Your Guide to Re-Employment Services

WHAT IS RAPID RESPONSE?
Rapid Response is a team of people from your local NH Works Career Center who respond to layoffs/closures and introduce dislocated workers to available programs and opportunities to help with re-employment.

This Rapid Response Guide and the staff at NH Works Centers can help you with:
- Filing for Unemployment Benefits
- Resume Preparation
- Career Decision Making
- Interview Techniques
- Assessments to Help Determine Talents
- Training opportunities
- Paid On-The-Job Training
- Support Services
- Job Search
- Health and Human Service Programs
- Vocational Rehabilitation Services
- Important Telephone Numbers and Office Locations
- Key Job and Career Web Sites

nhworks
RAPID RESPONSE PROGRAM

A proud partner of the american jobcenter network
NEW HAMPSHIRE EMPLOYMENT SECURITY

New Hampshire Employment Security (NHES) supports workers through times of unemployment, matches job seekers with employers, provides employers with information and assistance to build a quality workforce, and provides businesses and individuals with the information they need to adapt to a changing economy.

For more information on the following programs, visit nhes.nh.gov.

UNEMPLOYMENT INSURANCE: The Unemployment Insurance (UI) benefits provide temporary financial assistance to unemployed workers who have lost their job through no fault of their own, while they look for work. To collect benefits, you must be ready, willing, and able to work. To qualify for UI benefits, you must have enough work and wages in covered employment.

FOR JOB SEEKERS: NHES is the place to start when you’re looking for your first job, your next job, a better job, or a whole new career. We have free services, resources, and tools to help you with the entire job search process. You do not need to be claiming unemployment benefits or be out of work to use this service.

▶ Veterans looking for a job:

NHES provides priority of service to veterans and eligible spouses for the receipt of employment and training services. If you are a veteran, contact a NHES office for a Veterans’ Representative.

THE RETURN TO WORK INITIATIVE is a voluntary program to provide a structured, supervised training opportunity to unemployed non-claiming NH residents, and eligible NH claimants, while continuing to collect unemployment compensation. The training program is up to six weeks, and a maximum of 24 hours per week.

THE JOB MATCH SYSTEM (JMS) allows job seekers to conduct a job search using Internet spider technology to view jobs posted by employers and match skills to positions posted on national job boards and private industry web sites.

▶ Our Resource Centers:

You can also visit your local NHES office in-person. Our Resource Centers provide job seekers with computer access to jobs listings throughout the State and the Nation. In addition, most local offices have jobs posted on bulletin boards and help wanted ads from local newspapers. Some offices also provide opportunities to meet with employers and armed forces recruiters.

For more information on the JMS, visit nhworksjobmatch.nhes.nh.gov.
WORKFORCE INVESTMENT ACT (WIA)

The Workforce Investment Act (WIA) is a federally-funded re-employment and job training program that assists dislocated workers. Each NH Works Career Center has WIA Employment Counselors who can assist you with the following services:

- **Resume Preparation:** You need to put your “best foot forward” when applying for a job, and having a well-prepared resume will make a good impression.
- **Career Decision Making Help:** Your WIA Counselor will discuss your work experience and talents and may provide you skills assessment tests to help determine a career path.
- **Interviewing Techniques:** Learn the key elements of a good interview and how to use them.
- **Training Opportunities:** WIA Counselors will discuss all the job retraining programs eligible to you, including Individual Training Accounts and GED Attainments.
- **Paid On-The-Job Training:** Can help a prospective new employer with wage reimbursement, an incentive you can use to help you get hired.
- **Support Services:** (transportation, license, day care) May be provided as needed.

WIA Counselors are employed by the Community Action Agencies of NH (CAP) and provide you and your family with information on other helpful programs.

**Please contact a WIA Counselor for an appointment at any of the NH Works Career Centers:**

- **BERLIN** 603 752-5500 (ext. 92316)
- **CLAREMONT** 603 543-3111 (ext. 93214)
- **CONCORD** 603 229-4428 (direct dial)
- **CONWAY** 603 447-1440 (direct dial)
- **KEENE** 603 352-1904 (ext. 96320)
- **LACONIA** 603 528-9315 (direct dial)
- **LITTLETON** 603 444-2971 (ext. 98319)
- **MANCHESTER** 603 656-6520 (direct dial)
- **NASHUA** 603 880-5219 (direct dial)
- **PORTSMOUTH** 603 559-9130 (direct dial)
- **SALEM** 603 893-9185 (ext. 99330)
- **SOMERSWORTH** 603 742-3600 (ext. 94312)

*www.nheconomy.com*

The NH Division of Economic Development is a resource center for New Hampshire’s business community. Business Resource Specialists from the Division of Economic Development assist businesses large and small with a wide variety of programs, and you can receive information on starting a business in New Hampshire by visiting www.nheconomy.com.
NH HEALTH AND HUMAN SERVICES

The New Hampshire Department of Health and Human Services (DHHS) provides programs and services for mental health, developmental disability, substance abuse and public health. This is accomplished through partnerships with families, community groups, private providers, other state and local government entities, and citizens throughout the State.

www.nheasy.nh.gov

You may apply for Food Stamps, Cash Assistance, Medical Assistance, Child Care and Medical Savings, online at nheasy.nh.gov or in-person at one of the following locations throughout the State:

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<thead>
<tr>
<th>BERLIN</th>
<th>KEENE</th>
<th>NASHUA</th>
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<tr>
<td>650 Main St. Ste. 200</td>
<td>809 Court St.</td>
<td>3 Pine St. Ext., Ste. Q</td>
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<tr>
<td>603-752-7800</td>
<td>603-357-3510</td>
<td>603-883-7726</td>
</tr>
<tr>
<td>1-800-972-6111</td>
<td>1-800-624-9700</td>
<td>1-800-852-0632</td>
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<tr>
<th>CLAREMONT</th>
<th>LACONIA</th>
<th>PORTSMOUTH</th>
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<tr>
<td>17 Water St. 301</td>
<td>65 Beacon St. West</td>
<td>50 International Drive</td>
</tr>
<tr>
<td>603-542-9544</td>
<td>603-524-4485</td>
<td>603-433-8300</td>
</tr>
<tr>
<td>1-800-982-1001</td>
<td>1-800-322-2121</td>
<td>1-800-821-0326</td>
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<th>CONCORD</th>
<th>LITTLETON</th>
<th>ROCHESTER</th>
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<tr>
<td>40 Terrill Park Dr.</td>
<td>80 North Littleton Rd.</td>
<td>150 Wakefield St. Ste. 22</td>
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<tr>
<td>603-271-6200</td>
<td>603-444-6786</td>
<td>603-332-9120</td>
</tr>
<tr>
<td>1-800-322-9191</td>
<td>1-800-552-8959</td>
<td>1-800-862-5300</td>
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<tr>
<th>CONWAY</th>
<th>MANCHESTER</th>
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<td>73 Hobbs St.</td>
<td>195 McGregor St., Ste. 110</td>
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<tr>
<td>603-447-3841</td>
<td>603-668-2330 or</td>
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<tr>
<td>1-800-552-4628</td>
<td>1-800-852-7493</td>
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For more information, visit www.dhhs.nh.gov or www.nheasy.nh.gov.

For everyday needs and difficult times, 211 is your connection to thousands of resources in New Hampshire.

Need Help? Dial 211 | TTY Line: 1-603-634-3388
NH Vocational Rehabilitation (NHVR) provides disability-related employment solutions. Eligibility requires a physical or mental disability that is supported by a diagnosis from a doctor, psychologist, or licensed professional.

INDIVIDUALIZED SUPPORT:
NHVR counselors will work with you to develop an Individualized Plan for Employment (IPE). Based on your interests, needs and capabilities, our services will assist you in making informed choices that meet the goals of your vocational future.

SERVICES INCLUDE: Evaluation • Vocational Guidance • Counseling • Restoration • Training • Employment • Accommodations

NHVR REGIONAL OFFICES:
Main Office: 21 South Fruit St., Ste. 20, Concord NH
603-271-3471 or 1-800-299-1647

BERLIN
650 Main St., Ste. 10
Berlin, NH 03570
1-888-300-9550

CONCORD
2 Industrial Park Dr.
Concord, NH 03301
1-800-299-1647

LEBANON
Rivermill Complex
85 Mechanic St., Ste. B2-1
Lebanon, NH 03766
1-800-621-7876

MANCHESTER
Mill West Corporate Center
195 McGregor St., Ste. 120
Manchester, NH 03102
1-800-627-9304

NASHUA
5 Pine St. Ext., 1st Floor
Nashua, NH 03060
1-800-635-9614

PORTSMOUTH
215 Commerce Way, Ste. 3
Portsmouth, NH 03801
1-800-882-2744

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED
21 South Fruit St., Ste. 20
Concord NH 03301
1-800-581-6881

For more information, visit education.nh.gov/career/vocational.

WorkReadyNH helps job-seekers improve their skills and add a nationally recognized credential to their resume. The program also helps companies foster a skilled workforce and find qualified employees.

ARE YOU ELIGIBLE FOR THIS FREE PROGRAM?
Any New Hampshire resident 18 years or older, not enrolled in education is eligible and should contact the WorkReadyNH Coordinator at your local participating Community College.

For more information, visit www.ccsnh.edu/workreadynh.
**nhworks**

WE’LL HELP YOU FIND YOUR FUTURE

www.nhworks.org

THERE ARE 12 NH WORKS CAREER CENTERS TO ASSIST YOU WITH YOUR RE-EMPLOYMENT EFFORTS.

*Please visit or call any of the Centers below for more information on the programs and services listed in this guide.*

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<tr>
<th>BERLIN</th>
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<th>NASHUA</th>
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<tbody>
<tr>
<td>151 Pleasant St.</td>
<td>109 Key Rd.</td>
<td>6 Townsend West</td>
</tr>
<tr>
<td>603-752-5500</td>
<td>603-352-1904</td>
<td>603-882-5177</td>
</tr>
<tr>
<td>CLAREMONT</td>
<td>LACONIA</td>
<td>PORTSMOUTH</td>
</tr>
<tr>
<td>402 Washington St.</td>
<td>426 Union Ave.</td>
<td>2000 Lafayette Rd.</td>
</tr>
<tr>
<td>603-543-3111</td>
<td>603-524-3960</td>
<td>603-436-3702</td>
</tr>
<tr>
<td>CONCORD</td>
<td>LITTLETON</td>
<td>SALEM</td>
</tr>
<tr>
<td>10 West St.</td>
<td>646 Union St., Ste. 100</td>
<td>29 South Broadway</td>
</tr>
<tr>
<td>603-228-4100</td>
<td>603-444-2971</td>
<td>603-893-9185</td>
</tr>
<tr>
<td>CONWAY</td>
<td>MANCHESTER</td>
<td>SOMERSWORTH</td>
</tr>
<tr>
<td>518 White Mountain Rd.</td>
<td>300 Hanover St.</td>
<td>243 Rte 108</td>
</tr>
<tr>
<td>603-447-5924</td>
<td>603-627-7841</td>
<td>603-742-3600</td>
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**Other Online Resources:**

- [www.CareerOneStop.org](http://www.CareerOneStop.org)  
tools to help job seekers explore careers

- [www.vcn.org](http://www.vcn.org)  
career exploration for healthcare

- [www.MyNextMove.org](http://www.MyNextMove.org)  
three ways to explore careers

- [www.mynextmove.org/vets](http://www.mynextmove.org/vets)  
designed for helping vets transition to civilian careers

- [www.mySkillsmyFuture.org](http://www.mySkillsmyFuture.org)  
match your occupational skills with skills needed in other fields

- [www.careeronestop.org/vets](http://www.careeronestop.org/vets)  
assist vets with employment, training, career planning, financial and emotional help

- [www.CareerOneStop.org/Reemployment](http://www.CareerOneStop.org/Reemployment)  
connects laid-off workers to needed resources for training and reemployment

The Office of Workforce Opportunity, DRED is a sponsor of the NH Works system and is a proud member of the American Job Center network and an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD ACCESS: RELAY NH 1-800-735-2964