

Frequently Asked Questions (FAQs)

1. Will I still have my advisor or Veteran Representative?

Under the new model you will no longer be assigned to one employment advisor and or Veterans Representative. However you will now benefit from the guidance of all career center representatives with expertise in a variety of areas. Your advisor and or Veterans Representative is part of the Career Center team whose function is to help you know your skills, improve your skills, and get the best job with your skills

2. Do I have to re-enroll?

No.

3. Are there any fees to use the Career Center?

No, once you are enrolled and have gone through our process, you have access to all of our products and services at no cost.

4. Are my family members eligible?

Yes, anyone in your family who is at least 18 years old, has legal right to work documents and meets Selective Service requirements is eligible to use our services.

5. How are the services different than what I am already receiving?

Our new system focuses on life long learning, and skill development in order to assist you to be the best job candidate.

6. Will the change affect my Unemployment Insurance Benefits?

The change in service delivery does not impact your Unemployment Insurance Benefits. The Unemployment Insurance Department determines your eligibility. If you have questions concerning your claim you can call 1800-300-5616 or visit www.edd.ca.gov. Click on "Contact Us" to submit your questions.

7. How will these new changes benefit me?

Since you will have the opportunity to know and improve your skills, you will get the best job with your skills in the shortest time possible.

8. What products and resources are you offering?

Under the new process we have a variety of skill enhancement tools and a series of workshops that will be customized to your individual needs. An individualized employment plan will be developed.

9. Will I be able to use the services on a daily basis?

There will be daily ongoing activities and services at the Center, depending on your individual employment goals.

10. Why do I have to go through your process to use the Resource Room?

Our new system is designed to help you improve your skills and meet your employment goals. Under our new policy the new 'Research Lab' is now used for enrolled customers to complete activities in line with their Individual Employment Plan.

11. I'm currently in training how will this affect my ability to continue?

It should have no impact on your status in training. However, upon completion of training, all efforts will be focused on securing and retaining employment.

12. How will the new process affect my eligibility for supportive services?

It should have no impact on your eligibility for supportive services. We will be better equipped to customize these referrals to resources for you.

To view more Frequently Asked Questions and Answers please visit the EDD website at:

http://www.edd.ca.gov/Jobs_and_Training/Integrated_Service_Delivery_Model_FAQS.htm