



Polk Works' mission is to be an innovative leader to ensure and sustain a quality workforce for today and in the future

What Can Polk Works Do For You?

Lakeland One Stop
309 N. Ingraham
Lakeland, FL 33801
(863) 508-1100 TTY: 711

Winter Haven One Stop
500 E. Lake Howard
Winter Haven, FL 33881
(863) 508-1100 TTY: 711

CAREER RESOURCE ROOM/ JOB SEEKER/CLAIMANT SERVICES: The One-Stop Career Center Resource Room provides access to a range of employment related services focusing on job search and the provision of basic information on filing for Unemployment benefits, claiming weeks or filing an appeal. Employment Counselors are available to assist with services such as job referrals, resume assistance, employment counseling, labor market information, and other One-Stop related services. For additional information contact (863) 508-1100.

JOB READINESS WORKSHOPS: The Job Readiness Workshop provides emphases on building self-esteem, employability skills, job search techniques, obtaining job leads and job referrals, labor market information, completing an accurate application, career exploration, resume preparation, interview questions, follow up, mock interview, and job success skills. The workshop is designed to prepare individuals to become more familiar with the changing workforce, and teaches the skills needed to make you stand out from other job seekers. For additional information contact (863) 508-1100 Ext: 3170 in Lakeland or Ext: 3322 in Winter Haven.

LEARNING AND ASSESSMENT CENTER: The Learning and Assessment Center offers a wide variety of services to customers at the Polk Works One-Stop Centers including: **Testing, Assessment and Assistance Program Services.** These services are designed to assist customers in assessing their skills, interests and aptitudes and accessing tutorials for skills. For additional information contact (863) 508-1100 Ext: 3111 in Lakeland or Ext: 3335 in Winter Haven.

RE-EMPLOYMENT SERVICES (REA) and PREP PROGRAMS: Re-employment Service programs provide Triage Services to Unemployment Compensation (UC) claimants or claimants who recently exhausted their unemployment on an individual basis. The services provided include, but are not limited to:

- Labor market information unique to area of work experience
- Developing an employability development plan
- Resume Preparation Assistance, Job and additional One Stop Services referrals
- Follow-up to additional One Stop Services

For additional information contact (863) 508-1100.

PROFESSIONAL SERVICES: Professional employment services are provided to job seekers that have training and education beyond high school. These job seekers **usually hold degrees**, certifications or licensures recognized in a particular industry, with a work history demonstrating that the individual has held positions requiring minimal supervision that involve independent discretion and judgment. Our program provides one-on-one assistance for job seekers with resumes, interviewing, professional image development and career planning. For additional information contact (863) 508-1100 Ext: 1107

VETERAN EMPLOYMENT SERVICES: Polk Works helps Veterans find employment through job referral services, job development, job training and career management. Our Veteran Representatives will develop an individual plan of action by assessing skill level, education and training. We offer a focused approach to serving veterans by strategically marketing their resume to employers while overcoming any barriers to employment. Opportunities to enhance job placement are offered by collaborating with businesses, VA medical centers, community based and civic organizations and reserve guard units. For additional information contact (863) 508-1100 Ext: 3140 in Lakeland or Ext: 3326 in Winter Haven.

DISPLACED HOMEMAKERS PROGRAM: Displaced Homemakers Program provides employment needs to those 35 years of age and older, who have provided services in the home, not adequately employed and have difficulty securing adequate employment; and have been dependant on the income of another family member but is no longer supported by such income, or have been dependant on federal assistance. The goal of the program is to assist program participants in attaining independence, as well as economic self-sufficiency. For additional information contact (863) 508-1100 Ext: 3114.

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD/TTY (via the Florida Relay Service) 711. Member Employ Florida.





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FSET: Food Stamp Employment and Training (FSET) is a program through the Florida Department of Children and Families (DCF) to help low-income households to buy nutritious food. Polk Works assists eligible Food Stamp customers in employment and training and community service opportunities, Job and Community Referrals, Employ Florida Marketplace training, resumes and up to \$20 per month for transportation reimbursement upon documentation of participation. For additional information contact (863) 508-1100 Ext: 3107 in Lakeland or Ext: 3371 in Winter Haven.

WORKFORCE INVESTMENT ACT: Career Development and Training (WIA) program enables workers to acquire the skills necessary to succeed in the fast-changing global economy of the 21st Century. It provides **Individualized Services** intended to help Job Seekers upgrade or return to the workforce by utilizing general, individual, and if necessary training services. CDT (WIA) also provides one-on-one assistance for job seekers with resumes, interviewing, job search and career planning. Workers who are either **unemployed or working in low-wage jobs** may be eligible for **free tuition** includes instructional costs, books, materials, fees (such as application costs, registration, and laboratory fees) and academic supportive services. The primary focus is on the attainment of certificates or degrees of value in the labor market leading to a job in high demand occupations, and emerging industries. For additional information contact (863) 508-1100.

WELFARE TRANSITION: Welfare Transition (WT) Program provides emphasis on work, self-sufficiency, and personal responsibility; as well as opportunities for welfare recipients to move from welfare to work. The support structure includes the programs and services such as: employment programs, job training, child care and transportation assistance; diversion programs to reduce domestic violence and child abuse; diversions to prevent families from going on welfare and relocation assistance. For additional information contact (863) 508-1100.

YOUNG LEADERS: The Young Leaders youth program provides **Individualized Services** to help young adults, ages 16-21, gain marketable skills that will help them enter the workforce. Services include: one-on-one assistance for job seekers with resumes, interviewing, job search and career planning; GED remediation and instruction; assistance with high school graduation; preparing a career plan with a career coach; specialized training opportunities. Staff also assists program participants with financial aid paperwork and SAT/ACT registration. For additional information contact (863) 508-1100.

MIGRANT AND SEASONAL FARMWORKER (MSFW): Migrant and Seasonal Farmworker program is designed to assist eligible Farmworkers in accessing: services available at the One-Stop, Employment opportunities, Information on the Complaint System, other organizations serving MSFWs and basic summary of Farmworker's rights with respect to conditions of employment. For additional information contact (863) 508-1100 Ext: 3373.

TRADE ADJUSTMENT ASSISTANCE (TAA): Trade Act program is designed to assist workers who have been laid off or jobs have been threaten as a result of foreign competition. Workers covered under a certified Trade Act petition are eligible to receive an array of services and benefits to include training, reemployment services, job search, relocation allowances, trade readjustment allowances, wage subsidy for older workers and health coverage tax credit benefits. For additional information contact (863) 508-1100 Ext.: 3103 in Lakeland and Ext.: 3368 in Winter Haven.

MOBILE ONE STOP (MOS): The Mobile One-Stop (MOS) Unit is a Recreational Vehicle equipped to deliver workforce development services throughout Polk County. The MOS allows individuals to search for jobs online, prepare resumes, submit applications and access the Polk Works' individualized workforce development programs. Please go to the Polk Works' website (www.polkworks.org) Calendar of Events for additional details and locations.

CLOTHES CLOSET: The Polk Works' Clothes Closet provides customers with the appropriate attire for the workplace. The Clothes Closet has an array of suites, shirts, slacks, skirts and shoes. For additional information contact (863) 508-1100 Ext: 3138 in Lakeland or Ext: 3322 in Winter Haven.

GED PARTNERSHIP: Polk Works partners with Polk County School Board (PCSB) to increase General Equivalency Diploma (GED) and Adult Basic Education (ABE) training opportunities at 19 sites throughout Polk County. The partnership provides eligible participants access to job and community referrals and possible support services. For additional information contact (863) 508-1100 Ext: 3332.

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Polk Works' Services Fact Sheet, Revised 2/21/2011

