

## **Frequently Asked Questions (FAQs)**

### **What is a One-Stop Workforce Center?**

A One-Stop Workforce Center offers a wide range of employment search preparation assistance and career education services for individuals and employers. Depending on qualifications, limited skill enhancement and training funding assistance may be available.

### **What are the costs for these services?**

Zero! Since this is a federally funded Department of Labor Workforce Investment Act (WIA) program, there is never a charge for any One-Stop Workforce Center services, for either individuals or employers.

### **Who is eligible to receive services?**

Anyone may utilize our Resource Center facilities, including computers, copiers, printers, telephones, fax machines, library of career and educational materials, job market information and job orders for which we are seeking qualified applicants. Workshops dealing with resume preparation, interviewing techniques and job search strategies are also available.

Individuals desiring a more intensive level of services, including assignment to a Career Developer or training finding assistance will be required to meet certain participation qualifications that may depend on current work status, income levels, registration for Selective Service (males only), a right to work status, and other criteria will be reviewed. By law, military veterans have a priority for services.

Two unique programs have been developed to assist veterans in their employment search process, and to provide information to those interested in learning how to start their own entrepreneurial business. For more information on those opportunities please call the main telephone number 757-461-7537.

### **What services are available to employers?**

Our goal is to help businesses find well qualified candidates for positions they need to fill. Available services include recruitment, pre-screening and assessments of direct hire candidates, posting your vacancies on our website, providing area labor market information, and developing customized or on-the-job training programs unique to your requirements.

### **What training funding assistance is available?**

Funding may be available for programs specifically approved by the Hampton Roads Workforce Investment Board to support labor needs in the South Hampton Roads area. The goal of such training is to allow the individual to gain qualification or certification to qualify for a job in demand in the area. Funding will generally not exceed \$5,000 over a two year time period. For a complete list of our authorized educational institutions and specific skill programs, see the list on our website.

### **How do I get started receiving services?**

Individuals must complete our online Orientation that can be accessed via our website at [www.opp-inc.org](http://www.opp-inc.org). If the more intensive level of services is desired, completion of two of the workshops listed above and a certification process will be required.

Employers seeking participation in our services should contact our Business Services Coordinator, Ms. Jacqueline Rondeau, at 757-461-7537 x361, or via email at [jrondeau@hamptonroadsworks.org](mailto:jrondeau@hamptonroadsworks.org) for further detailed assistance.

### **What documentation must I present for services?**

Individual participants must be able to present a valid Social Security card, a federal or state issued picture identification card or other document displaying your address and indicating your right to work status. Veterans will be asked for a copy of their discharge form DD-214.

### **Where are you located?**

**The Opportunity Inc. One-Stop Workforce Center** is located in Military Circle East at 861 Glenrock Road, Ste. 100, Norfolk, VA 23502. The main telephone number is 757-461-7537. Additionally, two satellite centers are located at the **Suffolk Workforce Development Center**, 157 North Main Street in Suffolk, VA 23434, Tel; 757-514-7737, and the **Regional Workforce Development Center** located at Paul D. Camp Community College, 100 North College Drive, Franklin, VA 23851, Tel: 757-569-6070.