



U.S. Department of Labor Employment and Training Administration

## Accessing Services via Phone or Internet

Information on how and where to find publicly supported employment and training services in communities throughout the United States can be obtained by calling the America's Workforce Network Toll-Free Help Line or by accessing America's Service Locator on the Internet. These resources are designed to assist workers and employers find a variety of services and programs they need in their local areas.

The **Toll-Free Help Line** at 1-877-US-2JOBS (1-877-872-5627) provides accurate, up-to-date general information about all major programs that are part of America's Workforce Network, including Unemployment Insurance, services for laid-off workers, welfare-to-work, apprenticeship training, and other employment and training programs for youth and adults. Customer service representatives can answer questions and connect customers to the appropriate resource in their area, using information furnished by State and local agencies. Service is available in English, Spanish, and -- through AT&T Language Line interpreters -- most other languages, as well as TTY at 1-877-TTY-JOBS (1-877-889-5627). The toll-free line is being expanded to provide additional workforce services.

**America's Service Locator** -- at <http://www.servicelocator.org> -- offers job-seekers, workers, and employers a way to identify the most convenient place where employment, training, and other services such as child care and transportation are offered. Users enter their zip code and the service they are looking for and information about the nearest provider is displayed.

**You can access America's Workforce Network at <http://www.doleta.gov>, or by calling the Toll-Free Help Line at 1-877-US2-JOBS. (For TTY, call 1-877-TTY-JOBS.)**



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# Fact Sheets

The following is a list of Department of Labor-supported activities and services that are part of America's Workforce Network which may be of particular interest to workers, employers, and workforce development professionals. A fact sheet with specific information is available for each of the following areas:

- Accessing Services via Phone or Internet
- Adult Employment and Training Services
- America's Labor Market Information System
- America's Career Kit (Online Resources)
- America's Workforce Network
- Applying for ETA Grants
- Assistance for Trade-Impacted Workers
- Basic Information for Employers
- Basic Information for Workers and Job-Seekers
- Disability Employment and Training Services
- Dislocated Worker Program (Services for Laid-Off Workers)
- Foreign Labor Certification
- High-Tech Skills Training
- Job Corps
- Migrant and Seasonal Farmworkers Employment and Training Services
- Native American Employment and Training Services
- Older Workers Employment and Training Services
- One-Stop Employment and Training Services
- One-Stop Partners
- Registered Apprenticeship
- School-to-Work
- Tax Credit Programs
- Unemployment Insurance
- Welfare-to-Work
- Youth Opportunity (YO) Grants
- Youth Opportunity (YO) Movement

Available online at: <http://www.usworkforce.org/factsheets> or by calling (202) 693-3900. This Web address also provides links to other Federal partners under the Workforce Investment Act and other initiatives that provide additional services to enhance individual and community well-being.