



*Partner of the American
Job Center Network*

Your Workforce Connection

*Providing the state's businesses and jobseekers
with services that ultimately strengthen our
workforce and the economy*

www.ct.gov/dol

Welcome to the Connecticut Department of Labor

The Connecticut Department of Labor (DOL) handles far more than unemployment insurance benefits. Helping employers and jobseekers with their workforce needs is our goal. At a glance, here is an overview of the many programs and services the agency offers. Our website - www.ct.gov/dol - is also filled with information ranging from job openings and upcoming career fairs to wage and safety guidelines. You can also contact us by calling (860) 263-6000.

Web-Based Services



CT.JOBS is the Labor Department's self-service job bank located at www.ct.jobs and offers a no-cost, online employment resource for individuals and businesses. Jobseekers can be connected to employment opportunities offered by local and national businesses, post their résumé online and access information to help manage their careers. The site, with no duplicated listings, offers employers 24/7 visibility to thousands of prospective candidates. (860) 263-6040

Labor Market Information (LMI), provided through the agency's Office of Research, offers data on the economy, workforce and careers, including unemployment rates, wages, and job growth. LMI, geared to assist jobseekers, employers, students and researchers in making informed choices, is available via the Internet and in print format. www.ctdol.state.ct.us/lmi



Education & Training ConneCTion is an Internet site source for information on education and training programs offered in Connecticut. www.cttraining.info

Job & Career ConneCTion is an on-line career development system that offers assistance in researching a career, finding appropriate training and securing a new job. www.ctjobandcareer.org



Unemployment Insurance and Related Assistance

Unemployment Insurance (UI) is temporary income for workers who are either partially or fully unemployed due to no fault of their own and who are looking for new employment, are in an approved training program, or are waiting recall to employment. A new or weekly continued claim for unemployment benefits can be filed on the Labor Department's website at www.filectui.com or by phone through the TeleBenefits system. For your local TeleBenefits phone number, visit our website or contact 2-1-1.

Rapid Response Program helps ease the impact of layoffs and ensures that affected workers are offered a full range of employment-related benefits and services. Prior to layoffs, the team conducts "Early Intervention" sessions where employees learn about unemployment benefits, job search assistance, health insurance options, training opportunities, and community services. (860) 263-6580 or dol.rapidresponse@ct.gov.

Trade Adjustment Assistance (TAA) is available to individuals who are part of a worker group certified by the federal government as adversely affected by foreign competition. Benefits may include retraining, income support through Trade Readjustment Allowances (TRA), job search and relocation allowances, and a wage subsidy for individuals 50 years of age and older who return to lower-paying work. (860) 263-6770 or www.ctdol.state.ct.us/TradeAct

The Shared Work Program provides an alternative to layoffs for employers faced with a temporary decline in business by offering partial benefits to employees who would otherwise not be eligible to take part in the unemployment insurance program. Expanded guidelines for the Shared Work program now allow additional qualifying employers to participate. (860)263-6660 or DOL.sharedwork@ct.gov

Office of Workforce Competitiveness

The Office of Workforce Competitiveness (OWC) assists the Labor Commissioner as the Governor's workforce development policy advisor with the goal of ensuring Connecticut has sufficient talent to support its economic growth. OWC seeks to coordinate and align resources, employment and training programs, and curricula to meet projected industry and job growth needs. OWC staffs and provides technical assistance to the Connecticut Employment and Training Commission (CETC). In addition to its policy role, OWC oversees special initiatives, including the Jobs Funnel Initiative and the federally-funded Disability Employment Initiative. (860) 263-6523 www.ctdol.state.ct.us/OWC/index.htm

Employment and Training

American Job Centers offer no-cost services to jobseekers and employers in convenient locations throughout the state. Career services include: job search and résumé writing assistance; résumé critiques; skills assessments; interviewing; career exploration/guidance and employer recruitment events. Resources available for job search include fax, computers with internet access, and résumé bond paper with matching envelopes. Assistive technology is also available for persons with disabilities.

American Job Center locations

Bridgeport	2 Lafayette Square	(203) 455-2700
GPS Users:	350 Fairfield Avenue	
Danbury	4 Liberty Street	(203) 437-3380
Danielson	95 Westcott Road	(860) 412-7000
Enfield	786 Enfield Street	(860) 745-8097
Hamden	37 Marne Street	(203) 859-3200
Hartford	3580 Main Street	(860) 256-3700
Meriden	85 West Main Street	(203) 238-6148
New Britain	260 Lafayette Street	(860) 827-6200
New London	Shaw's Cove Six	(860) 439-7400
Norwich	113 Salem Tpke, N. Bldg. Suite 200	(860) 859-5777
Torrington	685 Main St, Kmart Plaza	(860) 496-3300
Waterbury	249 Thomaston Avenue	(203) 437-3380
Willimantic	1320 Main St., Tyler Square	(860) 786-6200
Satellite Offices: <i>Not all services available at these sites</i>		
Ansonia	4 Fourth Street	(203) 397-6647
Derby	33 Elizabeth Street	(203) 734-3443
Manchester	893 Main Street	(860) 643-2222
New Haven	560 Ella T. Grasso Blvd.	(203) 624-1493
Stamford	141 Franklin Street	(203) 353-1702
TDD-TYY		(860) 263-6074

Apprenticeship programs offer individuals an opportunity of "learning while earning" based on an employer-employee relationship. Registered apprenticeship combines on-the-job training with related classroom instruction to create skilled workers for Connecticut businesses. DOL provides registration, monitoring and consulting services to qualified employers while assisting them in recruitment efforts and making use of Connecticut business tax credits. **(860) 263-6085** or **www.ctapprenticeship.com**

Career Fairs, held regionally during the spring and fall, offer employers low-cost, high-profile recruitment opportunities that successfully bring them together with qualified job seekers. Jobseekers have the opportunity to meet with a variety of employers that are looking to fill positions ranging from entry level to technical and management. CTDOL staff is also available to answer questions on agency services. **www.ctjobfairs.com**



Job Corps is a primarily residential, no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16-24 (no age limit for people with disabilities) get a better job and take control of their lives. Students enroll to learn a trade, earn a high school diploma or GED and get help finding employment. New Haven Job Corps: **(203) 397-3775; Hartford Job Corps: (860) 952-1705**

Jobs First Employment Services is a program of services specifically designed to help recipients of state welfare become and remain independent of assistance through employment. **(860) 263-6789** or **www.ctdol.state.ct.us/weltowrk/weltowrk.htm**

Office for Veterans' Workforce Development staff, located at American Job Centers across the state, help veterans with employment and training needs, protect their employment rights and ensure that veterans are afforded "priority of service" under federal law. New programs include "Step Up for Vets" which provides a wage subsidy to employers hiring a combat veteran, and the "Vets to Cops" and "Vets to Firefighter" initiatives, which prepare veterans for careers in these fields. **(860) 263-6514** or **www.ctvetjobs.com**

The Subsidized Training and Employment Program (Step Up) is an initiative administered by the Connecticut Department of Labor and the state's five Workforce Investment Boards. Step Up offers three components: the Wage Subsidy Program, the Small Manufacturer Training Grant Program and the Unemployed Armed Forces Member Subsidized Training and Employment Program (Step Up for Vets). These programs offer employer incentives of up to \$12,500 for each new employee hired. Visit **www.StepCT.com** to learn more about this job creation program and to contact your local Step Up coordinator.

Youth Employment Services - Upon request by schools or youth organizations, staff at the American Job Centers offer tours of the Department of Labor and participate in career days and job fairs. Youth alone, or in groups, may access all local American Job Centers for career exploration, job search services and workshops. **www.ctdol.state.ct.us/youth/main.htm**

Public Education and Labor Information

The Department's **Speakers' Bureau** includes a diverse network of agency experts who can discuss a wide range of topics relating to employment law compliance, worker health and safety, labor market information, workforce development, unemployment insurance and other programs within the Department. Businesses, trade associations, chambers of commerce, labor organizations and other groups interested in scheduling a DOL professional to speak to their group (minimum of 20 attendees) may use the online request form at www.ctdol.state.ct.us/speakers/default.htm or call (860) 263-6173

CTDOL's Office of Research provides workforce information to jobseekers, students, educators, businesses, economic developers, policy makers, and the public. Information on current employment statistics, unemployment insurance claims, employment projections, and occupational descriptions is maintained to help job seekers make educated career choices and assist companies considering expansion as well as out-of-state firms contemplating relocation to Connecticut. (860) 263-6255 or www.ctdol.state.ct.us/lmi

Workplace Safety and Guidance



The **Wage and Workplace Standards Division** administers a wide range of laws that protect and promote the interests of 1.6 million workers and 97,000 employers in Connecticut. Among those laws are minimum wage, overtime, wage payment, prevailing wage, and employment of minors. The division's website is a useful educational tool for employees to become aware of their rights in the workplace and for employers to get information about state laws. As an enforcement division, it is able to use criminal and civil remedies to ensure compliance with state laws. (860) 263-6790 or www.ctdol.state.ct.us/wgwkstnd/index.htm

Connecticut Occupational Safety and Health Act (CONN-OSHA) is a free service provided to public and private employers who request a consultation concerning OSHA regulations and standards. At the invitation of an employer, a state consultant will visit the employer's workplace, discuss OSHA regulations and standards, "walk through" the establishment noting any violations observed, and have a closing conference with the employer. (860) 263-6900 or www.connosha.com

The Connecticut Department of Labor is an Affirmative Action/Equal Opportunity employer and equal opportunity program and service provider. Auxiliary aids and services are available upon request to individuals with disabilities.

Board of Labor Relations defines and protects the statutory rights of public sector and some private sector employees to form, join or assist labor organizations and encourages the right of employees and employers to bargain collectively. (860) 263-6860

Board of Mediation and Arbitration defines and protects the statutory rights of public sector and some private sector employees to form, join or assist labor organizations and encourages the right of employees and employers to bargain collectively. (860) 263-6880

Employment Security Appeals Division conducts appeal hearings from decisions granting or denying Unemployment Compensation benefits through two levels of appeal. The first level is the Referee Section and the second level is the Board of Review. (860) 566-3045

Office of Program Policy legal staff handle cases alleging violation of laws within the agency's jurisdiction, including administrative proceedings such as the enforcement of workplace statutes and regulations. (860) 263-6755

Employer Services

Business Services Unit help companies address workforce issues and develop solutions by assisting with recruitment, retention, training and professional development in the workplace. Business Service Specialists administer training grants designed to help companies grow and remain competitive, including customized and on-the-job training programs. Staff also provides assistance regarding compliance issues, regulations, apprenticeship programs, workplace safety, tax credits, Labor Market Information and Trade Adjustment Assistance. Additionally, technical assistance is available to businesses that are growing or downsizing. Visit the agency website to contact a local Business Service Specialist. <http://www.ctdol.state.ct.us/busservices/BusSpec.htm>

The Work Opportunity Tax Credit is available to employers who hire individuals who meet eligibility requirements. Employers may receive up to \$2,400 in federal tax credits per qualified individual hired from eight specific groups, up to \$9,000 over a two-year period for hiring a qualified long term family recipient and the newest categories under the Vow to Hire Heroes Act; up to \$9,600 for hiring a qualified disabled veteran who has been unemployed for at least six months; \$5,600 for a qualified unemployed veteran who has been unemployed for at least six months; \$4,800 for a qualified disabled veteran separated from the military within one year of hire; or \$2,400 for a qualified veteran who has been unemployed four weeks but less than six months. (860) 263-6060 <http://www.ctdol.state.ct.us/progsupt/taxcredits/wotc.htm>

