

THE TRAVIS COUNTY EMPLOYMENT SERVICE NAVIGATION MANUAL

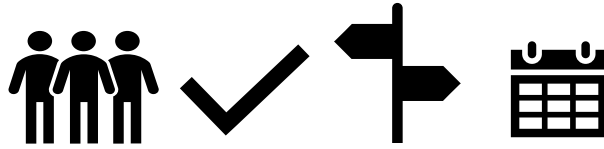


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INTRODUCTION

The Travis County Employment Service Navigation Manual was created with mindful awareness of local jobseekers who face the most challenging barriers to employment in Travis County. Some barriers are on paper and more addressable,

such as criminal history, while other barriers are less obvious. The barrier of homelessness for Travis County jobseekers is complex for all Travis County residents who struggle to understand the local crisis. These jobseekers are often dealing with other barriers, as a result of their homelessness, making any obstacles to employment nearly impossible. We hope that this manual can address and prevent confusions that occur so often when navigating public systems.

LABOR MARKET INDEX (LMI)

Workforce Solutions Capital Area provides the **Labor Market Index (LMI)** for Travis County. The LMI refers to and tracks data on the current high demand industry fields. Currently, there is a rise in internet technology, healthcare, and technical or skilled labor, and there others as well. These are also fields that offer competitive wage employment and upward economic mobility. Individuals working in these industries will work for wages that provide the mobility to move out of poverty and which will give them the ability to keep working for higher wages.

Local In-Demands Fields and Careers:

Internet technology (IT)

- Robotics
- Computer User & Network Specialists
- Web Developers
- Database Administrators
- Information Security & Computer Systems Analysts

The Health Sector

- Physician, Surgeon
- Physical Therapist
- Radiologist
- Respiratory Therapist
- Registered Nurse
- Surgical Technologist

Business and Industry

- **Business Management and Administration:** bookkeeping, accounting, auditing clerk, secretary, administrative assistance
- **Manufacturing:** CNC machine tool operator, machinists, industrial machinery mechanics
- **Transportation, Distribution, and Logistics:** automotive service mechanics, technicians, heavy and tractor trailer truck drivers

STEM/IT

- **Science, Technology, Engineering, and Math (STEM):** biological technicians, computer programmers, electronic engineering technicians

Public Safety

- **Education and Training:** teacher, school counselor
- **Law and Public Safety:** lawyer, paralegal & legal assistant, police & sheriff's patrol officer, firefighter

For more information about these careers...

Go to <http://www.wfscapitalarea.com/NewsResources/TargetedOccupationsIndustries>

Email the Director of Research and Career Awareness: leslie.phuckett@wfscapitalarea.com




Our community benefits when businesses hire local talent. **Learn about WFSCA's Community Master Workforce Plan to fill 10,000 local middle-skill occupational jobs by 2021:** <http://www.austintexas.gov/edims/document.cfm?id=287754>

TRAVIS COUNTY EMPLOYMENT SERVICES AND RESOURCES

TRAVIS COUNTY EMPLOYMENT SERVICE ELIGIBILITY MATRIX

Figure 1 shows the most important services that this manual intends to direct Travis County jobseekers facing barriers to employment to. The creators of the Travis County Employment Manual hope that figure 1 functions as a 'quick guide' to the content provided in the overall manual.

Figure 1

Income and Employment Agency Services		Goodwill Career Services	Workforce Solutions (WFS) Career Services	Integral Care Supported Employment	LifeWorks YOUTH Supported Employment	Veteran Career Services	
Eligible TARGET Populations *persons in these populations are prioritized for services and assistance (these are not necessarily requirements) 	Veteran	Yes	Yes *Priority Pop	Yes	Yes	Yes!	
	Experiencing Homelessness or At Risk	Yes	Yes *Priority Pop.	Yes	Yes	Yes	
	Below poverty line (less than \$11/hour)	Yes	Yes *Priority Pop.	Yes	Yes	Yes	
	Disabling Conditions	Yes	Yes *Priority Pop. + help w/ part time employment on SSI/SSDI	Yes *Mental Health/ Substance Abuse Requirement	Yes	Yes	
Employment Service Type 	Job Matching & Referrals	✓	✓	✓	✓	✓	
	Job Readiness & Coaching	✓	✓	✓	✓	✓	
	Job Support	✓	✓	✓	✓	✓	
	Career Path Discovery	✓	✓	✓	✓	✓	
Enrollment Process 	Walk-In Services or Appointment Required	Either	Either	App.	Either	Depends on Vet agency	
	Documents Required*	View Goodwill Sections or <i>Quick Guide</i> at end of this manual	Photo ID and Authorization to work within 30 days of enrollment *View WFS Section	Contact Integral Care	2 forms of valid photo ID, Social Security Card	Photo ID and DD-214 needed eventually	

EMPLOYMENT RESOURCES

- Job Search Tools
- Job Training Centers

JOB SEARCH TOOLS

These are tools for finding work independently.

Goodwill Jobs Online

Use this site for job matching and applying to jobs through Goodwill's employer partners. Goodwill computer lab facilities are a great place to start working on this.

<https://www.goodwillcentraltexas.org/business-solutions/staffing>

Linked In

This is one of the most popular online professional networking tools. Create a profile to hone in on your 'brand'. Express who you are professionally to employers, network with other professionals, and browse opportunities and updates in the world of work. Download the app or access the online site!

<https://www.linkedin.com>

Work In Texas

The largest job-matching database in the state of Texas. Workforce Solution Centers are a great place to work on this job profile because the lab attendants are available to answer questions and to help with your Work In Texas profile.

<https://twc.texas.gov/programs/workintexascom-service-overview>

Others job search tools include...

*<https://www.ziprecruiter.com>

*www.googlejobs.com

*www.indeed.com

*Newspapers: <https://www.statesman.com/jobs> ; <http://www.austinchronicleclassifieds.com/tx/jobs/search>

JOB RESOURCE CENTERS

These are facilities open to the public to work independently on job readiness and career goals.

The Goodwill Career Advancement Training (CAT)

How to Access: Register through Goodwill intake appointment

- Receive access Goodwill CAT calendar schedule
- Receive access to career and job readiness workshops and more

Goodwill Intake Info: View <https://www.goodwillcentraltexas.org/education-job-training>

Workforce Solutions Capital Area (WFSCA) One Stop Career Centers

How to Access: Individuals can utilize WFSCA facilities just by walking in. The career centers offer computer labs to use for job search. The front desk can assist with all resource questions.

- Career centers
- Free job search resources
- Career Counselor assistance by appointment
- Job search seminars
- Weekly job related events
- Job clubs
- Weekly networking opportunities and job search tips and strategies

View the Event Calendar: <http://www.wfscapitalarea.com/CalendarEvents>

Dress For Success: Women Specific Job Training

Empowering women to achieve economic independence. Dress For Success offers women-specific interview clothes, job training and support, peer networking and support from other women, and so much more. Learn about this resource at <https://austin.dressforsuccess.org/programs/job-training/>

EDUCATION PROGRAMS

A high school diploma or GED can be an asset in one's job search and career path, but not having one can be a setback.

The Goodwill Excel Center: Get Your Diploma with The Right Assistance

Program Overview: Attend the Goodwill Excel Center to get your diploma

- Goodwill can assist with childcare and transportation as needed
- Each Excel Center Student is also connected with a LifeCoach when they begin their Excel journey
- When/if it aligns with their education/career goals, those students will be connected with a case manager

Eligibility, Enrollment, & Center Info: Go to <https://www.goodwillcentraltexas.org/excel-center/apply>

*Disclaimer: Changes occur based on funding

*Missing Documents? Inform the Goodwill staff and they will do what they can to make enrollment work for you.

*Goodwill also works with WIOA to help students achieve their GED, ask Goodwill if this might be right for you.

CAREER ASSISTANCE SERVICES

- For Jobseekers with Barriers:
 - Local Shelters
 - Goodwill
 - Workforce Solutions
- Supported Employment Case Management
- Veteran Career Case Management

ASSISTANCE FOR JOBSEEKERS WITH BARRIERS

Employment-focused case management services can be one of the most useful resources for jobseekers with barriers to employment. Service providers who specialize in employment are well-equipped to collaborate in meaningful ways with clients and can navigate the complex public systems.

The ARCH: Employment Case Management at Local Shelters

Program Overview: The ARCH is a shelter that requires clients to be enrolled in ARCH case management services. If someone staying here expresses interest in employment, they can be referred to an employment case manager at the shelter. There is a **Goodwill Employment Case Manager** and **Back On My Feet Career Case Managers at the ARCH**.

Eligibility: Clients must be enrolled in ARCH case management services to access this facility.

Location: 500 E 7th St, Austin TX, 78701

Back on My Feet: Running Toward A New You

Program Overview: Requires 90% attendance. The first 30 days is showing up and running (or walking). For 30 days, participants still run but they also meet with a Case Manager from Back on My Feet to receive employment assistance. Shoes and active wear available to all participants.

Eligibility: Must be staying at one of the four shelter facilities that Back On My Feet partners with: the ARCH, the McCabe Center, Salvation Army Downtown, or Salvation Army of South Congress Street.

- No SO background
- Must be 30 days sober

How to Enroll: A case manager at one of the shelters will refer their client if they are a good fit.

What participants need to bring: A positive attitude and curiosity

How long will it take: Many participants gain employment within 60 days but it is normal for it to take longer.

Website: <https://www.backonmyfeet.org/>

Goodwill Career Case Management: Workforce Advancement (WFA) Program

Program Overview:

- Prioritized access to the Career Advancement Training (CAT) Program
- **Goodwill Career and Technical Academy (GCTA): Occupational training & certification, dependent on available funding**
- Receive soft skills, life and job readiness skills, reduce barriers, one-on-one career assistance
- Interview coaching, educational programs, career navigation

Eligibility: Applicant must be within at least one of Goodwill's target population:

- Disabled
- Currently experiencing homelessness
- At risk of experiencing homelessness
- Income is less than \$11/hour
- Re-entering into the community and workforce from the public jail system.

Required Documentation: View the *Quick Guide*, at the end of the manual. Bring one document from each column.

How to Apply: There are six steps to applying for the **Goodwill Career Case Management Services**. Steps 1-3 *can* occur all in the same day taking up to an hour.

- **Step 1:** Complete Screening (15 min)
- **STEP 2:** Complete the Intake Appointment (45-60 min)
- **Step 3:** Present eligible documents during the Intake Appointment
- **STEP 4:** Within 2-3 weeks after completing Step 3, applicant will be connected with their Goodwill Career Case Manager and will receive further instructions.
- **STEP 5:** Complete assessment, meet the Career Case Manager, and create individualized career plan.
- **STEP 6:** Weekly participation in career readiness activities including, but not limited to: job search, applying for jobs, creating/editing resumes and cover letters, attending career readiness trainings, etc.

Locations and Intake Info: <https://www.goodwillcentraltexas.org/education-job-training>

General Contact Info: Phone: 512-637-7580, listen to all options | Email: intake@goodwillcentraltexas.org

Workforce Solutions Capital Area (WFSCA): Helping Jobseekers with Barriers

Program Overview: WFSCA offers programs that a person can enroll in to receive funding provided by these programs for training and other employment related services through WFSCA. The four primary funding programs are further explained below. These programs are WIOA, WERC, SNAP E&T, and Choices.

*WIOA, WERC, and Choices are the programs where participants *can* be funded for occupational certification training. If enrolled in one of these programs, clients still need to be referred to the occupational training by the career advisor/case manager.

*WIOA funding is intended for jobseekers with the most severe barriers to employment.

Figure 2

	WIOA	WERC	SNAP E&T	Choices: TANF
<i>Acronym</i>	Workforce Innovation and Opportunity Act	Workforce and Education Readiness Continuum	Supplemental Nutrition Assistance Program Education and Training	Choices: Temporary Assistance for Needy Families recipients

	WIOA	WERC	SNAP E&T	Choices: TANF
<i>What is it?</i>	<p>A no-cost employment program, designed to give job seekers the support and/or skills training they need to find a job.</p> <p>If selected for WIOA-funded training, job seekers are able to pick the training provider of their choice. For a complete list of training providers certified for the WIOA program in the area, please visit www.twc.state.tx.us/boards.</p>	<p>A no-cost City of Austin and Travis County funded program designed to give Austin-area residents the assistance to enter or reenter today's competitive job market. It is a network of community partners that participants can apply to for education and workforce services.</p>	<p>A no-cost employment program designed to give SNAP recipients the assistance and support they need to find a job</p>	<p>A no-cost employment program designed to give TANF recipients the assistance and support they need to find a job</p>
<i>Career Services</i>	<p>*Job Search Assistance</p> <p>*Job Readiness: Resume & Interviewing Workshops, Skills Assessments & Certifications</p> <p>*Funding for Occupational & Job Specific Training</p> <p>*Support Services: Transportation Assistance, Child Care, Work-Related Expenses (interview attire, uniforms, on the job tools, etc.), and more</p> <p>*One-on-One Career Case Management</p>	<p>*Job Search Assistance</p> <p>*Job Readiness: Resume & Interviewing Workshops, Skills Assessments & Certifications</p> <p>*Funding for Occupational & Job-specific Training</p> <p>*Support Services: Transportation, Child Care, Work-Related Expenses (interview attire, uniforms, on the job tools, etc.), and more</p> <p>*ESL (English as a Second Language), ABE (Adult Basic Education) and GED courses</p> <p>*Financial and Computer Literacy services</p> <p>*One-on-One Career Case Management</p>	<p>*Job Search Assistance</p> <p>*Job Readiness: Resume & Interviewing Workshops, Skills Assessments & Certifications</p> <p>*Support Services: Transportation Assistance, Child Care, Work-Related Expenses, and more</p> <p>*Referrals to other community services</p>	<p>*Job Search Assistance</p> <p>*Support Services: Transportation Assistance, Child Care, Work-Related Expenses (interview attire, uniforms, on the job tools, etc.), and more</p> <p>*One-on-One Career Case Management</p> <p>*Referrals to other community services</p>
<i>Eligibility</i>	<p>*Must be a United States citizen or eligible to work in the United States;</p> <p>*Must have proof of a social security number</p> <p>*Either laid off from employment OR meet income eligibility guidelines.</p> <p>*If male and born after January 1, 1960, must be registered with the Selective Service (To verify selective service registration, visit www.sss.gov)</p>	<p>*Must be at least 18 years old (16 years old, if not in school)</p> <p>*Client income must be 200% or less of current Federal Poverty Income Guidelines (FPIG).</p> <p>*To access WERC's Workforce Development Services, client must be a United States citizen or have "Right-to-Work" status</p>	<p>Must be currently receiving SNAP benefits</p>	<p>Must be currently receiving TANF benefits</p>

For more program info: <http://www.wfscapitalarea.com/JobSeekers/JobTraining>

Required Documentation: View the *Quick Guide*, at the end of the manual. Bring at least one document from each category. Provide **within 30 days** of program enrollment and participation.

***Experiencing Homelessness or At Risk?**

Persons experiencing homelessness or at risk are amongst WFSCA target population for enrollment and job training referral. Other crisis such as domestic abuse also put one in the WFSCA target population. To get started, applicants just need proof of identity and authorization to work within 30 days. Notify staff during intake and assessment.

How to Enroll:

- Walk-in to an intake location and ask to meet with an employment case manager.

- A career case manager will assist with signing up on the WorkInTexas.com website and filling out the sections.
- The employment case manager will also match the individual to more specialized program services (listed above) depending on their background.

Childcare: yes!

Children within 500 ft: yes

WFSCA Intake Locations: <http://www.wfscapitalarea.com/Job-Seekers>

SUPPORTED EMPLOYMENT SERVICES

For individuals with barriers such as substance abuse or mental health, Supported Employment is available and offers wrap-around services for their clients who want to work.

Integral Care: Career Assistance That Understands Mental Health

Program Overview: Supported Employment allows the client to ‘drive the car’ and the case manager is the passenger, guiding and assisting along the way as their client moves toward their employment and self-sufficiency goals

Eligibility, Enrollment, & Required Documentation: <https://integralcare.org/en/patient-information/>

Locations: Call the number on the website as updates are often made

Contact Info: LaToya Kindred-Ray, M.Ed (Supported Employment Manager) for assistance:

- Email: LaToya.KindredRay@integralcare.org
- Phone: 512-804-3910

Lifeworks: Youth Workforce Development Program

Program Overview: Employment Specialists, case managers, and other Lifeworks staff communicate and work together to meet the needs of their youth clients. The ES uses a Strengths-Based Model of Supported Employment called Individualized Placement and Support (IPS).

Eligibility:

- Must be youth ages 16-26
- Must be enrolled in another LifeWorks Program

Required Documentation: two forms of valid ID

How to Enroll: Complete a LifeWorks Intake to enroll in any LifeWorks program, call to schedule an appointment

- Once enrolled, ask the LifeWorks Case Manager to be referred to the Workforce Development Program
- Meet with LifeWorks Employment Specialist and schedule a workforce assessment and enrollment

Location & Contact: View the website as updates are often made <https://www.lifeworksaustin.org/contact-2>

VETERAN CAREER SERVICES

Services specifically for Veterans.

Texas Veteran Commission: Career Assistance for Veterans

Website: <https://www.tvc.texas.gov/employment/>

Program Overview: Specialized career assistance for Veterans

- | | |
|------------------------------|--|
| • Intensive services | • Vocational guidance |
| • Job matching and referrals | • Labor Market Information |
| • Resume assistance | • Referrals to training |
| • Employer outreach | • Other supportive services |
| • Job search workshops | • Converting military to civilian language |

Eligibility: Must meet at least one of the following criteria

- Served on active duty more than 180 days and received other than a dishonorable discharge
- Was discharged from active duty due to a service connected disability

- Was a member of a Reserve or National Guard component called to active duty; served during a period of war, or in a campaign, or expedition for which a campaign badge is authorized; or was released from active duty by reason of sole survivorship discharge
- Vietnam-era Veterans
- Eligible Transitioning Service Members, Spouses, and Caregivers:
 - Transitioning members of the Armed Forces who have been identified as in need of intensive services/ individualized career services
 - Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in MTFs or WTUs
 - The spouses or other family caregivers of such wounded, ill, or injured members.

If any of these apply, continue to section below. If not, then the individual is not considered a Veteran. To qualify for TVC Employment Services the Veteran must meet ONE OR MORE of the factors below:

- Between 18 and 24 years old
- Separated from active duty within the last three years and unemployed for 27 weeks or more within the last 12 months
- Lacking a high school diploma or equivalent certificate (GED)
- Homeless or at risk of being homeless (**includes those fleeing or attempting to flee domestic violence**) as defined in 42 U.S.C. § 11302
- Offender, as defined by the Workforce Innovation and Opportunity Act (WIOA), who is currently incarcerated or who has been released from incarceration
- Disabled or Special Disabled (entitled to compensation from the US Department of Veterans Affairs, have a disability claim pending, or were discharged or released from active duty because of a service-connected disability)
- Low income

Required Documentation: Bring Photo ID if possible, but nothing is required for TVC to start assisting the Veteran. DD-214 is eventually needed for TVC to submit an opportunity tax credit on the government data base for the Veteran.

How to Enroll:

- **Online**
 - Register with the www.WorkInTexas.com site and create a job seeker profile
 - Workintexas.com helps Texas Veterans translate their military skills to jobs in the civilian world.
 - The ‘Military Occupation Code Crosswalk’ function allows Veterans to enter the type of work they performed in the armed services and receive a list of civilian jobs that require those skills.
 - The system also translates military occupation codes into skills employers are looking for in potential employees
 - Ensure that the ‘Veteran’s Information’ section is filled out and that the SSN is included
- **In Person**
 - Visit a local Workforce Center and let the front desk specialist know that the individual is a Veteran
 - Individual will be provided with an intake sheet where they will need to determine if they qualify for services
 - If the individual is determined to qualify for TVC employment services, they will be connected with a TVC Veterans Career Advisor (case manager).

Locations: <https://twc.texas.gov/find-locations#vocationalRehabilitationServices>

Homeless Veteran’s Reintegration Program (HVRP): Veteran Career Assistance

Program Overview: Veteran clients are supported by a 3-person team who help to identify which areas of work the Veteran client is interested in/best suited for. Access to Front Steps' other supportive services if needed, as well as the potential opportunity for preferential hiring through HVRP's employer partnerships.

- Resume prep, job-readiness skills, vocational assessment
- Employment-Focused Case Management
- Pre-Employment Skills Training
- Job-seeking and Interviewing Skills

Eligibility: Must be enrolled in HVRP Case Management Services

- Must be a Veteran of the active duty military and have served at least one day of active duty outside of basic training + AIT or other specialty schools. National guard/reservists must have been "activated" on a foreign or domestic deployment.
- Must have a discharge status of anything EXCEPT for dishonorable
- Must **not** have been enrolled with Texas CenterPoint's employment services

Required Documentation: Photo ID and DD-214 (though other Veteran documentation is acceptable)

- **HVRP can help gather this documentation**

Enrollment: Call to schedule an appointment, or visit during walk-in hours

Location: Front Steps, 2211 IH 35 Suite 301, Austin TX 78741

Hours of Operation: By appointment (call to set-up)

- Walk-in hours on Wednesday from 9am-12pm

Contact Info: Phone: (512)-783-8531 | Email: mwang@frontsteps.org

EMPLOYMENT WITH A CRIMINAL HISTORY & REENTRY NAVIGATION

For anyone with a criminal record, employment is often an obstacle. Service providers and public workforce systems know this and continuously work on ways to welcome these residents back into the community.

Reentry Guide

<https://www.traviscountytx.gov/criminal-justice/reentry>

Reentry Guide PDF: https://www.traviscountytx.gov/images/criminal_justice/Doc/reentry-guide.pdf

Road To Success: Workforce Development Reentry Task Force Program

A post-release service, but inmates can get info on the jail to employment services while incarcerated.

- Participation is voluntary and open to any Travis County resident who has a criminal record.
- Program participants are required to attend a two-hour orientation called **Road to Success**.
- After attending Road to Success, individuals who are interested in enrolling in the WD Task Force program schedule an appointment with a WD Task Force case manager to be assessed.
- For up to nine months, the assigned case manager supports the client as he or she looks for, finds, and maintains employment. The case manager also coordinates access to vocational training (e.g., OSHA, Food Handler's, TABC, etc.) for clients who are interested in obtaining a trade certification.
- **Call 512-854-6497 for more information and to attend a Road To Success Orientation**

Transition from Jail to Community Program

A successful transition from the criminal justice system into the community is necessary when considering employment. When a jobseeker with a criminal history shows that they have taken steps to become well-rounded and make amends with the past, it is a huge indicator of endured personal growth and it shows employers that the jobseeker is serious about their own personal success and that of the community.

- The re-entry program here at the Travis County Correctional Complex (TCCC) in Del Valle allows inmates to concentrate on adjusting to life on the outside through the Transition from Jail to Community Program.
- The individual components of our re-entry program include a self-needs assessment for the development of reentry plans, information about access to medical health care needs in the community and a coordinated assessment for housing.
- A part of the process also includes in-house referrals which are given for the following programs: substance abuse classes, anger management, educational assistance, yoga, health and nutrition, job readiness, life skills; and for those who want it, there are programs that offer spiritual guidance.
- **Contact Mary Moran for program info:** mary.moran@traviscountytexas.gov
- <https://www.tcsheriff.org/inmate-jail-info/inmate-programs>

DISABILITY EMPLOYMENT SERVICES

Vocational Rehabilitation: Disabilities and Employment

Jobseekers with disabilities can receive appropriate assistance from Vocational Rehabilitation for either getting back to work or for beginning one’s career path.

Website: <https://twc.texas.gov/jobseekers/vocational-rehabilitation-services>

Benefits and Employment

Benefit recipients are allowed to work part time not to exceed 20/hours a week. Call the Social Security contact number listed below or visit a **Workforce Solutions Capital Area** location to apply for work on disability.

LOCAL COMPUTER ACCESS

Internet access and gaining computer skills is a significant advantage when job-searching and securing employment.

Austin Public Library

Use the computers and get assistance when needed no matter what your computer skill level is at. Learn how to use Microsoft, Excel, PowerPoint, Outlook, the Internet, etc. Need to learn another language? Learn English and Spanish here!

Classes/Trainings and Locations: <https://library.austintexas.gov/event-tags/computer-classes>

Austin Free-Net

Computer training available. Computers are accessible even when trainers are not present.

Locations and Center Info: <http://austinfreenet.net/about-2/locations/>

REQUIRED DOCUMENTATION CHART

This chart offers a *Quick Guide* for what MOST service access points will require for enrollment. This has been taken from the Goodwill Central Texas website.

Figure 3

Must Prove:	Identity	Authorization to Work	Proof of All Household Income for the Past 30 Days	Residence	Veteran Status (if applicable)
Documents To	Government-Issued ID	Birth Certificate	Paycheck stub	Government-Issued ID (with current address)	DD-214 with Character of Service

Must Prove:	Identity	Authorization to Work	Proof of All Household Income for the Past 30 Days	Residence	Veteran Status (if applicable)
	Driver's License	Social Security Card	Temporary Aid for Needy Families (TANF)	Lease Agreement	Military ID or Veteran ID
	Passport	Permanent US Residency Identification Card (Green Card)	SSI or SSDI	Utility Bill	Statement of Service from VA
		US Government Issued Authorization to Work	Unemployment, disability or worker's compensation	Voter Registration Card	
			Alimony	Statement from landlord or social services agency that includes address	
			Pensions		
			Military Family Allotments		

WHERE TO GET REQUIRED DOCUMENTATION

In order to access employment, training programs, and service programs, an applicant needs to provide proof of eligibility. Not having it can delay the process. Delays like this prevent jobseekers who experience barriers to employment from moving forward with their goals.

This section gives instruction on how to obtain some of the most vital documents, so that jobseekers can pursue their goals with more convenience.

Photo ID

The below resource will help a person obtain an ID no matter what barriers are in the way.

How To Apply: Go To <https://www.spreadthevote.org/voters>

Driver's License: Depending on an individual's desires and needs, a valid driver's license might be the best route when considering photo ID. For current vehicle owner's, a valid driver's license is a significant to one's safety. For those who might one day be a vehicle owner, passing a driving exam or renewing an expired license, is a productive step to take. If an individual only needs to renew their license, it might be the fastest route to obtaining valid photo I.D.

- **How to Apply:** Go to <https://driverslicenseassistance.org/index.html>
- **Cost:** The highest cost is usually \$25. Additional \$9 if above the age of 80.

Birth Certificate

A new birth certificate is \$22 and can be obtained within 24 hours.

Required Documentation: Go to <https://www.dshs.texas.gov/vs/reqproc/Acceptable-IDs/>

How To Apply:

- Not born in Texas? Contact the vital records department of the state client was born. Go to the <https://www.cdc.gov/nchs/w2w/> to get started.
- Texas-born applicants can order online, by U.S. postal mail, or in-person at the Vital Records office in Austin.
 - In Person: 1100 W. 49th St. Austin, TX 78756 Monday–Friday 8 am–5 pm
 - <https://www.dshs.state.tx.us/vs/reqproc/Ordering-Birth-Certificates-by-Mail/>
 - https://www.dshs.state.tx.us/vs/reqproc/certified_copy.shtm
 - If born in Austin City limits: <https://www.austintexas.gov/birthcertificates>
- Acceptable IDs to process an application: <https://www.dshs.texas.gov/vs/reqproc/Acceptable-IDs/>

Social Security Card

One can get an original Social Security card or a replacement card if lost or stolen. There is no charge for a Social Security card.

Required Documentation:

- Age: Birth Certificate. Check <https://www.ssa.gov/forms/ss-5.pdf> for possible alternatives
- Identity: state-issued DL, state-issued ID card, passport, or federal employment ID

How To Apply: Go online at <https://www.ssa.gov/forms/> to fill out the application for a new SSN Card and bring to SSA Office.

OR

Go to the local Social Security Assistance (SSA) Office: 1029 Camino La Costa, Austin, TX 78752

- Phone: 1-866-627-3724
- Text Telephone (TTY): 1-512-206-3724
- Hours: Monday-Friday 9am-4pm, closes at noon on Wednesday

OR

Use a *my Social Security* account to request a replacement Social Security card online if you:

- Are a U.S. citizen age 18 years or older with a U.S. mailing address;
- Are not requesting a name change or any other change to your card; and
- Have a driver's license or a state-issued identification card from one of the many participating states
- If your state does not yet participate in this service, check back soon. More states are added regularly.
- See: <https://faq.ssa.gov/en-us/Topic/article/KA-02017>

CONCLUSION

We want to know if the Employment Service Navigation Manual was helpful so that we can continue to improve this resource.

For questions/comments:

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