



FREQUENTLY ASKED QUESTIONS

rev:2/4/09

Q: What services and resources does *FUTUREWORKS* provide?

A: *FUTUREWORKS* is one of 37 One Stop Career Centers in Massachusetts. We provide a wide range of services & resources to job seekers and employers in Hampden County. These include: job postings; free workshops in resume writing, interviewing, salary negotiations and many more; use of computers, FAX machines, phones and copiers; and access to trained professionals to assist members in their job search, career planning and management.

Q: Where are you located?

A: *FUTUREWORKS* is at One Federal Street, Building 103-3, Springfield, MA 01105, in the Springfield Technical Community College (STCC) Technology Park. Please see the map on our web site: www.getajob.cc or call us at 413.858.2800, and follow the prompts.

Q: What are your daily hours of operation?

A: Our hours of operation are:

Mondays.....	8:30 AM to 4:30 PM	Thursdays.....	8:30 AM to 3:00 PM
Tuesdays.....	8:30 AM to 4:30 PM	Fridays.....	8:30 AM to 4:30 PM
Wednesdays.....	8:30 AM to 5:45 PM		

Q: What is your snow/closing policy?

A: Any closing or delay due to severe snow or road conditions will be announced on TV 22, WHYN AM and FM, and WMAS AM and FM, or you can call 413.858.2800, select ‘English,’ and press option 3. The recorded message will let you know if we are closed, or will open late due to weather. You may also check our web site: www.getajob.cc .

Q: How do I become a member of *FUTUREWORKS* ?

A: Lifetime membership at *FUTUREWORKS* is free. To become a member, please attend one of our Welcome Meetings, held on Mondays at 1 PM, Wednesdays at 4 PM, and Fridays at 10 AM. Our Friday sessions are in both English and Spanish. It is not necessary to pre-register for a Welcome Meeting; however, you must arrive 10 minutes before the scheduled start time, since the sessions begin promptly. At the Welcome Meeting, you will receive a tour of the Center, and will learn about the many resources and services available to you.

Q: If I work for a community agency, how do I become a member?

A: We offer an ‘Affiliate Membership’ to employees of community agencies. To apply, please plan to attend one of our Welcome Meetings (see previous question), for detailed information on our services & resources. You may also call 413.858.2800, and speak with the Career Specialist who works with community agencies.

Q: How do I file for unemployment at your Career Center?

A: There is an Unemployment Representative from the Department of Employment and Training available daily at *FUTUREWORKS*, on a first-come-first-served basis, during the hours listed below, to answer questions regarding your claim. Call us at 413.858.2800 and follow the prompts for directions to the Center.

To file a claim for unemployment compensation, please come in to meet with a DUA Representative, according to the following schedule:

If your Social Security Number ends with: 0, 1, 2, or 3, come in or call on Mondays, 8:30 AM- to 4:00 PM.

If your Social Security Number ends with: 4, 5, or 6, come in or call on Tuesdays, 8:30 AM to 4:00 PM.

If your Social Security Number ends with: 7, 8, or 9, come in or call on Wednesdays, 8:30 AM to 4:00 PM .

All Social Security numbers may come in or call on Thursdays, 8:30 AM to 2:30 PM, or on Fridays, 8:30 AM to 4:00 PM.

Q: Can you find a job for me?

A: While we do post job openings, *FUTUREWORKS* is not a placement service. *FUTUREWORKS* is a Career Center, which can assist you with your job search by offering workshops on career planning, resumes and cover letters, interviewing, training options, etc., and provides access to tools such as computers, FAXES, phones and copiers. To learn how to best utilize these services and resources, attend one of our Welcome Meetings offered on Mondays at 1 PM, Wednesdays at 4 PM, and Fridays at 10 AM.

Q: Can I have someone review my resume?

A: Yes. Our “Resume Critique” service is one of our many resources offered to members. A Career Specialist is available every Thursday starting at 1:30 PM, on a first-come-first-served-basis for brief individual consultations on resumes. The staff in our Resource Room can also advise you on ways to enhance the effectiveness of your resume. In addition, we offer “Resume Writing” workshops several times a month. (See our monthly calendar). To learn more about these services, please attend one of our Welcome Meetings.

Q: How do I develop or update my resume?

A: Our Resource Room has detailed materials on developing various styles of resumes, and we offer both beginners & advanced resume writing workshops several times a month. These services are available to members at no cost. Check our monthly calendar for dates & times. If you need assistance, staff is available to help you.

Q: How do I sign up for Computer Classes and other workshops?

A: As with all of our workshops, you can sign up at our Front Desk area. Computer Basics and Word 1 are offered at no cost to FutureWorks members. After attending these workshops, members may choose to attend fee-based workshops in Word, PowerPoint, Excel, Access or Keyboarding. These workshops range from two to three hours and range in price from \$5 to \$20. Fee-based workshops must be paid for at time of registration. Our monthly calendar includes our computer workshop schedule, and is available in both our Reception Area and Resource Room. If fees are an issue, please contact a Career Specialist at 413-858-2800.

Q: Do you have a workshop attendance policy?

A: Yes. Members must arrive 10 to 15 minutes early, check in at the Front Desk, and swipe their cards. Once a workshop has begun, there is no admittance, so please be prompt. Also, there is no food or drink allowed in the Center, and all cell phones or pagers must be set to either silent or vibrate, so as not to disrupt the class.

Q: I am interested in getting training. How do I find out about it?

A: Following our Welcome Meeting, members have the opportunity to schedule a meeting with a Career Specialist who can explain exploration of training and funding options for which you may be eligible, or call 413.858.2800, and follow the prompts to speak with a Career Specialist. Our Resource Room has training information brochures and lists of approved training vendors, as well as financial aid resources and computers to access on-line training and financial aid information.

Q: In which languages are services offered at *FUTUREWORKS*?

A: Our Welcome Meetings are offered in both Spanish and English every Friday at 10 AM. Most workshops and classes are offered in English only. However, non-English speaking jobseekers are welcome to bring an interpreter with them, to any of our sessions. In addition, we have many Spanish speaking staff to assist our members with all of our services.

Q: Is *FUTUREWORKS* handicapped accessible?

A: *FUTUREWORKS* is fully accessible to the physically challenged. The Center is accessed by elevator. Facilities ranging from computer and phone stations to restrooms and parking are all handicapped accessible. In addition, there is a TTY phone available to hearing-impaired job seekers in our Resource Room, as well as a staff member who can sign. Any individual requiring accommodations for a workshop or event should contact us in advance so resources can be provided. Note: Some resources may require two to three weeks to arrange.

Q: Does *FUTUREWORKS* have a web site?

A: Yes. www.getajob.cc Our web site requires *no* fees, passwords, or even membership to access. All of our job postings are available, along with links to specialized job search sites, like our “Job Central” and “MASS Career Information System” software. You can use our “Ask Our Career Counselor” feature to get information, and check our monthly calendar for our workshop and events schedule.