CareerSource Tampa Bay programs and initiatives are fully supported by the U.S. Departments of Labor, Health and Human Services, and Agriculture as part of awards totaling $19,293,411. An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 1-800-955-8771.
CareerSource Tampa Bay is committed to helping you become reemployed as quickly as possible. We realize your first priority is finding another job, especially during these trying times. CareerSource Tampa Bay provides a variety of services to help you with your work search and job attainment. These virtual services are aimed at ensuring your unemployment is a temporary condition and include such things as referrals to jobs, skill enhancement services, career guidance, and referrals to other supportive and training services.

These resources are available to you at no cost to help you as you move past unemployment and into a new job that is waiting for you. Please take advantage of our services as we help you in your job search and eventual return to work. To support our customers in this effort, and to help you avoid interruption of service, we want to remind you that CSTB centers are closed and additional services have been made available online.

- Career Seekers- Job Search: Available positions (updated weekly) for career seekers to browse through and apply. Hot Jobs are featured, full-time, permanent positions. Often, the employer has multiple positions available.

- Career Seekers- Career Training and Development: Looking for a new job or the next step in your career? Based on your education, skills, experience and goals, we can guide you through every step of the process. Select information on New Career Development, Paid Training Opportunities, Networking Opportunities and Employability Skills Training.

- Career Seekers- Assistance Programs: CareerSource Tampa Bay is your one-stop workforce service provider, offering a wide range of specialty programs within Hillsborough County.

- Career Seekers- Career Tools and Resources: To assist you with getting started we offer links to some valuable tools that will walk you through some basic steps necessary to success. You can also follow CareerSource Tampa Bay on Facebook, LinkedIn, and Twitter to receive additional information. The CSTB social media pages can be found at the top right hand corner of www.CareerSourceTB.com

- Career Seekers- Veteran Services: If you’re a Veteran, let CareerSource Tampa Bay assist you in securing employment through job referral and matching services, job development, job training and career management. CareerSource Tampa Bay staff act as a dedicated team to put you on the fast track of the registration and job matching process.

- Employ Florida: EmployFlorida.com (EF) is a job search engine provided by the State of Florida. You can search for jobs and post your resume on this site which can be found at this link: https://www.careersourcetampabay.com/job-seekers/job-search/

  o Create your Resume
  o Find a Job
  o Access Salary Information
  o View Job Market Trends
CareerSource Tampa Bay recently developed a quick reference guide to Reemployment services, highlighting the 3 main areas of concern: How to apply for Reemployment Assistance, Job Search Assistance, and Family Assistance if you are in need.

An electronic version of this guide can be found at the following links:

- **ENGLISH:** [https://bit.ly/2wH7LFnn](https://bit.ly/2wH7LFnn)
Job Shop Guides
Need additional assistance in kickstarting your job search process, we’ve got you covered through the Job Shop Guides that are now available in a digital format on our website in English and Spanish. They can be found at https://www.careersourcetampabay.com/job-search-101-busqueda-de-trabajo-101/. Over 25 topics are provided and include:

- Components of a Résumé – English
- Fired From Last Job. Now What – English
- How to Apply For a Job Online – English
- How to Complete a Job Application – English
- How to Determine Your Skills – English
- How to Handle the Stress of a Job Search – English
- How to Manage Your Unemployment – English
- How to Overcome Challenges to Employment – English
- How to Use the Internet in Your Job Search -English
- How to Use Your Local One-Stop Career Center – English
- How to Write a Cover Letter – English
- How to Write a Résumé – English
- How to Write an Internet Résumé – English
- I Have Been Downsized! Now What – English
- Involve Your Family in Your Job Search – English
- Just Laid Off Now What – English
- List of Words to Use in Your Résumé – English
- Sample Blank Employment Application – English
- Sample Chronological Résumés – English
- Sample Completed Employment Application – English
- Sample Cover Letters – English
- Sample Skills Functional Résumés – English
- What Are Your Salary Needs – English
- Where Are the Jobs – English
- Where to Get Job Training – English

LMI- Labor Market Information
CareerSource Tampa Bay provides a quick glimpse of Hillsborough County and Tampa Bay area employment conditions. Information found at https://www.careersourcetampabay.com/employers/labor-market/ can be useful to job candidates to enhance their career opportunities and job search. Emsi Industry snapshot reports for the following targeted sectors are online:

- Hospitality, Retail, and Tourism
- Transportation Trades
- Manufacturing
- Information Technology
- Healthcare and Life Sciences, and
- Finance and Professional Services.
Not sure what occupations are in demand, you can review our targeted occupations list that identifies Hillsborough County occupations that are in demand at: https://www.careersourcetampabay.com/job-seekers/wioa/. You can download the document in a PDF format as well.

**Employability Skills Training**

View our free Employability Skills Training courses online at www.CareerSourceTampaBay.com, which allow career seekers to build their resume, learn how to get the most out of Employ Florida (EF), build their interview skills and gain some computer skills. CareerSource Tampa Bay has developed some new, exciting employability skills online videos, such as Surviving a Layoff and Job Searching in the Outbreak Era, in an effort to continue to meet you job search needs. Be on the lookout for additional topics in the coming months.

**Financial Literacy**

CareerSource Tampa Bay partners with Regions Bank to provide financial literacy workshops to our customers at no cost. Regions: Next Step Financial Education strives to provide guidance and tools to help you accomplish your unique financial goals. With this, online Next Steps Seminar, learn how you can break down your financial goals and gain more control over your money. Regions: Next Step Financial Education Seminars are constantly being updated with more topics and sessions. If you would like to sign up for one of their online seminars, go to https://www.careersourcetampabay.com/wp-content/uploads/2020/03/Managing-Your-Money-Webinar.pdf.

**Employ Florida**

Looking for a new job or next step in your career? Based on your education, skills, experience and goals, we guide you through every step of the process. You can access Employ Florida at www.employflorida.com where you can view available job openings and create an automated job search.

- **Employ Florida** – Florida’s official online portal to virtual job-matching services and many other workforce resources.
- **Employ Florida – VETS** – Florida’s online source for veterans’ employment and employer recruitment information.
- **Employ Florida – Florida Abilities Work** – Florida’s online source for job seekers’ with disabilities find employment.
- **Employ Florida – Silver Edition** – Florida’s online career resource for the 50+ demographic.
- **Employ Florida – Green Jobs** – Florida’s online career resource for individuals seeking information on green jobs, green training and green jobs survey results.

**How to get the most of Employ Florida (EF)**

Employ Florida offers more features than just a job search component, some additional features that can be used within the system are:

- Create professional resumes and cover letter to send employers,
- Assess your job skills, set goals, and research training providers,
- Track your job search efforts and resumes sent in a personal profile online,
- Learn about services and benefits you may be eligible for,
- Determine a budget and plan for training, and
- Research regional market information, i.e., salaries.

See Guide on page 7 for more information*
Virtual Recruiter in Employ Florida

The Virtual Recruiter function in Employ Florida alerts you when specified jobs are available. You can set key parameters, such as the alert name and how often it will run.

You MUST have a completed profile in Employ Florida to step a Virtual Recruiter alert.

How to create a Virtual Recruiter alert:

2. Sign in using your username and password.
3. Under Quick Menu located on the left side of the screen, select Job Search.
4. Conduct a job search.
5. Click on the Save Search button located at the bottom of the page. You will be redirected to the Virtual Recruiter page.
6. Type a title for this job alert.
7. Select from the drop-down box how often to run.
8. Select method of notification. A notification will automatically be sent to your Message Center in EF. Email and text message alerts are also available.
   a. Email: the job alert will be sent to the email address provided in your General Profile. Make sure to verify if it is correct.
   b. Text Message: If you selected to receive job alerts as a text message, the option to enter the cell phone number will appear. Select the time of day that you wish to receive text message notifications of Virtual Recruiter results on your cell phone using the dropdown menus. If you provided a text message cell phone number during the registration process, it will be displayed. Make any changes to the number as necessary.
9. Enter expiration date. Default date is set to 90 days.
10. Click save.

The Search Criteria Information Section shows the search criteria information that you selected when you created this Virtual Recruiter. This information is for reference purposes and cannot be changed.

Helpful Tips:

- Be specific with your job alert title. It will be used to identify one Virtual Recruiter search from another.
- Set the how often to run option to “inactive” if you no longer wish to have the system automatically search for jobs.
- Your standard incoming text message rates will apply when using the text message option.
- To view a list of your Virtual Recruiter alerts, under Quick Menu located on the left side of screen, select Resume Builder. The Virtual Recruiter alerts will display on the 4th tab.
- You can also run your Virtual Recruiter searches anytime by clicking Run in list view section.
Helpful Hints:
Receiving unemployment? You already have a partial registration. Contact CareerSource Tampa Bay Staff for your username and password.
• Remember your username, password and security question
• Do not type your information all in uppercase letters or lowercase letters
• Do not use your social security number for your username
• Pay special attention to the blue text next to fields to ensure proper entries are being made
• Provide current contact info, including an email address to receive notifications regarding potential job openings and recruiting events
• Click ‘Modify skills’ to customize ‘Job Skills’ section by checking skills representing your work experience in each category

You MUST have your background information complete and have an active online résumé in Employ Florida. This will allow you to access a wide range of CareerSource Tampa Bay (CSTB) services and Employ Florida features. Employers and CSTB Staff also use this information to find potential candidates for job openings.

Part 1 – Job Search
2. Click the ‘Find a Job’ button in the middle of the page.
3. Input your area and keywords. Narrow down your search by selecting a specific tab at the top of the page.
4. Click the ‘Search’ button.
5. Choose a job of interest and click ‘How to apply for this job’.
6. Enter your Username and Password when prompted.

Don’t have a username or password yet?
1. Click the link ‘Not Registered? Learn How and Why’, and then select ‘Individual’ from ‘Option 2 – Create A User Account’
2. Complete all required fields (marked with an asterisk*). Once completed, go to Part II.

Part 2 – Background Information
1. Under the Quick menu (located on the left hand side), click ‘My Portfolio’ tab. In the ‘My Individual Profile’ tab, click on the first folder: ‘Personal Profile’.
2. Click the ‘Background’ tab; and click on ‘Start the Background Wizard’ button.

Part 3 – Resume Building
1. Under the Quick menu (located on the left hand side), click ‘Résumé Builder’ then click ‘Create New Résumé’.

Automated Entry and Copy and Paste format is NOT recommended because it may require additional formatting, time, and effort.
2. Select whether you want your résumé available to preferred registered employers online by clicking the button in the Accessibility field.
3. Select the Type of Résumé:

Choosing ‘Internal Resume’ is the best option and is more likely to be found by potential employers. The site will allow you to create up to 10 online active résumés.
4. Enter a Résumé Title. Choose titles that reflect the job you are applying for. Make them descriptive but brief.

Poor Résumé Titles: John Smith’s Résumé, A Hard Worker
Good Résumé Titles: Shipping & Receiving Warehouse, LPN
5. Click ‘Next’ to continue through each step of the Résumé Builder.
6. Click ‘Save Résumé & Return’ to complete your résumé.
Hot Jobs

CareerSource Tampa Bay Business Services Representatives have developed strong relationships with area businesses who are actively seeking talented individuals to fill their current openings. These openings are referred to as our “Hot Jobs” and feature positions where local, statewide, and national companies have an immediate hiring need. Don’t miss out on these exciting opportunities, to view our Hot Jobs which could change daily access this page: https://www.careersourcetampabay.com/job-seekers/job-search/

Online Assessments

Online Assessments: CareerSource Tampa Bay offers a variety of online career assessments including:

- My Next Move,
- My Skills My future, and
- O*Net.

These assessments measure the job seeker’s career interests and aptitude, identify transferrable skills and provide career guidance that is essential for the job seeker’s transition to employment or reemployment. Each of these assessments can be taken online.

CareerSource Tampa Bay offers a variety of online career assessments, which include but are not limited to:

**My Skills My Future:** My skills My Future helps laid-off workers and other career changers find new occupations to explore. Users can identify occupations that require skills and knowledge similar to their current or previous job, learn more about these suggested matches, locate local training programs, and/or apply for jobs at www.mySkillsmyFuture.org.

  ➢ This electronic tool enables job seekers and intermediaries to match a worker’s occupational skills and experiences with the skills needed in other occupations, in order to facilitate their career mobility and economic prospects. For any occupation, users can get a list of job listings in their local area and click directly through to the hiring company’s website.

**My Next Move:** My Next Move is a web based online career assessment tool. Job seekers may access the assessment from any computer with internet access at http://mynextmove.dol.gov. My Next Move provides jobseekers with information on more than 900 occupations, as well as, local job openings and training opportunities in a simple, user-friendly format. This electronic toll gives individuals three main ways to explore careers, including an online O*NET interest assessment, and then provides an easy to read, one page profile of each occupation highlighting important knowledge, skills, abilities, technologies used, simplified salary and outlook information, and links to find specific training and employment opportunities.

**O*NET Career Exploration Tools:** The O*NET® team has designed a set of self-directed career exploration/assessment tools to help workers consider and plan career options, preparation, and transitions more effectively. They also are designed for use by students who are exploring the school-to-work transition. The assessment instruments, which are based on a "whole person" concept, are grouped into three major families:
• O*NET Ability Profiler
• O*NET Interest Profiler
• O*NET Work Importance Locator

These instruments will help individuals identify their work-related interests, what they consider important on the job, and their abilities to explore occupations that relate most closely to those attributes. Users of the tools may link to the more than 950 occupations described by the O*NET database, as well as to occupational information in Career One Stop. This allows individuals to make a seamless transition from assessing their interests, work values, and abilities to matching their job skills with the requirements of occupations in their local labor market. Learn more at https://www.onetcenter.org/tools.html.

Training Resources

CareerSource Tampa Bay offers a variety of online training resources at www.careersourcetampabay.com, which include but are not limited to:

Workplace Skills for the 21st Century Success: Workforce Skills for the 21st Century Success is an anytime, anywhere, online self-paced, comprehensive online learning platform that delivers resources to support job seekers and career development. The platform provides interactive, self-directed training that is ideal for job and career seekers at any level, including college students, veterans, and career changes. To learn more visit: www.CareerSourceTampaBay.com/pages/ws21c.

GCF Learn Free: GCFLearnFree.org program offers online content for people to learn essential skills they need to live and work in the 21st century. From Microsoft Office and email, to reading, math, and more— GCFLearnFree.org offers more than 200 topics, including more than 7,000 lessons, more than 1,000 videos, and more than 50 interactives and games, completely free. All you need is internet connection. Learn more at http://edu.gcfglobal.org/en/.

Are You Needing to Apply for TANF or SNAP Benefits?

Temporary Cash Assistance (TANF): the program provides cash assistance to families with children under the age of 18 or under the age of 19 if full time secondary (high school) school students, that meet the technical, income, and asset requirements. The program helps families become self-supporting while allowing children to remain in their own homes. Pregnant women may also receive TCA, either in the third trimester of pregnancy if unable to work, or in the 9th month of pregnancy. Parents, children and minor siblings who live together must apply together.

• Temporary Cash Assistance- Relative Caregiver Program: This program provides monthly cash assistance to relatives who meet eligibility rules and have custody of a child under age 18 who has been court ordered dependent by a Florida court and placed in their home by the Department of Children and Families Child Welfare/Community Based Care contracted provider. The monthly cash assistance amount is higher than the Temporary Cash Assistance for one child, but less than the amount paid for a child in the foster care program.
You can find more information and where to apply for Temporary Cash Assistance and Relative Caregiver Program here: [https://www.myflfamilies.com/service-programs/access/temporary-cash-assistance.shtml](https://www.myflfamilies.com/service-programs/access/temporary-cash-assistance.shtml).

**Supplemental Nutrition Assistance Program (SNAP):** is the largest federal nutrition assistance program. SNAP is the Food Assistance Program helps people with low-income buy healthy food. A food assistance household is normally a group of people who live together and buy food and cook meals together.

To receive SNAP benefits, you must apply in the state in which you currently live and you must meet certain requirements, including resource and income limits. If Department of Child and Families determine that you are eligible to receive SNAP benefits, you will receive benefits back to the date you submitted your application. The amount of food assistance benefits you receive depends on the number of people in your household and how much money is left after certain expenses are subtracted.

What are some ineligibility reasons? People who are convicted of drug trafficking, who are running away from a felony warrant, who break Food Assistance Program rules on purpose, who are noncitizens without a qualified status, and some students in colleges or universities are not eligible for food assistance benefits.

You can find more information and where to apply for Florida’s Food Assistance Program: SNAP here: [https://www.myflfamilies.com/service-programs/access/food-assistance-and-suncap.shtml](https://www.myflfamilies.com/service-programs/access/food-assistance-and-suncap.shtml).

### 211 Guide

211 is a free, confidential referral and information helpline and website that connects people of all ages and from all communities to the essential health and human services they need, 24 hours a day, seven days a week. 211 can be accessed by phone or computer.


### Reemployment Assistance

Department of Economic Opportunity developed a one-page FAQ guide to assist individuals who are needing to apply for Reemployment Assistance due to the coronavirus interrupting their employment. The one page FAQ guide provides information of how to apply for reemployment, review process, what you need to do after filing a claim, and how to receive your benefits. The one page FAQ can be found here [http://www.floridajobs.org/docs/default-source/reemployment-assistance-center/dua-faqs-3-17-20-updates.pdf?sfvrsn=805543b0_6](http://www.floridajobs.org/docs/default-source/reemployment-assistance-center/dua-faqs-3-17-20-updates.pdf?sfvrsn=805543b0_6).

**What happens after you file a claim?**

- Reemployment Assistance Requirements

**What happens after you file a claim?** Your claim has two levels of review after you complete an application:

- Your history of wages are reviewed to determine if you have earned enough to qualify for benefits, and
- Any issues (such as job separation) found during your application are reviewed to determine eligibility.
You must login to the CONNECT system every two weeks to request a benefit payment. Your first date to return to CONNECT is provided at the end of your application. You must request benefits even while your claim is being reviewed. During your request you would typically report your job searches, work and any earnings, however the work search and online work registration requirements for Reemployment Assistance have been waived while the state of Florida mitigates the spread of COVID-19. Individuals filing for Reemployment Assistance will not be required to register in Employ Florida or submit information on a biweekly basis regarding the employers that they contacted each week.

How do you receive payments after filing a claim and requesting your benefits? If you are determined eligible after all reviews are complete, payments will be distributed by direct deposit or through the Way2Go debit card based on your initial application. Debit Cards are mailed after the first payment is processed and may take seven (7) to ten (10) business days to receive by mail. Payments take one (1) to two (2) business days to arrive after being processed.

If you need assistance with your Reemployment Assistance Benefits, please call 1-800-681-8102. The state’s Reemployment Assistance call centers are open seven (7) days a week due to the increase in call volume. The call line is open weekdays from 7:30 A.M. to 6:30 P.M. and 8:00 A.M. to 2:00 P.M. on the weekends.

CareerSource Tampa Bay is here to address your needs as you navigate through Reemployment Assistance:

✓ How do I file my Reemployment Assistance claim?
  - You will need to file for benefits by going online to https://connect.myflorida.com and following the instructions. If you have questions or need assistance filing your application contact Department of Economic Opportunity at 1-800-204-2418 for assistance. Currently, there is not a brick and mortar location for in-person application filing.
  - State Unemployment updates can be found here: www.floridajobs.org
  - In order to apply for UC benefits you will need the following documents readily accessible:
    1. If candidate is a Veteran, you will need your DD214 documents.
    2. Driver’s License/State ID/Alien Registration Card.
    3. Last 18 months of work history information (Name of Company, Job Title, Address, etc)
    4. Routing number for checking account or you can choose to have a debit card sent to you.
    Please note if you decide to use the UC debit card, they will charge fees for using the card.

✓ How do I reset my PIN/ Password?
  - There are two options to have your pin reset:
    1. After entering your Social Security number on the CONNECT login page, select the “Forgot PIN” option to reset your PIN after verifying your information.
    2. You can submit documents verifying your identity to the department by providing a signed copy of your Social Security card and a copy of your valid driver’s license or state ID. These can be sent by fax or email to, Fax: 321-332-6608 or E-mail: IdentityRequest@deo.myflorida.com
  - Once you have submitted the documents online, please allow 3 business days for the review process and, then contact the department at 1-800-297-0586 to verify your information or if you are unable to reset your PIN through the options listed above.
Are you eligible for benefits if you are an independent contractor?
- Individuals whose income is only from self-employment or work as an independent contractor will not be eligible for reemployment assistance benefits. However, if an independent contractor or self-employed individual also received wages through services performed as an employee during the base period, he or she may be eligible for reemployment assistance benefits.

Is it true work registration in Employ Florida and the work search requirement is waived?
- Individuals filing an application for benefits from March 15, 2020 until May 2, 2020, will not be required to complete the work registration in Employ Florida. Even though you may be prompted to register, and you may receive messages on screens in the CONNECT case system, you do not need to complete the registration if your application is filed between March 15, 2020 and May 2, 2020. If you completed your application prior to March 15, 2020, you must complete the online work registration.
- Individuals are still required to log onto the CONNECT system every 2 weeks to complete their request for benefits. The work search requirement and the work registration is waived for individuals requesting benefits for the weeks of March 15, 2020 to May 2, 2020.

Where can I find more information on the COVID-19 Stimulus?
- Information on the COVID-19 Stimulus can be found on Department of Economic Opportunities website: [www.floridajobs.org](http://www.floridajobs.org)

Are looking for work during this crisis?
- You can check the “Hot Jobs” section of [www.careersourcetampabay.com](http://www.careersourcetampabay.com) to learn about current openings. This list is updated frequently.
- Additionally, you can register with Employ Florida at [www.employflorida.com](http://www.employflorida.com) for job openings in Hillsborough County and statewide.

Although, our centers are not currently open to the public, CareerSource Tampa Bay staff are available by phone 813-930-7400 and online via our website [www.careersourcetampabay.com](http://www.careersourcetampabay.com) to provide any further assistance you may have during this time.

Reemployment Services and Eligibility Assessment (RESEA)

If you are receiving Reemployment Assistance you may be profiled under RESEA. Wondering what RESEA is? It stands for the Reemployment Services and Eligibility Assessment Program. It is a worker profiling and reemployment services system that identifies new Unemployment Compensation (UC) recipients who are most likely to exhaust their regular benefits before returning to the workforce and involves them in reemployment services as a condition of eligibility to receive RA benefits. In Florida, the UC program is referred to as Reemployment Assistance (RA). Florida’s RESEA program also targets transitioning Veterans receiving Unemployment Compensation for Ex-Servicemembers (UCX). RA claimants who are determined to be eligible for the RESEA program are automatically scheduled and mailed a letter to appear for a RESEA appointment at their nearest career center.

The RESEA program focuses on the following primary strategies:
- Conducting telephonic reemployment and eligibility assessments, and
- Providing customized reemployment services that are tailored to each claimant’s needs.

RESEA activities include:
- The orientation provides an overview of the RESEA program and its requirements, and information about partner programs and other community resources.
- The one-on-one initial assessment collects information related to the claimant’s skills,
education, and employment history.

- Labor market information that is tailored to their current or future employment goals, such as which jobs are in demand, and what the specific employer needs are in their local area.
- An employability development plan is created to outline long-term and short-term goals and the appropriate steps to achieve those goals.
- Finally, each claimant is referred to at least one additional reemployment service that was identified during the appointment, e.g. resume assistance, interviewing skills, financial management workshops, referrals to partner programs, training, etc.

COVID-19 Toolkit

In additional to all of these great resources, CareerSource Tampa Bay has created a CSTB COVID-19 JOB-RESOURCE Tool Kit in response to the present challenge that you may find valuable. The Toolkit is located on the home page of CareerSource Tampa Bay’s website, where you can download a PDF file to save for future reference. This Toolkit is updated frequently, so it is recommended to continually check the website for updated toolkits. Toolkit can be found at https://www.careersourcetampabay.com/wp-content/uploads/2020/03/CSTB-COVID-19-Toolkit-03.25.2020.pdf.

Contact Us

Although our offices are presently closed to the public, our team stands by ready to serve you! You can reach us by phone at 813.930.7400 or through Contact Us Today via our website at: https://www.careersourcetampabay.com/contact-us/. We look forward to assisting you during your transition back to reemployment.