

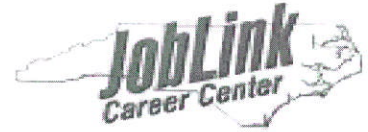


Improve Your Past in 5 Minutes or Less!

A QUICK GUIDE FOR EX-OFFENDERS
RESUME WRITING, INTERVIEWING,
AND CAREER SEARCHING TIPS



**JOBLINK
EX-OFFENDER RESOURCE LIST**



Ex-offenders are important customers of the JobLink System. In order for us to improve our services, we have provided the following "How To" list as a resource for all JobLink staff.

How to access offender information or complete an offender search: NC Dept of Corrections Public Information System.

Web address: www.doc.state.nc.us Under Services heading, click on Offender Search. Below is a table of helpful tips that can assist JobLink staff in accessing offender information.

Search Tips

- DOC Number:** (Mandatory, if Last Name not entered) If you know the offender's Department of Correction number, enter it in the DOC Number text box. This will uniquely identify the offender and you do not need to enter any other search criteria.
- Last Name:** (Mandatory, if DOC Number not entered) You must enter at least the first two characters of the last name. If you do not know how to spell the last name, use the "Sounds Like" search option.
- First Name:** (Optional) If the first name is entered, it must match exactly with the spelling of the first name on the database.
- Middle Initial:** (Optional) If you know the offender's middle initial, enter the middle initial. If you do not find the offender, try the search without the middle initial. Not all offenders have a middle initial stored on the database.
- Gender:** (Optional) Select the gender from the list box or leave it blank. If you are doing a search that will return a large number of offenders it is best to use the gender option. It will greatly reduce the number of records you will have to look through before finding an offender.
- Race:** (Optional) If you know the offender's race, select the race from the list box. This will reduce the number of records you will have to look through before finding an offender. If you are not sure of the offender's race, leave race blank.

How to assist ex-offenders with eligibility questions about past convictions in conjunction with a FAFSA application.

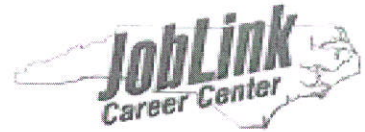
Web address: www.fafsa.ed.gov

It is a misconception that ex-offenders are not eligible for Pell or other types of financial aid because of their criminal history. Ex-offenders may need assistance in filling out FAFSA forms properly.

Convicted of any illegal drug offense?

This question asks about convictions for possessing or selling illegal drugs (not including alcohol and tobacco). Do not count convictions that have been removed from your record. Do not count convictions that occurred before you turned 18, unless tried as an adult.

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Drug Conviction Worksheet

An applicant can use the worksheet found in the application to determine eligibility. Or an applicant select the "Drug Conviction Worksheet" link to access a standalone version of the worksheet.

Drug Conviction Worksheet
<http://www.fafsa.ed.gov/before013.htm>

The possible answers to this question are:

Answer	Means
1	Eligible. Your eligibility for federal student aid is not affected by this question.
2	Partially eligible. You will become eligible for federal aid during the school year. You can become eligible earlier in the school year if you complete an acceptable drug rehabilitation program.
3	Ineligible / don't know. You are not eligible for federal aid for this school year unless you complete an <u>acceptable drug rehabilitation program</u> (http://www.fafsa.ed.gov/faq003.htm#faq003_6). You may still be eligible for state and school aid. If you don't know your eligibility, you must complete the worksheet you receive with your SAR to determine your eligibility and submit a correction to your application.

Helpful hint to ex-offender customers:

Even if you are not eligible for federal aid, you may be eligible for state or school financial aid. If you become eligible for federal financial aid (for example, if your eligibility date arrives or if you complete an acceptable drug rehabilitation program), notify the financial aid administrator at your school. If you are convicted of possessing or selling drugs after you submit your FAFSA, you must notify your financial aid administrator immediately. You will lose your eligibility and be required to pay back all aid you received after your conviction.

What is an acceptable drug rehabilitation program?

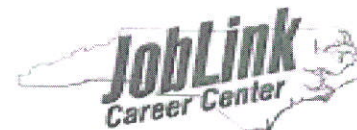
An acceptable drug rehabilitation program must include two unannounced drug tests. It must also:

- Be qualified to receive funds from federal, state, or local government, or a state-licensed insurance company

Or

- Be administered or recognized by a federal, state, or local government agency or court, or a state-licensed hospital, health clinic, or medical doctor

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How to assist ex-offenders obtain information about hiring incentives: Federal Bonding and WOTC or Work Opportunity Tax Credit.

Federal bonding web address: www.bonds4jobs.com/

Why is there a need for Federal Bonding?

Fidelity bonding is a form of insurance employers purchase to cover the loss of money or property sustained through the dishonest acts of their employees (i.e., theft, forgery, larceny, and embezzlement). The premiums for this "employee dishonesty insurance" are set based upon taking no risk. **As a result, insurance companies usually will not cover at-risk persons, a practice that has created a special barrier to employment.** Ex-offenders, persons with a history of alcohol or drug abuse, welfare recipients, economically disadvantaged persons who lack a work history, and individuals who were dishonorably discharged from the military are at-risk job applicants.

Federal bonding can provide an incentive for an employer to hire at-risk applicants. Persons who are not bondable can ultimately become commercially bondable by demonstrating job honesty during the 6 months of bond coverage under the Federal Bonding Program. There is NO cost to the employer or employee.

How can bonds be accessed under the Federal Bonding Program?

- Any agency is now eligible to deliver bonding services under the Federal Bonding Program: for many years bonding services were almost exclusively delivered by the State Employment Service
- All agencies issuing Fidelity Bonds must be "certified" to do so by the Federal Bonding Program
- The Fidelity Bonds issued to employers covering at-risk applicants are insurance policies of the TRAVELERS insurance co., made available exclusively to the Federal Bonding Program which is not duplicated by any other U.S. program
- Bonds are issued instantly to be in effect the day that the applicant is scheduled to start work; the bonds are self-terminating (no termination paperwork needed), and the employer does not sign any papers in order to receive the bond free-of-charge
- The bond insurance issued ranges from 5,000 to 25,000 coverage for a 6-month period with no deductible amount (employer gets 100% insurance coverage); when this bond coverage expires, continued bond coverage can be purchased from TRAVELERS by the employer if the worker demonstrated job honesty under coverage provided by the Federal Bonding Program
- Bond can be issued to the employer as soon as the applicant has a job offer with a date scheduled to start work

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Who is eligible for bonding services?

- Any at-risk job applicant is eligible for bonding services. including: ex-offenders, including anyone with a record of arrest, conviction or imprisonment, and anyone who has ever been on probation or parole; ex-addicts (alcohol and/or drugs); welfare recipients and other persons having poor credit poor youth who lack a work history; individuals dishonorably discharged from the military
- Anyone who cannot secure employment without bonding
- All persons bonded must meet the legal working age set by the State in which the job exists
- Self-employed persons are NOT ELIGIBLE for bonding services (bondee must be an employee who earns wages with Federal taxes automatically deducted from paycheck)
- Bonds can be issued to cover already employed workers who need bonding in order to (a) prevent being laid off, or (b) secure promotion to a new job at their company
- Bonding coverage can apply to any job at any employer in any State

Please note:

- Federal bonding does NOT cover "liability" due to poor workmanship, job injuries, work accidents, etc.
- Is NOT a bail bond or court bond needed in adjudication

WOTC, Work Opportunity Tax Credit:

Federal tax credit program provided free of charge to employers who hire employees from eight target groups, including qualified ex-felons.

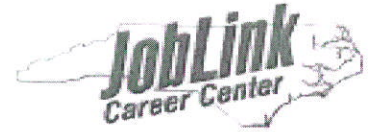
A qualified ex-felon is an individual who has been convicted of a felony and has a hire date which is not more than one year after the date on which he/she was convicted or the date of release from prison, and is a member of an economically disadvantaged family.

How Does an Employer Use WOTC?

When an employer believes that a prospective employee meets the qualifications for WOTC, the employer may make a job offer to that individual. On or prior to the date the job offer is made, the employer and employee must complete and sign a "Pre-Screening Notice and Certification Request for the Work Opportunity and Welfare-to-Work Credits," (IRS-8850) and submit the notice to the Employment Security Commission of North Carolina. This information must be postmarked no later than the 21st day after the individual begins work for the employer for the tax credit to be utilized.

Under the provisions of the Taxpayer Relief Act of 1997, employers can claim a maximum federal income tax credit of \$2,400.00 per eligible worker. The credit is based on 40% of up to

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\$6,000.00 in qualified wages paid during the first year of employment. The employee must work a minimum of

400 hours (120 hours for Summer Youth) to be eligible for the tax credit. If the employee works a minimum of 120 hours, but not more than 399 hours, the tax credit is based on 25% of up to \$6,000.00 in qualified wages, or a maximum of \$1,500.00. The exact amount of net savings depends upon each employer's tax bracket plus the amount of qualified wages paid.

What Happens Next?

An Individual Characteristic Form (ETA-9061) that designates which target group the employer believes the new employee falls under must be completed. It is recommended that both the IRS-8850 and the ETA-9061 be submitted simultaneously. This expedites the certification process. Once both forms have been submitted, along with any necessary documentation, an eligibility determination will be made. If the employee is determined to be eligible, an Employer Certification will be issued. If the employee is determined to be ineligible, an Employer Letter of Denial will be issued.

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Tips for Resume Writing, Filling out Applications, and Interviewing when asked to provide information on past criminal offenses.

Tips for Resume Writing

- When you have gaps in work history, list achievements/accomplishments/certificates/jobs/degrees earned during the gap to show you have prepared yourself to enter employment (see attached sample resume on page 9)

Tips for Filling out Applications

- Be straightforward and honest when answering question regarding past convictions and past felony convictions
- Do not lie or withhold information, you will not receive an interview
- *On application state: "I will be happy to discuss this in person"* (see following pages for help)

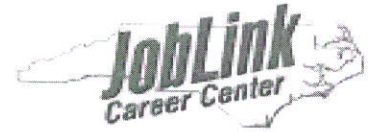
Tips for Career Searching

- Make sure your criminal history does not conflict with your career choice. For example, if past conviction was attempted robbery, a career in retail or financial services may not suit you

Tips for Interviewing

- Do not provide background/history unless asked to
- Be specific, straight to the point, do not dwell on issues or create drama
- Be sure to describe your achievements/successes/jobs etc. since your offense
 - Do not recreate the incident or describe/defend yourself, employers are not interested in this information, employers are only interested in how you have overcome the situation and what kind of employee you will be and how you can benefit their company
- Use your knowledge, skills, and abilities to show employers how you will succeed in their company
- If available, provide reference letters from instructors or letters of references which relate to your previous training and skill attainment

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Explaining Your Criminal Record

Questions you may find on an application:

Have you ever been convicted of a felony? _____ Yes _____ No

Have you been convicted of a felony in the past 7 years? _____ Yes _____ No

Have you ever spent time in prison? _____ Yes _____ No

If you answered YES to any of the above, be *very careful* what you write on a job application. Do not ever lie, if you lie on an application and the company performs a background check you will be denied employment and/or fired.

Never leave this question blank. Instead, write the following: "I will be happy to explain in person." This indicates that you have a history and would like to discuss in person. This gives you a chance to explain to your benefit, be prepared.

If you can not explain your record in a positive way (what you have learned, how you have changed), you probably will not be hired. Practice your answers.

"I'd Like to Explain."

Be ready and willing to explain!

I made a mistake (admit it)...

I learned (something positive)...

I am not the person I was then, I have changed (explain how)...

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My One-Minute Commercial

Use your 5 main interview points to create a 60-second commercial for yourself. Practice saying it until it becomes (and sounds) natural.

Your one-minute commercial is a great way to answer these hard interview questions:

- So, tell me a little bit about your self.
- Why should I hire you?
- What makes you think you are qualified for this job?
- Why do you want this job?

My 5-Point Interview Guide

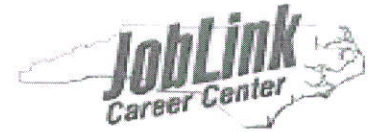
Always give employers 5 good reasons to hire you. Let them know you are worth hiring. List 5 things you can do that you know the employer wants or needs. Memorize them; use them in your interview.

The 5 things I want to make sure the Interviewer knows about me are:

1. _____
2. _____
3. _____
4. _____
5. _____

Check over your list before each interview. Employers want proof that you can do the job they want done. Make sure your key points match what each employer is looking for.

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Sample Resume

This is an actual resume of an individual who was incarcerated. Most of the experiences and skills learned were during incarceration.

Name
Address
Telephone

Objective: To apply my skills to an entry-level position that will allow me to develop my career potential.

Skills Summary:

- **Job Skills:** operate forklift, use manual and electrical jacks, inventory supplies, deliver packages.
- **General Skills:** good manual dexterity, accurate record-keeping, observant of safety requirements, work well with other employees.
- **Personal Skills:** fast learner, good natured, responsible, dependable, take pride in work, hard working, versatile, trustworthy, sincere, reliable.

Work Experience:

- Warehouse Worker, 20 months
Broughton Hospital – Morganton, NC
- Highway Maintenance Worker, 5 months
NC Department of Transportation – Burke County, NC
- Janitor, 9 months
Western Youth Institution – Morganton, NC
- Food Service Worker, 9 months
Western Youth Institution – Morganton, NC

Education and Job Skills Training:

- JobStart II workforce-certification program, August – December 2003
NC DOC Office of Research & Planning
- GED Certificate, December 2000
Western Piedmont Community College – Morganton, NC
- Employability Skills Training, Fall 2000
Youth Offender Program – Morganton, NC
- Writing Inquiry 101, December 2000 – May 2001
University of North Carolina at Asheville
- Environment Science, June 2001
University of North Carolina at Asheville
- Computer Keyboarding, Fall 1998
Burns High School – Lawndale, NC

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My Employment Portfolio Checklist

Note: Keep your portfolio organized and supplied at all times with the items needed to network, contact employers, interview and answer questions about your qualifications. Always be ready to sell yourself! The *items are those you may need to make extra copies of, while the **items are those saved on a PC disk.

ESSENTIAL REQUIREMENTS:

- ✓ Any certificates of Awards/Job Ready Skills etc.
- ✓ Resume**
- ✓ Reference List and Letters of Reference*
- ✓ Personal Documentation:
 - Social Security Card
 - NC Driver License or State Photo ID
 - Birth Certificate
 - Proof of Residence
(showing your address: apt. lease, tax statement, water bill, cancelled check)

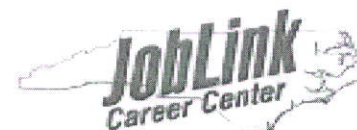
Note: Personal Documents should be kept in a secure envelope inside your portfolio

- ✓ Educational Credentials:
 - GED/High School Diploma*
 - College Certificates, Diplomas, Degrees*
 - Grade Reports, Transcripts, Awards, Citations*
- ✓ Occupation-Related Documents:
 - Work license, registration or trade certification*
 - Apprenticeship or other job-training papers*
- ✓ Work Opportunity Tax Credit & Federal Bonding information*
- ✓ Completed I-9, NC-4, and W-4 forms*

OTHER IMPORTANT INTERVIEWING & JOB SEARCH ITEMS:

- ✓ Telephone Script
- ✓ Photographs of or information about Equipment/Software you can use
- ✓ Samples of your work
- ✓ Standard Resume Cover Letter**
- ✓ Follow-up "Thank" You Letter**

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Strengths Assessment

	Agree	Mostly Agree	Disagree
1. I have an adequate and stable place to live.			
2. I have reliable transportation to get to work.			
3. I have the right clothes for a job interview and the proper clothes and tools to do the job.			
4. I know how to properly fill out a job application about my offense(s).			
5. I know how to answer the employer's questions about my offense(s).			
6. I have made arrangements for childcare so I can go to work.			
7. I am getting support and/or treatment for my substance abuse.			
8. I am providing enough food for myself and my family.			
9. I know where to look for a job.			
10. I have the training and skills to get a good job.			
11. I worked my past jobs for at least one year.			
12. I do not have a physical or mental disability that limits the type of work I can do.			
13. When I interview for a job it is usually offered to me.			
14. I have made some career plans about what kind of job I want.			
15. I have adequate medical care.			
16. I know where I can get additional training and/or education.			
17. I know where to get assistance with finding a job.			
18. I can explain gaps in my work history.			
19. I know how to set up a budget and manage my money and credit.			
20. I have a valid driver's license.			
21. I have two forms of identification including social security card and picture ID.			
22. I know what skills and abilities and employer wants from me.			
23. I have an updated resume.			
24. I know three people who would give me a good reference.			
25. I have work experience for the job I am seeking			
26. I am ready to go to work today.			
27. I have my GED or High School Diploma.			

Obstacle	Action to Overcome

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Customer Name: _____

My Action Plan

My Long Term Goal is to: _____

My Short Term Goal is to: _____

Some Barriers That Keep Me From Reaching My Goals Are:

Barrier 1: _____

Steps I can take to overcome this barrier:

Barrier 2: _____

Steps I can take to overcome this barrier:

Barrier 3: _____

Steps I can take to overcome this barrier:

Classes and Workshops I Can Attend:

Resources Available To Me At This Center:
1. _____
2. _____

I would like to talk to a counselor about: _____

Customer Signature

Counselor Signature

Date

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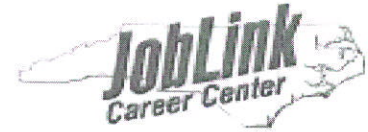


How to assist ex-offenders access local community support agencies.

General Assistance:

General Assistance for Public	Phone and Fax	Address	Assistance
Center for Urban Ministry	704-347-0278	945 N. College St. Charlotte, NC	
Charlotte Rescue Mission	704-334-4635	P.O. Box 33000 Charlotte, NC 28202	
Crisis Assistance		500A Spratt St. Charlotte, NC 28206	
CCOM	828-328-1803	870 8th St. NE Hickory, NC 28602	food/clothing/money/ no fees
CCM	828-345-0854	1st St. Hickory, NC 28601	food/clothing/money/ no fees
Corner Table	828-464-0355	122 N. Main St. Newton, NC 28658	food/meals/clothing/furn/etc/no fees
Corporative Extension Office	828-465-8250		
Duke Univ. Certificate Degree	919-668-6743		
Family Net	828-326-5960	1985 Tate Blvd. Hickory, NC 28601	behavioral problems/ mental
	fax: 828-328-4729		
Faith Community (Social Services)	828-327-0979 x227	P.O.Box 669 Newton, NC 28658	
Family Guidance Center	828-322-1400	17 US HWY 70 SE Hickory, NC 28601	counseling/clothing/
Hickory Soup Kitchen	828-327-4828	131 Main Ave. Hickory, NC 28602	hot meals
Hickory Good Samaritan Medical Clinic	828-345-0854	131 Main Ave. NE Hickory, NC 28603	no fees
NC Department of Labor	828-322-1442 or 800-752-1442	743 5th St. SW#2 Hickory, NC 28602	no fees
Penelope Community Medical Mission	828-322-9251	Main Ave. NW Longview, NC	4-6 Monday/Tuesday
Salvation Army	828-322-8061	760 3rd Ave PI SE Hickory, NC 28601	food/meals/clothing/furn/etc/no fees
Shelter Rock	828-963-4135	170 Bennett Way Boone, NC 28607	food/meals/clothing/furn/etc/no fees
Vocational Rehabilitation	828-294-0338	Mt. View NC	no fees

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Shelter and Halfway Houses:

AGENCY	ADDRESS	PHONE	CONTACT	ADMISSION CRITERIA
ABCCM	207 Cox Ave. Asheville, NC 28801	828-259-5333	Dave Clements	no fee/ 84 beds/
Access	1216 N. Tryon St. Charlotte, NC 28206	704-336-7758		
The Alcoholic Home	5884 Riverdale Rd. Jamestown, NC 27282	336-882-1026	Dan Rominger	men/22 beds/ entry 285. 755
Bethel Colony of Mercy	1675 Bethel Colony Rd. Lenoir, NC 28645	828-754-3781	Richard Preston	Bibical/ men
Caldwell House	951 Kenham Pl. S.W. Lenoir, NC 28645	828-754-5148	Gary Kimsey	Detox; 4mo. Prog./men
Caring Services for Wm	102 Chestnut Dr. High Point, NC 27262	336-886-5594	Becky Yates	By Professional / women
Caring Services for men	102 Chestnut Dr. High Point, NC 27262	336-886-5594	Brack Jefferies	By Professional / men
Catherine Barber Home	Hwy 18 N. Sparta Rd. North Wilkesboro, NC	336-838-7120		6:30pm opens
Christian Love Min	1064 Hwy. 64 E. Murphy, NC 28906	828-837-7086	Danny Smith	men/women 21 beds
Dove's Nest	1818 Euclid Ave. Charlotte, NC28233	704-332-3999	Bobbie Brackett	women
Fellowship Home W/S	661 N.Spring St. Winston-Salem, NC 27101	336-727-1084	Thom Elmore	men/ detox/treat
Fifth St. Shelter Min	1400 Fifth St. Statesville, NC 28677	704-872-4045	Gary West	men/women no fees
First Step Farm	P.O. Box 1450 Candler, NC 28715	828-667-0303	Rebecca S. Willse	women/ Bl.Mt/ 28 Day Treat
First Step Farm	P.O. Box 1450 Candler, NC 28715	828-665-5604	Craig B. White	men/Bk.Mt/ 28Day Treat
Florence Critten Ser.	P.O. Box 36392 Charlotte, NC 28236	800-448-0024	Andrea Keyser	Preg. Wom/girls
Flynn Christian Fel. Ho	182 Cumberland Ave. Asheville, NC 28801	828-252-9009	Michael Robbins	no sex offenders
Flynn Fel. Home	311 S. Marietta St. Gastonia, NC 28052	704-865-9395	Linda Martin	men only
Flynn Christian Fel. Ho	706 Main Ave. S.E. Hickory, NC 28602	828-328-6629	Dee Little	men only
Freedom House	PO Box 16157 Charlotte, NC 28277	704-516-7083		
Greater Pied. Teen Cha	1912 Blvd. St. Greensboro, NC	336-292-7795	Frits Siesling	male/18-40 yrs./\$300.
Hope Haven	3815 N. Tryon St. Charlotte, NC 28206	704-372-8809		
Home with a Heart	220 James Mattison Rd. Liberty, SC 29657	864-843-3058	Alex Richie	men/ 10 beds/ no fee
Jackson Park Ministries	5415 Airport Dr. Charlotte, NC 28208	704-392-4981		families
The Martha Home	225 Patton Ave. Asheville, NC 28801	828-254-6699		women/children
The Potters House	P.O.Box 322 Lowell, NC 28098	704-824-3698	Cindy Hope	women
The Potter's Vessels	P.O. Box 717 Conover, NC 28613	828-256-6474	Mary / Fred Bell	men/women
Ministry Seven Mission	539 Maple St. Hendersonville, NC 28792	828-697-1354	Daniel Mercidado	25wm/50mn no fee
Mooresville Christian Mi	100 Beam Dr. Mooreville, NC 28115	704-664-2357	Mike Barrier	food/cloth/emergency only
New Salem	P.O. Box 10141 Winston-Salem, NC 27108	336-785-0770	April Getz	mn/wm/ 25 beds
Oxford House #1 men	16 Michigan Ave. Asheville, NC 28806	828-258-3598		8 beds for men
Oxford House #2 men	Asheville, NC 28806	828-350-0720		
Oxford House #3 men	Asheville, NC 28806	828-254-5346		
Oxford House #1 women	Asheville, NC 28806	828-258-1560		women
Oxford House #2 wom	Asheville, NC 28806	828-254-1001		women
Oxford House Morgant	250 N. Anderson St. Morganton, NC 28655	828-437-2795	Spencer Harris	men/\$180 entry \$80wkly
The Salvation Army	534 Spratt St. Charlotte, NC	704-348-2560		
The Atlanta Union Mission	165 Alexander St. Atlanta, Ga.30301	404-588-4000		men/women
Rebound	907 W. First St. Charlotte, NC 28233	704-334-4635		men
Restoration Ranch	2176 Ogden Road Rock Hill SC	803-328-9427	Frank/Andrea Gamble	women
Uptown Men's Shelter	1210 N. Tryon St. Charlotte, NC 28206	704-334-3187		