

# Rapid Guide to Youth Services



Triangle South Workforce Area & JobLink Career Centers offers a full range of services and referrals for youths that are:

- ▶ Low Income
- ▶ Runaway/Homeless/Foster Care
- ▶ High School Dropout or Deficient
- ▶ Pregnant/Parenting
- ▶ Offender
- ▶ Disabled
- ▶ Child of Incarcerated Parent(s)
- ▶ Drug and/or Alcohol Dependent

The services we provide include:

- ▶ Alternative education programs
- ▶ Employment opportunities
- ▶ Occupational skills training
- ▶ Leadership development
- ▶ Adult mentoring
- ▶ Guidance and counseling
- ▶ Follow up services
- ▶ Childcare assistance
- ▶ Clothing for work
- ▶ Tools
- ▶ Medical services
- ▶ Transportation

# What Is This Guide For?

This guide is provided by your local youth program to help you:

- ▶ Learn about the services your local youth program provides.
- ▶ Understand how staying in school is important for your success.
- ▶ Find out which continuing education option is right for you.
- ▶ Write down a plan for success.
- ▶ Find out what sources of financial aid are available to you.
- ▶ Decide which career is right for you.
- ▶ Find out how to search for a job.
- ▶ Learn how to create a resume that will get the attention of employers.
- ▶ Successfully complete an employment interview.
- ▶ Become a good employee.
- ▶ Begin your path toward a successful life.



# How Do I Find My Local Youth Program?

Like many young people, you may be facing some challenges. Your local youth program was developed and is available to help people like you – youths that may need some help and are not sure where to go.

If the program that provided you this guide is not in your area, you can check with them to find out if they know how you can contact your local youth program. Otherwise, if you have Internet access, go to **[www.servicelocator.org](http://www.servicelocator.org)** and enter in your city and state to find your nearest One-Stop Career Center. Their staff should be able to assist you or make a referral.

If you don't have Internet access, you can try looking in your yellow pages or call or visit your city Chamber of Commerce or a city government office, and they should be able to direct you to a service provider.

Some other websites that may be helpful include:

▶ Administration for Children and Families:  
**[http://www.acf.hhs.gov/acf\\_services.html#cyf](http://www.acf.hhs.gov/acf_services.html#cyf)**

▶ Find Your State Government's Website:  
**[http://www.usa.gov/Agencies/State\\_and\\_Territories.shtml](http://www.usa.gov/Agencies/State_and_Territories.shtml)**



# How Do I Plan for My Success?

If you want to have a great life, you need to plan. Instead of waiting for something to happen, take control of your life and plan what you WANT to happen. It's time to put down the game controller and get to work!

- ▶ Talk with your youth services program or an adult or friend you trust about helping you make your plan.
- ▶ Write down what your idea of success for you will be and what kind of job you think you will want.
- ▶ Write down a list of goals you would like to make happen in your life or job. These should be short-term goals, 2-year goals, and 5-year goals. These goals can include your personal life, relationships, travel, job, income, and any other goals you can think of.
- ▶ Some examples of goals are:
  - I want to save (how much) for a down payment on a car by next (date).
  - I want to learn a trade and complete my training in 2 years.
  - In 5 years, I plan to move ahead in my job and own a home.
- ▶ Write down the steps you will take to meet each goal.
- ▶ Make a list of what personal and job skills you have. Write down a list of jobs that may be a good fit for your skills.
- ▶ Talk to people who have jobs you think you may like and ask them questions about the job or ask if you can work with them part of a day to see what the job is like.

# What's the Big Deal with Finishing High School?

Why should you finish high school? Because education = money! Completing high school is one of the most important steps you can take for your future success. Just look at this information from the U.S. Census Bureau:

- ▶ Workers 18 and over WITH NO high school diploma earned an average of only \$18,734 per year.
- ▶ Workers 18 and over WITH a high school diploma earned an average of \$27,915 per year.
- ▶ Workers 18 and over with a college degree earned an average of \$51,206 per year.

So, getting your high school diploma can mean that you'll make almost \$10,000 more in a year than if you don't have your diploma! You may earn even more by attending college or a technical or vocational program.

Without a high school diploma, it will be hard for you to get a good job, and you may not have many options in life. If you have no job skills other than manual labor or minimum wage positions, how will you pay for food and fun? What kind of place will you live in?

If you are thinking about dropping out – DON'T! If you have already quit school, you should enroll again. If you're too old to re-enroll, you still have some options available to you.



# If I Can't Get My High School Diploma, What Else Can I Do?

Some other options for continuing your education include:

- ▶ Alternative school
- ▶ GED programs
- ▶ Vocational schools (train you for a specific occupation or skill)
- ▶ Junior college
- ▶ Community college (a GED may be required)
- ▶ JobCorps - Free education and training program from the U.S. Department of Labor that helps young people learn a career, earn a high school diploma or GED, and find and keep a good job. Call (800) 733-5627 or go online to **[www.jobcorps.gov](http://www.jobcorps.gov)**.
- ▶ Apprenticeships (learning a skill or trade by working with a more experienced person).
- ▶ External high school diploma
- ▶ State-provided proficiency exams
- ▶ Distance learning programs

As you can see, there are quite a few options open to you that do not involve going back to high school, though re-enrolling is still the best option if you are eligible.

## What About Joining the Military?

Serving in the military can be very rewarding for young people and produce many benefits, including pay, travel, training, and qualified service members can receive more than \$70,000 in school tuition. However, the military requires a lot of self-discipline, time away from home, and sometimes extreme physical work, so it's not for everyone. To find out more and to access websites of the different branches of the military, go to **[www.todaysmilitary.com](http://www.todaysmilitary.com)**. Joining the military is a very important decision that you should discuss at length with your family and friends

# Education Options

After getting your high school diploma or equivalent, continuing your education is the next most important step in your future success. Here are some options to think about:

- ▶ **College or University** – Going on to college is the most popular choice for most young people and in many cases, the way to earn the most income in the future. The U.S. Census Bureau reports that workers with a college degree earned almost twice as much as workers with only a high school diploma and even more than those with no high school degree. However, you'll need a high school diploma or a GED to qualify. Depending upon your choice of degree, college will require a 4-year commitment or longer, so you will need to determine if you or your family can afford to pay for college or see if you qualify for financial aid (refer to that section of this guide). You will also need to figure out what your living expenses, food, transportation, and other costs will be and if you will need and be able to also work at the same time to cover those.
- ▶ **Community College** – This can be an excellent option if you want to continue your education without going on to a traditional college. You must be 18 years of age (in most cases), and have your high school diploma or GED to be admitted. Again, you will need to figure out the costs involved and your living and other expenses.
- ▶ **Vocational or Technical Schools** – These programs teach you and may certify you for a specific trade. However, you'll still need that high school diploma or GED to get in. You can usually finish these programs faster than a 4-year college and get a job and start earning an income sooner.

# Can I Get Financial Aid to Attend College?

Yes, it may be possible. If you plan to graduate from high school or get your GED, following are some options for financial aid for college and technical or vocational programs:

## Grants and Scholarships

- ▶ If you're still in high school or decide to enroll again, check with your high school guidance counselor to find out if you are eligible for any scholarships or the steps to take to apply for financial aid.
- ▶ Sign up for the Scholarship of the Day email at **[www.scholarships.financialaidtips.com](http://www.scholarships.financialaidtips.com)**
- ▶ Check bookstores, libraries, or online for scholarship directories.
- ▶ Use **[www.financialaidtips.com](http://www.financialaidtips.com)** to find scholarship information.
- ▶ The U.S. Department of Education also provides a website with information on student financial aid at **<http://studentaid.ed.gov/PORTALSWebApp/students/english/index.jsp>**
- ▶ Search online for scholarships that are a good match for your skills or interests, such as history scholarships or others.
- ▶ Create a list of scholarships for which you may be eligible. List all deadlines, amounts awarded, and any requirements you need to meet.

## School Loans

If you aren't able to qualify for grants or scholarships, you may still be able to find funding through loans.

- ▶ Complete the FAFSA as early as possible starting in January. This can be done online at **[www.fafsa.ed.gov](http://www.fafsa.ed.gov)** (you'll also find helpful information here).
- ▶ You can also apply by regular mail, but make sure your application is sent in long before the deadline (current deadlines can be found at **[www.fafsa.ed.gov](http://www.fafsa.ed.gov)**).

# Can I Get Financial Aid to Attend College?

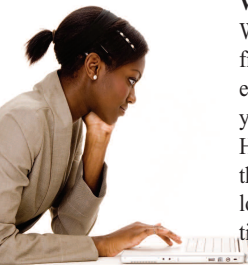
## Federal Aid Options

You have several options for federal aid. However, you still need to have your FAFSA completed and turned in prior to the deadline.

- ▶ The Pell Grant is an option. The amount for which you are eligible is determined by your FAFSA information.
- ▶ The FSEOG Program is designed for those with financial need, and it's used along with Pell Grants.
- ▶ ACG (Academic Competitiveness Grants) are based on your high school grades and FAFSA information.
- ▶ National Science and Mathematics Access to Retain Talent Grants, or SMART, are available to undergraduates with specific majors in math, technology, science, engineering, some foreign language studies and computer science.
- ▶ Federal Perkins Loans are not grants, but loans. These are based on financial need and combine federal funds with school monies.
- ▶ You will also find some forms of state financial aid available, such as state/federal matching programs, like LEAP, as well as non-need-based grants.



# How Do I Prepare to Find a Job?



## Why Do I Need a Resume?

Why should you have a resume? An employer's first impression of you as a person and possible employee is very important. A resume helps you appear more professional and serious.

Here are some tips to help you create a resume that will get attention. An employer may only look at your resume for 10 seconds the first time, so put some effort into it!

- ▶ You can find resume examples on Microsoft Word and other basic software, on the Internet, or your One-Stop or library may be able to provide you with these.
- ▶ Use bullet points or phrases to list your information (these are easier to read!)
- ▶ List your most important information at the top of the resume. This is where the employer/interviewer will look first.
- ▶ Your resume should only list information about your work skills or experience. Don't list any personal information that an employer does not need to know.
- ▶ Make sure your resume lists your contact information.
- ▶ Some of the terms you'll want to include on your resume are: Job Objective, Employment, and Education.
- ▶ You may also want to include a list of skills and call it "Skills Summary" explaining the types of computers, software, office machines, or other types of equipment you have experience working with that may be helpful for a job you are applying for.

# How Do I Prepare to Find a Job?

- ▶ You may also want to have a section called Certifications & Training that lists any of these you have, or you can include them under your Education section.
- ▶ Your “Job Objective” should include a job title you’re interested in, the industry you want to work in, and the three skills you have that will be good for the job.
- ▶ The Employment section is where you will list your employment. Start with your most current job, then list any other jobs after it. For each of the job listings, write about some of the good things you did in the job or good things your boss or customers said about you.
- ▶ Include any honors, awards and achievements you have earned in your current and previous jobs.
- ▶ Do NOT use strange, funky fonts, clip art or colored inks (use black only).
- ▶ Have someone else proofread your resume to catch errors so your resume is as professional as possible.
- ▶ Your resume should only be one or two pages in length, unless the additional information relates to the job you are applying for.

Many companies will want you to also complete an application, even if you have a resume, so remember to fill the application out as completely as you can.

# How Do I Find Jobs in My Area?

- ▶ Check with your local youth program for help finding jobs. They may also offer part-time or summer employment opportunities.
- ▶ Consider vocational schools that pair you with an employer (the employer usually pays for part of your education).
- ▶ Look through the classified job ads in your local daily paper or search their ads online.
- ▶ Some job websites you can search online include:
  - [www.careeronestop.com](http://www.careeronestop.com)
  - [www.usajobs.gov](http://www.usajobs.gov)
  - [www.monster.com](http://www.monster.com)
  - [www.simplyhired.com](http://www.simplyhired.com)
  - [www.hotjobs.yahoo.com](http://www.hotjobs.yahoo.com)
  - [www.craigslist.org](http://www.craigslist.org)

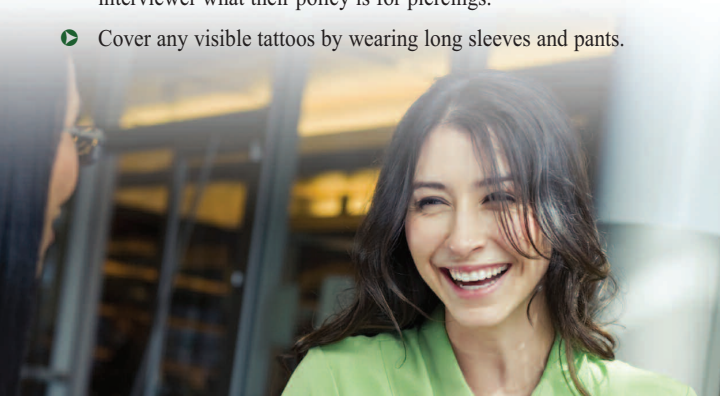
Be aware that most jobs that require you to pay a fee are scams, and many jobs that sound too good to be true are! You should also be very concerned if a company has no other way to contact them other than email!

- ▶ Many colleges and community colleges will try to help their students find jobs after graduation.
- ▶ Consult your school guidance counselor to find employment opportunities in your area that fit your needs.



# How Can I Do Well in an Interview?

- ▶ Take a look at the company's website before the interview to learn more about what they do. Think of some questions to ask about the company and type or write these down to take with you to the interview.
- ▶ Bring an extra copy of your resume.
- ▶ Dress professionally and plan what you will wear the night before to make sure your clothes are clean and ready. Avoid baggy pants, t-shirts with funny sayings, and "hip" footwear.
- ▶ Groom yourself appropriately. If you're a guy, make sure your hair is trimmed and brushed. If you wear facial hair, make sure it is presentable.
- ▶ Women should wear conservative clothing and shoes and not too much makeup or jewelry!
- ▶ Remove any visible piercings. Even if an employer may not have a policy against piercings, it is polite to remove them for a first meeting. At the end of the interview, you may ask the interviewer what their policy is for piercings.
- ▶ Cover any visible tattoos by wearing long sleeves and pants.



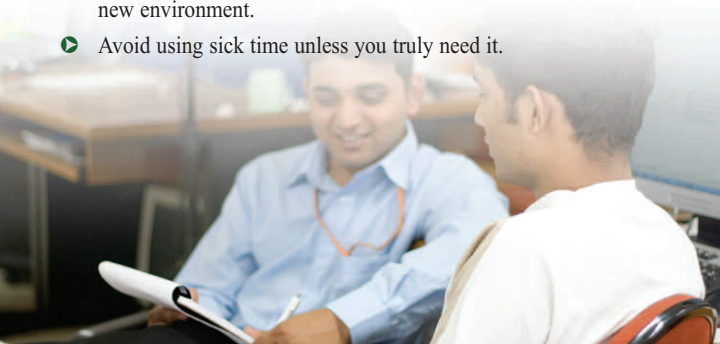
# How Can I Do Well in an Interview?

- ▶ Arrive at your interview several minutes earlier than your interview time. This shows respect and responsibility on your part, plus you can take a moment to look over the job description or your resume one more time.
- ▶ If there is an application to fill out, do it completely.
- ▶ When you meet the interviewer, smile, make eye contact with them, and shake their hand firmly if offered (but, not too hard!)
- ▶ Speak properly and don't use slang words like "huh" or "yeah".
- ▶ The interviewer will ask you some questions. These questions may include why you want this job, why you think you will be good at the job, why you left your last job, if you are looking to stay in this job for a while, what skills you have that will be good for this job, how you handle problems, when you can start the job, if you have a way to get to work, or similar questions. Think about what your answers will be to these questions ahead of time.
- ▶ When the interviewer asks you questions, try to answer clearly, completely, and honestly. If you're not sure at first how to answer a question, take a moment to think about your answer first.
- ▶ Ask the questions you wrote down before the interview and any others you can think of about the company and job. This shows you are intelligent and interested in the position.
- ▶ Show a lot of interest and respond to questions with a full answer, even if it is, "I've never thought of it that way before."
- ▶ At the end of the interview, thank the person for meeting with you and let them know if you would like the job.
- ▶ Send a "thank you" letter or email as soon as possible after the interview to show you're excited about the job.

# How Do I Become a Successful Employee?

Being a good employee is important--not only to make sure that you're not fired, but so you can also grow with the company, get raises, and move up to better positions. Here are some tips:

- ▶ Follow all company rules, including the dress code and the policies for conduct.
- ▶ Be on time!
- ▶ Act responsible, confident, and like a professional.
- ▶ Take criticism from supervisors as a chance to improve yourself.
- ▶ Make the effort to do the best job you can.
- ▶ Treat other employees with respect.
- ▶ Be open to learning new skills that can be used within the business.
- ▶ Ask your supervisor about areas in which you can improve your performance.
- ▶ Go the “extra mile” by working late to make sure a project is complete, etc.
- ▶ Help new employees learn about and feel comfortable in their new environment.
- ▶ Avoid using sick time unless you truly need it.



The Triangle South Workforce Development Board is here to help you. To find out more visit one of our JobLink Career Centers in the locations listed below:

**Lee County:**

Employment Security Commission (ESC)  
1909 Lee Avenue, Sanford, NC 27330  
Telephone: 919-775-2241  
Contact: Edith Edmond

**Harnett County:**

Central Carolina Community College  
1137 E. Cornelius Harnett Blvd., Lillington, NC 27546  
Telephone: 910-814-4042  
Contact: Charlotte Leach

Employment Security Commission  
101 Hunt Valley Drive, Dunn, NC 28334  
Telephone: 910-891-2915  
Contact: David Taylor

**Sampson County:**

Employment Security Commission (ESC)  
115 North Blvd., Clinton, NC 28328  
Telephone: 910-592-5756  
Contact: Peggy Hunt Davis

**Chatham County: (opening September 2010)**

Central Carolina Community College, 764 West Street  
Pittsboro, NC 27312  
Telephone: 919-542-6495



*Your Rapid Guide to Success.*

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For more information on our products and services, visit [www.rapidguide.net](http://www.rapidguide.net).  
(972) 535-4169 or [info@rapidguide.net](mailto:info@rapidguide.net)

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North Carolina



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