup> Street & 3<sup>rd</sup> Avenue. C/S to 152<sup>nd</sup> & 3<sup>rd</sup> Avenue.

**CEE CEE'S:** 3493 Jerome Avenue @ Gun Hill Road.

Shirt & tie combo for \$6; slacks for \$9; women's blouses & skirts at comparative prices – 2 train to Simpson Street.

**BROOKLYN**

**CONWAY:** 505 Fulton St.

Men's slacks in the range of \$10; cheap blouses & skirts for women.

**BOBBY'S DEPARTMENT STORE:**

823 Utica Avenue

Men's slacks, shirts & ties all for under \$10; women's blouses & skirts for around \$10-\$15 – 2 or 4 train to Utica Avenue/B46 to Church Avenue.

**TELCO STORES:** 1404 Rockaway Parkway

Slacks as low as \$9 & shirt and tie combos for \$8 – 2 train to Nevins Street.



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Participant's  
Handout

## HEALTH INSURANCE INQUIRY

**REACHING THE UNISURED WITH:**

**CHILD HEALTH PLUS**

**FAMILY HEALTH PLUS**

**AND EPIC (a program for seniors 65 and over that will help pay for their medication)**

**FOR SIMPLE AND EASY ASSISTANCE WITH COMPLETING AN  
APPLICATION CONTACT:**

**Manhattan Chelsea Health Center  
303 9<sup>th</sup> Avenue or call: 212-244-0841**

**NEW YORK CITY DEPARTMENT  
OF HEALTH AND MENTAL HYGIENE**

**Bureau of Health Insurance Services  
Division of Health Care Access and Improvement**



**FELONY CONVICTION**

**HOW IT AFFECTS YOUR RIGHT TO VOTE**

**YOU CANNOT REGISTER FOR OR VOTE IN AN ELECTION IF:**

8. You have been convicted of a felony in New York State and are currently incarcerated serving your sentence.
9. You have been convicted of a felony in New York State and are currently serving parole.
10. You have been convicted in a Federal Court or in ANOTHER STATE of a crime or offense which would constitute a felony under the laws of New York State, unless you meet any one of the five conditions below.

**YOU CAN REGISTER FOR OR VOTE IN AN ELECTION IF:**

1. You have been convicted of a felony but have been pardoned.
2. Your maximum sentence of imprisonment has expired.
3. You have been discharged from parole
4. You have been convicted but have not been sentenced to imprisonment or if the sentence of imprisonment has been suspended
5. You finished your maximum sentence and are currently serving probation.

**FOR FURTHER INFORMATION PLEASE CALL:  
(212) V-O-T-E-N-Y-C OR (212) 868-3692**



## DOCUMENTATION

### **SOCIAL SECURITY & CITIZENSHIP:**

#### **YOU CAN ACQUIRE BOTH A SOCIAL SECURITY CARD AND CITIZENSHIP DOCUMENTATION**

##### **AT:**

26 Federal Plaza  
New York, NY 10278  
800-772-1213

**Note:** STEPS – If you immediately go to INS or fill out a 1-90 form for a new green card, without taking the following steps, you could get deported. Before taking any of steps 1-3 make sure that you have a print out of your conviction history, the date of expiration of your green card and that you know your entire family immigration history (i.e. whether mother and father were U.S. citizens or grandparents were citizens, how long they have been in the country, what the reason was for leaving their native country)

- 1) Get a certificate of disposition from the courthouse in the borough where the arrest for your conviction occurred. Make sure that you bring all valid forms of I.D. (including the expired green card if you have it) with you.
- 2) Call the Immigrant Defense Project and find out the immigration consequences of applying for a green card based on your history. The best times to call are Tuesdays and Thursdays between 1:30 and 4:30 pm and the number is 718-858-9658 x.201. You can say that you were referred to the Immigrant Defense Project by Julie Dinnerstein
- 3) Contact Raluca Oncioiu with Catholic Charities. Her number is 212-419-3762. Catholic Charities gives immigration assistance, and has walk-in hours on Thursdays beginning at 9:00 am. The building is located at 1011 First Avenue between 55th and 56th on the 12th Floor. The wait time to see someone may be long.

**Note: For Social Security, Brooklyn residents are required to use this Brooklyn branch office:**

625 Fulton Street  
6<sup>th</sup> floor  
Brooklyn, NY 11201

### **BIRTH CERTIFICATE:**

#### **NEW YORK CITY DEPARTMENT OF HEALTH**

125 Worth Street  
Room #133  
New York, NY 10013  
General: 212-788-4520  
Fax: 212-962-6105

### **DRIVER'S LICENSE & NON-DRIVER PHOTO ID:**

#### **New York City Metropolitan Area Call Centers**

Information: 718-488-5710  
Hours: 8:00 a.m. – 4:00 p.m.



### JOB SEARCH WEBSITES:

[www.idealists.org](http://www.idealists.org)  
[www.craigslist.com](http://www.craigslist.com)  
[www.asapnys.org/jobs](http://www.asapnys.org/jobs)  
[www.nycetc.org/job](http://www.nycetc.org/job)  
[www.ajb.dni.us/](http://www.ajb.dni.us/)  
[www.carrercity.com](http://www.carrercity.com)  
[www.careermosaic.com](http://www.careermosaic.com)  
[www.jobweb.com](http://www.jobweb.com)  
[www.monster.com](http://www.monster.com)  
[www.careerpath.com](http://www.careerpath.com)  
[www.jobbankusa.com](http://www.jobbankusa.com)  
<http://nydailynews.abracat.com/>  
<http://www.adquest3d.com/supermain.cfm?pag=507&brd=1069>  
<http://www.nytimes.com/yr/mo/day/jobmarket/>  
<http://jobsearch.about.com/business/jobsearch/library/weekly/aa042599.htm>

### LABOR MARKET AND SALARY INFORMATION:

America's Career InfoNet  
[www.acinet.org/default.asp](http://www.acinet.org/default.asp)

Job Seeker's Guide to Industry  
[www.labor.state.ny.us/working\\_ny/finding\\_a\\_job/jobseek/index.htm](http://www.labor.state.ny.us/working_ny/finding_a_job/jobseek/index.htm)

New York State DOL  
[www.labor.state.ny.us/labor\\_market/LMI\\_job\\_seekers/job\\_seekers.html](http://www.labor.state.ny.us/labor_market/LMI_job_seekers/job_seekers.html)

Wage Web Salary Information  
[www.wageweb.com/](http://www.wageweb.com/)

### RESUMES/COVER LETTERS/THANK YOU'S

The 10-Minute Resume  
[www.10minuteresume.com](http://www.10minuteresume.com)

JobStar  
<http://www.jobstar.org/tools/resume/index.htm>



## **JOB SEARCH WEBSITES (continued)**

### **CareerZone Resume Maker**

**<http://www.nycareerzone.org/graphic/resources/jobseeker/resume.jsp>**

### **CareerZone cover Letter Maker**

**[www.nycareerzone.org/graphic/resources/jobseeker/cover.jsp](http://www.nycareerzone.org/graphic/resources/jobseeker/cover.jsp)**

## **OTHER USEFUL SITES**

### **Legal & Illegal Questions on Interviews**

**[www.labor.state.ny.us/working\\_ny/finding\\_a\\_job/winedge/tableco.htm](http://www.labor.state.ny.us/working_ny/finding_a_job/winedge/tableco.htm)**

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**WANT TO START A BANK ACCOUNT, LEARN ABOUT FINANCIAL PLANNING, THE IMPORTANCE OF CREDIT, OR HOW ABOUT FINANCING OR EVEN BALANCING A CHECKBOOK?**

**YOU CAN! JUST CONTACT Washington Mutual:**

Sita Ragbir – Senior Personal Financial Representative & Banking Specialist

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**Note:** Contact Sita Ragbir solely for starting accounts. Moreover, contact CEO Job Coach, Jasmine Luciano, on the 5<sup>th</sup> floor of CEO or call 212-422-4430 ext. 273, to sign up for Washington Mutual Financial Planning workshops.



**Participant's  
Handout**