

Workplace Safety and Guidance



Wage and Workplace Standards Division administers a wide range of laws that protect and promote the interests of Connecticut workers. Wage and Workplace staff provide information on wage and hour compliance, employment of minors, family and medical leave, minimum wage requirements, workplace standards/conditions, meal periods and other workplace standards and practices such as drug testing or polygraph testing. Wage and workplace complaints are investigated and, when necessary, can enforce the legal and proper payment of wages and other workplace violations. (860) 263-6790

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

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 objectives are to save jobs by maintaining peaceful employer/employee relations, and to promote equity between labor and management by resolving labor disputes. This is accomplished through the mediation and arbitration services available to employers and employee organizations, in both the public and private sectors. (860) 263-6880

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



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 nine specific groups which include two new categories; Unemployed Veteran and Disconnected Youth; up to \$4,800 for hiring a qualified disabled veteran; up to \$1,200 for hiring a summer youth living in a federal Empowerment Zone, Enterprise Community, Renewal Community or Rural Renewal County; or up to \$9,000 over a two-year period for hiring a qualified long term family assistance recipient. (860) 263-6060

Staff in the **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 new and expanding companies 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.

CTWorks Career Center Locations

Bridgeport GPS Users:	2 Lafayette Square 350 Fairfield Avenue	(203) 455-2700	Norwich	113 Salem Tpke, N. Bldg. Suite 200	(860) 859-5600
Danbury	4 Liberty Street	(203) 437-3380	Torrington	685 Main St, Kmart Plaza	(860) 496-3300
Danielson	95 Westcott Road	(860) 412-7000	Waterbury	249 Thomaston Avenue	(203) 437-3380
Enfield	786 Enfield Street	(860) 745-8097	Willimantic	1320 Main St., Tyler Square	(860) 786-6200
Hamden	37 Marne Street	(203) 859-3200	Satellite Offices		
Hartford	3580 Main Street	(860) 256-3700	Not all services are available at these sites		
Meriden	85 West Main Street	(203) 238-6148	Derby	33 Elizabeth Street	(203) 734-3443
New Britain	260 Lafayette Street	(860) 827-6200	Manchester	893 Main Street	(860) 643-2222
New London	Shaw's Cove Six	(860) 439-7400	New Haven	560 Ella T. Grasso Blvd	(203) 624-1493
TDD-TTY:		(860) 263-6074	Stamford	1642 Bedford Street	(203) 353-1702

opportunity guidance support

Connecticut Department of Labor

*serving people and businesses
throughout the state*

CONNECTICUT
DEPARTMENT
OF LABOR

A Partner in CTWorks

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 public services the agency offers. Our Web site - www.ct.gov/dol - is also filled with information ranging from job openings and upcoming job fairs to wage and workplace guidelines. You can also contact us by calling (860) 263-6000.

Web-Based Services



CT JobCentral is a no-cost, online employment resource for both 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. By placing their job openings on CT JobCentral, employers gain 24/7 visibility to thousands of prospective candidates. (860) 263-6020 or www.jobcentral.org/ct

Rapid Reemployment Initiative is a new tool that connects downsizing employers with hiring employers, informs employers and job seekers about career events around the nation, and connects displaced employees to employers who are currently hiring. (860)263-6020 <http://www.jobcentral.com/rapid-reemployment-initiative.asp?en=ct>

Labor Market Information (LMI) provides data on the economy, workforce and careers, including unemployment rates, wages, and job growth. In order to assist job seekers, employers, students and researchers in making informed choices, LMI, administered by the Office of Research, provides information via the Internet and in print form. 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) benefits are provided to those who are unemployed through no fault of their own. Temporary income assistance is provided while job seekers look for new work or take part in approved training programs. DOL offers claim filing through the telephone system known as TeleBenefits as well as an on-line system on the Agency's Web site, called WebBenefits. Both technologies are available in English and

Workers who become jobless may initiate a claim and file their weekly claims using either the telephone or online system. A few simple clicks of the computer mouse will let individuals know if their claim can be accomplished over the Internet. If not, users will receive a message on the computer screen to let them know they need to use the phone system to file. Check phone directory listings or visit the Agency's Web site for local TeleBenefits phone numbers.

Rapid Response Program helps ease the impact of layoffs and assures that affected workers are offered a full range of employment-related benefits and services. The Rapid Response team conducts, prior to layoffs, "Early Intervention" sessions for employees with information about unemployment benefits, job search assistance and training opportunities. (860) 263-6580

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, an 80% subsidy of qualified health insurance premiums and a wage subsidy for individuals 50 years of age and older who return to lower-paying work. TAA eligibility requires a total or partial separation due to lack of work. TAA training may be available prior to layoff for individuals covered under a certification that resulted from a petition filed on or after May 18, 2009. (860) 263-6070

The Shared Work Program provides an alternative to layoffs for employers faced with a temporary decline in business by offering partial benefits through special eligibility regulations. (860) 263-6650 or DOL.sharedwork@ct.gov

The Connecticut Department of Labor is an Affirmative Action/Equal Opportunity employer and equal opportunity program and service provider.

Employment and Training



Apprenticeship programs offer individuals an opportunity of "learning while earning" based on an employer-employee relationship. 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

Youth Employment Services (YES) All *CTWorks* Centers, upon request by schools or youth organizations, offer tours of the Department of Labor and participate in career days and job fairs. Youth alone, or in groups, may access all local *CTWorks* offices for career exploration, job search services and workshops. www.ctdol.state.ct.us/youth/main.

Job and 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. www.ctjobfairs.com

Office for Veterans' Workforce Development staff, located at *CTWorks* 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. (860) 263-6514 or www.ctvets.org

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/wtwork.htm

Federal bonding program provides fidelity bonding insurance coverage to ex-offenders and other at-risk job applicants who are qualified but fail to get jobs because regular commercial bonding is denied. (860) 263-6040

CTWorks Career Centers offer services to job seekers and employers in convenient locations throughout the state. Career services include: job search; résumé writing assistance and critiquing; skills assessments; advice on interviewing; career transition workshops; videos; and information about area job fairs. Telephones, faxes, and Internet access for employment searches and email correspondence are also available. Services are provided at no cost to customers, regardless of employment status. See listings on back cover for locations.

Office of Workforce Competitiveness



The Office of Workforce Competitiveness (OWC) serves as the Governor's principal 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 in our state. 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 "Step Up" program that offers employer incentives for hiring new workers, as well as the federally-funded CT Green Jobs Innovation grant, the Jobs Funnel Initiative, and the State Energy Sector Partnership – all designed to promote career pathways to green jobs in the construction industry, the building trades, and energy-related fields. 860-263-6523

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) 263-6731

Office of Research provides workforce information to job seekers, 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