



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

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

Workforce Investment Act (WIA) Career Development and Training

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.

To access WIA Career Development and Training services follow the steps below:

1. **Register on Employ Florida (EFM)** www.employflorida.com, posting your 10 year work history
2. Attend the **One-Stop Orientation** offered **online** (www.polkworks.org) – under Job Seeker Services Schedule of Program Orientations – One Stop Orientations OR
<http://www.polkworks.org/PolkWorks/Portals/0/Documents/Orientation%202008.pdf>
OR at the Lakeland or Winter Haven One Stop on a walk-in basis
OR sign up at the front to attend next scheduled WIA Career Development and Training
OR COME IN as a stand by for the next WIA / Career Development and Training Orientation
<http://www.polkworks.org/docs/documents/WIA%20Orientation%20September%202009.ppt>

Lakeland

Tuesdays – 10:00 AM and 3:00 PM
Thursday – 10:00 AM and 3:00 PM

Winter Haven

Tuesdays – 10:00 AM and 3:00 PM
Thursday – 10:00 AM and 3:00 PM

3. **Meet with your WIA Career Specialist** to discuss your Individualized Career Plan.

Contact any WIA/Career Development & Training representative below for more information

Winter Haven

Lakeland

(863)508-1100 Ext: 3305 Dalphany_Alls@polkworks.org	(863) 508-1100 Ext: 3311 Theresa_Miller@polkworks.org	(863) 508-1100 Ext: 3141 Stephen_Andrews@polkworks.org	(863) 508-1100 Ext: 3167 Andrea_Jackson@polkworks.org
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(863)508-1100 Ext: 3316 Katherine_Ford@polkworks.org	(863) 508-1100 Ext: 3350 Michael_Willis@polkworks.org	(863) 508-1100 Ext: 3155 Jada_Dixon@polkworks.org	(863) 508-1100 Ext: 3305 Angela_Reid@polkworks.org
(863) 508-1100 Ext: 3319 Cynthia_Kent@polkworks.org	(863)508-1100 Ext: 3355 Pamela_Young@polkworks.org	(863) 508-1100 Ext: 3114 Racheal_Holbrook@polkworks.org	(863) 508-1100 Ext: 3137 Christine_Samuel@polkworks.org
			(863) 508-1100 Ext: 3117 Debra_Torres@polkworks.org

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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Workforce Investment Act (WIA) Career Development and Training Frequently Asked Questions (FAQs)

1) Q-----What is WIA?

A----- The Workforce Investment Act, also known as WIA, assists individuals with job placement, setting employment goals, and to update current skills. Individuals can also be referred to the Job Readiness program, where they can work on interviewing skills and their resume. If job placement fails, WIA may then provide the individual with training.

2) Q-----Can WIA provide assistance if I am already in training.

A-----Yes, WIA may provide assistance to an individual already in training. Once Eligibility has been established, the individual may qualify to receive support services, in order to continue to attend training. If eligibility can be established prior to the start of the last term, WIA may then provide financial assistance for those whole remaining terms. WIA may also assist with job placement after training is completed.

3) Q-----Will WIA pay for previous training expenses, or training I am currently attending?

A-----Unfortunately, WIA can not pay for previous training, or training the individual is currently attending. The individual needs to be officially enrolled in WIA and approved before accumulating any expenses.

4) Q-----Can WIA provide assistance if I am already working?

A-----Yes, WIA may provide assistance if an individual is currently working, providing that the individual is not earning a self-sufficient wage and is not currently working in an occupation that is in high demand.

5) Q-----What are the steps I need to follow to get into WIA?

A-----1. Register on Employ Florida Marketplace website (www.employflorida.com) and post your resume, with 10 years employment history or back to High School.
3. Attend a One-Stop Orientation (held Monday- Friday at 8:30 at the Polk Work One Stop)
4. See an Employment Counselor to schedule an appointment for the WIA Orientation.

6) Q-----If I get approved for training what school can I attend?

A-----An Individual can attend any school that is listed on WIA approved list of schools. Please see the WIA Intake for a list of approved schools.

7) Q-----What if I have already obtained a degree or certification?

A-----If an individual has a current degree or certification that is in demand they may not be able to receive training, unless there are unique circumstances that prohibit that individual from obtaining employment in that area. Counselors will need to access each case on an individual basis.

8) Q-----Is the WIA program the same as the PELL Grant?

A-----No, WIA is not the same as the PELL Grant. PELL Grant is a primary program and WIA is secondary. WIA may try to cover any fees that PELL doesn't.

9) Q-----Why do I have to go through this process, if all I want to do is go to school?

A-----The WIA program is a "Work First" program, meaning an individual needs to make an effort, to find employment on their own. The individual needs to show they have limited skills and experience before they can be considered for training.

10) Q-----Do I need a GED or HS diploma to go through WIA?

A-----An individual is not required to have a GED or HS Diploma in order to access basic WIA services. Although an individual training program may require it.

11) Q-----How long will the process take?

A-----The length of time depends on an individual basis. Each case is unique and needs to be assessed one-on-one.

