

Offender Transition Program

Resource Manual





Offender Transition Program

Resource Manual

U.S. Department of Justice
Federal Bureau of Prisons

Federal Correctional Institution
McKean County, Pennsylvania

McKean Re-Entry Initiative

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Internet Resources



www.CareerOneStop.org

CareerOneStop, formerly America's Career Kit, is a workforce development portal connecting users to relevant links, resources, and community services offered over the Internet, as well as directing them to the information and services provided through the core products listed within this section.

CareerOneStop Components

Jobseekers Links

Allows jobseekers to post their resumes and search job listings, learn how to write effective resumes and negotiate a salary, explore wages and occupational trends, locate potential employers and local workforce services, and more.

Employers Links

Allows employers to post job openings and search the resume database, find wages and employment trends, create customized job descriptions, find occupational licensing requirements and federal labor regulations, locate workforce services and other employers by industry, and more.

Students / Learners

Allows students and learners to explore career possibilities, search for schools and colleges, find funding for their education, learn about tests and assessments, search for certification and career possibilities, and more.

Workforce / Human Resource Professionals

Allows workforce professionals to find nearby One-Stop Career Centers and other service providers, locate training for workforce professionals, view their states' WIA eligible training providers, research hiring guidelines, stay informed on new workforce issues, and more.



www.acinet.org

Career InfoNet is an electronic storehouse of national, state and local labor market data with employment trends, wages, and more. It also lists millions of employers by industry, occupation and name, as well as prevailing wages and living costs anywhere in the country.

Career InfoNet Components

General Outlook

Look at general job market trends for different education levels.

Look at trends by occupational ranking - **Fastest Growing, Most Openings, Largest Employment, Declining Employment, or Highest Paying.**

Narrow the results by entering an educational level - **Overall, Requiring only work experience or on-the-job training, Requiring post-secondary training or an associate's degree, or Requiring a Bachelor's degree.**

A list of the top 25 careers under the criteria will be displayed.

Wages & Trends

Provides wage and occupational outlook information for a selected occupation in a state.

After selecting a specific occupation, an **Occupation Report**, which contains **Typical Education Level, Description, Wages and Trends**, will display.

The **Detailed Wages** report allows you to compare the wages for up to five different occupations in ten local areas in the selected state.

The **Industry Trends** report displays national data on industries that hire people in the occupation.

The **Customized Report** allows users to print out selected reports.

What It Takes

Find the important knowledge, skills and abilities necessary for an occupation.

State Information

Find state demographic and economic information, as well as links to education, cultural and recreational resources.

Provides a **State Profile** with a list of the top 25 occupations in the state for selected criteria - **Occupational ranking** and the **Average worker education level.**

Detailed information, maps and driving directions to state specific services at local One-Stop Career Centers.

Labor Market Information for selected states.



www.ajb.org

America's Job Bank is the biggest and busiest job market in cyberspace with 400,000 resumes online and over a million jobs nationwide. Employers can post job listings and search resumes nationwide. Jobseekers can post resumes electronically and reach employers across the country.

JOBBANK Components for Jobseekers

Quick Search Option

Users can do a quick job search without logging in.

1. Select **Job Category** from the list.
2. Choose to search **National / International** or **Within a 50 mile radius of Zip Code**.
3. If you choose to search by zip code, enter it into the box or select **Zip Code Finder** to find an area to search.
4. Click **Search**.

Alternative Search Methods

Below the Quick Search window, there are alternative search links.

1. **Job Title - Keyword - Military - Job Number.**
2. To begin a **Personalized Job Search**, at the top of the Jobseekers section of the Job Bank home page, click **Sign up** to create your personal job search profile for user sessions or click the **Login** link to retrieve job search information.

Resume Builder

There are three types of resumes that can be posted with AJB.

1. A **Traditional Resume** includes all the data normally found in a written resume and facilitates efficient matching of jobs to resumes and resumes to jobs.
2. An **Express Resume** includes only minimal information, such as contact information, skills, and educational attainment.
3. Also, an **Open Format Resume** allows you to supply an ASCII copy of your resume.

Job Scout

Job Scout runs designated searches automatically at a selected frequency, e-mails you as to how many jobs were found and of the number of those jobs that were posted since the last search was made, and lists the results with links to the job postings from the search.



www.servicelocator.org

America's Service Locator (ASL) connects users to local offices providing the employment and training services they need. Local One-Stop Career Centers offer information on finding a job, planning a career, locating training, dealing with job loss, and recruiting employees. Employers and jobseekers can find the services they need at a convenient One-Stop Career Center. Users just enter their zip code and select the desired service(s); or pick up the phone and dial **1-877-US-2JOBS** for direct assistance.

SERVICELOCATOR Components

Find A Service

Search for services **For Business, For Workers, or For Youth** by entering either a zip code or entering a city and state. A list of One-Stop Career Centers offering the desired services in the selected area will display.

Find A One-Stop Career Center

Find local One-Stop Career Centers by entering either a zip code or a city and state. A list of One-Stop Career Centers offering the desired services in the selected area will display.

Keyword Search

Search for services by entering a keyword, a zip code or a city and state. A list of One-Stop Career Centers offering the desired services in the selected area will display.

Office Search

Search state records for specific service provider by selecting a state and type of office. Users can narrow the search by specifying a city, state and/or type of office.

Maps

Click on a state on the United States map to retrieve a directory of service providers. Users can also select from menus at the bottom of the page to search a **State Phone Directory**, a **State Web Directory**, or **National Locators**.



Occupational Information Network
O*NET OnLine

www.onetcenter.org

The Occupational Information Network database is a comprehensive source of descriptions and skill sets for specific occupations. O*NET OnLine allows both the public and private sector to directly access key data for identifying and developing the skills of the American workforce. O*NET, the Occupational Information Network system, provides information about skills, knowledge, abilities, tasks and the context in which work is done. O*NET was developed to supersede the Dictionary of Occupational Titles (DOT). The primary users of O*NET information are jobseekers, students, and employers as well as professionals in human resources, workforce investment, and career development. By using O*NET information, users are able to compare skills and other occupational attributes across occupations, develop job descriptions and resumes, and examine education and training requirements. O*NET OnLine 4.0 is a web-based viewer for the O*NET database.

O*NET OnLine Components

Find Occupations

Using a keyword search is one of the three ways to find an occupation of interest. The other “**Find Occupations**” searches are by code or job family.

Review the results of the keyword search and select an occupation from the list to examine further. Then, select the type of report desired.

Skills Search

Select skills from the following skills categories: basic, social, problem-solving, technical, systems, and resource management. Upon completion of the skills search, occupations will be identified that use those skills.

Crosswalk

Link to O*NET information using other coding systems - for example, identify Military occupations related to civilian O*NET occupations, or match Apprenticeship opportunities to O*NET occupational information.

Summary Report

An occupational report is provided for each search option described above. This is an example of the “**Summary**” Report. You may also select the “**Details**” or “**Custom**” Reports.

Each occupational report ends with a direct link to ACINet Wages and Employment information for the occupation selected.



WORKFORCE TOOLS

Of The Trade

www.workforcetools.org

Workforce Tools of the Trade is designed to help workforce development professionals gain the knowledge and skills they need to excel at their job. Workforce Tools offers examples of what's happening in the field, an exclusive database of training resources and providers, links to other workforce websites, interviews with workforce professionals, and access to extensive information and publications. Workforce Tools of the Trade reaches a nationwide network of front-line staff, managers, administrators and partners seeking the skills, knowledge and abilities they need to excel as workforce development professionals.

WORKFORCE TOOLS Components

What's New

Find out what new information has been added to the web site and what new events will be happening in the workforce development industry.

Examples from the Field

Search to find what other workforce professionals are doing and link to featured web sites.

Information & Publications

Search a virtual resource room containing over 100,000 documents.

Links to the Nation

Links to federal, state, local, association and research organization web sites.

Professional Development

Search for training resources and providers.

Subscribe to Newsbreak

Sign up to receive E-mail alerts about information and developments on this site and in the workforce development profession.



www.lmi-net.org

The South Carolina Employment Security Commission operates a national training program on Labor Market Information funded by the U.S. Department of Labor, called the Labor Market Information Training Institute.

The Labor Market Information Training Institute provides training and information services to Labor Market Information professionals and users across the country. The Institute offers a free, short online course called Workforce Information Basics. The course provides information on Labor Market Information resources and how to obtain them. This program is available online and through a networkable CD-ROM.

To obtain a copy of Workforce Information Basics on CD-ROM, contact: jward@sces.org

Labor Market Information Resources - National

Employment & Wage Estimates By State

www.bls.gov/oes/2001/oessrcma.htm

Wages By Area & Occupation

www.bls.gov/bls/blswage.htm

U.S. Census

www.census.gov

Bureau of Labor Statistics

www.bls.gov

Regional Economic Data

www.econdata.net

Current Employment Statistics Survey

www.bls.gov/ces/home.htm

Employment Projections

www.bls.gov/emp/

American Community Survey

www.census.gov/acs/www/index.html

Occupational Outlook Handbook

www.bls.gov/oco/home.htm

State Labor Market Information

www.lmi-net.org/StateLMI/





1.877.US-2JOBS

www.dol.gov

The United States Department of Labor funds numerous programs and services through their many agencies. The following programs are just a brief sampling of the many programs and services offered through the United States Department of Labor. Below is a brief outline of the programs and services funded by the United States Department of Labor.

Workforce Investment Act

www.doleta.gov/programs/factsht/wialaw.asp

The Workforce Investment Act reforms Federal Training Programs and enacts a new comprehensive Workforce Investment System. The reformed system is intended to be customer focused to help Americans access the tools they need to manage their careers through information and high quality services and to help U.S. Companies find skilled workers.

Job Corps

www.jobcorp.doleta.gov

Job Corps is a program for disadvantaged youth between the ages of 16 and 24, where the individuals reside and attend classes at a Job Corps Campus.

Native American Programs

www.wdsc.doleta.gov/dinap/

Specific Workforce Investment Act funding is provided to support employment and training activities for Indians, Alaska Native, and Native Hawaiian individuals.

Youth Opportunity Grants

www.doleta.gov/youth_services/yog.gsp

Youth Opportunity Grants provide funds to eligible entities for activities to increase the long-term employment of youth who live in Empowerment Zones, Enterprise Communities, and High Poverty areas.

Older American Act

www.doleta.gov

The Older Americans Act, provides assistance to low-income, older workers by providing meaningful part-time work experience and opportunities to obtain unsubsidized jobs in the private and public sector.



America's
Workforce
Network

America's Workforce Network Members - State Websites

Alabama

www.dir.state.al.us

Arizona

www.workforce.az.gov

California

www.labormarketinfo.edd.ca.gov

Connecticut

www.ctdol.state.ct.us

District of Columbia

www.does.ci.washington.dc.us

Georgia

www.dol.state.ga.us

Hawaii

www.hiwi.org

Illinois

www.ILWorkforceInfo.com

Iowa

www.state.ia.us/iwd

Kentucky

www.workforcekentucky.ky.gov

Maine

www.state.me.us/labor/lmis/index.html

Massachusetts

www.detma.org/LMIHome.htm

Minnesota

www.deed.state.mn.us

Missouri

www.works.state.mo.us/lmi

Nebraska

www.dol.state.ne.us/nelmi.htm

Alaska

www.almis.labor.state.ak.us

Arkansas

www.arworks.org

Colorado

www.coworkforce.com

Delaware

www.oolmi.net

Florida

www.labormarketinfo.com

Guam

Not Available

Idaho

www.labor.state.id.us

Indiana

www.dwd.state.state.in.us

Kansas

www.laborstats.hr.state.ks.us

Louisiana

www.laworks.net

Maryland

www.dllr.state.md.us/lmi/index.htm

Michigan

www.michlmi.org

Mississippi

www.mesc.state.ms.us/lmi/index.html

Montana

www.erd.dli.state.mt.us

Nevada

www.detr.state.nv.us



America's
Workforce
Network

America's Workforce Network Members - State Websites

New Hampshire

www.nhworks.state.nh.us

New Mexico

www.dol.state.nm.us

North Carolina

www.ncesc.com

Ohio

www.lmi.state.oh.us

Oregon

www.QualityInfo.org

Puerto Rico

Not Available

South Carolina

www.sces.org

Tennessee

www.state.tn.us/labor-wfd/lmi.htm

Utah

www.jobs.utah.gov/wi/

Virgin Islands

Not Available

Washington

www.wa.gov/esd/lmea

Wisconsin

www.dwd.state.wi.us/dwelmi

New Jersey

www.nj.gov/labor

New York

www.labor.state.ny.us

North Dakota

www.state.nd.us/jsnd

Oklahoma

www.oesc.state.ok.us/lmi/

Pennsylvania

www.dli.state.pa.us/workforceinfo

Rhode Island

www.dlt.ri.gov/lmi/

South Dakota

www.state.sd.us/dol

Texas

www.texasworkforce.org

Vermont

www.vermontjoblink.com

Virginia

www.VaEmploy.com

West Virginia

www.state.wv.us/bep/lmi/

Wyoming

www.wydoe.state.wy.us

DREAM IT. FIND IT. GET IT.

1.877.US-2JOBS

Career Exploration



O*NET Career Exploration Tools

www.onetcenter.org

The U.S. Department of Labor's Employment and Training Administration has developed the O*NET Career Exploration Tools, a group of career counseling assessment tools. The tools are designed to assist a wide variety of users with identifying information about themselves. They can use this self-knowledge to guide their exploration of occupations included in the Occupational Information Network (O*NET), the replacement of the Dictionary of Occupational Titles.

The tools stress whole-person assessment. Users are able to take a variety of valid and reliable assessments, each providing important information that can help them explore the world of work. The O*NET Career Exploration Tools include:

- O*NET Ability Profiler
- O*NET Interest Profiler
- O*NET Computerized Interest Profiler
- O*NET Work Importance Locator
- O*NET Work Importance Profiler

O*NET Career Exploration Tools are designed to be interactive and flexible. Individuals are able to take one or all of the instruments, depending on their particular needs. They also may take the tools in conjunction with privately-developed career counseling tools. Additionally, the O*NET Interest and Work Importance tools can be self-administered by a large percentage of individuals, with no outside assistance. The tools provide individuals with results presented on score reports that are self-interpretable. The tools and their associated reports also are useful for group settings, such as training programs, classrooms, and job search programs.

Electronic components of the Ability Profiler, Ability Profiler, Computerized Interest Profiler, Work Importance Locator, and the Work Importance Profiler tools (e.g., instruments, software, score reports, master list of occupations, and user's guides, along with documentation and supplementary reports) are available for **download** from the O*NET website at: www.onetcenter.org/tools/html

For further information on any O*NET products or services contact:

National Center for O*NET Development
P.O. Box 27625
Raleigh, NC 27611

Phone: (919) 733-2790
E-mail: onet@ncmail.net

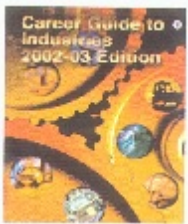


Occupational Outlook Handbook

**2004-05 Edition
Reprints**

www.bls.gov/oco

The *Occupational Outlook Handbook* is a nationally recognized source of career information, designed to provide valuable assistance to individuals making decisions about their future work lives. The roughly 280 occupational groupings covered in the *Handbook* accounted for about 90 percent of the jobs in the economy in 2003. Full text reprints are available free of charge at: www.bls.gov/oco/home.htm



Career Guide to Industries

**2004-05 Edition
Reprints**

www.bls.gov/oco/cg/

The *Career Guide to Industries* provides occupational information from an industry perspective. The 42 industry groupings covered in the *Guide* accounted for 3 out of 4 wage and salary jobs in the economy in 2003.



Occupational Outlook Quarterly online

www.bls.gov/pub/ooq/ooqhome.htm

The BLS magazine for students, career counselors, and others interested in up-to-date information on careers and other workforce topics is also available on the internet. This site provides the latest issue of *Occupational Outlook Quarterly* and the content of all past issues of the *OOQ* back to the Spring 1999 issue. The special Winter 2001-02 issue presents “Charting the Projections: 2000-1010,” an easy to follow summary using charts of the latest BLS projections. The spring 2002 issue features “The 2000-10 Job Outlook in Brief,” a convenient summary of the outlook for employment in each of the occupations covered in the *Handbook*.



Virginia VIEW

Vital Information for Education and Work

www.vaview.vt.edu

Virginia VIEW (Vital Information for Education and Work) is a comprehensive source of career and education related information. A service of Virginia Polytechnic Institute and Virginia State University, Virginia VIEW offers a wide variety of career and education related resource materials. These valuable resources are designed to assist both students and administrators. Through instructional career materials and educational resources, Virginia VIEW offers a series of comprehensive tools to aide in career and education exploration.

Virginia VIEW Interactive is a computer based program that allows individuals to access over 600 career profiles and view a series of brief occupational videos. Through a series of career related questions, students are able to narrow their search to the occupations that best fit their qualifications.

In addition, Virginia VIEW offers a Resource CD that provides administrators with reproducible copies of career and education related instructional materials. These materials can be used alone or in conjunction with the Virginia VIEW Interactive software.

For further information on Virginia VIEW products and services, contact:

Virginia VIEW
College of Human Resources and Education
205 West Roanoke Street, 0527
Blacksburg, VA 24061

Phone: (540) 231-7571
E-mail: cil@vaview.vt.edu



New York
CareerZone

www.nycareerzone.org

CareerZone is a career exploration tool that will give you easy access to information for over 1,100 occupations found in the O*NET Database. Through CareerZone you can find information on the skills, abilities, and experience required for many occupations.

For more Information about CareerZone, call 1-877-226-5724 or e-mail: support@nycareerzone.org

CareerZone is available for preview on the Internet at: www.nycareerzone.org



Occupational Career Videos

CD-ROM

Alabama Department of Industry Relations

www.dir.state.al.us/lmi

Occupational Videos

These videos profile 200 occupations. Each profile describes the basic skills and worker characteristics that are necessary to perform the job, including a job description. Each video is open-captioned and narrated. Individuals can select from an extensive index to view a job description, work environment and context, skills and abilities required to do a job successfully. These CD's are available in English and Spanish, with open captioning.

For further information on the products and services offered through the Alabama Department of Industry Relations, contact:

Alabama Department of Industrial Relations
Labor Market Information Division
649 Monroe Street
Montgomery, AL 36131

Phone: (334) 242-8860

Arkansas Employment Security Department

www.accessarkansas.org

Career Videos

A 7-CD set that contains about 350 one to two-minute video clips showing people working in various occupations with an audio description of the duties and requirements of each position.

For further information on the products and services offered through the Arkansas Employment Security Department, contact:

Arkansas Employment Security Department
Occupational Career Information
P.O. Box 2981
Little Rock, AR 72203

Phone: (501) 682-3117



Occupational Safety and Health Training Programs

Minnesota Department of Labor & Industry

www.doli.state.mn.us/appr.html

Occupational Safety Training Program

The Occupational Safety Training Program assists students in learning how to practice preventive safety measures. It teaches individuals to take precautions in the work place that they might normally take for granted. The program consists of 8 easy lessons. Each helps individuals to better understand the variety of dangers they might encounter or be exposed to on the job as well as best safety practices. Lesson plans include:

- Lesson 1: Safety on walking and working surfaces
- Lesson 2: Basics of fire protection and emergency exits
- Lesson 3: Protective guards on machinery
- Lesson 4: Electrical hazards
- Lesson 5: Basics of hazard communications terms
- Lesson 6: Equipment used on the job (clothing, gloves, shoes, helmets, etc.)
- Lesson 7: Equipment tagging and locking
- Lesson 8: Safe material handling

Occupational Health Training Program

The Occupational Health Training Program assists individuals in comprehending basic health safety information. The program is broken down into 5 lessons and focuses on preventing students from getting injured while on the job. The following health training areas are covered:

Lessons 1-3: Prevention - understanding occupational health safety, personal and industrial hygiene and knowing their work environment.

Lessons 4-5: Knowing what to do if hurt on the job - basic first aid and CPR.

Both Safety Programs are designed to help students learn independently or with a facilitator. Exams, provided at the end of each lesson, can be used to demonstrate competency for each topic and be graded, if necessary. Teachers are also supplied a manual to guide students through materials, and the manual contains answers to all of the tests.

To obtain copies of these programs in PDF format go to: www.doli.state.mn.us/appr.html

Career Exploration

Informational Publications

The following publications are designed to instruct individuals entering and re-entering the job market, in the “pre-employment” basics, (e.g. resume, job application, appropriate dress, interview tips). In addition, most publications also contain brief profiles on occupations, including a job description, average pay, and growth rate.

All publications listed within this section are produced by members of America’s Workforce Network. For ordering information contact the State Department of Labor listed below each entry. Refer to **Appendix (A)** of this Manual for complete contact information.

CareerWise

CareerWise was designed for the adult career explorer. Some of the articles included in the *CareerWise* include surviving being fired or laid off, where to go and sites to check out if interested in re-careering, how and where to begin looking for that new job, completing a job application, developing a resume that will get noticed (including completing an electronic resume), how to ask people to be a reference (and how to help them do a good job), interviewing techniques, when and how to accept a job, how to keep a job, how to start your own business, and more.

Contact: South Dakota Department of Labor
Labor Market Information Center

Phone: (605) 626-2314

Website: www.state.sd.us/applications/LD18OrderForm/

Your Winning Edge

This publication guides job seekers through initial career planning, from preparing a resume and cover letter to conducting a successful job search. It also provides specialized guidance for youth, older workers, dislocated workers and ex-offenders.

Contact: New York State Department of Labor
Office of Communication

Phone: (518) 457-5519

Website: www.labor.state.ny.us

Job Search Information Series

The *Job Search Information Series* is a series of booklets that guide job seekers through career planning. Each booklet, *Preparing Resumes and Cover Letters*, *Job Applications*, *The Job Search*, and *Job Interview* are designed to take individuals through all aspects of the job search process.

Contact: New Hampshire Employment Security
Public Information Division

Phone: (603) 228-4100

Website: www.nhworks.org

Pennsylvania Career Guide

Designed to assist those exploring careers and making decisions about post-secondary education, training and work. The guide contains employment outlook and wage information for over 200 selected occupations.

Pennsylvania Career Guide (Resource Guide)

The Pennsylvania Career Guide - Resource Guide, can be used to guide students and jobseekers through career exploration exercises.

Pennsylvania Occupational Outlook Handbook

Contains descriptions of what workers do on the job, working conditions, the training and education needed, earnings, and expected job prospects in a wide range of occupations. (Not Specific To Pennsylvania)

Contact: Pennsylvania Department of Labor and Industry
Center for Workforce Information and Analysis

Phone: (717) 787-6466

Website: www.dli.state.pa.us

Job Hunting in Maine - Putting the Pieces Together

This booklet contains tips and techniques to assist in your job search. Skills analysis, resume building, cover letters, applications, interviewing, and use of CareerCenter resources.

Wicked Good Stuff for Job Seekers

What web sites and resources can help me plan my career? Wicked Good Stuff for Job Seekers identifies sites and labor market publications to help individuals make informed career choices.

Contact: Maine Department of Labor
Labor Market Information Services

Phone: (207) 287-2271

Website: www.Maine.gov/labor/lmis/

Career Watch Magazine

A voluminous booklet containing brief profiles on some 200 occupations, including a job description, average pay, and growth rate. Also contains numerous job-hunting tips and general career information. Designed for each user to keep as a personal resource.

The Future Awaits

A guide for instructors to teach young adults and those entering the workplace for the first time. It is designed to assist individuals with “pre-employment” basics.

Contact: Arkansas Employment Security Department
Labor Market Information

Phone: (501) 682-3117

Website: www.accessarkansas.org/esd

Job Search Guide - Strategies for Professionals

This guide provides important job search information, including specific steps that job seekers can follow to identify employment opportunities. Jobseekers can use the information in this guide to develop job hunting strategies, learn skills and techniques for successfully completing the applicant screening process (e.g., filling out applications, answering interview questions, completing employment tests), as well as identifying other resources that can be helpful in locating employment.

Finding a New Job With Skills You Already Have

This is a do-it-yourself handbook for people looking for a new job. It's for anyone changing jobs, but will be most useful if you're changing from one company to another, from one field to another or from one kind of employment situation to another. It is transference of skills. Individuals will learn the steps they can take to get a new job, instead of just waiting for one to come along.

Contact: Employment Development Department
State of California

Phone: (916) 654-5924

Website: www.labormarketinfo.edd.ca.gov

Applying for Government Jobs

A step-by-step guide for finding employment in federal, state, and local governments. Included are job hotlines and instructions for using online job-search and application systems. Information is specific to Arizona on a state and local level but can be applied nationally for federal employment contacts.

Contact: Arizona Employment Security - Labor
Labor Market Information Publications

Phone: (602) 542-3871

Website: www.de.state.az.us/links

Career Exploration Informational Brochures

All materials listed within this section are produced by members of America's Workforce Network. For ordering information contact the State Department of Labor listed below each entry. Refer to **Appendix (A)** of this Manual for complete contact information.

Marketing Your Job Skills

This booklet is a 16-page guide for job seekers on how to prepare for and execute a job search, with guidance on self-appraisal, resumes and cover letters, finding job leads, interviewing, and testing.

Pocket Resume for Job Interviews

3 ½ " x 8 ½ " pocket card for job seekers is designed to be a "crib sheet" of sufficient tips on interviewing, has blanks on flip side for filling in general information for "last-minute" reminders.

Attention Veterans

Designed to inform United States Military Veterans of the priority services prescribed by federal law that are available to veterans seeking employment and training help, re-employment assistance in making transition from military to civilian life, and special hiring and training opportunities for veterans, including disabled veterans.

Work Opportunity Tax Credit

Informs employers how to earn thousands of dollars via tax credits for each hard-to-place worker (youth, older workers, ex-felons, welfare recipients, etc.) they hire and retain. May also be used by jobseekers to inform prospective employers of the benefits available for hiring them.

Fidelity Bonding

Brochure advising employers they can secure federal fidelity bonding for high-risk prospective employees, such as ex-offenders.

Contact: Illinois Department of Employment Security
Public Information Office

Phone: (866) 663-7723

Website: www.wic.ilworkinfo.com

If You Are a High School Graduate / Dropout

Bookmark - A handy reminder for students about the benefits of staying in school, this bookmark compares employment and earnings outlook for a high school graduate versus a high school dropout.

FORUM

Virginia's Labor Market & Occupational Information Newsletter, contains recent developments in labor market and occupational information activities.

Eight Keys to Employability

A one-page fact sheet on characteristics that increase the value an employee has to an employer.

North American Industry Classification System (NAICS)

A listing of the NAICS with a short-title-description of corresponding economic activity.

Pocket Resume

A tri-fold that fits in a wallet or pocket to be used when going on job searches and interviews.

Sample Job Application

A one-page form used for practice in filling out job applications.

Ten Most-Wanted Skills

A one-page report listing the ten most-wanted skills employers seek from employees.

Why is Education Important

A one-page fact sheet illustrating the relationship between education, earnings, and unemployment.

Contact: Virginia Employment Commission
Labor Market and Demographic Analysis Unit

Phone: (804) 786-8223

Website: www.VaEmploy.com

Occupational Profile Brochures

Each brochure features a fast growing or targeted occupation, a description of the typical tasks performed, and educational and licensing requirements. Each set includes 25 individual occupational brochures.

Contact: Florida Agency for Workforce Innovation
Publications Department

Phone: (850) 488-1048

Website: www.labormarketinfo.com

How to Prepare Yourself for Job Interviews

3 ½ x 8 ½ single sheet brochure: Offers tips on how to prepare for job interviews.

Is Your Resume a Dinosaur?

Explains how to reformat a resume to make it compatible with the resume-scanning software used by many of today's employers.

What Next? The Road to a New Job

Focuses on assisting dislocated workers overcome the problems they may face as a result of losing their jobs; contains helpful strategies for handling financial and emotional problems as well as starting a job search.

A Better Way

Presents novice job seekers with an action plan designed to help them better focus their job-search efforts.

Money in Your Hand

Describes the Earned Income Tax Credit and the Child and Dependent Care Tax Credit.

Contact: New York State Department of Labor
Division of Research and Statistics

Phone: (518) 457-1130

Website: www.labor.state.ny.us/labor_market/publications/

Career Exploration Informational Posters

All materials listed within this section are produced by members of America's Workforce Network. For ordering information contact the State Department of Labor listed below each entry. Refer to **Appendix (A)** of this Manual for complete contact information.

Interview Tips

An 18" x 24" poster with tips for making interviewing successful.

Skills Needed

An 24" x 18" poster listing skills needed for success in the workplace.

Contact: Virginia Employment Commission
Labor Market and Demographic Analysis Unit

Phone: (804) 786-8223

Website: www.VaEmploy.com

Career Posters

This set of 10 posters displays career, education, and wage information for leading industries. The sets are available in both 18" x 24" and 8 ½ x 11" sizes.

Wage Conversion Poster

This is an 18" x 24" poster that provides wages from \$5.15 an hour to \$15.00 an hour on a weekly, monthly, and yearly basis.

Contact: Florida Agency for Workforce Innovation
Publications Department

Phone: (850) 488-1048

Website: www.labormarketinfo.com

General Assistance Programs



**United States
Department of
Education**

www.gov/prog_info/SFA

The Student Guide: Financial Aid from the U.S. Department of Education

The United States Department of Education administers numerous financial assistance programs. These programs consist of loans and / or grants. Through their publication entitled, *The Student Guide* individuals can obtain detailed information on all the financial assistance programs available.

To receive aid from any federal student aid program individuals must meet certain requirements. The law suspends aid eligibility for students convicted under federal or state law of sale or possession of illegal drugs. The period of ineligibility varies and depends on whether the conviction was for sale or possession, and whether the student had previous offences. The student regains eligibility when the period of suspension ends, or in some cases, only when the student completes an acceptable drug rehabilitation program. If you have a conviction or convictions of these offenses, call 1-800-4-FED-AID to find out how, or if, this law applies to you. Even if you're ineligible for federal aid, you should complete the FAFSA because schools use this application for awarding nonfederal aid.

Incarcerated persons have limited eligibility for federal student aid. An incarcerated person is eligible for a Pell Grant only if he or she is incarcerated in a nonfederal or nonstate penal institution, such as a local or county jail.

For further information or to obtain copies of *The Student Guide: Financial Aid from the U.S. Department of Education*, contact:

Federal Student Aid Information Center
P.O. Box 84
Washington, DC 20044

Phone: (800) 4-FED-AID

“Learn to Earn - Education Pays”

1.800.4.FED.AID



**U.S. Department of
Housing & Urban
Development**

www.hud.gov

HUD's Public Housing Program

Public housing was established to provide decent and safe rental housing for eligible low-income families, the elderly, and persons with disabilities. Public housing comes in all sizes and shapes, from scattered single family houses to high-rise apartments for elderly families. There are currently approximately 1.3 million households living in public housing units, managed by some 3,300 Housing Authorities. The U.S. Department of Housing and Urban Development (HUD) administers Federal aid to local housing agencies (HA) who manage the housing for low-income residents at rents they can afford. HUD furnishes technical and professional assistance in planning, developing and managing these developments.

Public housing is limited to low-income families and individuals. An HA determines your eligibility based on: 1) annual gross income; 2) whether you qualify as elderly, a person with a disability, or as a family; and 3) U.S. citizenship or immigration status.

Housing Choice Vouchers (Section 8)

The housing choice voucher program is the federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments. The participant is free to choose any housing that meets the requirements of the program and is not limited to units located in subsidized housing projects.

Housing Choice Vouchers are administered locally by public housing agencies (PHAs). The PHAs receive federal funds from the U.S. Department of Housing and Urban Development (HUD) to administer the voucher program.

A housing subsidy is paid to the landlord directly by the PHA on behalf of the participating family. The family then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program. Under certain circumstances, if authorized by the PHA, a family may use its voucher to purchase a modest home.

Information and Applications

If you are interested in applying for any of these programs or seek further information, contact your local HA, if you have trouble contacting the HA, contact the local HUD Field Office. See **Appendix (B)** for a complete listing of HUD Field Offices throughout the United States.

U.S. Department of Agriculture

Rural Housing Service

www.rurdev.usda.gov

The direct and indirect impacts of housing development and rehabilitation reverberate throughout the nation. Residential construction and rehabilitation stimulate various manufacturing and trade industries and related professional services. Housing activities also benefits the larger economy as wages are earned and spent by those directly involved in housing development. RHS has played a significant role in the National Partnership for Homeownership to help more women and minorities achieve their homeownership goals.

There are more than 2.5 million substandard housing units in rural America. Rural Housing Service (RHS) housing programs help address this challenge by annually financing new or improved housing for over 65,000 low - to moderate - income families annually. Over 2 million families now own their homes as a result of the RHS rural homeownership programs.

RHS offers two types of home ownership loans: guaranteed and direct loans. The purpose is to provide financing - with no downpayment and at favorable rates and terms - either through a direct loan with RHS or with a loan from a private financial institution which is guaranteed by RHS. These loans are for the purchase, construction, rehabilitation, or relocation of a dwelling and related facilities for low - or moderate - income rural persons.

Self - Help Housing

Self-Help Housing Loans help groups of six to ten low - income families build their own homes by providing materials and the skilled labor they cannot furnish themselves. The families must agree to work together until all homes are furnished.

Rural Rental Housing Loans

Apartment living is often an alternative for people who cannot afford the purchase price and maintenance costs of their own individual house. Rural Rental Housing loans are made to finance building construction and site development of multi - family living quarters for people with low, very low and moderate incomes. Some units are reserved for people aged 62 and over. Loans can be made in this program to construct housing that will be operated in cooperative form, but loan funds may not be used to finance individual units within a project.

Home Improvement Loans and Grants

Home Improvement and Repair Loans and Grants enable low - income rural homeowners to remove health and safety hazards from their homes and to make accessible for people with disabilities. Grants are available for people 62 years old and older who cannot afford to repay a loan.

Housing Preservation Grants

These grants help low - income homeowners repair and rehabilitate their homes. Rental property owners can use them to repair and rehabilitate their units if they agree to make such units available to low - income families.

Housing Subsidies

RHS can help subsidize monthly mortgage and rental payments, limiting these costs to no more than 30 percent of the adjusted monthly income of the applicant.

These subsidies can be used for the direct home ownership, rural rental and farm labor programs described above.

Farm Labor Housing

Farm Labor Housing Loans and Grants enable farmers, public or private nonprofit organizations, and units of State and local governments to build, buy, or repair farm labor housing in either dormitory or multifamily apartment styles.

Information and Applications

Detailed information and applications for financial assistance are available through State and local offices of USDA Rural Development.

Or you may contact the National Office at:

USDA Rural Housing Service
Stop 0780
1400 Independence Avenue, S.W.
Washington, D.C. 20250-0780

Phone: (202) 720-5177

“Investing in America”



**Social
Security
Administration**

www.ssa.gov

What Prisoners Should Know About Social Security

Social Security and Supplemental Security Income (SSI) benefits generally are not payable for months that you are confined to a jail, prison or certain other public institutions for commission of a crime. And, you are not automatically eligible for Social Security or SSI benefits when you are released.

Who Can Get Benefits?

Social Security disability benefits can be paid only to people who have recently worked and paid Social Security taxes, and who are unable to work because of a serious medical condition that is expected to last at least a year or result in death. The fact that an individual is a recent parolee or is unemployed does not qualify as a disability. No benefits are payable for months in which you are confined to a jail, prison, or other correctional facility or certain other public institutions.

Social Security retirement benefits can be paid only to people who are 62 or older. Generally, you must have worked and paid taxes into Social Security for 10 years to be eligible. Benefits are usually not paid for the months you have been sentenced to a jail, prison or correctional facility or confined to certain public institutions for committing a crime.

SSI benefits can be paid to people who are 65 or older, blind or disabled and who have low income and few resources. No SSI benefits are payable for any month throughout which you reside in a jail, prison or certain other public institution.

In all cases, you must apply for benefits with a Social Security office if you think you qualify. Although you cannot receive benefits while you are confined to a jail, prison or certain other public institutions, your spouse or children, if they are eligible, can be paid benefits on your record.

Social Security Can Help You In Other Ways

If you've lost your Social Security card, contact Social Security for a replacement. Many employers will not hire you, and many social service agencies will not be able to help you without a card.

If you want to find out how much your future Social Security benefits will be or if you want to check the earnings that have been reported for you to Social Security, you can get a free *Social Security Statement*.

1.800.772.1213



**Social
Security
Administration**

Work Incentives Improvement Act

The Ticket to Work and Work Incentives Improvement Act is federal legislation which addresses the barriers to employment among persons with disabilities who receive Supplemental Security Income (SSI) and / or Social Security Disability Insurance (SSDI). While it is common knowledge that many persons receiving these benefits may require this support into retirement age, it is recognized that many persons can successfully return to work with proper information, guidance, and individualized support.

Ticket to Work Program

www.tickettowork.com/

The “Ticket to Work” is a specialized work incentive. It is intended for anyone ages 18 - 64 receiving SSI and / or SSDI who is interested and capable of working to a capacity such that his cash benefits would be terminated in a relatively brief period. Use of this work incentive is optional. 1-866-968-7842 (Maximus)

Benefits Planning Assistance & Outreach

www.socialsecurity.gov/work/ServiceProviders/bpaofactsheet.html

A key service element is the Benefits Planning Assistance and Outreach Program (BPAO). The BPAO Program is conducted under cooperative agreements between SSA and local organizations to deliver customer-friendly analysis of the impact of earned income on SSA cash benefits and related health care. BPAO staff are trained and certified in benefits counseling under the direction of SSA. The service is available to anyone receiving an SSI and / or SSDI cash payment between the ages of 14-64. Ideally this service is targeted for persons who are working or are considering work in the near future.

Other SSA Work Incentives

For individuals who are interested in work, but may not be able to reach termination through the Ticket Program, SSA offers an array of other work incentives, including:

- Earned Income Exclusion for In-School Youth receiving SSI
- Earned Income Exclusion for Persons Receiving SSI due to Blindness
- SSI Eligibility after Earning Substantial Activity Amount
- Plan for Achieving Self-Support (PASS)
- Trial Work Period for SSDI Beneficiaries
- Extended Period of Eligibility for SSDI Beneficiaries
- Expedited Reinstatement

Individuals interested in any of these programs are encouraged to contact your local BPAO provider to learn how these work incentives and others will allow you to reach your individual goals.



**U.S. Department
of Health and
Human Services**

Child Support Enforcement

The Child Support Enforcement (CSE) Program is a Federal / State / local partnership to collect child support: We want to send the strongest possible message that parents cannot walk away from their children. Our goals are to ensure that children have the financial support of both their parents, to foster responsible behavior towards children, and to reduce welfare costs.

The CSE Program was established in 1975 as Title IV-D of the Social Security Act. It functions in all States and territories, through the State / county Social Service Department, Attorney General's Office or Department of Revenue. Most States work with prosecuting attorneys, other law enforcement agencies, and officials of family or domestic relations courts to carry out the program at the local level.

State Child Support Programs locate noncustodial parents, establish paternity, establish and enforce support orders, and collect child support payments. While programs vary from State to State, their services are available to all parents who need them.

The Federal Office of Child Support Enforcement is part of the U.S. Department of Health and Human Services. It helps States develop, manage, and operate their programs effectively and according to Federal law. The office pays the major share of State program operating costs, provides policy guidance and technical help to enforcement agencies, conducts audits and educational programs, supports research, and shares ideas for program improvement.

The Office of Child Support Enforcement produces a publication entitled, *Handbook on Child Support Enforcement*. This valuable resource offers detailed information regarding child support enforcement. It also contains a listing of State Child Support Enforcement Offices. By contacting your local office you can obtain accurate information regarding all outstanding obligations.

To obtain a copy of the *Child Support Enforcement Handbook* (English or Spanish), contact:

Office of Child Support Enforcement
Division of Consumer Services
National Reference Center
Mail Stop OCSE / DCS
370 L'Enfant Promenade, S.W.
Washington, D.C. 20477

Phone: (202) 401-9383

Business / Consumer Education



United States
Small Business
Administration

www.sba.gov

Loan Programs

The SBA is Congressionally mandated to assist the nation's small businesses in meeting their financial needs. The agency's finance programs enhance the ability of lenders to provide long - and short - term loans to small businesses that might not qualify through normal lending channels.

There are four basic types of SBA lending and equity investment programs available: the 7(a) Loan Guarantee Program, the 7 (m) Microloan Program, the 504 Certified Development Company Loan Program and the Small Business Investment Company Program. See **Appendix (C)** of this Manual for national contact information.

Eligibility

Loan applications can not be accepted from firms where a principal, owner, officer, director, key employee or principal of an affiliated business are currently incarcerated, on parole or on probation, or have been indicted for a felony or a crime of moral turpitude. Further, if probation or parole is lifted expressly because it prohibits an SBA loan the application would not be eligible.

This however does not preclude these individuals from receiving training or counseling through SBA sponsored or supported programs.

Small Business Development Center

The Small Business Development Center provides management and technical assistance, counseling and training to current and prospective small business owners through SBDCs. Administered by the SBA, the SBDC program is a cooperative effort of the private sector, the educational community, and federal, state and local governments. For more information go to: www.sba.gov/sbdc/index/html

Service Corp of Retired Executives

Offers counseling and training for small business owners who are starting, building or growing their business. Funded by a grant from the SBA, SCORE's services are free of charge. See **Appendix (D)** of this Manual for national contact information. For more information go to: www.score.org



**United States
Small Business
Administration**

Publication Ordering Information

A dozen **easy** steps to ordering publications directly from the SBA Warehouse

- You will need internet access
- Proceed to the web site: www.propshop.psc.gov
- On the large wheel click on “product distribution”
- Click on the SBA logo
- Enter username **SBA** and password **field** (lower case) - *Authorized by SBA*
- Search by product ID or search by description. If you know the item number, enter it under product ID. **The pre-fix is not required.** Use the Quick Catalog in the upper-right corner to find the Product Code.
- To search by description, give a brief description of the title.
- Click on search and then enter the amount you want to order and click on order.
- Your shopping cart will list all of the items you have requested.
- To finalize the order, click on **finalize order** at the top of the shopping cart. You will have the option to review or to modify your order. Once you have reviewed and / or modified your order, please choose **finalize my order**.
- You will now be asked to enter name, address, building and phone. When prompted for payment method, please choose **Memo of Agree (MOA)**.
- Once you have finalized the order you will receive your **confirmation order number**. Please make note of this number for future reference.



www.irs.gov

Taxpayer Education Programs

The Internal Revenue Service offers a series of free instructional CD's and video workshops on issues like record-keeping, personal tax issues, employment tax and electronic tax filing. By preparing individuals for the responsibility of paying taxes they will be better prepared to conquer today's ever-changing workforce.

Virtual Small Business Workshop

The Virtual Small Business Workshop (IRS Publication 3693) is a CD-ROM for small business owners, and those interested in starting their own business. It incorporates dynamic, interactive elements into one integrated product. The workshop consists of six topics presented by IRS instructors. These topics are: Business Structures, Payroll Taxes, Electronic Filing, Business Expense Deductions, Record Keeping, and Small Business Websites.

Small Business Resource Guide

The Small Business Resource Guide 2005, (IRS Publication 3207) contains all the business tax forms, instructions, and publications needed by small business owners and individuals starting a small business. In addition, the CD provides an abundance of other helpful information, such as how to prepare a business plan, finding financing for your business, and much more.

Intro to Taxes

The Intro to Taxes (IRS Publication 3693) CD-ROM is designed to introduce new small business owners and self-employed entrepreneurs to IRS tax law in an easy-to-understand format. The program teaches the basics of how to comply with IRS rules and regulations while starting and operating a small business. The CD provides both the instructor and the student with the necessary information and resources to understand taxpayer rights and to meet record keeping and reporting requirements.

These programs are usable in a classroom setting, one-on-one counseling, or as a self-study tool. It is a fun, well-paced and creative educational tool that makes use of voice, video, animation, graphics, and contemporary situations.

These products may be ordered at: www.irs.gov/smallbiz

“Working to Put Service First”



www.fdic.gov/consumers/consumer/moneysmart/

Money Smart

The Federal Deposit Insurance Corporation (FDIC) recognizes the importance of financial education, particularly for people with little or no banking experience. The FDIC created the ten-module Money Smart curriculum to help low and moderate income individuals understand basic financial services, develop money management skills, and learn how to use banking services effectively.

As a Money Smart Alliance Partner, the Federal Bureau of Prisons endorses the program to promote financial education, asset building, and self-sufficiency to help offenders prepare for a successful return to society.

For more information regarding the FDIC Money Smart program contact:

Federal Bureau of Prisons
Inmate Skills Development Branch
320 First Street, NW
HOLC Building, Room 460-B
Washington, DC 20534

Phone: (202) 353-3598

E-mail: BOP-CPD/InmateSkillsDvlp@bop.gov

Building:

Knowledge,

Security,

Confidence



www.federalreserve.gov

Consumer Education Programs

The Federal Reserve System maintains a network of twelve Federal Reserve Banks and twenty-five Branches to carry out a variety of System functions. Each Federal Reserve Bank offers a wide variety of consumer education materials. These materials are made available through each Federal Reserve Bank's individual Consumer Affairs Department. Materials range from informational brochures to computer-based software applications. Below is a brief sampling of some brochures available through the Federal Reserve System. For a detailed listing of the Consumer Information Products available, contact each Federal Reserve Bank for a directory of materials. See **Appendix (E)** of this Manual for a listing of Federal Reserve Banks.

What Your Credit Report Says About You

Explains what a credit report is, how it is used, and why prospective borrowers should obtain copies of their report before applying for credit.

Your Credit Rating

Explains what a credit rating is and why it is important to protect it.

Your Credit Rights

Summarizes the major consumer protection laws relating to credit.

How to Establish, Use, and Protect Credit

Discusses how to qualify for credit and use it wisely.

Applying for Credit and Charge Cards

Explains how the Fair Credit and Charge Card Disclosure Act helps consumers shop for credit.

Bank Products

Alerts consumers to the differences between deposits and investments, emphasizing that deposits alone are federally insured while investment products are not.

The above captioned brochures may be ordered at: www.phil.frb.org/publicaffairs/pubs/pubindex.html

Substance Abuse & Mental Health

National Clearinghouse for
Alcohol and Drug Information

www.ncadi.samhsa.gov

The Substance Abuse and Mental Health Services Administration's (SAMHSA) National Clearinghouse for Alcohol and Drug Information (NCADI) is the Nation's one-stop resource for the most current and comprehensive information about substance abuse prevention. They distribute the latest studies and surveys, guides, videocassettes, and other types of information and materials on substance abuse from various sources such as the U.S. Department of Education, Labor, and Health and Human Services (HHS).

The National Clearinghouse for Alcohol and Drug Information employs English and Spanish speaking information specialists who are skilled at recommending appropriate publications; conducting customized searches; providing grant and funding information; and referring people to appropriate organizations for assistance. They are available 24 hours a day, 7 days a week to take your call at: **1-800-729-6686**.

SAMHSA Program Components

PREVLIN

www.health.org

PREVLIN allows users to access from their computer the full publications catalog, many publications, the latest research, daily news updates, and searchable databases. PREVLIN also has an extensive conference calendar, and funding information. With its extensive, up-to-date holdings, PREVLIN has become one of the largest, most popular Web sites that provides information on substance abuse treatment, prevention, and education.

Substance Abuse Treatment Locator

www.findtreatment.samhsa.gov

The Treatment Locator has information on the services and a map of the location of over 11,000 alcohol and drug treatment facilities in the United States. This program can be readily accessed from the searchable SAMHSA's Substance Abuse Treatment Locator on the Web.

Treatment Referral Service

Treatment Referral Service is available 24 hours a day, 7 days a week, with trained staff to locate the treatment center nearest you. These are not trained counselors, but they are available to make referrals to appropriate treatment centers or support groups. For referral, call **1-800-662-HELP**.

National Directory of Drug and Alcohol Abuse Treatment Programs

www.findtreatment.samhsa.gov

The National Directory of Drug and Alcohol Abuse Treatment Programs is a listing of Federal, State, local, and private facilities that provide substance abuse treatment services. It includes treatment facilities that: 1) are licensed, certified, or otherwise approved for inclusion in the Directory by their State substance abuse agencies, and 2) responded to the most recent National Survey of Substance Abuse Treatment Services (N-SSATS). The information about each facility that appears in the Directory was provided by the facility in response to the N-SSATS. The N-SSATS is conducted annually by the Substance Abuse and Mental Health Services Administration.

The Directory is ordered alphabetically by State, by city within each State, and by facility name within each city. Each facility listing includes codes that represent the services offered and other features, including codes that indicate services for hearing impaired and non-English speaking clients. Codes are defined in a key shown on the cover flap and on pages throughout the Directory. Because the services offered by a particular facility may change over time, it is always a good idea to verify the information in the Directory when contacting a facility.

The National Directory of Drug and Alcohol Abuse Treatment Programs is available on-line in a searchable format with maps showing the locations of each facility. Go to: www.findtreatment.samhsa.gov

A print version of the Directory is also available by contacting:

SAMHSA's National Clearinghouse for Alcohol and Drug Information
P.O. Box 2345
Rockville, MD 20847-2345

Phone: (301) 468-6686

1.800.729.6686

The Salvation Army Ex-Offender Programs

www.usc.salvationarmy.org

Adult Rehabilitation Centers

Parolees, and those on probation, may elect, or may be assigned, to enter one of these centers, with the approval of their parole or probation officer, and with the understanding that their program is a Christian, spiritual program. The program is offered at no cost to those without income and is especially appropriate for those with treatable handicaps and/or histories reflecting unemployment, homelessness, chemical dependency, chronic relapse, and/or multiple treatment experiences. These long-term residential programs assist program participants in the following areas: spiritual development, work therapy, individual counseling, group counseling, educational groups, 12-step meetings, and leisure/recreational activity planning.

Harbor Light Centers

Three of the most common Harbor Light Center residential programs include the following:

- ***Social model detoxification*** services are professional detoxification residential programs for alcoholics and drug addicts. Social workers, nurses, and recovery experts staff these programs 24 hours a day.
- ***Addiction treatment programs*** are licensed residential treatment programs for alcoholics and/or drug addicts. Modern behavioral approaches to addiction counseling are combined with traditional 12-step group meetings and Salvation Army religious services.
- ***Halfway house programs*** for persons waiting for release from prison operate in cooperation with state and federal corrections authorities. These programs provide employment education and allow individuals to seek gainful employment and establish positive community relationships before being released from correctional supervision.

For further information contact:

Salvation Army
National Headquarters
615 Slaters Lane
Alexandria, VA 22313

Phone: (703) 684-5500

Appendix

- A Department of Labor - State
- B U.S. Department of Housing and Urban Development
- C U.S. Small Business Administration
- D Service Corp of Retired Executives
- E Federal Reserve Bank

Department of Labor - State

Appendix A

Department of Industrial Relations
Labor Market Information Division
649 Monroe Street, Room 427
Montgomery, AL 36131-2280

Employment Development Department
Labor Market Information Division - MIC 57
7000 Franklin Boulevard, Building 1100
Sacramento, CA 95823

Department of Employment Services
Labor Market Research and Information
64 New York Avenue, N.E., Suite 3035
Washington, DC 20002

Department of Labor and Workforce Development
Research and Analysis Section
1111 West 8th Street
Juneau, AK 99802

Department of Labor and Employment
Labor Market Information
1515 Arapahoe Street, Tower 2, Suite 300
Denver, CO 80202-2117

Agency for Workforce Innovation
Labor Market Statistics
107 East Madison Street, MSC G-020
Tallahassee, FL 32399-4111

Department of Labor and Industrial Relations
Research and Statistics Office
830 Punchbowl Street, Room 304
Honolulu, HI 96813

Department of Human Resources
Labor Market Information Services
401 S.W. Topeka Boulevard
Topeka, KS 66603-3182

Department of Labor, Licensing and Registration
Labor Market Analysis and Information
1100 North Eutaw Street, Room 316
Baltimore, MD 21201-2206

Department of Economic Security
Research Administration
1789 West Jefferson Street, 733A
Phoenix, AZ 85007-3295

Department of Labor
Office of Research and Information
200 Folly Brook Boulevard
Wethersfield, CT 06109-1114

Department of Labor Workforce
Information and Analysis
223 Courtland Street, CWC Building
Room 300
Atlanta, GA 30303

Employment Security Department
Labor Market Information
P.O. Box 2981
Little Rock, AR 72203-2981

Department of Labor
Occupational and Labor Market Information
4425 North Market Street
Fox Valley Annex
Wilmington, DE 19809-1307

Government of Guam
Sunny Plaza, 2nd Floor
125 Tun Jesus Crisostomo
Tamuning, GU 96911

Department of Workforce Development
Labor Market Information
10 North Senate Avenue
Indianapolis, IN 46204-2277

Department of Labor
Research and Statistics Section
1001 North 23rd Street
Baton Rouge, LA 70804-4094

Department of Career Development
Labor Market Information Division
3032 West Grand Boulevard, 89th Floor
Detroit, MI 48202

Department of Employment Security
Economic Information and Analysis
401 South State Street, 7th Floor - North
Chicago, IL 60605

Department of Employment Services
Research and Statistics Branch
275 East Main Street, Suite 2 W-G
Frankfort, KY 40621

Division of Employment and Training
Research Division
19 Staniford Street
Boston, MA 02114

Employment Security Commission
Labor Market Information Division
1520 West Capitol Street
Jackson, MS 39215-1699

Department of Employment Training
Research and Analysis
500 East Third Street
Carson City, NV 89713-0020

Department of Labor
Division of Research and Statistics
State Campus, Building 12, Room 402
Albany, NY 12240-0020

Department of Economic Development
Labor Market Information
301 West High Street
Jefferson City, MO 65102

Department of Employment Security
Economic and Labor Market Information
32 South Main Street
Concord, NH 03301-4587

Employment Security Commission
Labor Market Information Division
700 Wade Avenue
Raleigh, NC 27605

Employment Security Commission
Economic Research and Analysis
2401 North Lincoln, Room 402-1
Oklahoma City, OK 73105

Iowa Workforce Development
Information and Policy Division
1000 East Grand Avenue
Des Moines, IA 50319-0209

Department of Labor
Labor Market Information Services
20 Union Street
Augusta, ME 04330-6826

Department of Employment Development
Labor Market Information
390 North Robert Street, 5th Floor
St. Paul, MN 55101

Department of Labor and Industry
Research and Analysis
1327 Lockey and Roberts Streets
Helena, MT 59601

Department of Labor
Labor Market and Demographic Research
John Fitch Plaza, 5th Floor
Trenton, NJ 08625

Job Service North Dakota
Research and Statistics
1000 East Divide Avenue
Bismarck, ND 58501

Workforce Development
Labor Market Information Center
550 South 6th Street
Lincoln, NE 68508

Department of Labor
Economic Research and Analysis
501 Mountain Road
Albuquerque, NM 87102

Department of Job and Family Services
Labor Market Information Division
4300 Kimberly Parkway, 3rd Floor
Columbus, OH 43232

Department of Labor and Industry
Center for Workforce Information
Seventh and Forester Streets, Room 220
Harrisburg, PA 17120-0001

Department of Employment and Training
Labor Market Information
1511 Pontiac Avenue
Cranston, RI 02920

Texas Workforce Commission
Labor Market Information
9001 North IH-35 North, Suite 103A
Austin, TX 75753

Employment Department
Workforce and Economic Research
875 Union Street, N.E. Room 207
Salem, OR 97311-9986

Employment Security Commission
Labor Market Information Division
631 Hampton Street
Columbus, SC 29201

Department of Workforce Services
Workforce Information
140 East 300 South
Salt Lake City, UT 84111

Virginia Employment Commission
Economic Information Services
703 East Main Street
Richmond, VA 23219

Department of Employment
Research and Planning
246 South Center Street, 2nd Floor
Casper, WY 82601

Department of Workforce Development
Bureau of Workforce Information
201 East Washington Avenue
Madison, WI 53702

Department of Labor
Labor Market Information Division
420 South Roosevelt Street
Aberdeen, SD 57401-5131

Department of Employment and Training
Research and Analysis
5 Green Mountain Drive
Montpelier, VT 05602

Department of Labor and Human Resources
Bureau of Labor Statistics
505 Munoz Rivera Avenue, 17th floor
Hato Rey, PR 00918

Department of Labor and Workforce Development
Research and Statistics Division
500 James Robertson Parkway, 11th Floor
Nashville, TN 37245-1000

Department of Labor
Bureau of Labor Statistics
53-A & 54A-B Kronprindsens Gade
Charlotte Amalie, VI 00801

Bureau of Employment Programs
Research Information and Analysis
112 California Avenue, Room 107
Charleston, WV 25305-0112

Employment Security Department
Labor Market and Economic Analysis
605 Woodland Square Loop
Lacey, WA 98506

U.S. Department of Labor
Bureau of Labor Statistics
200 Constitution Avenue N.W.
Washington, DC 20210

U.S. Department of Housing & Urban Development

Appendix B

Anchorage Field Office
3000 "C" Street, Suite 401
Anchorage, AK 99503
(907) 677-9800

Little Rock Field Office
425 West Capitol Avenue, Suite 900
Little Rock, AR 72201-3488
(501) 324-5931

Tucson Field Office
160 North Stone Avenue
Tucson, AZ 85701-1467
(520) 670-6000

Los Angeles Field Office
611 West Sixth Street, Suite 800
Los Angeles, CA 90017
(213) 894-8007

San Diego Field Office
750 "B" Street, Suite 1600
San Diego, CA 92101-8131
(619) 557-5310

Denver Regional Office
1670 Broadway
Denver, CO 80202
(303) 672-5440

Washington, DC Field Office
820 First Street, N.E., Suite 300
Washington, DC 20002-4205
(202) 275-9200

Jacksonville Field Office
301 West Bay Street, Suite 2200
Jacksonville, FL 32202-5121
(904) 232-2627

Orlando Field Office
3751 Maguire Boulevard, Room 270
Orlando, FL 37803-3032
(407) 648-6441

Birmingham Field Office
950 22nd Street, North, Suite 900
Birmingham, AL 35203-5302
(205) 731-2617

Phoenix Field Office
One North Central Avenue, Suite 600
Phoenix, AZ 85004
(602) 379-7100

Fresno Field Office
2135 Fresno Street, Suite 100
Fresno, CA 93721-1718
(559) 487-5033

Sacramento Field Office
925 "L" Street
Sacramento, CA 95814
(916) 498-5220

Santa Ana Field Office
1600 North Broadway, Suite 101
Santa Ana, CA 92706-3927
(714) 796-5577

Hartford Field Office
20 Church Street, 19th Floor
Hartford, CT 06103-3220
(860) 240-4800

Wilmington Field Office
920 King Street, Suite 404
Wilmington, DE 19801-3016
(302) 573-6300

Miami Field Office
909 S.E. First Avenue
Miami, FL 33131
(305) 536-4456

Tampa Field Office
500 Zack Street, Suite 402
Tampa, FL 33602
(813) 228-2026

Atlanta Regional Office
40 Marietta Street
Atlanta, GA 30303-2806
(404) 331-4111

Des Moines Field Office
210 Walnut Street, Room 239
Des Moines, IA 50309-2155
(515) 284-4512

Chicago Regional Office
77 West Jackson Boulevard
Chicago, IL 60604-3507
(312) 353-5680

Indianapolis Field Office
151 North Delaware Street, Suite 1200
Indianapolis, IN 46204
(317) 226-6303

Louisville Field Office
601 West Broadway
Louisville, KY 40202
(502) 582-5251

Shreveport Field Office
401 Edwards Street, Room 1510
Shreveport, LA 71101-5513
(318) 676-3440

Baltimore Field Office
10 South Howard Street, 5th Floor
Baltimore, MD 21201-2505
(410) 962-2520

Albuquerque Field Office
625 Silver Avenue S.W., Suite 100
Albuquerque, NM 87102
(505) 346-7320

Reno Field Office
3702 South Virginia Street
Reno, NV 89502-6591
(775) 784-5383

Albany Field Office
52 Corporate Circle
Albany, NY 12203 -5121
(518) 464-4200

Honolulu Field Office
500 Ala Moana Boulevard, Suite 3-A
Honolulu, HI 96813-4918
(808) 522-8175

Boise Field Office
800 Park Boulevard, Suite 220
Boise, ID 83712-7743
(208) 334-1990

Springfield Field Office
320 West Washington, 7th Floor
Springfield, IL 62701
(217) 492-4120

Kansas City Regional Office
400 State Avenue, Room 200
Kansas, KS 66101-2406
(913) 551-5462

New Orleans Field Office
501 Magazine Street, 9th Floor
New Orleans, LA 70130
(504) 589-7201

Boston Regional Office
10 Causeway Street, Room 301
Boston, MA 02222-1092
(617) 994-8200

Bangor Field Office
202 Harlow Street, Suite 101
Bangor, ME 04402-1384
(207) 945-0467

Las Vegas Field Office
333 North Rancho Drive, Suite 700
Las Vegas, NV 89502-3714
(702) 388-6500

New York Regional Office
26 Federal Plaza, Suite 3541
New York, NY 10003-0068
(212) 264-8000

Buffalo Field Office
465 Main Street, 2nd Floor
Buffalo, NY 14203-1780
(716) 551-5755

Syracuse Field Office
128 Jefferson Street
Syracuse, NY 13202
(313) 477-0616

Cleveland Field Office
1350 Eculid Avenue, Suite 500
Cleveland, OH 44115-1815
(216) 522-4058

Oklahoma Field Office
500 West Main Street, Suite 400
Oklahoma, OK 73102-2233
(405) 553-7509

Portland Field Office
400 S.W. 6th Avenue, Suite 700
Portland, OR 97204-1632
(503) 326-2561

Pittsburgh Field Office
339 Sixth Avenue, 6th Floor
Pittsburgh, PA 15222-2515
(412) 644-6436

Providence Field Office
10 Weybosset Street, 6th Floor
Providence, RI 02903-2818
(401) 528-5230

Sioux Falls Field Office
2400 West 49th Street, Room I-201
Sioux Falls, SD 57105-6558
(605) 330-4223

Memphis Field Office
200 Jefferson Avenue, Suite 1200
Memphis, TN 38103-2325
(901) 544-3367

Dallas Field Office
525 Griffin Street, Room 860
Dallas, TX 75202-5007
(214) 767-8300

Houston Field Office
1301 Fannin, Suite 2200
Houston, TX 77002
(713) 718-3199

Cincinnati Field Office
15 East Seventh Street
Cincinnati, OH 45202-2401
(513) 684-3451

Columbus Field Office
200 North High Street
Columbus, OH 43215-2401
(614) 469-2540

Tulsa Field Office
1516 South Boston Avenue, Suite 100
Tulsa, OK 74119-4030
(918) 581-7434

Philadelphia Regional Office
100 Penn Square, East
Philadelphia, PA 19107-3380
(215) 656-0500

San Juan Field Office
171 Carlos E. Chardon Avenue
San Juan, PR 0918-0903
(787) 766-5201

Columbia Field Office
1835 Assembly Street, 13th Floor
Columbia, SC 29201-2480
(803) 765-5592

Knoxville Field Office
710 Locust Street, S.W., Suite 300
Knoxville, TN 37902-2526
(865) 545-4384

Nashville Field Office
235 Cumberland Bend, Suite 200
Nashville, TN 37228-1803
(615) 736-5213

Ft. Worth Regional Office
801 Cherry Street, P.O. Box 2905
Ft. Worth, TX 76113-2005
(817) 978-5965

Lubbock Field Office
1205 Texas Avenue, Room 511
Lubbock, TX 79401-4093
(806) 472-7265

San Antonio Field Office
106 South St. Mary Street
San Antonio, TX 78205
(210) 457-6806

Richmond Field Office
600 East Broad Street
Richmond, VA 23219-4920
(804) 771-2100

Seattle Regional Office
909 First Avenue, Suite 200
Seattle, WA 98104-1000
(206) 220-5101

Milwaukee Field Office
310 West Wisconsin Avenue, Room 1380
Milwaukee, WI 53203-2289
(414) 297-3214

Casper Field Office
150 East "B" Street, Room 1010
Casper, WY 82601-1969
(307) 261-6250

Salt Lake City Field Office
125 South State Street, Suite 3001
Salt Lake City, UT 84138
(801) 254-6770

Burlington Field Office
159 Bank Street, 2nd Floor
Burlington, VT 05401
(802) 951-6290

Spokane Field Office
920 West Riverside, Suite 588
Spokane, WA 99201-1010
(509) 353-0674

Charleston Field Office
405 Capitol Street, Suite 708
Charleston, WV 25301-1795
(304) 347-7000

U.S. Small Business Administration

Appendix C

Boston Regional Office**

10 Causeway Street, Suite 812
Boston, MA 02222-1093
(617) 565-8415

Springfield Branch Office

One Federal Street, Building 101-R
Springfield, MA 01105-0000
(413) 785-0268

Connecticut District Office

330 Main Street, 2nd Floor
Hartford, CT 06106
(860) 240-4700

Maine District Office

68 Seawall Street, Room 512
Augusta, ME 04330
(207) 622-8247

New York Regional Office**

26 Federal Plaza, Suite 3108
New York, NY 10278
(212) 264-1450

Elmira Branch Office

333 East Water Street, 4th Floor
Elmira, NY 14901
(607) 734-8130

Syracuse District Office

401 South Salina Street, 5th Floor
Syracuse, NY 13202
(315) 471-9393

Buffalo District Office

111 West Huron Street, Room 1311
Buffalo, NY 14202
(716) 551-4301

Philadelphia Regional Office**

900 Market Street, 5th Floor
Philadelphia, PA 19107
(215) 580-2807

Massachusetts District Office

10 Causeway Street, Suite 265
Boston, MA 02222-1093
(617) 565-5590

Vermont District Office

87 State Street, Room 205
Montpelier, VT 05601
(802) 828-4422

Rhode Island District Office

380 Westminster Mall, 5th Floor
Providence, RI 02903
(401) 528-4561

Maine District Office

68 Seawall Street, Room 512
Augusta, ME 04330
(207) 622-8247

New York District Office

26 Federal Plaza, Suite 31-00
New York, NY 10278
(212) 264-4352

Rochester Branch Office

100 State Street, Suite 410
Rochester, NY 14614
(585) 263-6700

P.R. / U.S.V.I. District Office

252 Ponce De Leon Avenue, Suite 201
San Juan, PR 00918-2001
(787) 766-5572

New Jersey District Office

Two Gateway Center, 15th Floor
Newark, NJ 07102
(973) 645-2434

Philadelphia District Office

900 Market Street, 5th Floor
Philadelphia, PA 19107
(215) 580-2722

Richmond District Office
400 North 8th Street, Suite 1150
Richmond, VA 23240-0126
(804) 771-2400

Wilkes-Barre Branch Office
7 North Wilkes-Barre Boulevard, Suite 407
Wilkes-Barre, PA 18702-5241
(570) 826-6497

Delaware District Office
824 North Market Street, Suite 610
Wilmington, DE 19801-4938
(302) 573-6294

Pittsburgh District Office
1000 Liberty Avenue, Room 1128
Pittsburgh, PA 15222-4004
(412) 395-6560

West Virginia District Office
320 West Pike Street, Suite 330
Clarksburg, WV 26301
(304) 623-5631

Georgia District Office
233 Peachtree Street, NE, Suite 1900
Atlanta, GA 30303
(404) 331-0100

Kentucky District Office
600 Dr. Martin Luther King Jr. Place
Room 188
Louisville, KY 40202
(502) 582-5971

North Carolina District Office
6302 Fairview Road, Suite 300
Charlotte, NC 28210
(704) 344-6563

Mississippi District Office
210 East Capitol Street, Suite 900
Jackson, MS 39201
(601) 965-4378

North Florida District Office
7825 Baymeadows Way, Suite 100-B
Jacksonville, FL 32256-7504
(904) 443-1900

Harrisburg Branch Office
100 Chestnut Street, Suite 307
Harrisburg, PA 17101
(717) 782-3840

Charleston Branch Office
405 Capitol Street, Suite 412
Charleston, WV 25301
(304) 347-5220

Washington District Office
1110 Vermont Avenue, NW, Suite 900
Washington, DC 20005
(202) 606-4000

Baltimore District Office
10 South Howard Street, Suite 6220
Baltimore, MD 21201-2525
(410) 962-6195

Atlanta Regional Office**
233 Peachtree Street, NE, Suite 1800
Atlanta, GA 30303
(404) 331-4999

South Florida District Office
100 South Biscayne Boulevard, 7th Floor
Miami, FL 33131
(305) 536-5521

Alabama District Office
801 Tom Martin Drive, Suite 201
Birmingham, AL 35211
(205) 290-7101

South Carolina District Office
1835 Assembly Street, Room 358
Columbia, SC 29201
(803) 765-5377

Tennessee District Office
50 Vantage Way, Suite 201
Nashville, TN 37228-1500
(615) 736-5881

Chicago Regional Office**
500 West Madison Street, Suite 1240
Chicago, IL 60661-2511
(312) 353-0357

Illinois District Office
500 West Madison Street, Suite 1250
Chicago, IL 60661-2511
(312) 353-4528

Michigan District Office
477 Michigan Avenue, Room 515
Detroit, MI 48226
(313) 226-6075

Milwaukee District Office
310 West Wisconsin Avenue, Suite 400
Milwaukee, WI 53203
(414) 297-3941

Marquette Branch Office
501 South Front Street
Marquette, MI 49855
(906) 225-1108

Indiana District Office
429 North Pennsylvania Street, Suite 100
Indianapolis, IN 46204-1873
(317) 226-7272

Columbus District Office
2 Nationwide Plaza, Suite 1400
Columbus, OH 43215-2542
(614) 469-6860

Dallas / Fort Worth District Office
4300 Amon Carter Boulevard, Suite 114
Fort Worth, TX 76155
(817) 684-5500

Rio Grande Valley District Office
222 East Van Buren Street, Room 500
Harlingen, TX 78550-6855
(956) 427-8533

Houston District Office
8701 South Gessner Drive, Suite 1200
Houston, TX 77074
(713) 773-6500

Minnesota District Office
100 North 6th Street, Suite 210-C
Minneapolis, MN 55403-1525
(612) 370-2324

Springfield Branch Office
511 West Capitol Avenue, Suite 302
Springfield, IL 62704
(217) 492-4416
(217) 492-4867

Cincinnati Branch Office
550 Main Street, Room 2-522
Cincinnati, OH 45202
(513) 684-2814

Cleveland District Office
1111 Superior Avenue East, Suite 630
Cleveland, OH 44114-2507
(216) 522-4180

Madison District Office
740 Regent Street, Suite 100
Madison, WI 53715
(608) 441-5263

Dallas Regional Office**
4300 Amon Carter Boulevard, Suite 108
Fort Worth, TX 76155
(817) 684-5581

Corpus Christi Branch Office
3649 Leopard Street, Suite 411
Corpus Christi, TX 78408
(361) 879-0017

Arkansas District Office
2120 Riverfront Drive, Suite 100
Little Rock, AR 72202
(501) 324-5871

El Paso District Office
10737 Gateway West, Suite 320
El Paso, TX 79935
(915) 633-7001

Lubbock District Office
1205 Texas Avenue, Room 408
Lubbock, TX 79401-2693
(806) 472-7462

Oklahoma District Office
210 Park Avenue
Suite 1300
Oklahoma City, OK 73102
(405) 231-5521

New Mexico District Office
625 Silver Avenue, SW., Suite 320
Albuquerque, NM 87102
(505) 346-7909

Kansas City District Office
323 West 8th Street, Suite 501
Kansas City, MO 64105
(816) 374-6708

Cedar Rapids District Office
215 4th Avenue, SE, Suite 200
Cedar Rapids, IA 52401-1806
(319) 362-6405

Nebraska District Office
11145 Mill Valley Road
Omaha, NE 68154-3949
(402) 221-4691

St. Louis District Office
200 North Broadway, Suite 1500
St. Louis, MO 63102
(314) 539-6600

Colorado District Office
721 19th Street, Suite 426
Denver, CO 80202
(303) 844-2607

South Dakota District Office
110 South Phillips Avenue, Suite 200
Sioux Falls, SD 57104-6727
(605) 330-4243

Montana District Office
10 West 15th Street, Suite 1100
Helena, MT 59626-0054
(406) 441-1081

Louisiana District Office
365 Canal Street, Suite 2820
New Orleans, LA 70130
(504) 589-6685

San Antonio District Office
727 East Durango Boulevard
Room A-527
San Antonio, TX 78206-1204
(210) 472-5900

Kansas City Regional Office**
323 West 8th Street, Suite 307
Kansas City, MO 64105-1500
(816) 374-6380

Springfield Branch Office
830 East Primrose, Suite 101
Springfield, MO 65807-5254
(417) 890-8501

Des Moines District Office
210 Walnut Street, Room 749
Des Moines, IA 50309-2186
(515) 284-4422

Wichita District Office
271 West Third Street, North, Suite 2500
Wichita, KS 67202-1212
(316) 269-6616

Denver Regional Office**
721 19th Street, Suite 400
Denver, CO 80202-2599
(303) 844-0500

North Dakota District Office
657 2nd Avenue, North, Room 219
Fargo, ND 58108-3086
(701) 239-5131

Utah District Office
125 South State Street, Room 2231
Salt Lake City, UT 84138-1195
(801) 524-5804

Wyoming District Office
100 East "B" Street, Room 4001
Casper, WY 82602-2839
(307) 261-6500

San Francisco Regional Office**
455 Market Street, Suite 2200
San Francisco, CA 94105-2445
(415) 744-2118

San Francisco District Office
455 Market Street, 6th Floor
San Francisco, CA 94105-2420
(415) 744-6820

Los Angeles District Office
330 North Brand Boulevard, Suite 1200
Glendale, CA 91203-2304
(818) 552-3210

Santa Ana District Office
200 West Santa Ana Boulevard, Suite 700
Santa Ana, CA 92701
(714) 550-7420

Sacramento District Office
650 Capitol Mall, Suite 7-500
Sacramento, CA 95814-4708
(916) 930-3700

Fresno District Office
2719 North Air Fresno Drive, Suite 200
Fresno, CA 93727-1547
(559) 487-5791

Nevada District Office
400 South Fourth Street, Suite 250
Las Vegas, NV 89101
(702) 388-6611

Hawaii District Office
300 Ala Moana Boulevard, Room 2-235
Honolulu, HI 96850-4981
(808) 541-2990

San Diego District Office
550 West "C" Street, Suite 550
San Diego, CA 92101-3500
(619) 557-7250

Arizona District Office
2828 North Central Avenue, Suite 800
Phoenix, AZ 85004-1093
(602) 745-7200

Guam Branch Office
400 Route 8
Mongmong, GU 96910
(671) 472-7419

Seattle Regional Office**
1200 Sixth Avenue, Suite 1805
Seattle, WA 98101-1128
(206) 553-5676

Seattle District Office
1200 Sixth Avenue, Suite 1700
Seattle, WA 98101-1128
(206) 553-7310

Alaska District Office
510 "L" Street, Suite 310
Anchorage, AK 99501
(907) 271-4022

Portland District Office
1515 S.W. Fifth Avenue, Suite 1050
Portland, OR 97201-5494
(503) 326-2682

Boise District Office
1020 Main Street, Suite 290
Boise, ID 83702-5745
(208) 334-1696

Spokane District Office
801 West Riverside Avenue, Suite 200
Spokane, WA 99201-0901
(509) 353-2809

Philadelphia EEO / Civil Rights
900 Market Street, 5th Floor
Philadelphia, PA 19107
(215) 580-2796

Atlanta EEO / Civil Rights
233 Peachtree Street, N.E., Suite 1804
Atlanta, GA 30303
(404) 331-3124

Dallas EEO / Civil Rights
4300 Amon Carter Boulevard, Suite 116
Fort Worth, TX 76155
(817) 684-5328

Chicago EEO / Civil Rights
500 West Madison Street, Suite 1240
Chicago, IL 60661
(312) 353-0625

San Francisco EEO / Civil Rights
455 Market Street, 6th Floor
San Francisco, CA 94105-2420
(415) 744-6570

Service Corp of Retired Executives

Appendix D

Anchorage SCORE
510 L Street, Suite 310
Anchorage, AK 99501-1952
(907) 271-4022

Tuscaloosa SCORE
Western Alabama Chamber of Commerce
2200 University Boulevard
Tuscaloosa, AL 35402
(205) 758-7588

Shoals SCORE
Shoals Area Chamber of Commerce
612 South Court
Florence, AL 35630
(256) 764-4661

Baldwin County SCORE
Eastern Shore Chamber of Commerce
327 Fairhope Avenue
Fairhope, AL 36532
(251) 928-6387

Northeast Alabama SCORE
Calhoun County Chamber of Commerce
P.O. Box 1087
Anniston, AL 36202
(256) 237-3536

Little Rock SCORE
2120 Riverfront Drive
Room 100
Little Rock, AR 72202-1747
(501) 324-5893

Hog SCORE
2 Lesbury Lane
Bella Vista, AR 72714
(479) 986-3747

South Central SCORE
201 North Jackson Avenue
El Dorado, AR 71730-5803
(870) 863-6113

North Alabama SCORE
901 South 15th Street, Room 201
Birmingham, AL 35294-2060
(205) 934-6868

Mobile SCORE
Mobile Area Chamber of Commerce
P.O. Box 2187
Mobile, AL 36652
(251) 431-8614

Alabama Capitol SCORE
600 South Court Street
Montgomery, AL 36104
(334) 240-6868

East Alabama SCORE
Opelika Chamber of Commerce
P.O. Box 2366
Opelika, AL 36803-2366
(334) 745-4861

Greater Huntsville Regional SCORE
225 Church Street
P.O. Box 168
Huntsville, AL 35804-0168
(256) 535-2061

North Western Arkansas SCORE
P.O. Box 3146
Fort Smith, AR 72913
(479) 784-2823

Garland County SCORE
Grand & Ouachita
P.O. Box 6090
Hot Springs, AR 71902
(501) 321-1700

South Eastern Arkansas SCORE
P.O. Box 5069
Pine Bluff, AR 71611-5069
(870) 535-0110

Phoenix SCORE
2828 North Central Avenue, #800
Central & One Thomas
Phoenix, AZ 85004
(602) 745-7250

East Valley SCORE
1201 South Alma School Road
Suite 4800
Mesa, AZ 85210
(480) 833-9020

Lake Havasu SCORE
P.O. Box 2049
Lake Havasu City, AZ 86405
(928) 453-5951

San Francisco SCORE
455 Market Street
6th Floor
San Francisco, CA 94105
(415) 744-6827

Santa Barbara SCORE
4625 Via Huerto
Santa Barbara, CA 93110
(805) 563-0084

Palm Springs SCORE
901 East Tahquitz Canyon Way
Suite A-103
Palm Springs, CA 92262
(760) 320-6682

Silicon Valley SCORE
84 West Santa Clara Street
Suite 100, Entrepreneur Center
San Jose, CA 95113
(408) 288-8479

North Coast SCORE
777 Sonoma Avenue
Room 115 B
Santa Rosa, CA 95404
(707) 571-8342

Tucson SCORE
10 East Broadway Boulevard, #208
Tucson, AZ 85701
(520) 670-5008

Northern Arizona SCORE
1228 Willow Creek Road
Suite 2
Prescott, AZ 86301
(928) 778-7438

Los Angeles SCORE
330 North Brand Boulevard
Suite 190
Glendale, CA 91203-2304
(818) 552-3206

San Diego SCORE
550 West C Street
Suite 550
San Diego, CA 92101-3500
(619) 557-7272

Ventura SCORE
5700 Ralston Street, Suite 310
Ventura, CA 93003
(805) 658-0484

Central California SCORE
2719 North Air Fresno Drive
Suite 200
Fresno, CA 93727-1547
(559) 487-5605

Sacramento SCORE
10661 Coloma Road
Rancho Cordova, CA 95670
(916) 942-2192

Stockton SCORE
401 North San Joaquin Street
Room 114
Stockton, CA 95202
(209) 946-6293

Central Coast SCORE
509 West Morrison Avenue
Santa Maria, CA 93454
(805) 739-8928

East Bay SCORE
519 17th Street
Oakland, CA 94612
(510) 273-6611

Golden Empire SCORE
2100 Chester Avenue, Room 167
Bakersfield, CA 93301
(661) 395-4126

Greater Chico Area SCORE
1324 Mangrove Street
Suite 114
Chico, CA 95926
(530) 342-8932

Tuolumne County SCORE
39 North Washington Street
Sonora, CA 95370
(209) 588-0128

Denver SCORE
U.S. Custom's House
721 19th Street, Ste. 426
Denver, CO 80202-2517
(303) 844-3985

Grand Junction SCORE
2591 B 3/4 Road
Grand Junction, CO 81503
(970) 243-5242

Fairfield County SCORE
24 Belden Avenue
5th Floor
Norwalk, CT 06850
(203) 847-7348

Inland Empire SCORE
1700 East Florida Avenue
Hemet, CA 92544-4679
(909) 652-4390

Yosemite SCORE
Modesto Chamber of Commerce
1114 J Street, P.O. Box 844
Modesto, CA 95353
(209) 577-5757

Monterey Bay SCORE
Monterey Chamber of Commerce
380 Alvarado Street, P.O. Box 1770
Monterey, CA 93940
(831) 648-5360

Antelope Valley SCORE
1212 East Avenue S
Suite A-2
Palmdale, CA 93550
(661) 947-7679

San Luis Obispo SCORE
4111 Broad Street, Suite A
San Luis Obispo, CA 93401
(805) 547-0779

Pueblo SCORE
Chamber of Commerce
302 North Santa Fe
Pueblo, CO 81003
(719) 542-1704

Colorado Springs SCORE
2 North Cascade Avenue
Suite 110
Colorado Springs, CO 80903
(719) 636-3074

Greater Hartford County SCORE
330 Main Street
Hartford, CT 06106
(860) 251-4700

New Haven SCORE
Gateway Community College
60 Sargent Drive
New Haven, CT 06511-5918
(203) 865-7645

Greater Bridgeport SCORE
230 Park Avenue
Bridgeport, CT 06601
(203) 576-4369

Old Saybrook SCORE
Old Saybrook Chamber of Commerce
PO Box 625, 146 Main Street
Old Saybrook, CT 06475
(860) 388-9508

Western Connecticut SCORE
246 Federal Road
Suite 33
Brookfield, CT 06804
(203) 775-1151

Washington D.C. SCORE
P.O. Box 34346
Washington, DC 20043
(202) 606-4000

Delaware SCORE
824 Market Street
Suite 610
Wilmington, DE 19801
(302) 573-6552

Ft. Lauderdale SCORE
299 East Broward Boulevard
Federal Building
Suite 123
Ft. Lauderdale, FL 33301
(954) 356-7263

Dade SCORE
100 South Biscayne Boulevard
7th Floor
Miami, FL 33131-2011
(305) 536-5521

Jacksonville SCORE
7825 Baymeadows Way
100-B
Jacksonville, FL 32256
(904) 443-1911

Volusia and Flagler County SCORE
921 N. Nova Road
Suite A
Holly Hill, FL 32117
(386) 255-6889

Suncoast and Pinellas County SCORE
Airport Business Center
4707 140th Avenue North, #311
Clearwater, FL 33762
(727) 532-6800

Manasota SCORE
2801 Fruitville Road
Suite 280
Sarasota, FL 34237
(941) 955-1029

Central Florida SCORE
5410 South Florida Avenue, #3
Lakeland, FL 33813
(863) 619-5783

Orlando SCORE
Disney / SBA Entrepreneurial Center
315 E. Robinson Street, Suite 100
Orlando, FL 32801

Hillsborough SCORE
Corporate Square
7402 North 56th Street
Building 400, Suite 425
Tampa, FL 33617
(813) 988-1435

Palm Beach SCORE
500 Australian Avenue South
Suite 115
West Palm Beach, FL 33401
(561) 833-1672

South Broward SCORE
3475 Sheridian Street
Suite 203
Hollywood, FL 33021
(954) 966-8415

Charlotte County SCORE
Punta Gorda Professional Center
201 West Marion Avenue, #211
Punta Gorda, FL 33950
(941) 575-1818

Gainesville SCORE
101 South East 2nd Place
Suite #104
Gainesville, FL 32601
(352) 375-8278

Lake - Sumter SCORE
9501 U.S. Highway 441
Leesburg, FL 34788
(352) 435-5031

Ocala SCORE
110 East Silver Spring Boulevard
Ocala, FL 34470
(352) 629-5959

Citrus County SCORE
3810 South Lecanto Highway
Building P1-101
Lecanto, FL 34461
(352) 621-0775

Atlanta SCORE
233 Peachtree Road, N.E.
Harris Tower, Suite 1900
Atlanta, GA 30303
(404) 331-0121

Dalton - Whitfield SCORE
P.O. Box 566
Dalton, GA 30722-0566
(706) 279-3383

Treasure Coast SCORE
Professional Center, Suite 2
3220 South US #1
Ft. Pierce, FL 34982
(772) 489-0548

Space Coast SCORE
Melbourne Professional Complex
1600 Sarno, Suite 205
Melbourne, FL 32935
(321) 254-2288

South Palm Beach SCORE
7999 North Federal Highway
Suite 201
Boca Raton, FL 33487
(561) 981-5180

Pasco and Hernando County SCORE
6014 U.S. Highway 19
Suite 302
New Port Richey, FL 34652
(727) 842-4638

Naples of Collier SCORE
Lorenzo Walker Institute Of Technology
3702 Estey Avenue
Naples, FL 34104
(239) 430-0081

Bay County SCORE
Small Business Development Center
2500 Minnesota Avenue
Lynn Haven, FL 32444
(850) 271-1108

Savannah SCORE
111 East Liberty Street
Suite 103
Savannah, GA 31401
(912) 652-4335

SCORE Columbus
101 13th Street
Columbus, GA 31901
(706) 596-8331

SCORE of Guam
400 Route 8
Suite 302
Hagatna, GU 96910-2003
(671) 735-2552

SCORE of Hawaii
1041 Nu'uuanu Avenue
Suite A
Honolulu, HI 96817
(808) 522-8132

Des Moines SCORE
Federal Building, Room 749
210 Walnut Street
Des Moines, IA 50309-2186
(515) 284-4760

Sioux City SCORE
Federal Building, Room 186
320 6th Street
Sioux City, IA 51101
(712) 277-2324

Council Bluffs SCORE
Chamber of Commerce
P.O. Box 1565
Council Bluffs, IA 51502-1565
(712) 325-1000

Cedar Rapids SCORE
Lattner Building
215 4th Avenue, S.E., #200
Cedar Rapids, IA 52401-1806
(319) 362-6405

River City SCORE
15 West State Street
P.O. Box 1128
Mason City, IA 50401
(641) 423-5724

Waterloo SCORE
Regional Business Center
212 East 4th Street
Waterloo, IA 50703
(319) 236-8123

Burlington SCORE
Federal Building
300 North Main Street
Burlington, IA 52601
(319) 752-2967

Fort Dodge SCORE
Federal Building, Room 256
205 South 8th Street
Fort Dodge, IA 50501
(515) 955-2622

Iowa Lakes SCORE
122 West 5th Street
P.O. Box 7937
Spencer, IA 51301
(712) 262-3059

South Central SCORE
Indian Hills Community College
525 Grandview Avenue
Ottumwa, IA 52501
(641) 683-5127

Iowa City SCORE
210 Federal Building
P.O. Box 1853
Iowa City, IA 52240-1853
(319) 338-1662

Central Iowa SCORE
Fisher Community Center
709 South Center
Marshalltown, IA 50158
(641) 753-6645

Iowa SCORE
333 4th Avenue South
Clinton, IA 52732
(563) 242-5702

Vista SCORE
Storm Lake Chamber of Commerce
119 West 6th Street
Storm Lake, IA 50588
(712) 732-3780

Muscatine SCORE
Chamber of Commerce
319 East 2nd Street
Muscatine, IA 52761
(563) 263-8895

Eastern Idaho SCORE
2300 North Yellowstone
Suite 119
Idaho Falls, ID 83401
(208) 523-1022

Peoria SCORE
Peoria Chamber of Commerce
124 S.W. Adams, Suite 300
Peoria, IL 61602
(309) 676-0755

Fox Valley SCORE
1444 North Farnsworth Avenue
Aurora, IL 60505
(630) 692-1162

South West Illinois SCORE
5800 Godfrey Road
Alden Hall
Godfrey, IL 62035-2466
(618) 467-2280

Quincy Tri-State SCORE
Chamber of Commerce
300 Civic Center Plaza, Suite 245
Quincy, IL 62301
(217) 222-8093

Northern Illinois SCORE
515 North Court Street
Rockford, IL 61103-6807
(815) 962-0122

Champaign SCORE
Chamber of Commerce
1817 South Neil, Suite 201
Champaign, IL 61820
(217) 359-1791

Treasure Valley SCORE
1020 Main Street, #290
Boise, ID 83702
(208) 334-1696

Chicago SCORE
Citicorp
500 West Madison Street, #1250
Chicago, IL 60661
(312) 353-7724

Fox Valley SCORE
1444 North Farnsworth Avenue
Aurora, IL 60505
(630) 692-1162

Southern Illinois SCORE
150 East Pleasant Hill Road
Box 1
Carbondale, IL 62901
(618) 453-6654

Quad Cities SCORE
Chamber of Commerce
622 19th Street
Moline, IL 61265
(309) 797-0082

Springfield SCORE
511 West Capitol Avenue
Suite 302
Springfield, IL 62704
(217) 492-4416

Central Illinois SCORE
402 North Hershey Road
Bloomington, IL 61704
(309) 664-0549

Kankakee Valley SCORE
Chamber of Commerce
101 South Schuyler Avenue
Kankakee, IL 60901
(815) 427-6027

Indianapolis SCORE
429 North Pennsylvania Street
Suite 100
Indianapolis, IN 46204-1873
(317) 226-7264

Fort Wayne SCORE
1300 South Harrison Street
Fort Wayne, IN 46802
(260) 422-2601

South Bend SCORE
401 East Colfax
Suite 120
South Bend, IN 46617-2735
(574) 282-4350

Evansville SCORE
1100 West Lloyd Expressway
Suite 105
Evansville, IN 47708
(812) 426-6144

Northwest Indiana SCORE
150 West Lincoln Way
Valparaiso, IN 46385
(219) 462-1105

South East Indiana SCORE
Chamber of Commerce
500 Franklin Street
Columbus, IN 47201
(812) 379-4457

Anderson SCORE
Chamber of Commerce
205 West 11th, P.O. Box 469
Anderson, IN 46015
(765) 642-0264

South Central Indiana SCORE
Holiday Inn Express
411 West Spring Street
New Albany, IN 47150
(812) 944-9678

Bloomington SCORE
501 North Morton Street
Suite 106
Bloomington, IN 47404
(812) 335-7344

Kokomo and Howard Counties SCORE
325 North Main Street
Kokomo, IN 46901-4621
(765) 457-5301

Marion and Grant Counties SCORE
215 South Adams
Marion, IN 46952
(765) 664-5107

Elkhart SCORE
418 South Main Street
P.O. Box 428
Elkhart, IN 46515
(219) 293-1531

Logansport SCORE
2815 East Market Street
Room L-112
Logansport, IN 46947
(574) 753-5101

Greater Wabash Valley SCORE
CINERGY Service Building
301 Home Avenue
Terre Haute, IN 47803
(812) 231-6763

Greater Madison SCORE
975 Industrial Drive
Madison, IN 47250-3900
(812) 265-3135

Wichita SCORE
271 West 3rd Street, North
Suite 2500
Wichita, KS 67202
(316) 269-6273

North Central Kansas SCORE
Concordia Chamber of Commerce
606 Washington Street
Concordia, KS 66901
(785) 527-5784

Emporia SCORE
1320 C of E Drive
Emporia, KS 66801
(316) 341-5308

Ark Valley SCORE
Winfield Chamber of Commerce
205 East Ninth Street
Winfield, KS 67156
(316) 221-1617

Topeka SCORE
120 South East 6th
Suite 110
Topeka, KS 66603
(785) 234-3049

Hutchison SCORE
One East 9th
Hutchison, KS 67501
(620) 665-8468

Southwest Kansas SCORE
Dodge City Senior Center
2408 Central
Dodge City, KS 67801
(316) 227-6943

McPherson SCORE
P.O. Box 616
McPherson, KS 67460
(620) 241-3303

Golden Belt SCORE
1400 Main, Room 107
Great Bend, KS 67530
(620) 793-3420

Louisville SCORE
600 Dr. Martin Luther King Jr. Place
188 Federal Office Building
Louisville, KY 40202
(502) 582-5976

Purchase Area SCORE
1002 Medical Drive
P.O. Box 588
Mayfield, KY 42066
(270) 251-6117

Lexington SCORE
389 Waller Avenue, Suite 130
Lexington, KY 40504-2910
(859) 231-9902

Owensboro SCORE
335 Frederica Street
Owensboro, KY 42301-3006
(270) 926-1860

London SCORE
240 Bennett Circle
London, KY 40741
(606) 877-2673

New Orleans SCORE
365 Canal Street
Suite 2820
New Orleans, LA 70130
(504) 589-2356

Baton Rouge SCORE
564 Laurel Street
P.O. Box 3217
Baton Rouge, LA 70801
(225) 381-7130

Lake Charles SCORE
P.O. Box 5396
Lake Charles, LA 70605
(337) 480-1199

Shreveport SCORE
400 Edwards Street
Shreveport, LA 71101
(318) 677-2536

Lafayette SCORE
Lafayette Job Center
706 East Vermillion Street
Lafayette, LA 70602
(337) 262-5533

Central Louisiana SCORE
802 Third Street
P.O. Box 992
Alexandria, LA 71309
(318) 442-6671

Northshore SCORE
P.O. Box 1458
Hammond, LA 70404
(985) 345-4457

North Eastern Louisiana SCORE
1810 Auburn Avenue
Suite 102
Monroe, LA 71201
(318) 323-0878

Boston SCORE
10 Causeway Street
Room 265
Boston, MA 02222-1093
(617) 565-5591

Worcester SCORE
339 Main Street
Worcester, MA 01608
(508) 753-2929

Cape Cod SCORE
270 Communications Way
Independence Park, Suite 5B
Hyannis, MA 02601
(508) 775-4884

Western Massachusetts SCORE
1 Federal Street
Springfield Entrepreneurial Center
Springfield, MA 01105
(413) 785-0314

North Eastern Massachusetts SCORE
Danvers Savings Bank
100 Cummings Center, Suite 101 K
Beverly, MA 01915
(978) 922-9441

South Eastern Massachusetts SCORE
60 School Street
Brockton, MA 02301
(508) 587-2673

Greater Baltimore SCORE
The City Crescent Building, 6th Floor
10 South Howard Street
Baltimore, MD 21201
(410) 962-2233

Salisbury SCORE
Chamber of Commerce
144 East Main Street
Salisbury, MD 21803
(410) 749-0185

Southern Maryland SCORE
2525 Riva Road
Suite 110
Annapolis, MD 21401
(410) 266-9553

Hagerstown SCORE
28 West Washington Street
Hagerstown, MD 21740
(301) 739-2015

Mid-Shore SCORE
Talbot County Chamber of Commerce
P.O. Box 1366
Easton, MD 21601
(410) 822-4606

Frederick County SCORE
8032-E Liberty Road
Frederick, MD 21701
(301) 662-8723

Upper Shore SCORE
Kent County Chamber of Commerce
122 North Cross Street
Chestertown, MD 21620-1547
(410) 348-5392

Western Maryland SCORE
113 Baltimore Street
Cumberland, MD 21502
(301) 772-2773

Portland SCORE
100 Middle Street
Portland, ME 04101
(207) 772-1147

Augusta SCORE
68 Sewall Street, Room 512
Augusta, ME 04330
(207) 622-8509

Aroostook SCORE
24 Sweden Street, Suite 101
Caribou, ME 04736
(207) 492-8010

Lewiston-Auburn SCORE
5 Mollison Way
Lewiston, ME 04240
(207) 782-3708

Maine Coastal SCORE
P.O. Box 5352
Ellsworth, ME 04605-5352
(207) 667-5800

Oxford Hills SCORE
2 Market Square
South Paris, ME 04281
(207) 743-0499

Western Mountains SCORE
Oxford Federal Credit Union
P.O. Box 252, 255 River Street
Mexico, ME 04257-0252
(207) 369-9976

Detroit SCORE
477 Michigan Avenue
Room 515
Detroit, MI 48226
(313) 226-7947

Kalamazoo SCORE
Kalamazoo Chamber of Commerce
346 West Michigan
Kalamazoo, MI 49007
(269) 381-5382

Traverse City SCORE
202 East Grandview Parkway
Traverse City, MI 49684
(231) 947-5075

Petoskey SCORE
401 East Mitchell
Petoskey, MI 49770
(231) 347-4150

Grand Rapids SCORE
111 Pearl Street N.W.
Grand Rapids, MI 49503
(616) 771-0305

Cadillac SCORE
222 North Lake Street
Cadillac, MI 49601
(231) 775-9776

Muskegon SCORE
Chamber of Commerce
900 Third Street, Suite 200
P.O. Box 1087
Muskegon, MI 49443-1087
(231) 722-3751

Ann Arbor Area SCORE
425 South Main Street
Suite 103
Ann Arbor, MI 48104
(734) 665-4433

Minneapolis SCORE
8800 Highway 7
Bremer Bank Building, Suite 103
St. Louis Park, MN 55426
(952) 938-4570

South East Minnesota SCORE
Rochester Chamber of Commerce
220 South Broadway, Suite 100
Rochester, MN 55904
(507) 288-8103

South Metro SCORE
101 West Burnsville Parkway
Suite 152
Burnsville, MN 55337
(952) 890-7020

Red Wing Area SCORE
Chamber of Commerce
420 Levee Street
Red Wing, MN 55066
(651) 388-4719

St. Louis SCORE
200 North Broadway, 15th Floor
Suite 1500
St. Louis, MO 63102
(314) 539-6600

Mid Missouri SCORE
9875 East Vemers Ford Road
Columbia, MO 65201
(573) 874-1132

Southeast Missouri SCORE
1902 Northbridge Drive
Cape Girardeau, MO 63701
(573) 334-7121

Gulfcoast SCORE
Bancorp South Plaza
2909 13th Street, Suite 301
Gulfport, MS 39501
(228) 863-0054

St. Paul SCORE
176 Snelling Avenue, North #300
St. Paul, MN 55104-6322
(651) 632-8937

Central Area SCORE
616 Roosevelt Road
Suite 100, Room 129
St. Cloud, MN 56301-4867
(320) 240-1332

New Ulm Area SCORE
Chamber of Commerce
1 North Minnesota Street
P.O. Box 384
New Ulm, MN 56073
(507) 233-4300

Kansas City SCORE
Business Resource Center
4747 Troost Avenue, Suite 128
Kansas City, MO 64110
(816) 235-6675

Springfield SCORE
830 East Primrose
Suite 101
Springfield, MO 65807-5254
(417) 890-8501

Ozark-Gateway SCORE
1486 Glassey Road
Cuba, MO 65453-1640
(573) 885-4954

Lake Ozark SCORE
University Extension, P.O. Box 1405
113 Kansas Street
Camdenton, MO 65020
(573) 346-2644

Capitol Chapter SCORE
201 South President
Jackson, MS 39201
(601) 948-7575

Great Falls SCORE
P.O. Box 2127
Great Falls, MT 59403
(406) 761-4434

Missoula SCORE
P.O. Box 632
Missoula, MT 59806
(406) 327-8806

Butte SCORE
1000 George Street
Butte, MT 59701
(406) 723-3177

Bozeman SCORE
2000 Commerce Way
Bozeman, MT 59715
(406) 586-5421

Helena SCORE
10 West 15th Street, Suite 1100
Federal Office Building
Helena, MT 59626
(406) 441-1081

Billings SCORE
815 South 27th Street
Billings, MT 59101
(406) 245-4111

Northwest Montana SCORE
2 Main Street
Kalispell, MT 59901
(406) 756-5271

Havre SCORE
Chamber of Commerce
518 1st Street, P.O. Box 308
Havre, MT 59501
(406) 265-4383

Charlotte SCORE
6302 Fairview Road, Suite 300
Charlotte, NC 28210-2226
(704) 344-6576

Raleigh SCORE
Century Post Office Building, Suite 306
300 Fayetteville Street Mall
Raleigh, NC 27602
(919) 856-4739

Asheville SCORE
Federal Building, Room 259
151 Patton Avenue
Asheville, NC 28801-5770
(828) 271-4786

Western NC SCORE
Federal Building, Room 108
West 4th Avenue & Church Street
Hendersonville, NC 28792
(828) 693-8702

Greensboro SCORE
400 West Market Street
Suite 103
Greensboro, NC 27401-2241
(336) 333-5399

Wilmington SCORE
Browning Plaza II, Suite 6
4010 Oleander Drive
Wilmington, NC 28403
(910) 452-5395

High Point SCORE
High Point Chamber of Commerce
1101 North Main Street
High Point, NC 27262
(336) 882-8625

Durham SCORE
411 West Chapel Hill Street
Durham, NC 27701
(919) 541-2171

Sandhills Area SCORE
Sandhills Area Chamber of Commerce
10677 Highway 15-501 / P.O. Box 458
Southern Pines, NC 28387
(910) 692-3926

Chapel Hill SCORE
Chapel Hill Chamber of Commerce
104 South Estes Drive, P.O. Box 2897
Chapel Hill, NC 27514
(919) 967-7075

Outer Banks SCORE
Outer Banks Chamber of Commerce
P.O. Box 1757
Kill Devil Hills, NC 27948
(252) 441-8144

Down East SCORE
P.O. Box 790
New Bern, NC 28563
(252) 633-6688

Coastal Carolina SCORE
3615 Arendell Street
Morehead City, NC 28557
(252) 222-6126

Fargo SCORE
51 Broadway, Suite 505
Fargo, ND 58108
(701) 239-5677

Minot SCORE
1925 South Broadway, Suite 2
Minot, ND 58701
(701) 852-6883

Upper Red River SCORE
1501 28th Avenue South
Grand Forks, ND 58201-6727
(701) 746-5851

Bismarck-Mandan SCORE
P.O. Box 5509
Bismarck, ND 58502-5509
(701) 250-4303

Lincoln SCORE
8800 "O" Street
Lincoln, NE 68520
(402) 437-2409

Omaha SCORE
11145 Mill Valley Road
Omaha, NE 68154
(402) 221-3606

Norfolk SCORE
405 Madison Avenue
Norfolk, NE 68701
(402) 371-4862

Columbus SCORE
2821 15th Street
Columbus, NE 68601
(402) 564-2769

North Platte SCORE
502 South Dewey Street
North Platte, NE 69101
(308) 534-5115

Central Nebraska SCORE
3103 12th Avenue
Kearney, NE 68847
(308) 865-5675

Panhandle SCORE
1422 Larkspur Drive
Scottsbluff, NE 69361
(308) 632-2133

Upper Valley SCORE
Citizens Bank Building
20 West Park Street, 316 First
Lebanon, NH 03766
(603) 448-3491

Seacoast SCORE
195 Commerce Way
Unit A
Portsmouth, NH 03801-3251
(603) 433-0575

Merrimack Valley SCORE
1000 Elm Street, 6th Floor
Manchester, NH 03101
(603) 666-7561

Monadnock SCORE
34 Mechanic Street
Keene, NH 03431-3421
(603) 352-0320

Monadnock SCORE
34 Mechanic Street
Keene, NH 03431-3421
(603) 352-0320

Mt. Washington Valley SCORE
1620 East Main Street
Center Conway, NH 03813
(603) 447-4388

Central Jersey SCORE
Raritan Valley Community College
Route 28 & Lambington Road
North Branch, NJ 08876
(908) 526-1200

Newark SCORE
2 Gateway Center, 15th Floor
Newark, NJ 07105-5003
(973) 645-3982

North West SCORE
Picatinny Innovation Center
3159 Schrader Road
Dover, NJ 07801
(973) 442-6400

Monmouth SCORE
Brookdale Community College
765 Newman Springs Road
Lincroft, NJ 07738
(732) 224-2573

Bergen County SCORE
327 East Ridgewood Avenue
Paramus, NJ 07652
(201) 599-6090

Ocean County SCORE
33 Washington Street
Toms River, NJ 08753
(732) 505-6033

South New Jersey SCORE
Fleet Bank
4900 Route 70
Pennsauken, NJ 08109-4792
(856) 486-3421

Greater Princeton SCORE
9 Vandeventer Avenue
Princeton, NJ 08542
(609) 924-1776

Albuquerque SCORE
625 Silver Avenue, South West
Suite 320
Albuquerque, NM 87102
(505) 346-7909

SCORE Santa Fe & North New Mexico
120 Federal Place, #307
Santa Fe, NM 87501
(505) 988-6302

Las Cruces SCORE
Loretto Towne Center
505 South Main Street, Suite 125
Las Cruces, NM 88001
(505) 523-5627

Southern Nevada SCORE
City Centre Place
400 South Fourth Street, Suite 250A
Las Vegas, NV 89101
(702) 388-6104

Northern Nevada SCORE
Small Business Development Center
University of Nevada
Reno, NV 89557-0100
(775) 784-4436

Rochester SCORE
601 Keating Federal Building
100 State Street, Room 410
Rochester, NY 14614
(585) 263-6473

Buffalo Niagara SCORE
Federal Building, Room 1311
111 West Huron Street
Buffalo, NY 14202
(716) 551-4301

Syracuse SCORE
401 South Salina Street
5th Floor
Syracuse, NY 13202
(315) 471-9393

Watertown SCORE
518 Davidson Street
Watertown, NY 13601
(315) 788-1200

Auburn SCORE
Chamber of Commerce
30 South Street, P.O. Box 675
Auburn, NY 13021
(315) 252-7291

Brookhaven SCORE
1 Independence Hill
Farmingville, NY 11738
(631) 451-6563

Westchester SCORE
NYS Department of Labor
120 Bloomingdale Road
White Plains, NY 10605
(914) 948-3907

Chemung SCORE
333 East Water Street, 4th Floor
Elmira, NY 14901
(607) 734-3358

Staten Island SCORE
Independence Community Bank
1550 Richmond Road
Staten Island, NY 10304
(718) 727-1221

Dutchess SCORE
Chamber of Commerce
1 Civic Center Plaza
Poughkeepsie, NY 12601
(845) 454-1700

Northeast SCORE
Chamber of Commerce
1 Computer Drive South
Albany, NY 12205
(518) 446-1118

Utica SCORE
SUNY Institute of Technology
P.O. Box 3050
Utica, NY 13504-3050
(315) 792-7553

Southern Tier Binghamton SCORE
49 Court Street, P.O. Box 995
Metro Center - 2nd Floor
Binghamton, NY 13902
(607) 772-8860

Chautauqua Region SCORE
Jamestown Chamber of Commerce
101 West Fifth Street
Jamestown, NY 14701
(716) 484-1101

Chemung SCORE
333 East Water Street, 4th Floor
Elmira, NY 14901
(607) 734-3358

Orange County SCORE
Child Care Services
40 Matthews Street, Suite 103
Goshen, NY 10924
(845) 567-6229

Ulster SCORE
Business Resource Center
One Development Court, Room 101
Kingston, NY 12401
(845) 339-0468

Queens County SCORE
120-55 Queens Boulevard, Room 333
Queens Borough Hall
Kew Gardens, NY 11424
(718) 263-8961

Clinton, Franklin, Essex Counties SCORE
P.O. Box 310
7061 Route 9
Plattsburgh, NY 12901
(518) 563-1000

Putnam SCORE
34 Gleneida Avenue
Carmel, NY 10512
(845) 225-6030

Nassau County SCORE
Adelphi University
Room 321
Garden City, NY 11530
(516) 877-4645

Cleveland SCORE
1111 Superior Avenue
Suite 620, Eaton Center
Cleveland, OH 44114-2507
(216) 522-4194

Toledo SCORE
Mercy Healthcare Center
2200 Jefferson Avenue, 1st Floor
Toledo, OH 43624-1120
(419) 259-7598

Dayton SCORE
Federal Building, Room 505
200 West 2nd Street
Dayton, OH 45402-1430
(937) 225-2887

North Central Ohio SCORE
Chamber of Commerce
55 North Mulberry Street
Mansfield, OH 44902
(419) 522-3211

Suffolk SCORE
Astoria Federal Savings Bank
300 East Main Street
Bay Shore, NY 11706
(631) 666-4642

Rockland County SCORE
Union State Bank
4 North Main Street
Spring Valley, NY 10977
(845) 426-1206

New York SCORE
26 Federal Plaza
Room 3100
New York, NY 10278
(212) 264-4507

Columbus SCORE
2 Nationwide Plaza
Suite 1400
Columbus, OH 43215-2542
(614) 469-2357

Cincinnati SCORE
550 Main Street
Room 2-512
Cincinnati, OH 45202
(513) 684-2812

Akron SCORE
One Cascade Plaza, 18th Floor
Akron, OH 44308
(330) 379-3163

Youngstown SCORE
Youngstown University
306 Williamson Hall
Youngstown, OH 44555
(330) 746-2687

Licking County SCORE
950 Sharon Valley Road
Newark, OH 43055
(740) 345-7458

Buckeye SCORE
6200 Frank Avenue, N.W.
Room T101b
Canton, OH 44720-7299
(330) 966-5465

Oklahoma City SCORE
301 North 6th Street, Suite 116
Oklahoma City, OK 73102
(405) 609-8004

North East Oklahoma SCORE
201 South Main
Grove, OK 74344
(918) 787-2796

Enid/NW Oklahoma SCORE
2929 East Randolph
Enid, OK 73701
(580) 213-3197

Southern Oregon SCORE
33 North Central, Suite 215
Medford, OR 97501
(541) 776-4220

Salem SCORE
3737 Portland Road, N.E.
Salem, OR 97303-2511
(503) 370-2896

Reading SCORE
Chamber of Commerce
601 Penn Street
Reading, PA 19601
(610) 376-3497

Harrisburg SCORE
4211 Trindle Road
Camp Hill, PA 17011
(717) 761-4304

Tulsa SCORE
907 South Detroit, Suite 1012
Tulsa, OK 74120
(918) 581-7462

Lawton SCORE
4500 West Lee Boulevard
Building 100, Suite 107
Lawton, OK 73505
(580) 353-8727

Ardmore SCORE
P.O. Box 1585
Ardmore, OK 73402-1585
(580) 226-2620

Portland SCORE
1515 South West Fifth Avenue, Suite 1050
Portland, OR 97201-5494
(503) 326-3441

Willamette SCORE
1401 Willamette Street
P.O. Box 1107
Eugene, OR 97401-4003
(541) 465-6600

Pittsburgh SCORE
1000 Liberty Avenue
Room 1314, Federal Building
Pittsburgh, PA 15222
(412) 395-6560

Lancaster SCORE
313 West Liberty Street
Suite 231
Lancaster, PA 17603
(717) 397-3092

Philadelphia SCORE
1315 Walnut Street
Suite 500
Philadelphia, PA 19107-4705
(215) 790-5050

Lehigh Valley SCORE
Rauch Building 37 / Lehigh University
621 Taylor Street
Bethlehem, PA 18015
(610) 758-4496

Erie SCORE
120 West 9th Street
Erie, PA 16501
(814) 871-5650

North Central Pennsylvania SCORE
Executive Plaza
330 Pine Street, Ste. 305
Williamsport, PA 17701
(570) 322-3720

Wilkes-Barre SCORE
7 North Wilkes-Barre Boulevard
Suite 403
Wilkes-Barre, PA 18702-5241
(570) 826-6502

York SCORE
Cyber Center
2101 Pennsylvania Avenue
York, PA 17404
(717) 845-8830

Uniontown SCORE
140 North Beeson Avenue
Room 404
Uniontown, PA 15401
(724) 437-4222

Mon -Valley SCORE
435 Donner Avenue
Monessen, PA 15062
(724) 684-4277

East Montgomery County SCORE
Baederwood Shopping Center
1653 The Fairways, Suite 204
Jenkintown, PA 19046
(215) 885-3027

Cumberland Valley SCORE
Chambersburg Chamber of Commerce
75 South Second Street
Chambersburg, PA 17201
(717) 264-2935

Monroe -Stroudsburg SCORE
556 Main Street
Stroudsburg, PA 18360
(570) 421-4433

Chester County SCORE
Government Service Center
P.O. Box 2747
Suite 281, 601 Westtown Rd.
West Chester, PA 19380-0990
(610) 344-6910

Bucks County SCORE
Chamber of Commerce
409 Hood Boulevard
Fairless Hills, PA 19030
(215) 943-8850

Altoona - Blair SCORE
3900 Industrial Park Drive #6
Altoona, PA 16602
(814) 942-9054

Pottstown SCORE
244 High Street
Suite 302
Pottstown, PA 19464
(610) 327-2673

Central Pennsylvania SCORE
2820 East College Avenue
Suite E
State College, PA 16801
(814) 234-9415

Puerto Rico & Virgin Island SCORE
P.O. Box 191637
San Juan, PR 00919-1637
(787) 766-5572

JGE Knight SCORE
380 Westminster Street
Providence, RI 02903
(401) 528-4571

Midlands SCORE
Strom Thurmond Building
1835 Assembly Street, Room 358
Columbia, SC 29201
(803) 765-5131

Piedmont SCORE
Federal Building, Room B-02
300 East Washington Street
Greenville, SC 29601
(864) 271-3638

Grand Strand SCORE
P.O. Box 2468
Myrtle Beach, SC 29578
(843) 918-1079

South Carolina Low Country SCORE
P.O. Box 5647
Hilton Head Island, SC 29938
(843) 785-7107

South - Central Region SCORE
P.O. Box 892
Aiken, SC 29802
(803) 641-1111

Sioux Falls SCORE
Business Information Center
1000 North West Avenue, Suite 230
Sioux Falls, SD 57104-1374
(605) 367-5757

Rapid City SCORE
Rushmore Plaza Civic Center
444 North Mt. Rushmore Road, #204
Rapid City, SD 57701
(605) 394-1707

Memphis SCORE
5100 Poplar Avenue
Suite 1701
Memphis, TN 38137
(901) 544-3588

Nashville SCORE
50 Vantage Way
Suite 201
Nashville, TN 37228-1500
(615) 736-7621

Chattanooga SCORE
Federal Building
900 Georgia Avenue, Room 26
Chattanooga, TN 37402
(423) 752-5190

Greater Knoxville SCORE
530 South Gay Street
Farragut Building, Suite 224
Knoxville, TN 37902
(865) 545-4203

Jackson SCORE
The Chamber of Commerce Building
197 Auditorium Street
Jackson, TN 38301
(731) 427-4044

Kingsport SCORE
Chamber of Commerce
151 East Main Street
Kingsport, TN 37662
(423) 392-8805

NE Tennessee SCORE
207 Mockingbird Lane
Johnson City, TN 37604
(423) 461-8051

Dallas SCORE
5646 Milton Street, Suite 303
Dallas, TX 75206
(214) 987-9491

Houston SCORE
8701 South Gessner
#1200
Houston, TX 77074
(713) 773-6565

San Antonio SCORE
17319 San Pedro Building 2
Suite 200
San Antonio, TX 78232
(210) 403-5931

Corpus Christi SCORE
3649 Leopard Street, Suite 411
Corpus Christi, TX 78408
(361) 879-0017

Lubbock SCORE
1205 Texas Avenue, Room 411 D
Lubbock, TX 79401
(806) 472-7462

East ern Texas SCORE
1530 South West Loop 323
Suite 100
Tyler, TX 75701
(903) 510-2975

Waco SCORE
401 Franklin Avenue
Waco, TX 76701
(254) 754-8898

Salt Lake SCORE
310 South Main Street, North Mezzanine
Salt Lake City, UT 84101
(801) 746-2269

Central Utah SCORE
3207 Bountiful Boulevard
Bountiful, UT 84010-4453
(801) 373-8660

Northern Utah SCORE
Cache Valley Chamber of Commerce
160 North Main
Logan, UT 84321
(435) 752-2161

Fort Worth SCORE
1150 South Freeway, Suite 108
James Guinn School Complex
Ft. Worth, TX 76104-5064
(817) 871-6002

Lower Rio Grande Valley SCORE
222 East Van Buren
Suite 500
Harlingen, TX 78550
(956) 427-8533

El Paso SCORE
10 Civic Center Plaza
El Paso, TX 79901
(915) 534-0541

Austin SCORE
4100 Ed Bluestein Boulevard
Austin, TX 78721
(512) 928-2425

Texarkana SCORE
P.O. Box 1468
Texarkana, TX 75504
(903) 792-7191

Golden Triangle SCORE
John Gray Building
855 Florida Avenue, Building B-104
Beaumont, TX 77705
(409) 832-6200

Ogden SCORE
2444 Washington Boulevard
Ogden, UT 84401
(801) 629-8613

Southern Utah SCORE
Dixie College
225 South 700 East
St. George, UT 84770
(435) 652-7741

Richmond SCORE
400 North 8th Street, Federal Building
P.O. Box 10126, 11th Floor, Ste 1150
Richmond, VA 23240-0126
(804) 771-2400

Roanoke SCORE
250 Franklin Road
Federal Building, Room 716
Roanoke, VA 24011
(540) 857-2834

Peninsula SCORE
Peninsula Chamber of Commerce
1919 Commerce Drive, Suite 320
Hampton, VA 23666
(757) 262-2000

Shenandoah Valley SCORE
301 West Main Street
Waynesboro, VA 22980
(540) 949-4423

Greater Lynchburg SCORE
Federal Building
1100 Main Street, Room 102
Lynchburg, VA 24504-1700
(434) 846-3235

Martinsville SCORE
115 Broad Street
P.O. Box 709
Martinsville, VA 24112-0709
(276) 632-6401

Montpelier SCORE
P.O. Box 605
87 State Street, Room 205
Montpelier, VT 05601
(802) 828-4422

Seattle SCORE
1200 6th Avenue
Suite 1700
Seattle, WA 98101
(206) 553-7320

Spokane SCORE
801 West Riverside Avenue, #240
Spokane, WA 99201-0908
(509) 353-2820

Mid - Columbia SCORE
P.O. Box 336
Richland, WA 99352
(509) 375-3582

Hampton Roads SCORE
Federal Building, Room 737
200 Granby Street
Norfolk, VA 23510
(757) 441-3733

Bristol SCORE
20 Volunteer Parkway
PO Box 519
Bristol, VA 24203-0519
(423) 989-4850

Central Virginia SCORE
P.O. Box 865
Charlottesville, VA 22902
(434) 295-6712

Greater Prince William County SCORE
Chamber of Commerce
8963 Center Street
Manassas, VA 20110
(703) 368-6600

Williamsburg SCORE
Chamber of Commerce
P.O. Box 3620
Williamsburg, VA 23187
(757) 229-6511

Champlain Valley SCORE
11 Lincoln Street, Room 106
Winston Prouty Federal Building
Essex Junction, VT 05452
(802) 951-6762

Spokane SCORE
801 West Riverside Avenue, #240
Spokane, WA 99201-0908
(509) 353-2820

Ft. Vancouver SCORE
1704 ½ Main Street
Vancouver, WA 98660
(360) 699-1079

Bellingham SCORE
101 East Holly Street
Bellingham, WA 98225
(360) 676-3307

Central Washington SCORE
300 South Columbia Street, 3rd Floor
Wenatchee, WA 98801
(509) 662-2116

Yakima Valley SCORE
10 North 9th Street
Yakima, WA 98901
(509) 248-2021

Milwaukee SCORE
310 West Wisconsin Avenue
#425
Milwaukee, WI 53203
(414) 297-3942

Madison SCORE
MG&E Innovation Center
505 South Rosa Road
Madison, WI 53719
(608) 441-2820

Eau Claire SCORE
Federal Building, Room B11
500 South Barstow Street
Eau Claire, WI 54701
(715) 834-1573

Fox Cities SCORE
227 South Walnut Street
P.O. Box 1855
Appleton, WI 54913
(920) 734-7101

La Crosse SCORE
712 Main Street
La Crosse, WI 54601-4121
(608) 784-4880

Wausau SCORE
P.O. Box 6190
Wausau, WI 54402-6190
(715) 845-6231

Green Bay SCORE
835 Potts Avenue
Green Bay, WI 54304
(920) 496-8930

South Central Wisconsin SCORE
P.O. Box 322
Camp Douglas, WI 54618
(608) 427-2070

Charleston SCORE
1116 Smith Street
Charleston, WV 25301
(304) 347-5463

Wheeling SCORE
Wheeling Chamber of Commerce
1310 Market Street
Wheeling, WV 26003
(304) 233-2575

Huntington SCORE
Unlimited Futures, Inc.
1650 8th Avenue
Huntington, WV 25703
(304) 523-4092

Upper Mon Valley SCORE
1000 Technology Drive
Suite 1230
Fairmont, WV 26554
(304) 363-0486

Greenbrier Valley SCORE
Greenbrier Community College
Lewisburg, WV 24901
(304) 647-6582

Buckhannon SCORE
76 East Main Street
Buckhannon, WV 26201
(304) 472-1611

Casper SCORE
Federal Building #4126
100 East B Street
Casper, WY 82602
(307) 261-6529

Cheyenne SCORE
1502 Logan Avenue
Cheyenne, WY 82001
(307) 635-4592

Federal Reserve System

Appendix E

Federal Reserve Bank of Boston
600 Atlantic Avenue
Boston, MA 02106
(617) 973-3000

Federal Reserve Bank of Philadelphia
Ten Independence Mall
Philadelphia, PA 19106
(215) 574-6000

Federal Reserve Bank of Richmond
701 East Byrd Street
Richmond, VA 23219
(804) 697-8000

Federal Reserve Bank of Chicago
230 South LaSalle Street
Chicago, IL 60604
(312) 322-5322

Federal Reserve Bank of Minneapolis
90 Hennepin Avenue
Minneapolis, MN 55401
(612) 204-5000

Federal Reserve Bank of Dallas
2200 North Pearl Street
Dallas, TX 75201-2272
(214) 922-6000

Federal Reserve Bank of New York
33 Liberty Street
New York, NY 10045
(212) 720-5000

Federal Reserve Bank of Cleveland
1455 East Sixth Street
Cleveland, OH 44114
(216) 579-2000

Federal Reserve Bank of Atlanta
1000 Peachtree Street, N.E.
Atlanta, GA 30309-4470
(404) 521-8500

Federal Reserve Bank of St. Louis
411 Locust Street
St. Louis, MO 63102
(314) 444-8444

Federal Reserve Bank of Kansas City
925 Grand Boulevard
Kansas City, MO 64198
(816) 881-2000

Federal Reserve Bank of San Francisco
101 Market Street
San Francisco, CA 94105
(415) 974-2000