2020

Employer Resource Guide

Providing Programs and Services to Assist Connecticut Businesses

CONNECTICUT DEPARTMENT OF LABOR

Partner of the American Job Center Network

http://www.ctdol.state.ct.us/employerresourceguide.pdf

Acknowledgement

This employer resource guide was created to educate all employers on the wide array of programs, services, and incentives available in Connecticut. This guide will be periodically updated, and automatically emailed to all registered employers in *CTHires,* (www.cthires.com), the Department of Labor's no cost online job bank. In addition, a link to the resource guide will be available on the Department of Labor's website, http://www.ctdol.state.ct.us/employerresourceguide.pdf.

The Connecticut Department of Labor would like to express its gratitude to the state agencies, organizations and individuals contributing to the publication of this guide:

- Connecticut Adult Education
- Connecticut Center for Advanced Technology
- Connecticut State Colleges and Universities System
- CONNSTEP
- Department of Aging and Disability Services
- Department of Economic and Community Development
- Workforce Development Boards

We hope you find this guide useful. If you have any questions, please contact the Connecticut Department of Labor's Employment Services Operations Unit via email at: DOL.EmploymentServices@ct.gov.

The Connecticut Department of Labor, Employment Services Operations Unit – April 2020

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Recruiting and Hiring

The American Job Center (AJC) Network

The Resource

The *American Job Center* network is a partnership of organizations working as a team to promote a universal approach to provide effective workforce assistance to businesses. This collaboration of state, regional and local organizations is designed to provide a seamless delivery system of programs and services.

American Job Centers (AJCs), located throughout the state, provide a variety of employment-related services for Connecticut's businesses for little or no cost. Staff at the AJCs can provide assistance with services such as recruiting and screening qualified applicants, guidance on reaching out to specific populations in employers' recruiting efforts, job matching, and labor market information.

Benefit and Eligibility Criteria

- **Post job openings** - Employment opportunities can be posted on Connecticut's job bank system, www.CTHires.com making them accessible to thousands of job seekers at no cost.
- **Creating a Virtual Recruiter in CTHires** - Virtual Recruiter allows employers to save a candidate search and periodically identify new job seeker résumés that fit the search criteria. Results are reported to the employer's message box in CTHires or email address.
- **Targeted recruitments** - AJC staff can organize a customized recruitment for the employer at the job center. Staff contact candidates with the qualifications, skills, and experience needed to fill an employer's vacancy, all focused on an employer's requirements. The job center offers private facilities to interview candidates, staff assistance, and marketing of the company and its available openings to a large pool of skilled job seekers.
- **Screening of applicants prior to referral** - Based on qualifications desired by employers, AJC staff may screen applicants for job openings prior to referring individuals to the employer.
- **Job matching** - AJC staff can match qualified candidates with employers' job openings and send the résumés of candidates with the required skills, education, and experience to the employer.
- **Labor Market Information** - AJCs have current labor market information and can provide employers with data on prevailing industry wages, employment data by community, and other state/national trends regarding employment and labor market.
- **Outreach services** - AJC staff can provide programs and services to help dislocated workers find jobs following a layoff or reduction in force. Staff also assists with career/job fairs throughout the state.
- **Informational seminars –** Financial incentives, employer roundtables, and apprenticeship programs.
- **Specialized services** including coordinating services and referrals with other state agencies.

Contact Information

Employers may contact their nearest *American Job Center* and speak with a Business Services Representative.

Business Services Team

Southwest Region
(Bridgeport, Derby, Stamford, Norwalk area)

Lori-lynn Chatlos Bridgeport American Job Center 2 Lafayette Square, Bridgeport, CT 06604 Phone: (203) 455-2601 / Fax: (203) 455-2730 lorilynn.chatlos@ct.gov

South Central Region
(New Haven, Meriden, Middletown area)

Abby Leslie Gayle Hamden American Job Center 37 Marne Street, Hamden, CT 06514 Phone: (203) 859-3414 Fax: (203) 859-3120 abbyleslie.gayle@ct.gov	**Janice Albert** Hamden American Job Center 37 Marne Street, Hamden, CT 06514 Phone: (203) 859-3417 Fax: (203) 859-3120 janice.albert@ct.gov	**Peter Raymo** Hamden American Job Center 37 Marne Street, Hamden, CT 06514 Phone: (203) 859-3312 Fax: (203) 859-3120 peter.raymo@ct.gov

North Central Region
(Hartford, New Britain, Bristol, Enfield area)

Donna Smith Hartford American Job Center 3580 Main Street Hartford, CT 06120 Phone: (860) 256-3869 Fax: (860) 256-3580 donna.smith@ct.gov	**Garth Swaby** Hartford American Job Center 3580 Main Street Hartford, CT 06120 Phone: (860) 256-3871 Fax: (860) 256-3580 garth.swaby@ct.gov

Business Services Team

Eastern Region
(Danielson, Montville, Willimantic area)

Mark Fillmore Montville American Job Center 601 Norwich New London Turnpike, Suite 1 Uncasville, CT 06382 Phone: (860) 848-5251 Fax: (860) 848-5220 mark.fillmore@ct.gov	**Kathleen Cosgrove** Montville American Job Center 601 Norwich New London Turnpike, Suite 1 Uncasville, CT 06382 Phone: (860) 848-5252 Fax: (860) 848-5220 kathleen.cosgrove@ct.gov

Northwest Region
(Waterbury, Danbury, Torrington area)

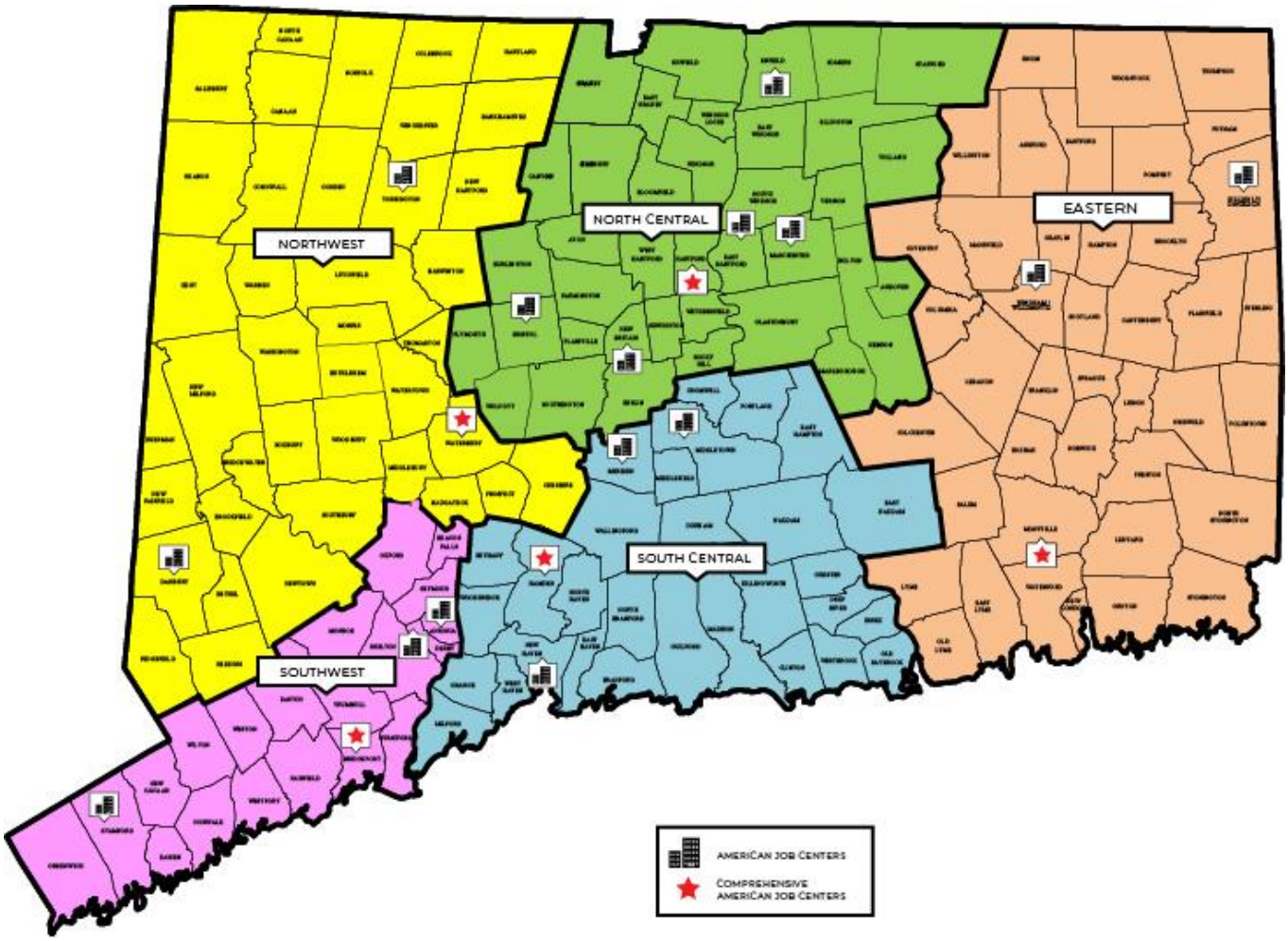
Michelle Caffe
Waterbury American Job Center
249 Thomaston Avenue, Waterbury, CT 06702
Phone: (203) 437-3308/ Fax: (203) 437-3290
michelle.caffe@ct.gov

Local Veterans Employment Representatives (LVER)
(*LVERs promote the hiring of Veterans to Connecticut Employers*)

All Regions

Tim Rockefeller
Phone: (860) 263-6016/ Fax: (860) 263-6039
Timothy.Rockefeller@ct.gov

Map of Connecticut American Job Centers by Region



Department of Aging and Disability Services (ADS)

The Resource

The Department of Aging and Disability Services (ADS) programs are designed for Connecticut businesses to leverage a largely untapped talent pool of people with disabilities while providing opportunities for workforce development, skill building, employee growth and retention. ADS is ready and willing to assist your business in the areas of:

- Talent Recruitment
- Diversity and Inclusion Assistance
- Employee Retention
- Training for Business (Understanding the ADA, Accommodations, Assistive Technology)
- Training for Employees (Disability Awareness, Occupational Skill Building, On-the-Job Training)
- Tax Credit and Incentive Assistance

Benefit and Eligibility Criteria

Connecticut businesses that build a diverse and inclusive workplace foster an atmosphere of teamwork and problem solving that drive productivity. These businesses promote a dynamic approach to their respective, competitive markets. Benefits of ADS business resources include:

- Statewide network of ADS rehabilitation professionals as an extensive resource for talented applicants who are pre-screened to meet your business needs.
- Pre-screening of referrals that can result in both time and cost savings.
- ADS will partner with businesses and labor organizations in the design and delivery of education and training programs to meet current and future hiring needs.
- Available programs include on-the-job training, internships, registered apprenticeships and customized training programs.
- ADS business resources provide Connecticut businesses the opportunity to offset costs of recruitment and training and provide additional capacity to build a more dynamic and diverse workforce.
- ADS actively works to coordinate services and supports with its participants and business partners to promote workforce development opportunities.
- While there are eligibility requirements for individuals with disabilities to utilize ADS participant services, there are no requirements for ADS business partners.

Contact Information

Mark Henry and Jonathan Richmond are available to immediately address your business needs. Mr. Henry can be reached at (860) 424-4859 or at mark.henry@ct.gov and Mr. Richmond can be reached at (860) 602-4031 or at jonathan.richmond@ct.gov.

Department of Labor
Local Veterans' Employment Representatives

The Resource

The Connecticut Department of Labor strives to provide all eligible veterans with the resources and services needed to succeed in the workforce, by maximizing their employment opportunities, protecting their employment rights and meeting the demands of today's labor market. Employer workforce resources include Local Veterans' Employment Representatives (LVERs) who are qualified veterans themselves and serve as statewide advocates for the hiring of veterans.

Benefit and Eligibility Criteria

LVERs conduct employer outreach and facilitate the employment, training, and placement services furnished to veterans in Connecticut's American Job Centers. LVERs are available to conduct workshops and presentations to employers, unions, and business organizations; to inform Federal contractors of the process to recruit qualified veterans; and to promote credentialing and licensing opportunities for veterans. LVERs also perform job development, which involves the matching of a specific veteran to a specific employer, and requires the LVER to have a thorough understanding of the occupation, industry, skill level and knowledge necessary to meet the employer's needs.

LVERs work in concert with CTDOL's Business Services Representatives to assist employers with the placement of job listings, employer recruitments, on-the-job training, and apprenticeship opportunities. They inform employers of hiring incentives offered by state and federal programs, including the Vocational Rehabilitation & Employment program, which is available to disabled veterans who can no longer perform the duties required for their military occupation specialty. LVERs plan and host CTDOL's annual Heroes 4 Hire career fair, and they assist employers in translating an ex-service member's military experience to the same or similar experience in the civilian workforce.

Contact Information

For assistance with hiring veterans, employers can contact an LVER or another member of CTDOL's Business Services team. Refer to pages 5 & 6 for a complete staff listing. Additional information about veterans' services and hiring initiatives may be accessed by visiting www.ctvetjobs.org.

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Department of Labor
Work Opportunity Tax Credit (WOTC)

The Resource

The Work Opportunity Tax Credit (WOTC) is a Federal tax credit available to employers that hire individuals from certain target groups who have faced significant barriers to employment. The regulations are set by the IRS and the U.S. Department of Labor and are administered by Connecticut Department of Labor.

Benefit and Eligibility Criteria

The tax credit ranges from $1,200 - $9,600 depending on the target group of the individual hired. There is no limit to the number of people they can hire, with minimal paperwork, so this program can be worth thousands of dollars to a business.

This credit provides a reduction in federal tax liability. Even a tax exempt 501c business can benefit from a reduced tax credit if they hire a qualified veteran and the business is a § 501(a) "qualified tax-exempt organization".

WOTC is a one-time tax credit for hiring and retaining individuals from one of these target groups:

Veterans:	**Tax Credit Amount—up to a maximum of:**
Veteran receiving benefits from the Supplemental Nutritional Assistance Program	$2,400
Disabled veteran receiving compensation for service connected disability	$4,800
Disabled veteran receiving compensation for service connected disability and unemployed for six months	$9,600
Unemployed veteran four weeks	$2,400
Unemployed veteran six months or more	$5,600

Other Categories:

Temporary Assistance to Needy Families (TANF) recipient	$2,400
Supplemental Nutritional Assistance Program (SNAP)	$2,400
Ex-Felon	$2,400
Designated Community Residents	$2,400
Vocational Rehabilitation Referral	$2,400
SSI and Ticket to Work	$2,400
Summer Youth	$1,200
Long Term Family Assistance Recipient	$ 4,000 year one and $5,000 year two
Long Term Unemployment Recipient	$2,400

An application package consists of IRS Form 8850 and ETA Form 9061 with additional documents needed for the groups listed below:

- Veteran—DD214 or separation paperwork from the military
- Disabled Veteran—DD214 or separation paperwork from the military and proof of receipt of compensation for a service connected disability
- Designated Community Resident—proof of age and address
- Vocational Rehabilitative Referral—Authorization of Disclosure—JS-182
- Long Term Unemployment Recipient-- ETA Form 9175 –(ETA-United States Department of Labor) not required but may expedite

Mail the completed package to:

Connecticut Department of Labor
Attn: WOTC Unit
200 Folly Brook Blvd
Wethersfield, CT 06109

Connecticut Department of Labor will provide a determination letter that either certifies or denies the tax credit. Once certified, employers will provide the letter, number of hours worked by the employee, and their wages to their accounting professional.

Contact Information

Information on Work Opportunity Tax Credit can be found at:

http://www.ctdol.state.ct.us/progsupt/taxcredits/taxcreditprogramspage.htm

Or:

Sharon Grip WOTC Coordinator 860-263-6066 Sharon.grip@ct.gov	**WOTC Unit** 860-263-6060

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Grants, Training, Consultation, and Workplace Safety

Department of Labor
The Manufacturing Innovation Fund
Incumbent Worker Training Grants

The Resource

The Manufacturing Innovation Fund Incumbent Worker Training (MIF IWT) program provides training grants to Connecticut manufacturers for growing innovative and technology-based manufacturing businesses in Connecticut. The goals are:

- To support advanced manufacturing and innovative companies in their efforts to train incumbent workers in the appropriate skills to meet current and emerging market needs.
- To bring technological innovation to the market and help manufacturing companies leap ahead in productivity and efficiency by enhancing the skills of their current workforce.
- To maintain sales and grow revenue and profitability.

Benefit and Eligibility Criteria

Employers are reimbursed up to 50% of an approved training plan within a 12-month period. The maximum grant is $50,000 and could cover a training plan costing $100,000. Reimbursement may be distributed in partial payments as training line items are completed or in whole when all the training is completed. For example, if a company is approved for a training plan totaling $40,000, the employer could receive as much as $20,000 in reimbursement.

Applications requesting funding prior to the start of training are evaluated by the Department of Labor to ensure the following mandatory requirements are met:

- Connecticut-based manufacturer with 2,000 or fewer employees in CT and registered for at least 12 months with the Secretary of the State's office to conduct business in Connecticut.
- Operate a manufacturing facility located in Connecticut. Training covered under this program is for Connecticut based employees only.
- In good standing with the Department of Revenue Services, Department of Labor and other relevant state or local agencies.
- Have a training project that meets criteria to enhance employee skills.

Contact Information

Eligible manufacturing companies should complete and submit the online application form found at: www.ctdol.state.ct.us/IWTmanufappform.htm. Please contact Bernice Zampano at (860) 263-6732 or via email at bernice.zampano@ct.gov for further assistance with the program.

Department of Labor
Trade Adjustment Assistance
On-the-Job Training

The Resource

- Trade Adjustment Assistance (TAA) provides training benefits to workers in firms who have lost their jobs due to foreign trade.
- On-the-job training (OJT) is a method of training new employees at the work site using other skilled employees as instructors.
- TAA-OJT brings together employers and workers by providing funding to employers to offset a portion of the cost of training workers in skilled occupations.

Benefit and Eligibility Criteria

- Provides up to 50% of the starting wage rate for a new employee.
- TAA funds can also pay for the necessary schooling not provided in the OJT.
- Reimbursement between two and nine months (104 weeks maximum), depending on complexity and skill level of the job.
- Department of Labor (DOL) staff will work with you to design a customized OJT plan to meet your needs.
- The new employee will be trained to your specific work requirements.
- Funding can also be used to support a **Registered Apprenticeship** program through wage reimbursements to the employer and covering the costs of related instruction, books, supplies and equipment for the employee.

How does it work? If you would like to create an OJT program, please contact your local Business Services Representative listed on page 5 of this guide. Once you create an OJT program with DOL, we refer TAA-certified workers to your OJT openings, assist with paperwork and record keeping, pay the agreed-upon monthly OJT reimbursement, and provide ongoing employer/employee support. The employer agrees to offer full-time OJT training to the worker.

Contact Information

Interested in TAA, OJT or Apprenticeship for your business? Contact the Trade Adjustment Assistance Unit at (860) 263-6070, or for a listing of local DOL Business Services Representative, see page 5.

Department of Labor
The Office of Apprenticeship Training

The Resource

As technology and demand for highly-skilled, entry-level workers increases, pre-apprenticeship and Registered Apprenticeship strategies have proven to be successful examples to meet potential employee, employer and industry needs.

Apprenticeship programs in the State of Connecticut are administered by the Department of Labor's, Office of Apprenticeship Training. Skilled consultants provide technical assistance, monitoring, and consulting services to qualified employers that take on the responsibilities of program sponsorship.

Apprenticeship is a program of "learning while earning." Unlike other vocational training which is held in a school setting, apprenticeship is based on an employer-employee relationship. The apprentice employee enters into a mutual agreement with an employer regarding training. It can thus be perceived that employment and training are interrelated. Apprenticeship can be seen as part of the "conditions of work."

Quality pre-apprenticeship programs offer a starting point toward a successful career path and business model for those that may not be aware of this approach.

Pre-apprenticeships help individuals and employers cultivate talent and accelerate entry requirements for apprenticeship programs and ensure pre-apprentices are prepared to be successful in their apprenticeship. Pre-apprenticeship is not only for youth; this strategy is also effective for career changers and adults.

Benefit and Eligibility Criteria

Apprenticeship is a paid training program of earning while learning. This on-the-job training, combined with classroom instruction, ensures a well-qualified, job-ready employee. Apprenticeships generally range from one to four years and at completion, the Connecticut Department of Labor's Office of Apprenticeship Training provides a portable training credential. A Registered Apprenticeship program can help employers develop a world-class workforce, enhance productivity, profitability and the bottom line. Hundreds of companies are already benefitting their business by taking advantage of wage subsidies, tuition reimbursements, training scholarships, and tax credits.

Grant Funding

The Office of Apprenticeship Training received federal grants and state bonding for initiatives that have aided in the expansion of the Registered Apprenticeship program. A total of $34.87M for staff and programming has been awarded.

Funded through State Bonding

Manufacturing Incentive Fund (MIF) Apprenticeship Program - $10.8M for wage subsidies, tuition reimbursement for manufacturing apprentices.

Apprenticeship CT Initiative (ACI) - $15M Workforce pipeline training programs to train qualified entry-level workers for job placement with manufacturers & employers in other industries experiencing work shortages.

Federal Grant Awards

American Apprenticeship Initiative (AAI) $5M to increase apprenticeships in high-demand industries. Tuition reimbursement for pre-apprentices/apprentices (up to $3,500).

Apprenticeship USA State Expansion Grant(s) and Building Pathways $2.8M to promote new apprenticeships, building pathways for women and aerospace.

Apprenticeship State Accelerator Program- $200,000 for outreach to increase apprenticeships in advanced manufacturing, construction, business service, and healthcare.

CT Apprentice Expansion Project - $1.06M To expand the number of apprentices over the next 3 years and encourage increasing the diversity of apprentices and integration into state workforce development, education and economic development strategies.

Contact Information

Those seeking more information about the apprenticeship program can visit our website at www.ctapprenticeship.com or contact The Office of Apprenticeship Training at 860-263-6085 or: dol.apprenticeship@ct.gov .

Department of Labor
Division of Occupational Safety and Health (CONN-OSHA)

The Resource

The CONN-OSHA Division offers a free and confidential on-site consultation service designed to help employers maintain a safe and healthy workplace.

Benefits

- CONN-OSHA does not enforce standards in private businesses in Connecticut.
- Consultations are provided at no charge and no penalties are assessed.
- Consultations are confidential and information is not shared with OSHA enforcement.
- A written report summarizing the consultation report is provided.
- CONN-OSHA consultants help employers recognize safety and health hazards.
- CONN-OSHA consultants assist employers in correcting hazards and suggesting control measures.
- CONN-OSHA consultants provide technical support and guidance.
- Monitoring for air contaminants with laboratory analysis.
- Noise monitoring can be performed.
- CONN-OSHA assists in the development and implementation of required federal OSHA written programs.
- CONN-OSHA consultants can provide training and education for employers and employees.
- Employers establish and strengthen their safety and health programs.
- Employers can lower their injury and worker's compensation rates.
- Employers can gain recognition through the CONN-OSHA Safety and Health Achievement Recognition Program (SHARP).
- Breakfast Roundtable Meetings to keep your business up-to-date with the latest information and resources on safety and health issues. These discussion groups conducted in a supportive and informal environment are held the third Tuesday of every month 8:15-9:45 at the Department of Labor, 200 Folly Brook Boulevard, Wethersfield. Pre-registration is required.
- Free training and workshops to help employers comply with federal requirements and ensure a safe workplace environment.
- The *CONN-OSHA Quarterly* is an online publication containing articles of current interest including information on training opportunities, seminars, conferences, and newly developed safety and health regulations.

Eligibility Criteria

Both public and private sector employers in Connecticut are eligible. Priority is given to small employers with 250 or fewer employees at a worksite, and 500 or fewer employees nationwide in high hazard industries.

Contact Information

To schedule a consultation or for further assistance with the program, contact Consultation Program Manager Anne Bracker, at 860-263-6920.

To attend a CONN-OSHA Breakfast Roundtable Discussion Meeting, contact John Able at 860-263-6902, john.able@ct.gov. For a listing of the meetings, go to http://www.ctdol.state.ct.us/osha/breakfast/index.htm.

For training events and workshops, contact Catherine Zinsser, 860-263-6942, catherine.zinsser@ct.gov.

To subscribe to the *CONN-OSHA Quarterly,* contact Grayson Gregory, 860-263-6912, grayson.gregory@ct.gov.

Capital Workforce Partners
National Dislocated Worker Grant

The Resource

This $ 5.8 Million Federal Trade and Economic Transition grant will enable Capital Workforce Partners (CWP) and the North-Central Connecticut region's American Job Center (AJC) network to address ongoing and emerging workforce and economic challenges by providing training and career services to dislocated workers seeking reentry into the workforce and increasing their skill levels to become competitive for growing or high demand employment opportunities. The grant focuses on two sectors, **Manufacturing and Healthcare**, for the period of October 2018 – September 2020.

Benefits

- Manufacturing and Healthcare sector employers hiring program participants are eligible to receive wage reimbursements to offset training and onboarding costs associated with the delivery of On-the-Job Training (OJT). The total reimbursement is 50-75% of employee wages or salary for up to 6 months, with a maximum of $20,000 per participating employee.
- Participating dislocated workers must be CT residents and registered with a North-Central AJC Office in Enfield (at Asnuntuck Community College), Hartford, New Britain, Manchester, Bristol (at Tunxis Community College) or East Hartford.
- Participants can receive training scholarships of up to $9,000 for approved programs in healthcare and manufacturing
- Career Services: Assessment, Coaching, Resume/Interviewing Assistance and Online training

Contact Information

Carmen Arroyo, Project Coordinator
National Dislocated Worker Grant
Carroyo@capitalworkforce.org
860.899.3489

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CONNSTEP

The Resource

CONNSTEP is a consulting firm, helping Connecticut manufacturers with strategic leadership and operational methodologies that help them innovate, improve operations, grow their top and bottom lines, and create sustainable competitive advantages in the marketplace.

CONNSTEP is CT's representative of the National Institute of Standards and Technology (NIST) Manufacturing Extension Program (MEP) Network.

Benefit and Eligibility Criteria

Services provided at competitive rates include:

- **Business Growth:** business development services tailored to the needs of small to mid-sized companies.
- **Continuous Improvement:** training, mentoring, and implementation of tools and approaches for an ongoing effort to improve products, processes, or services by reducing waste or increasing quality.
- **Cybersecurity:** assessment and implementation services for DoD and non-DoD operations.
- **Quality, Compliance & Certifications:** inclusive of implementation, auditing, and training of applicable standards (ex. ISO 9001, AS 9100D, NADCAP, ISO 13485, etc.).
- **Training:** suite of training programs for all levels of employment and training needs.

The value delivered to our clients for the 2018 and 2019 fiscal years, as reported through independent survey results were:

- Positive economic impact of $381 million in increased and retained sales, and $12 million in reduced production costs and employee utilization.
- An invested $68 million in new technology and equipment; 368 new jobs created and 1,443 jobs retained, for a total of 1,811 jobs.

Contact Information

Web: www.connstep.org | Phone: 800-266-6672 | Email: info@connstep.org

Connecticut State Colleges & Universities (CSCU)

The Resource

The Connecticut State Colleges & Universities (CSCU) system has a solid record of achievement in meeting the workforce training needs of the Nutmeg State's employers. Connecticut's colleges offer timely, comprehensive assistance to businesses that want to provide training and educational opportunities. The Connecticut State Colleges & Universities (CSCU) system is composed of 17 campuses: 12 community colleges, four state universities and one online college.

Benefits and Eligibility

The Connecticut State Colleges & University system can provide the following benefits to businesses:

- Customized contract workforce training, on a fee-for-service basis, by community colleges to meet specific and immediate training needs of individual employers. Contract training courses are typically designed to improve the skills of incumbent workers or those of unemployed workers seeking jobs with the particular employer. The customized assessment process creates a comprehensive training plan specific to employer needs, goals and employees' skill level. Choose from convenient campus locations – or train onsite.
- Large pool of talented graduates that possess the skills and education levels that companies look to hire in order to compete in today's global economy. On campus, local employers will find opportunities to participate in career and internship fairs as well as hold information sessions.

All businesses can access business services and participate in career events of the Connecticut State Colleges & Universities system.

Connecticut State Colleges & Universities (CSCU) Business & Industry Contacts

Asnuntuck Community College
170 Elm St., Enfield CT 06082
Gary Carra, Interim Director of Business, Technology and Industry Training
gcarra@asnuntuck.edu | 860-253-3128

Capital Community College
950 Main St., Hartford, CT 06103
Linda Guzzo, Dean of Workforce & Continuing Ed.
lguzzo@capitalcc.edu | 860-906-5132
Odile Dilone, CE Coordinator
odilone@capitalcc.edu | 860-906-5141

Gateway Community College
20 Church St, New Haven, CT 06510
Erika Lynch, Workforce Development Coordinator
ELynch@gwcc.commnet.edu |203-285-2302

Housatonic Community College
900 Lafayette Blvd., Bridgeport, CT 06604
Tatiana Rampino, Workforce Development & Continuing Education Coordinator
trampino@hcc.commnet.edu |203-332-5084
Anna C. Cruz, Continuing Education Coordinator
acruz@hcc.commnet.edu |203-332-5214

Manchester Community College
60 Bidwell St., Manchester, CT 06040
Mick Pigott, Director of Business & Industry Services
mpigott@manchestercc.edu | 860-512-2815
Doreen Forbes-Rogers, Business Services Representative dforbes-rogers@manchestercc.edu | 860-512-2817

Middlesex Community College
100 Training Hill Rd, Middletown, CT 06457
Diane Bordonaro, Director of Non-Credit Programs
dbordonaro@mxcc.edu | 860-343-5716

Naugatuck Valley Community College
750 Chase Pkwy, Waterbury, CT 06708
Fay Godbolt, Director Community and Economic Development
fgodbolt@nvcc.commnet.edu | 203-575-8031

Northwestern Connecticut Community College
Park Place, Winsted, CT 06098
Jane Williams, Coordinator Workforce Development
JWilliams@nwcc.commnet.edu | 860-738-6444

Norwalk Community College
188 Richards Ave, Norwalk, CT 06854
Kristina Testa-Buzzee, Interim Dean of Workforce Development and Community Partnerships
ktesta-buzzee@norwalk.edu | 203-857-7220

Quinebaug Valley Community College
742 Upper Maple St, Danielson, CT 06239
Andrew V. Morrison, Director of Business & Industry Services
amorrison@qvcc.edu | 860-932-4360

Three Rivers Community College
574 New London Turnpike, Norwich, CT 06360
Erin Sullivan, Acting Director of Non-Credit Programs & College Career Pathways Coordinator
esullivan@threerivers.edu | 860-215-9297
Ana Gonzales, Program Coordinator Workforce & Community Education Department
agonzales@threerivers.edu |860-215-9246

Tunxis Community College
271 Scott Swamp Rd., Farmington, CT 06032
Victor Mitchell, Director of Business & Industry Services
vmitchell@txcc.commnet.edu |860-314-4700
Gary Carra, Interim Director of Business, Technology & Industry Training
gcarra@asnuntuck.edu |860-253-3128

Connecticut Center for Advanced Technology (CCAT) Manufacturing- Consultation and Training

The Resource

CCAT holds Technology Workshop Programs at its Advanced Manufacturing Center. Connecticut's small, mid-sized and global industrial companies can stay abreast of and internalize advanced manufacturing technologies to continually improve and be successful in today's global economy. CCAT's Technology Workshop Program showcases leading-edge manufacturing technologies that enable process innovation for Connecticut companies.

Benefit and Eligibility Criteria

Sessions typically cover topics such as Additive Manufacturing, Precision Machining, Non-Contact Inspection, Tool Setting/Tool Management and CAD CAM Software. Training is not designed as preparation for a career, rather, for those already in the field who are looking to stay current and on the leading edge. Workshops are partial day sessions to minimize time away from work. Live demonstration sessions are often included to enhance learning about new methods and technologies and evaluating first-hand effectiveness.

Contact Information

Paul Oei – poei@ccat.us | 860-610-0478 | https://www.ccat.us/amc/

Connecticut Center for Advanced Technology (CCAT) Manufacturing- Grants

The Resource

CCAT administers the Manufacturing Innovation Voucher Program (MVP), which provides financial assistance to Connecticut manufacturers. To help keep pace with state-of-the art product development and manufacturing technology, the Manufacturing Innovation Fund Voucher Program provides companies with access to capital to help them obtain new equipment and the expertise they need to become more efficient, productive and competitive.

Benefit and Eligibility Criteria

Eligible companies may apply for vouchers up to $50,000 for the purchase of specialized equipment and expertise that will help improve operations, including marketing, LEAN, compliance, and other technical needs. Participating companies must pay half of the cost. A program of the Connecticut Manufacturing Innovation Fund, the voucher program is a partnership of the state Department of Economic and Community Development (DECD) and the Connecticut Center for Advanced Technology, Inc (CCAT).

Contact Information

Paul Striebel – pstriebel@ccat.us | 860-282-4231 | https://ctmvp.ccat.us/

Connecticut Center for Advanced Technology (CCAT)
Energy

The Resource

CCAT provides the following limited assistance, subject to scope and budget:

- Facilitate the use of advanced clean energy technologies through the identification, assessment, and analysis of optimal applications
- Provide guidance for the development of applications with appropriate financial, economic, and technical models
- Promote technological innovation of advanced clean energy technologies
- Execute long-term plans for economic development coupled with energy management and environmental performance

Benefit and Eligibility Criteria

CCAT recognizes that energy use affects the success of all organizations. We lead planning and policy initiatives that focus on sustainable, reliable energy use and innovative technologies to offset energy demands. To advance a hydrogen-fuel cell economy within Connecticut and the Northeast, we administer collaboratives such as the Connecticut Hydrogen Fuel Cell Coalition and the Northeast Electrochemical Energy Storage Cluster. CCAT also works with local, state and federal government agencies, academia, for-profit companies, and not-for-profit organizations to facilitate the use of clean advanced energy technologies for economic development and improved environmental performance.

Contact Information

Joel Rinebold – jrinebold@ccat.us | 860-291-8832 | https://www.ccat.us/energy/

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Layoff Aversion and Management

Department of Labor
Rapid Response Team Services

The Resource

Rapid Response is a pro-active, business-focused, and flexible program designed to provide Connecticut employers and employees with two major services. The first is to help growing companies access an available pool of skilled workers from other companies that are downsizing, or access employees who have been trained in the skills a company needs to be competitive.

The second service involves responding to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Connecticut's Rapid Response Team will work with employers and any employee representative(s) to quickly maximize public and private resources to minimize the disruptions on companies, affected workers, and communities that are associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the many issues that arise from job loss.

Benefit and Eligibility Criteria

Layoff aversion

- Match businesses that are in transition with growing businesses with similar skill sets.
- Communicate directly with employers on their needs and what is necessary to avoid layoffs.
- Educate employers on various federal, state, and local programs and agencies that provide alternatives to layoffs. Such programs include the Shared Work Program, Connecticut Manufacturing Innovation Fund Apprenticeship Program, State of Connecticut Manufacturing Innovation Fund Incumbent Worker Training, Trade Adjustment Assistance (TAA) Act for firms, tax incentives, and business loans.
- Provide referrals to information and assistance if an employer is considering selling a business.

Managing a layoff

Benefits for employees/dislocated workers include:

- On-site workshops on job search, résumé preparation, interviewing, Unemployment Insurance benefits, health insurance options, and other relevant topics.
- Provide leads to jobs in similar companies that are hiring.
- Provide information on local labor markets, education and training opportunities, health benefits and pensions, access to computers, copiers and fax machines for job search, and special services for veterans and adults with disabilities.

- Information on Trade Adjustment Assistance (TAA) benefits for workers whose jobs are lost due to foreign trade or shifts in production out of the United States.
- Access to representatives, who act as advocates to resolve issues with unemployment, training, health insurance or other related issues.

Benefits for businesses:

- Information/technical assistance on state/federal labor laws including the Worker Adjustment and Retraining Notification (WARN) Act, which requires employers with 100 or more employees to provide 60-day advance notification of plant closings or mass layoffs where a substantial number of workers will be laid off over a certain period of time.
- Higher productivity and worker morale and lower absenteeism during layoff events due to reduced stress.
- Lower Unemployment Insurance costs as workers are re-employed more quickly when services are provided prior to layoff.
- Decreased likelihood of sabotage or work disruptions.
- Media and rumor management. The Rapid Response Team understands the often confidential nature of layoffs and will work with the company to ensure confidentiality at all times.
- Better public relations for an employer. The Rapid Response Team can also work with the media to highlight services an employer is providing to its workers during a layoff period, which will improve a company's public image.
- Reduced stress on Human Resources staff as the unemployment claims process and related questions can be expedited and handled by Rapid Response personnel.

Work with businesses to develop growth and expansion plans:

- Linking growing companies to skilled workers from similar/downsized companies.
- Providing access to job posting boards, job fairs, and recruitments events.
- Assisting in finding qualified, pre-screened candidates.
- Providing information on the labor market, training grants, and tax credits.

What businesses are eligible for these benefits and services?

- Businesses facing a downturn in sales and looking for alternatives to layoffs.
- Businesses that need to lay off staff and are seeking to make the transition as smooth as possible for the company, affected workers, and the community.
- Businesses that are growing and looking to hire skilled workers from companies that are downsizing.

How can a business apply or register?

Businesses should contact the Rapid Response Unit to notify them of impending layoffs or to inquire about other services for their company. A Rapid Response Unit member will contact the employer to discuss available options and set up on-site or virtual meetings.

Contact Information

Mailing address: Rapid Response Unit, Connecticut Department of Labor, 200 Folly Brook Blvd., Wethersfield, CT 06109.

Telephone: 860-263-6580

Email: dol.rapidresponse@ct.gov

Department of Labor
Shared Work

The Resource

Shared Work is a voluntary program that helps employers during business downturns by providing an **alternative to layoffs**. Shared Work preserves jobs and the skilled workforce during a disruption in regular business. Employers are able to reduce work hours for an entire group of affected employees rather than laying off some while others continue to work full time. The program provides a weekly unemployment compensation payment to the employees whose work weeks have been reduced. It also ensures that these workers will be available for regular hours when business upturns.

Benefit and Eligibility Criteria

To participate in the Shared Work program, a company must be registered with the Department of Labor and up to date with its unemployment taxes. An employee's hours and wages cannot be reduced by less than 10 percent or more than 60 percent. The program can be applied to part or full-time permanent employees, but cannot be used to subsidize seasonal workers during the off-season. Employers must have at least two permanent employees participating and cannot eliminate or reduce the worker's fringe benefits.

- Shared Work prevents total layoffs.
- Employers are able to reduce employees' work week between 10%-60%, giving the employer the flexibility to change the reduction based on their workflow.
- Preserves skilled employees and maintains product/service quality.
- Alleviate costs associated with hiring, rehiring, and training new employees.
- Employees retain their fringe benefits while on Shared work and remain ready for when business increases
- Employees collect partial unemployment benefits to replace a portion of their lost wages.

Contact Information

Connecticut Department of Labor – Shared Work Program

Visit: www.SharedWorkCT.com

Call: 860-263-6660

Email: DOL.SharedWork@ct.gov

Fax: 860-263-6681

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Business Development Partnerships

Connecticut Adult Education

The Resource

The Connecticut State Department of Education (CSDE) supports adult education throughout the state. Connecticut towns are required to provide mandated adult education programs for their residents who have not completed high school, free-of charge. In 2018-19 adult education programs in Connecticut served over 21,000 adult students in nearly 300 program sites. These programs are provided through local school districts, consortiums of districts, and other eligible agencies. The mandated adult education programs include:

- **Adult Basic Education**
  Instruction is designed for adults seeking a high school diploma who are functioning below the secondary school level and lack the basic reading, writing and numeracy skills necessary to function effectively as workers, parents and citizens. Instruction can be individualized or offered in a classroom, or a learning lab. Persons completing ABE are prepared to benefit from secondary level instruction.

- **Secondary School Completion**
  Connecticut Adult Education supports three pathways for adults to attain a high school diploma.
  1. The Adult High School Credit Diploma is a prescribed plan through which a student must earn a minimum of 20 required academic and elective credits. Credit can include military service, online classes or independent study. The diploma is awarded by the local school district.
  2. The GED is a four-part exam including Reasoning though Language Arts, Social Studies, Science and Mathematical Reasoning. These tests measure academic skills and concepts normally acquired through the completion of high school. The diploma is awarded by the State of Connecticut.
  3. The National External Diploma Program provides a secondary school credential to adults who show that they have gained skills through life experiences and demonstrated competence in a particular job, talent or academic area through an online portfolio assessment program. The diploma is awarded by the local school district.

- **Americanization/Citizenship**
  Instruction is designed for foreign-born adults who wish to become United States citizens. Persons completing this program are prepared to pursue citizenship through the prescribed process of the United States Citizenship and Immigration Services.

- **English as a Second Language**
  Instruction is designed for adults who have limited proficiency in the English language or whose native language is not English. ESL programs assist individuals to improve their English skills in listening, speaking, reading and writing in order to find or maintain employment, attain citizenship, become more involved with their children's schooling and make greater use of community resources.

All Adult Education programs provide the mandated programs listed above with at least one high school completion option. Many provide additional programs such as workforce readiness, family literacy and transition to postsecondary education or training.

Benefit and Eligibility Criteria

Adult Education programs are available to Connecticut residents who are at least 17 years of age, have not received a high school diploma, and have been officially withdrawn from high school. Mandated programs are provided free of charge to local residents.

Contact Information

A directory of Adult Education providers is available on the CSDE website at http://portal.ct.gov/SDE/Adult-Ed/Adult-Education-Programs-and-Services. For further information please contact Marcy Reed at CSDE at 860-807-2130.

Department of Economic and Community Development
The Manufacturing Innovation Fund Voucher Program

The Resource

The Manufacturing Innovation Fund Voucher Program (MIF MVP) program provides matching funds to Connecticut manufacturers for growing innovative and technology-based manufacturing business in Connecticut. The goals are:

- To support advanced manufacturing and innovative companies in their efforts to significantly improve productivity, efficiency and competitiveness.
- To bring technological innovation to the market and help manufacturing companies leap ahead in productivity and efficiency by providing them the means to upgrade or purchase new equipment.
- To maintain sales and grow revenue and profitability.

Benefit and Eligibility Criteria

The MIF MVP is a matching grant program to help manufacturing companies undertake innovative projects that will significantly improve productivity, efficiency and competitiveness. The program provides matching grants of between $5,000 and $50,000 for manufacturers with no more than 300 employees and located in Connecticut or moving operations into the state.

The program will consider projects that are expected to achieve substantial and measurable improvements to the company's overall profitability and competitiveness and meet the following mandatory requirements:

- Must be a Manufacturer or Allied Service Provider (Allied Service Providers only include companies that physically interact with a manufactured good to alter the product - for example industrial Heat Treaters and industrial Platers).
- The company must have a manufacturing facility in Connecticut or relocating operations to CT.
- Company must be registered for at least three years and currently generating revenue.
- 51% or more of the company's revenue must be generated from the sale of goods the applicant manufactures or from allied services provided to manufacturers.
- Company must have at least three full-time employees and less than 300.
- Total proposed project value must be at least $10,000.
- The company's manufacturing facility must be operating in an appropriately zoned commercial area.
- Company must not have received $50K or more from MVP program previously.
- Must be in Good Standing with both the CT Department of Revenue Services and CT Department of Labor at time of application submission.

Contact Information

Eligible manufacturing companies should complete and submit the online application form found here: https://ctmvp.ccat.us/form.php. Please contact Paul Striebel at (860)282-4231 or at pstriebel@ccat.us for further assistance with the program.

Department of Economic and Community Development
Small Business Express Program

The Resource

The Department of Economic and Community Development (DECD) Small Business Express Program (EXP) provides grants and/or loans to eligible Connecticut small businesses to spur job creation and growth.

The Benefit

The Small Business Express program provides three potential funding sources with businesses eligible for a grant, a loan, or a combination of both. The Grants and loans are:

- Revolving Loan- amounts from $10,000 to a maximum of $100,000.
- Job Creation Loan- amounts from $10,000 to a maximum of $300,000.
- Matching Grant- amounts from $10,000 to a maximum of $100,000.
- Up to 4% interest and maximum 10-year term.
- DECD determines loan terms, conditions, and collateral requirements in a manner that prioritizes job growth and retention.
- Approved applicants will be responsible for all closing costs before state funds are disbursed.

Eligibility Criteria

- Employ not more than 100 employees.
- Have operations in Connecticut or planning to relocate operations to Connecticut.
- Have been registered to conduct business for not less than 12 months.
- Be in good standing with the payment of all state and local taxes and with all state agencies.
- Priority for economic-based industries, businesses creating jobs, and exporting activities.

Contact Information

Eligible manufacturing companies should complete and submit the online application form found here: http://www.ct.gov/ecd/cwp/view.asp?a=3931&q=489792. Please contact Sheila Hummel at (860) 500-2405 or via email at Sheila.Hummel@ct.gov for further assistance with the program.

Department of Economic and Community Development Manufacturing Assistance Act (MAA)

The Resource

Incentive-driven direct loans for eligible projects when there is a strong economic development potential. Funding may be provided to an economic-based industry.

Benefit and Eligibility Criteria

Eligible uses include:

- Planning, including but not limited to: feasibility studies, engineering, appraisals, market studies and related activities.
- Acquisition of real property, machinery or equipment or any combination, provided such assistance does not exceed the fair market value.
- Construction of site and infrastructure improvements relating to a municipal or business development project.
- Construction/renovation/demolition of buildings.
- Relocation expenses for the purpose of assisting manufacturing or other economic-based businesses to locate, construct, renovate or acquire a facility.
- Working capital in conjunction with a business development project.
- Business support services.

Contact Information

- Litchfield County- Sheila Hummel, Sheila.Hummel@ct.gov, 860-500-2405
- Hartford & Tolland Counties- Pat Gillanders, Patricia.Gillanders@ct.gov, 860-500-2419
- Windham & New London County- Tricia Paesani, Patricia.Paesani@ct.gov, 860-500-2415
- Middlesex County- Susan Decina, Susan.Decina@ct.gov, 860-500-2463
- New Haven County- Lindy Gold, Lindylee.Gold@ct.gov, 860-500-2373
- Fairfield County- Tricia Paesani, Patricia.Paesani@ct.gov, 860-500-2415
  Cowlis Andrews, Cowlis.Andrews@ct.gov, 860-500-2425

The Connecticut Workforce Development Boards

The Resource

Connecticut has five Workforce Development Boards (WDBs), each working to link businesses in their region to the public workforce system. They ensure that workforce training programs are responsive to regional priorities and seek to close the skills gap between the state's workforce and business demands. They accomplish this by developing sector partnerships comprised of businesses with similar hiring needs, leveraging labor market information, and offering a range of customized services and incentive programs that help businesses find, train, and retain talent.

A majority of WDB membership is comprised of business representatives from the private sector. Other members include representatives from municipal government, economic development agencies, educational institutions, and other community organizations. These members are backed by a staff of workforce development professionals that implement programs and support businesses directly.

Benefit and Eligibility Criteria

Businesses of all sizes and industries can work with WDBs to meet their needs through a variety of programs and services.

- Through the *American Job Centers*, businesses can access recruiting and hiring services including job posting and advertising support, candidate screening, and customized recruitment events.
- WDBs connect businesses to a variety of special incentive programs that provide funds to offset the costs associated with hiring and training their workforce. These programs vary, and may target businesses in particular industries, specific occupations, or special populations of job seekers. Programs may help offset employee wages, assist with the costs of providing on-the-job training to new hires, or fund training for a business's incumbent workforce.
- WDBs provide a variety of youth employment and internship programs to help businesses find future employees and increase productivity by matching work-ready youth and young adults to internship positions.
- WDBs convene partnerships in key regional industries. Businesses in these partnerships design and direct current and future workforce programs, ensuring that programs align with industry needs.
- WDBs provide labor market information produced by the Labor Department to businesses interested in using local data to make hiring, training, and related decisions.

Contact Information

An employer can contact their local WDB to inquire about employer opportunities by selecting the region closest to their location:

Capital Workforce Partners, North-Central Connecticut, www.capitalworkforce.org

Eastern Connecticut Workforce Investment Board, Eastern Connecticut, www.ewib.org

Northwest Regional Workforce Investment Board, Northwest Connecticut, www.nrwib.org

Workforce Alliance, South-Central Connecticut, www.workforcealliance.biz

The Workplace, Southwest Connecticut, www.workplace.org

Map of Connecticut's Workforce Development Board (WDB) Areas

Connecticut Center for Advanced Technology (CCAT)
Advanced Manufacturing Employer Partnership (AMEP)

The Resource

The Advanced Manufacturing Employer Partnership (AMEP) is an employer-led initiative dedicated to the rebuilding of the manufacturing talent pipeline by assisting employers with strategies for recruitment, retention and incumbent worker training, that will help grow their business, provide solid jobs, and improve regional economies. Working with Workforce Solutions Collaborative of Metro Hartford, CCAT serves as the manufacturing sector intermediary and convenes quarterly AMEP meetings with Capital Workforce Partners. The Advanced Manufacturing Employer Partnership (AMEP) and the associated CCAT Manufacturing Careers Program connects pre-screened candidates to employers with entry-level openings, addresses the gap in the coordination of paid internships and on-the-job training opportunities that meet workforce needs, and at the same time provides needed employment for job-seekers. AMEP has built a base of partnership employers with anticipated job openings – a critical link in helping to advance the employability of low income, low skill job seekers in the high-demand manufacturing sector.

Benefits

In 2014, CCAT received a six-month planning grant to plan, develop, organize, and convene an industry partnership connecting key industry stakeholders and establishing a plan for the partnership to identify and address workforce development needs. The intended outcomes of the partnership were to: (1) connect industry stakeholders to communicate workforce needs and gaps; (2) verify foundational skills for job seekers in manufacturing; (3) provide hands-on experience to job seekers through CCAT's Advanced Manufacturing Center and OJT; and (4) find employment for job seekers in the manufacturing industry. A strategic plan developed by and for employers guides the partnership. The plan outlines a set of strategies to develop talent pipelines from both youth and adult populations and implement innovative workforce development programs for job-seekers, and articulates long-term and short-term resources and activities that support each strategy.

AMEP is an avenue for manufacturing employers to come together, share ideas and resources, influence others, and get recognized for their efforts in workforce development. Each quarterly meeting brings together speakers on current topics such as apprenticeship, manufacturing innovation, and workforce forecasting. Participating employers have first-hand access to many state and federal programs that offer financial support in growing their business.

AMEP recognizes Connecticut manufacturers who are making a difference with young adults through recruitment, training, and retention services focused on this population. Throughout the years CCAT has been able to successfully nominate several AMEP manufacturers for the Young Adult Employer Champion award presented by the National Fund for Workforce Solutions.

Contact Information

Lynn Raicik – lraicik@ccat.us | 860-282-4297

The CCAT Pre Apprenticeship Program
Funded through the CT Department of Labor – Office of Apprenticeship

The Resource

CCAT's Pre-Apprenticeship Program is an accelerated training opportunity that delivers a total of 144 hours of targeted instruction to prepare job-seekers for entry level manufacturing positions. Candidates are recruited from non-traditional manufacturing talent pipelines including comprehensive and alternative high schools, dislocated workers, and community-based programs serving job seekers. The program requires 72 hours of classroom instruction, which is delivered in a blended learning environment and includes employer selected and approved SME/ToolingU on-line courses, combined with lecture, discussion, demonstration, and testing facilitated by CCAT's Manufacturing Applications Engineers. This is augmented by – either simultaneously or upon completion of classroom training – an additional 72 hours of on-the-job training provided by participating employers.

Benefits

Connecticut manufacturers who participate in the CCAT Pre- Apprenticeship Program will be introduced to candidates who have the foundational knowledge necessary to qualify for entry-level jobs in advanced manufacturing. CCAT has worked directly with manufacturers to design and implement an entry level training program that meets their workforce needs. These manufacturers have directly informed and approved a curriculum that develops the skills needed to prepare job seekers for success in a work-based learning experience and potential full-time employment.

CCAT will pre-screen job seekers using criteria identified by employers. Applicants are assessed for baseline foundation skills in math and reading using the National Career Readiness Certificate that aligns to entry level jobs in manufacturing. They participate in an orientation, complete an application and submit a resume. Before they are enrolled they will take the NTMA Mechanical Aptitude Assessment. This test is widely used by industry to measure a person's ability to understand and solve mechanical problems, and can predict an individual's ability and interest in engineering and manufacturing applications. Once candidates are accepted into the program they will attend a manufacturing-focused Job Readiness Training session to prepare for interviews with potential pre-apprenticeship employers. Following the Job Readiness session candidates will meet with potential employers interested in bringing on pre-apprentices. When placement is made, the candidates will enroll in a training session.

Despite the clear need to train and hire more skilled talent, in Connecticut there is no direct pipeline of low skill, low income job-seekers filtering into manufacturing apprenticeships. The CCAT Pre-Apprenticeship Program strengthens the link to employers for this target population and mitigates hiring risks, while providing "learn and earn" opportunities as a critical step to full-time employment.

Contact Information

Lynn Raicik – lraicik@ccat.us | 860-282-4297

Connecticut Center for Advanced Technology (CCAT)
Career Nexus

The Resource

Let CCAT help find and qualify your manufacturing workforce. We will provide you with the next generation of motivated workers your business needs to sustain itself now and to grow into the future. CCAT Career Nexus recruits, assesses and prescreens candidates for manufacturing entry level positions. The Career Nexus system draws from a network of talent pipelines not typically accessed for jobs in high-tech manufacturing and locates people with the competencies and desire to contribute to your automated production process. We find highly motivated individuals, high percentages from underserved groups including women, young adults, people of color, and the under-employed. Our process demands commitment and identifies the skills needed to be successful in the workplace.

Benefits

CCAT has over 10 years' experience engaging and recruiting job seekers from diverse populations. We are connected to and continue to strengthen our link to school systems, alternative education providers, community-based organizations, grant initiatives, the American Job Centers, regional workforce investment boards, and The United Way organizations and their affiliates. Building relationships with these community partners has opened the access point to hidden job seekers. Our unique, customized, online portal allows us to efficiently manage job seeker applications.

At the core of the Career Nexus system is CCAT Manufacturing Job Match Portal. This platform feeds CCAT's internal data management and analysis system which enhances staff interactions with job seekers. The type of data collected, particularly knowledge, skills and competencies required for the position can be customized for each job, unit, and/or business division. The data sorting technology makes it possible to quickly analyze or visualize data relating to the applicant pool. Sorting can be done with raw data (across all records) or at an aggregated level (in a table, chart, or some other aggregated or summarized output). The information collected on all levels during the process helps qualify applicants based on pre-defined criteria and employment requirements, and automate the screening, training, and tracking process.

The Career Nexus system increases the quality of suitable candidates and reduces hiring time significantly for the manufacturer. Career Nexus uses a process to rank all candidates based on a weighted system that emphasizes competencies critical to high performance in a job.

Contact Information

Lynn Raicik – lraicik@ccat.us | 860-282-4297

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Other Department of Labor Resources

Department of Labor
Wage & Workplace Standards Division
Employer Training

The Resource

The Wage and Workplace Standards Division (WWSD) provides assistance and training to Connecticut employers to help them adhere to Connecticut wage payment laws and remain competitive in the Connecticut business environment. Training programs include:

- Compliance assistance/ wage payment requirements
- Prevailing wage guidance, certified payrolls, classification
- Minimum wage, overtime, and tip credit allowances
- Commissions/ bonuses
- Drug testing, electronic monitoring, and meal periods
- Employment of minors
- Service contracts
- Private employment agencies
- Home health care

Benefit and Eligibility Criteria

The Division receives over 4,000 complaints for non-payment of wages and claims of violations for a variety of other wage and workplace laws annually from Connecticut workers. The staff of 31 includes agents, investigators and clerical personnel. It has been our experience that most employers conducting business in Connecticut would comply with the statutes and regulations if they were educated and had an appropriate understanding of them. All too often, the first introduction an employer has to WWSD staff is after an employee files a complaint against them. This could result in owing back wages and civil or criminal penalties. A division goal is to educate employers to ensure compliance and lessen the burden of possible back wages, penalties, and legal fees. Staff is available to assist, train, and guide employers through the investigative process. WWSD is available for individual or group training and will come to an establishment upon request. In addition, the website has training manuals and provides access to additional information often requested by employers such as deduction forms, record retention requests, and waivers, etc.

Contact Information

Staff is available Monday through Friday at 860-263-6790 to answer any questions. You may also visit our website at: http://www.ctdol.state.ct.us/wgwkstnd/index.htm.

Department of Labor
Benefit Payment Control – BPC

The Resource

Benefit Payment Control (BPC) is responsible for the prevention, detection and recovery of overpaid unemployment compensation benefits governed by Section 31-273 of the Connecticut General Statutes and Sections 31-273-1 to 31-273-9 of the Regulations of Connecticut State Agencies. There are two types of unemployment insurance overpayments: fraud and non-fraud. A fraud overpayment is the result of willful misrepresentation or willful nondisclosure of information by an individual in order to obtain unemployment compensation benefits. A non-fraud overpayment occurs when an individual receives a greater amount of benefits than was due him due to error or reversal of an eligibility decision.

Methods used to prevent or limit fraud overpayments include the use of sophisticated computer cross-matches with state and federal databases, return-to-work reports, video surveillance, and tips from the public.

Benefit and Eligibility Criteria

The Connecticut Department of Labor (DOL) has implemented several initiatives to combat unemployment fraud, including a 24-hour fraud hotline, online fraud reporting and a surveillance program that investigates allegations of claimants working while collecting unemployment compensation. Unemployment fraud is a serious and costly offense that can carry severe repercussions including monetary penalties, interest charges, garnishment, and prosecution.

For repayment of unemployment compensation overpayments, DOL accepts credit and debit cards, cash, checks and money orders. In cases of non-repayment of an overpayment, DOL actively pursues repayment through mandatory repayment schedules, wage garnishment, and income tax intercepts.

Contact Information

To report fraud, please visit: https://www.ctdol.state.ct.us/BPCU/fraud.htm or call 1-800-894-3490.

For additional information regarding BPC, visit: https://www.ctdol.state.ct.us/BPCU/ or call 860-263-6325, Tuesdays and Thursdays from 8:30 AM – 4:30 PM.

Department of Labor
Merit Rating

The Resource

The Merit Rating Unit (MRU) produces unemployment tax rates annually for each taxable employer in the State of Connecticut. Unemployment Insurance is a tax paid by the employer on each of its employees. It is not a payroll deduction. An employer's tax rate is calculated by a formula that divides an employer's unemployment benefits charged to them (sent to employers on a quarterly basis by MRU) by taxable payroll reported each calendar quarter to Cashiers Unit. This formula results in an "experience account" and a three-year period is used to make this calculation.

Additional resources can be found by visiting these websites:

- http://www.ctdol.state.ct.us/uitax/Employers-Taxable2020.pdf
- http://www.ctdol.state.ct.us/uitax/Employers-Reimburse2020.pdf

Contact Information

For more information, please call 860-263-6705.

Department of Labor
Eligibility Determination Process – First Level Adjudication

The Resource

The Adjudications hearing process is the method for determining eligibility for unemployment benefits when a claimant's job separation is for a reason other than lack of work. The Connecticut Department of Labor (DOL) is required to adjudicate the separation issue through a hearing process consisting of an informal fact-finding hearing conducted by an Adjudications Specialist (also known as the Administrator) by phone. In lieu of participating by phone, the employer may participate in writing. A hearing notice with a specified date and time for the hearing is sent to the claimant and employer. The process requires the Adjudications Specialist, at the date and time of the hearing, to elicit statements from the parties regarding the circumstances that caused the claimant to be separated from his/her job. The goal is for the DOL to make timely and accurate determinations regarding claimant eligibility and resulting charging (or non-charging) to the employer's unemployment insurance account.

Benefit and Eligibility Criteria

The Adjudications Specialist makes a determination based on statutes, regulations and case law as to whether the claimant is eligible for benefits. Generally, if the claimant is approved, the employer may be charged for benefits (there are exceptions) and if the claimant is denied the employer may not be charged for benefits. The aggrieved party may file an appeal to have the case reheard by a Referee in DOL's Appeals Division. This is a first level hearing and it is important to have the employer participate. Failure to participate at the first level hearing by the employer could result in liability for unemployment compensation charges even if, upon appeal, a higher authority overturns the initial determination of eligibility.

Contact Information

For questions regarding the first level adjudications process: Adjudications Division, 860-754-5100 or 860-263-6220.

Department of Labor
Employment Security Appeals Division

The Resource

The Employment Security Appeals Division is an autonomous, quasi-judicial agency housed in the Department of Labor. The Appeals Division is comprised of the Referee Section and the Board of Review. It primarily hears and decides appeals arising from decisions of The Connecticut Department of Labor's (DOL) Adjudicators. The Referees and Board staff attorneys can be designated by the Labor Commissioner to serve as hearing officers in contested Connecticut Family and Medical Leave Act cases.

Benefit and Eligibility Criteria

An employee's eligibility and employer's chargeability are determined by the Unemployment Compensation Act (Connecticut General Statutes, Title 31). The initial decision to award benefits and to assess a charge against an employer's account is made by the Adjudicator. However, the losing party can appeal the decision to an Appeals Referee. This decision can be appealed to the Board of Review, and the Board's decision can be appealed to Superior Court.

Contact Information

For additional information on the Appeals Division process, services available, frequently asked questions, and other resources please visit any *American Job Center* office, or visit: http://www.ctboard.org/ or http://www.ctdol.state.ct.us/appeals/esappeal.htm

Middletown Appeals Division	Waterbury Appeals Division	Board of Review
860-566-5262	203-596-4138	860-566-3045

Department of Labor
Employer Status

The Resource

Employer Status registers and maintains employer unemployment insurance accounts. Currently, the unit maintains accounts for over 100,000 employers, both taxable and reimbursable. In addition to processing employer registration requests received via the internet and manually, the unit is responsible for:

- Determination of liability of employers
- Status of employers (new employer, successor)
- Change of address, status
- Discontinue/release of liability for registered employers
- Changes in payment option (Tax or Benefit Reimbursing)
- Interpretation of unemployment laws and regulation.
- Requests for partial transfers of Merit Rating experience
- Clearance statements for corporations regarding status with the Secretary of the State
- Identify potential employers subject to unemployment insurance tax law
- Notify employers of their liability and initial rates
- Terminate inactive employer accounts
- Process and record all coverage information
- Handle liability appeals
- Maintain accurate and current files on each employer

Contact Information

Connecticut Department of Labor – ESD-Tax Division-Employer Status Unit

200 Folly Brook Boulevard

Wethersfield, CT 06109

Visit: http://www.ctdol.state.ct.us/uitax/tax.htm

Email: dol.status.@ct.gov

Call: 860-263-6550

Fax: 860-263-6567

Department of Labor
Labor Market Information

The Resource

The Connecticut Department of Labor's Office of Research gathers, analyzes, and disseminates information on the economy, workforce and careers that is used to evaluate the economic health of Connecticut, to support and promote state workforce development activities, and to inform businesses about employment trends in Connecticut industries. This information about our state's labor markets influences business investment decisions as well as government spending, course offerings at academic institutions, and the evaluation of the quality of life in our state.

Information is available free of charge on the web:
www.ct.gov/dol -- scroll down and select "Labor Market Information"

- **Occupational Employment and Wages:** detailed information about the wages for occupations statewide and by labor market area.
- **Connecticut Labor Situation:** latest data on employment and unemployment including employment change by industry sector.
- **Employment Projections by Industry and Occupation:** ten-year projections by detailed occupation and industry.
- **Economic Indicator Scorecards:** track the Connecticut economy in terms of Workforce, Business, and the Consumer Sector.
- **Help Wanted On Line:** the number of job postings overall and by labor market area highlighting the occupations with the most postings.
- **The Connecticut Economic Digest:** topical articles of general interest plus data on employment and unemployment, manufacturing activity, housing permits, and more.
- **Regional Information:** each Workforce Area, Labor Market Area, and County has a page with the data that is available for that particular region.

In addition to the information of direct interest to business, the Labor Market Information page contains a comprehensive set of tools for job search and career planning including detailed information about occupations, education and training opportunities, and employers.

Contact Information

The Office of Research welcomes specific questions about our data as well as general questions about the economy. Please contact the Office of Research at 860-263-6275 or email us at dol.lmi@ct.gov.

Department of Labor
State Information Data Exchange System (SIDES)

The Resource

The State Information Data Exchange System (SIDES) allows the Connecticut Department of Labor (CTDOL) to electronically send separation information requests and Unemployment Insurance (UI) hearing notices to employers. This free service – offered in Connecticut as CT SIDES – provides a quick, secure, and nationally-standardized format for communicating UI separation information.

Benefit and Eligibility Criteria

CT SIDES utilizes multiple layers of security that adhere to the highest standards for handling sensitive data exchanges. CT SIDES lowers employer costs (no need to pay for postage!) and saves paperwork. It provides a fast and efficient way to receive and respond to separation information requests from CTDOL.

CT SIDES also helps reduce:

- UI overpayments (Identifies potentially disqualifying issues sooner);
- UI tax rate (Easier to respond to separation information requests by the due date);
- Follow-up calls (SIDES prompts employers to answer all pertinent questions);
- Number of appeals filed (Timely, adequate responses increase accuracy of decisions).

A Connecticut-registered employer only needs an internet connection, a web browser, and a valid email address to use this valuable service.

Contact Information

To register for CT SIDES, please visit https://www.ctdol.state.ct.us/CTSIDES and click on the link **"Register for SIDES E-Response with this form".**

For additional information regarding the CT SIDES program visit https://www.ctdol.state.ct.us/CTSIDES or call 860-263-6779.