



*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](http://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](http://www.ct.gov/dol) - is also filled with information ranging from job openings and upcoming career fairs to wage and safety guidelines.

## Web-Based Services



**CTHires** is a cost-free employment network, including an online job bank, located at [CTHires.com](http://CTHires.com). Individuals can use multiple search criteria to look for employment opportunities while the Résumé Builder feature takes the guesswork out of creating a professional résumé that can be posted to the site. Employers can find and recruit employees 24/7 by reviewing résumés of prospective candidates and posting open positions.

**(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](http://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](http://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](http://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. Claims for unemployment benefits can be filed online at [www.filectui.com](http://www.filectui.com). This site also offers an online Assistance Center to change a mailing address, report returned to work status and obtain other UI services.



**The Unemployment Insurance Tax Division** accounts for the funding needed to pay Unemployment Insurance (UI) benefits to individuals and maintains data for the more than 100,000 registered employers that pay UI taxes. Provides audit services to ensure UI taxes are properly paid, and that all workers providing services in Connecticut are properly classified as employees eligible to participate in the UI benefits program, or are properly classified as independent contractors.

**(860) 263-6360** or [www.ctdol.state.ct.us/uitax/defaulttax.htm](http://www.ctdol.state.ct.us/uitax/defaulttax.htm)

**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](mailto: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](http://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 [SharedWorkCT.com](http://SharedWorkCT.com)

## 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](http://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

#### Full Service American Job Center (AJC) locations

<b>*Bridgeport</b>	2 Lafayette Square	(203) 455-2700
GPS Users:	350 Fairfield Avenue	
<b>*Hamden</b>	37 Marne Street	(203) 859-3200
<b>*Hartford</b>	3580 Main Street	(860) 256-3700
<b>*Montville</b>	601 Norwich New London Turnpike, Suite 1	(860) 439-5200
<b>*Waterbury</b>	249 Thomaston Avenue	(203) 437-3380

#### Affiliate American Job Center (AJC) Locations

<b>Ansonia</b>	4 Fourth Street	(203) 397-6647
<b>Danbury</b>	185 Main Street	(203) 730-0451
<b>Danielson</b>	562 Westcott Road	(860) 774-4077
<b>Derby</b>	101 Elizabeth Street	(203) 734-3443
<b>Enfield</b>	786 Enfield Street	(860) 745-8097
<b>Manchester</b>	893 Main Street	(860) 643-2222
<b>Meriden</b>	87 West Main Street 2nd floor	(203) 238-3688
<b>Middletown</b>	272 South Main Street	(860) 347-7691
<b>New Britain</b>	260 Lafayette Street	(860) 899-3500
<b>New Haven</b>	560 Ella T. Grasso Blvd.	(203) 624-1493
<b>Stamford</b>	141 Franklin Street 2nd floor	(203) 353-1702
<b>Torrington</b>	59 Field Street	(860) 496-3500
<b>Willimantic</b>	1320 Main Street, Tyler Square	(860) 450-7603
<b>TDD-TYY</b>		(860) 263-6074

\*Denotes Veterans' Representatives locations (although appointments can be made for other offices)

**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. Also assists with recruitment efforts, by making use of state and federal grants to assist with wages and education, and 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. Programs include 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 Development Boards. The program offers 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.



## 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](http://www.ctdol.state.ct.us/speakers/default.htm) or call **(860) 263-6670**

**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, employment projections, and occupational descriptions to help jobseekers make educated career choices and assist companies considering expansion as well as firms contemplating relocation to Connecticut. **(860) 263-6255** or [www.ctdol.state.ct.us/lmi](http://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 more than 100,000 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. **(860) 263-6790** or [www.ctdol.state.ct.us/wgwkstnd/index.htm](http://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](http://www.ConnOsha.com)

*The Connecticut Department of Labor (or local WIB) 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. For more information, contact the Labor Department's Equal Opportunity Officer at (860) 263-6067;*

**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** helps companies develop workforce 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. [www.ctdol.state.ct.us/busservices/BusSpec.htm](http://www.ctdol.state.ct.us/busservices/BusSpec.htm)

**The Work Opportunity Tax Credit** is available to employers hiring individuals that 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 at least six months; \$5,600 for a qualified unemployed veteran who has been unemployed for at least six months; \$4,800 for a 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**  
[www.ctdol.state.ct.us/progsupt/taxcredits/wotc.htm](http://www.ctdol.state.ct.us/progsupt/taxcredits/wotc.htm)

