



Job Search and Job Skill Resources

Help needed:

I need to apply for Unemployment Insurance (UI) Benefits.

Resources available: MassHire Franklin Hampshire Career Center: (413) 774-4361

Call the DUA TeleClaim Center: (877) 626-6800, or visit mass.gov/dua, or call MassHire Franklin Hampshire Career Center: 413-774-4361, toll free 800-457-2603, for assistance with your claim

I have questions regarding my Unemployment Insurance claim.

Call the DUA TeleClaim Center: (877) 626-6800, or visit mass.gov/dua, or call MassHire Franklin Hampshire Career Center for questions regarding your claim

I need help with obtaining Health Insurance.

For assistance with applying for MassHealth, contact Community Action Pioneer Valley: (413) 774-2318, communityaction.us, or contact Community Health Center of Franklin County: (413) 325-8500, hcfc.org

I need help in getting food stamps and/or cash assistance.

Visit the Department of Transitional Assistance (DTA) website:

<https://www.mass.gov/locations/dta-greenfield-transitional-assistance-office-full-service-office>

DTA also offers the Competitive Integrated Employment Services Program (CIES) that provides training, education, and job search services to low-income families in collaboration with the MassHire Franklin Hampshire Career Center. To learn more, contact Career Services Counselor Carol Hayes: (413) 774-4361

I need help with energy and/or fuel assistance.

Call Community Action Pioneer Valley: (413) 774-2318 or visit communityaction.us

I need to get information regarding child care assistance.

Call Community Action Pioneer Valley: (413) 774-2318 or visit communityaction.us, Call the New England Farm Workers Council: (413) 272-2207, or visit <http://partnersforcommunity.org/default/index.cfm/voucher-day-care/>

I need help in understanding credit, financial and mortgage liabilities.

Call Community Action Pioneer Valley: (413) 774-2318, or Thrive (United Way of Pioneer Valley Program): (413) 333-8365, or visit the MassHire Franklin Hampshire Career Center website calendar for financial education webinars: masshirefhcareers.org

Will I lose my unemployment benefits while attending school?

Visit the DUA website: mass.gov/dua and type "Section 30" under Search, or speak with a Career Counselor at MassHire Franklin Hampshire Career Center

I am a Veteran and would like to know what services are available.

Call MassHire Franklin Hampshire Career Center to ask about Career Center services and/or to speak with Veteran Representative Michael Anderson

I am a Youth age 18-24.

Call MassHire Franklin Hampshire Career Center to speak with Youth Coordinator Anitra

Ford and learn more about youth programs

I have a disability or barrier to employment.

Call MassHire Franklin Hampshire Career Center to speak with Career Services Assistant Terri Reil for information on services and opportunities for individuals with disabilities

I need help getting started with my job search.

Call MassHire Franklin Hampshire Career Center for information on how to access local and state job listings, Virtual Job Fairs, and/or register for a Job Search webinar

I need help writing/updating a resume or cover letter.

Call MassHire Franklin Hampshire Career Center for information on the Resume and Cover Letters webinars, and Resume/Cover Letter Consults

I need help learning how to use the internet for job search.

Call MassHire Franklin Hampshire Career Center for information on JobQuest, the Hot Jobs List, and online job search workshops

I need help preparing for my interviews.

Call MassHire Franklin Hampshire Career Center to register for the “Successful Interviewing” webinar

I would like to finish my GED and/or improve my English skills.

MassHire Franklin Hampshire Career Center will refer you to The Literacy Project or the Center for New Americans

I need help updating my skills to be competitive in the job market.

Call MassHire Franklin Hampshire Career Center for information on the Workforce Innovation & Opportunities Act (WIOA) Orientation Sessions to learn about skills training

I need help finding which careers fit my interests and skills.

Visit MassHire Career Information System (MassCIS): masscis.intocareers.org, Occupational Information Network (O*NET): onetonline.org, and/or call MassHire Franklin Hampshire Career Center for information on the Workforce Innovation & Opportunities Act (WIOA) Orientation Sessions

I need to research the labor market for new opportunities.

MassHire Career Information System (MassCIS): masscis.intocareers.org, or Occupational Information Network (O*NET): onetonline.org

I need advice on how to network.

Call MassHire Franklin Hampshire Career Center for information on the professional’s network group, register for the “Job Search Strategies” webinar, or visit MassHire Lowell Career Center: masshirelowellcc.com, for webinar information

I need help understanding my talents/marketing them to employers.

Call MassHire Franklin Hampshire Career Center to schedule an appointment for a Counselor Consult telephone session

I lack computer skills and want to learn to use a computer.

Visit GCFLearnFree.org, or MassHire Lowell Career Center: masshirelowellcc.com, or MassHire Springfield Career Center: masshirespringfield.org

I need to update my Microsoft Office skills or practice typing.

Visit MassHire Springfield Career Center: masshirespringfield.org

I am interested in starting my own business.

Visit Franklin County Community Development Corp. (CDC): fccdc.org, Quaboag Valley CDC: qvcdc.org, Valley CDC: valleycdc.com, or the Small Business Association: sba.gov

I need help with a career change	Visit Occupational Information Network (O*NET) Online: onetonline.org , MassHire Career Information System (MassCIS): masscis.intocareers.org , mySkills myFuture: myskillsmyfuture.org , or Transferable Occupation Readiness Quotient (TORQ): torqworks.com , and/or call MassHire Franklin Hampshire Career Center to make an appointment for a Counselor Consult session
I lost my job due to my company moving overseas.	Call MassHire Franklin Hampshire Career Center to speak with Career Services Director Cindy Ray for information on the Trade Program that provides employment assistance for those who have lost their job, or had hours reduced, due to foreign competition
I am a senior 55+ and need help finding a job	Call MassHire Franklin Hampshire Career Center to schedule a Counselor Consult or call Catholic Charities Worcester County: (508) 798-0191, or call City of Springfield Department of Elder Services: (413) 787-6124, to learn more about the Senior Community Services Employment Program
I need help with housing	Let us refer you to the Franklin County Regional Housing & Redevelopment Authority: (413) 863-9781, fcrhra.org , for housing assistance in Franklin County, and Way Finders: (413) 322-8312, wayfinders.org , for housing assistance in Hampshire County
I need help with substance use or behavioral health	Let us refer you to Clinical & Support Options: (413) 774-1000, csoinc.org , or Behavioral Health Network, Inc.: (413) 747-0705, bhninc.org , or to the Western Massachusetts Training Consortium Inc.: (413) 536-2401, and one of the peer recovery centers http://wmtcinfo.org/programs/
I need help with Domestic Violence	Let us refer you to the Salasin (Project) Center: (413) 774-4307, salasinproject.org , or Safe Passage: (413) 586-1125, safepass.org
I need parenting or family support	Contact Community Action Pioneer Valley: (413) 774-2318, communityaction.us or Clinical & Support Options: (413) 774-1000, csoinc.org , for information about Family Resource Centers in Greenfield, Orange, and Amherst

Let us know if there is anything else we can help with. MassHire Franklin Hampshire Career Center has many community partners.