Resource Guide
for Georgia Job Seekers

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**Workforce Investment Areas**

**Workforce Area** | **Phone / Web Address**
---|---
Northwest Georgia (Area 1) | (800) 332-1965 / nwgrc.org
Georgia Mountains (Area 2) | (770) 538-2727 / gmrc.ga.gov
City of Atlanta (Area 3) | (404) 546-3000 / atlantaworkforce.org
Cobb County (Area 4) | (770) 528- 4300 / cobbworks.org
DeKalb County (Area 5) | (404) 687-3400 / dekalbworkforce.org
Fulton County (Area 6) | (404) 613-7944 / fultoncountyga.gov
Atlanta Regional (Area 7) | (800) 516- 5872 / atlantaregional.com
West Central Georgia (Area 8) | (877) 633- 9799 / careerconnections.org
Northeast Georgia (Area 9) | (800) 533- 5872 / negrc.org
Macon-Bibb (Area 10) | (478) 751-7333 / cityofmacon.net
Middle Georgia (Area 11) | (800) 537- 1933 / mgwib.com
Richmond-Burke (Area 12) | (800) 735- 0205 / rbonestop.com
East Central Georgia (Area 13) | (800) 251- 3882 / ecgwddc.org
Lower Chattahoochee (Area 14) | (706) 653- 4529 / columbusga.org
Middle Flint (Area 15) | (877) 819- 6348 / rivervalleyrc.org
Heart of Georgia Altamaha (Area 16) | (800) 503- 0204 / region9wib.org
Southwest Georgia (Area 17) | (229) 336- 2378 / workforce44.org
South Georgia (Area 18 - formerly 18 & 19) | (229) 333-5277 / sgrc.us
Coastal Georgia (Area 20) | (912) 351- 6379 / coastalworkforceservices.org
The Workforce Investment Act (WIA) is designed to provide for workforce investment activities through state and local systems. The aim is to increase employment, retention, and earnings of participants, as well as increase occupational skill attainment. The end goal is to improve the quality of Georgia's workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the state. WIA authorizes the establishment of workforce investment activities for eligible youth, statewide employment and training activities for adult and dislocated workers, and through Georgia's Local Workforce Investment Areas as designated by the Governor.

The Workforce Investment Act gives local workforce boards broad authority for designing local workforce systems and delivering services in a manner designed to best achieve the goals of WIA based on the area's workforce needs. In Georgia, there are 19 Local Workforce Investment Areas. In each of the areas there is a local Workforce Investment Board responsible for designing local One-Stop workforce systems that are employer-led, demand-driven, customer-friendly, and continuously improving.

**CORE SERVICES** are universal services available to all customers and are the cornerstone of getting dislocated workers back to work. They include such services as: job referrals; self-directed job search; job search assistance; and other employment center services and career counseling.

**INTENSIVE SERVICES** are determined through assessment based on individual needs and circumstances. Dislocated workers receive an initial assessment that determines their skill levels, aptitudes, and supportive services needs. Job search and placement assistance helps determine whether a dislocated worker is unable to obtain employment, and thus requires more intensive services to obtain employment. Intensive Services may include: A comprehensive assessment of the dislocated worker; individual counseling and career planning; development of an Individual Employment Plan (IEP); or short-term prevocational services and literacy activities related to basic workforce readiness.

**TRAINING SERVICES** are the final threshold for services offered to dislocated workers. Some examples of Training Services are: job readiness training; skill upgrading and retraining; classroom training (occupational skills training); on-the-job training (OJT); and adult education and literacy training.

To request more information or to speak to a representative about WIA services, contact your local workforce area listed in this booklet.
Unemployed? Now What?

The loss of a job is a very difficult situation that can affect many different aspects of your life. Work plays an important part in our daily routine, shapes our goals and how we see ourselves. Losing a job can mean a lifestyle change or a reevaluation of past priorities. It is perfectly natural to face a variety of emotions during this time. Recent unemployment doesn’t have to be a negative experience. Use this opportunity to get to know yourself as well as what you’d like to have in a new job. Don’t let unemployment cause you to isolate yourself from friends and family. By working together you can be sure to make your job search even more productive and strengthen your vital relationships in the process.

Looking for work is a full-time job in itself. Changing careers or getting back in the job market requires time, energy and dedication. This resource guide features tips and information on updating your résumé, learning new career skills, and information on how to approach an interview.

Unemployment Insurance

When you become unemployed through no fault of your own, the Georgia Department of Labor may issue Unemployment Insurance benefits. You must be a U.S. citizen or provide proof of alien work authorization status to apply. The amount of your benefit will be based on your individual work history and wages earned.

If you qualify, you must meet certain requirements in order to continue receiving benefits payments. You must:

- be physically able to perform some type of work and conduct an active search for full-time work each week;
- be actively registered for employment services with your local career center and keep a record of your job search contacts; and report all wages earned while claiming unemployment compensation.

You must certify that you met the above requirements at the end of each week that you are unemployed, either by telephone or computer, to receive your payment. You have the option to receive payments via a debit card, or direct deposit. You will need to bring your checking or savings account number and routing number of your bank when you file, to use direct deposit.

If you are enrolled in approved training, you may be eligible to receive unemployment compensation without looking for work. Ask about this option when you apply for benefits.
Start Setting Goals

Now that you’ve had time to reflect on the past, it’s time to plan for the future. Start by setting some goals. Now is the time to ask yourself:

What kind of work do I want to do? Is it time to change careers? Should I consider relocating? What are my base salary requirements? Do I need more education for the job I want?

Use these questions to design to help you visualize your next step and create your goals.

Job Seekers: Do’s and Don’ts

Don’t: Overexaggerate skills or experience.
Do: Be honest.

Don’t: Use words like “fired” or “quit”
Do: Use words that properly describe the situation. “Looking for new opportunities” or “Laid off” work much better. Make sure to be honest.

Don’t: Demand a certain salary.
Do: Instead, research a pay range for the position/your area that can be discussed at a later time.

Don’t: Come off as over-confident or arrogant.
Do: Express a willingness to learn in a new position, regardless of how much experience you already have in the field.
Résumé Development

Résumés can have a variety of styles and formats. There is no standard for what a résumé should look like but there are some ways to make sure you have all the necessary information covered. Think of a résumé as a sales pitch for yourself. Highlight your skills, honors and accomplishments. Most résumés are skill based, so make sure you focus on what you can do, not where you did it. The Georgia Department of Labor has an online résumé tutorial at [http://www.dol.state.ga.us/js/resume_writing.htm](http://www.dol.state.ga.us/js/resume_writing.htm) that can walk you through the résumé process with tips, suggestions and examples.

Keep your résumé neat. Too much information or sloppy formatting can become annoying to read through and could cause your résumé to be discarded. Be sure to keep the position you are applying for in mind. If possible, have a few different versions of your résumé available to use when applying to several positions in different companies. Each version should highlight the specific skill set or experiences that are relevant to that position. Try to keep the formatting uniform as much as possible when submitting a résumé, references and a cover letter.

Additional Tips

- Use bullets or lists instead of complete sentences.

- Use available numbers to strengthen accomplishments.

- Use key words that will directly apply to the position.

- When listing employers and education, begin with the most recent. For employment history be sure to include job title, company name, city, state, and work dates. For education, list name of school, city and state. Include any specialized courses, certifications or licenses.

- **DO NOT** list references on your résumé. Have a separate reference page available with matching header.

- Print off a copy and proofread. It’s easy to overlook mistakes on a digital version so proofreading a printed copy is vital. Have a friend review look for any additional mistakes.

- **DO NOT** include personal information such as marital status, religion or race. Some employers automatically disqualify résumés with too much personal information.
Cover Letter Basics

A cover letter is essential in any job search. It is used to supplement your résumé and provides an opportunity to tell employers why you would be a good fit for their company. In the letter explain qualifications listed in your résumé that directly relate to the open position. Below is some information on sections that should be included in all cover letters.

Keep your cover letter short and to the point.

Key components:
- Your street address, professional email address and phone number
- Date
- Employer’s name and address
- Greeting
- Three body paragraphs (see next section for details)
- Closing
- Enclosures

Contact Information:
- Include an up-to-date, professional email address that you check often
- A current phone number
- Prepare a polite, polished voicemail message for when you are unavailable

Cover Letter Do’s and Don’ts

- Type your letter
- Create a personalized letter for every company’s position
- Find the hiring managers name
- Proofread
- Don’t make your letter longer than a page
- Don’t repeat everything in your résumé, instead highlight accomplishments

Preparing Your Cover Letter

In the greeting section, always use the employers first and last name. Never address a potential employer by just their first name; acknowledge them by their whole name or their last name (ex: Dear Mr. Smith). Research the company to find the name of the hiring manager if you do not know it.

The first sentence should tell the employer how you learned of the job opening. Use the rest of the paragraph to detail what job you are interested in and that you have attached your résumé.

The next paragraph should tell the employer how your qualifications will fit with the position’s job requirements. This is one of the most important pieces of your cover letter, keep it succinct and professional. If the position you are applying for is a career change, make sure to include reasons for making the switch and your qualifications.

Conclude by thanking the employer for their time and consideration and be sure to close the letter in a gracious manner. Use words like, Sincerely, Respectfully, or Cordially.
Networking

Networking is vitally important in your job search. The vast majority of people find jobs through people they know, so pick up a phone, send an email or talk to someone in person and let them know you are searching for a job and ask if they know of any openings.

Contact people
While you are looking for a job touch base with people daily. When talking to someone via phone, email or in person make sure they know your name, the industry you work in, your current situation, jobs you would be interested in and your talents.

Not sure where to start?
Start connecting with family and friends and branch out from there. Anyone you know could be a link to new job opportunities.

Gather information
Once you establish a contact learn as much about that company, open positions and how to apply for jobs as you can. The more you know the easier it is to apply for jobs quickly and efficiently.

Stay in touch
It’s crucial to communicate with your contacts every couple of weeks to see if they have any new job leads. Finding out about job openings quickly is important because timing is vital in a search. Be sure to update those who are helping you on your job search and thank them for their assistance.

Retraining Opportunities

1. Workforce Investment Act
Contact your local Workforce Investment Area listed in this booklet for more information on how receive funding for workplace training and educational opportunities.

2. Georgia’s HOPE Program
Scholarships, grants and awards are available to help pay for postsecondary education. Visit gacollege411.org for details.

3. Adult Education
GED (General Education Development) preparation and ESL (English as a Second Language) classes are offered at no cost. Go to tcsg.edu/adult_literacy.php to learn more.

4. Technical College System of Georgia (TCSG)
College that Works is a retraining and retooling program for new jobs at technical colleges offered across the state. Visit collegethatworks.com for details.

Trade Benefits

If you become unemployed because of increased imports or shifts in production to foreign countries, the Trade Act provides extra support and training. Employers, a group of three or more workers, or their union or authorized representative can file a Trade Act petition. Petitions can be found at the career center or printed from doleta.gov/tradeact.

In addition to the reemployment services offered to all of the Georgia Department of Labor customers, if you are covered under a Trade Act certification, you might be eligible for: Job Search Allowances, Trade Adjustment Allowances, Trade Readjustment Allowance, Relocation Allowance, Health Coverage Tax Credit, Training Benefits and Alternative Trade Adjustment Assistance. Find out more at gdol.ga.gov/em/warn_em.htm#taa.
Information for Your Next Interview

Remember that an interview is an opportunity for you to deliver your personalized sales pitch about yourself. Here’s some advice to help you prepare for possible questions that you may be asked.

- When you are asked to “Tell us about yourself,” talk about your relevant skills and abilities. NOT your pets, hobbies or favorite sports.

- Use stories and past experiences to help explain why you’d be a perfect fit for the position.

- Prepare for trick questions. “Can you describe a time when you failed?” “What’s your greatest weakness?” or “What bothers you about other people?” can be asked to trip you up or see you think on your feet. Instead of revealing unflattering things about yourself turn these questions into a way to highlight your strengths.

- Be sure to tell the interviewer how you would be an asset to the company.

- Make sure you ask questions. This shows that you are both listening and interested in the position. Avoiding asking questions that make it sound like you are only interested in what the employer can offer you. Most questions about benefits or compensation should be saved until the second interview or the actual job offer.

Interview Questions

A few questions to prepare for before your interview.

- Why did you apply for this position?

- Do you prefer to work alone or in a group?

- What skills and experience can you bring to this position?

- What motivates you to do your best?

- Why are you qualified for this position?

- If you saw a coworker doing something unethical, how would you respond?

- What about this position appeals to you?

- Where do you see yourself in 5 years? 10 years?
Are you a Georgia Veteran?

Operation: Workforce helps veterans and employers connect within the state. The site allows veterans to create a profile, upload a résumé, search and apply for job openings within the state of Georgia.

It also allows Georgia employers to create profiles, post job listings, review job applicants and search the site for qualified candidates. Employers are able to sign a pledge of commitment to give enhanced hiring opportunities to Georgia’s veterans, and veterans are able to find veteran-friendly employers across the state. Operation:Workforce will also allow veterans to translate their military occupational classifications into civilian occupations that best align with their skill set and training.

GOWD is helping veterans find career opportunities after they return home through the Troops to Trucks program. Troops to Trucks is designed to give veterans with Military 348 license the ability to easily transform this certification into civilian employment in the transportation industry. Veterans are encouraged to contact their local Department of Driver Services (DDS) office to discover what options are available in their local area.

Georgia’s trucking industry is rapidly growing with more than 12,000 openings for commercial truck drivers in the next four years. Programs like Troops to Trucks place emphasis on transferring the valuable skills and experience that our veterans possess into Georgia’s workforce.

Several businesses and corporations around Georgia have pledged to seek out these deserving service members for employment, utilizing their unique set of skills and knowledge. The Hire A Georgia Veteran campaign is an effort to match skilled and capable veterans with appropriate and fulfilling employment opportunities.

Hiring a Georgia Veteran not only benefits Georgia’s returning service men and women, but our state, as Georgia works to become the number one place in the country to do business. For more information, visit the Employers tab on operationworkforce.com.
The Go Build Georgia campaign is designed to inform the public on the value of learning a trade, dispel their misconceptions about the skilled trade industry, and show them the benefits of building a career as a skilled tradesman. Go Build aims to provide better opportunities for craft tradesmen, more highly skilled employees for businesses and enhanced economic development for Georgia and the nation.

This country is suffering from a skills gap, and Go Build is bringing that realization into the conversation. Even as the need for skill trade positions has risen and unemployment has continued to grow, fewer people are choosing to embark on a career in the trades. Career tradesmen and craftsmen – welders, brickmasons, plumbers, electricians and carpenters – are in critical need now more than ever.

Log on to gobuildgeorgia.com and get started with new your career. Create a username and password, upload a resume, and begin looking for real jobs near you. Georgia is looking for skilled workers now, so get online and get moving.
Visit www.HomeSafeGeorgia.com to...

• **Learn** how to get current on your mortgage payments
• **Find** answers to frequently asked questions
• **Apply** for mortgage payment assistance while you seek work

HomeSafe Georgia provides up to 18 months of temporary mortgage payment assistance for the unemployed or underemployed.

**HomeSafe Georgia Eligibility Requirements:**

- You’re unemployed OR underemployed (25% reduction in income or 30% loss in gross receipts if self-employed);
- You’re a legal U.S. resident who owns the property, it’s your primary residence, and it’s classified as real estate;
- Your monthly mortgage payment is greater than 25% of your monthly household income;
- You were current on your mortgage prior to the event where you lost your income;
- You’re current or no more than six months behind on your mortgage at the time you apply;
- You don’t have more than $5,000 in liquid assets (doesn’t apply to retirement accounts);
- You don’t have an active bankruptcy or a tax lien;
- You haven’t been convicted of a mortgage-related felony in the last 10 years; and
- Your total outstanding mortgage balance isn’t more than $417,000.

If you’re approved for assistance, HomeSafe Georgia will bring you current on your mortgage payments (up to six months of delinquent payments).

Participants will pay 5% of their current income toward their mortgage payment. Does not apply to active military or Veterans or if the 5% payment is $100 or less.

Applications are processed on a first-come, first-served basis. Applications may take up to 12 weeks to process during high-volume periods.

If your property is already in foreclosure, you’re encouraged to contact a local HUD-approved housing counseling agency.
# Georgia Department of Labor Career Centers

- **Albany**, 1608 South Slappey Boulevard...229-430-5010
- **Americus**, 120 West Church Street...229-931-2520
- **Athens**, 150 Evelyn C. Neely Drive...706-583-2550
- **Atlanta North Metro**, 2943 North Druid Hills Road...404-679-5200
- **Atlanta South Metro**, 2636-14 Martin Luther King, Jr. Drive...404-699-6900
- **Augusta**, 601 Greene Street...706-721-3131
- **Bainbridge**, 310 South Scott Street...229-248-2618
- **Blue Ridge**, 1048 Appalachian Highway...706-632-2033
- **Brunswick**, 2517 Tara Lane...912-264-7244
- **Cairo**, 225 5th Street, N.E. 229-377-6526
- **Carrollton**, 275 Northside Drive...770-836-6668
- **Cartersville**, 19 Felton Place...770-387-3760
- **Cedartown**, 262 North Park Boulevard...770-749-2213
- **Clayton County**, Building 100, Suite 100, 2450 Mount Zion Parkway, Jonesboro...678-479-5886
- **Cobb/Cherokee**, 465 Big Shanty Road, Marietta...770-528-6100
- **Columbus**, 700 Veterans Parkway...706-649-7423
- **Cordele**, 1205 South Seventh Street...229-276-2355
- **Covington**, 7249 Industrial Boulevard, N.E. 770-784-2455
- **Dalton**, 1406 Chattanooga Avenue...706-272-2301
- **DeKalb**, 3879 Covington Highway, Decatur...404-298-3970
- **Douglas**, 70 Lockwood Drive...912-389-4254
- **Dublin**, 910 North Jefferson St. 478-275-6525
- **Eastman**, 5016 Park Way...478-374-6994
- **Gainesville**, 2756 Atlanta Highway...770-535-5484
- **Griffin**, 1514 Highway 16 West...770-228-7226
- **Gwinnett**, 2211 Beaver Ruin Road, Suite 160, Norcross...770-840-2200
- **Habersham**, 215 Hodges Street, Suite 205, Cornelia...706-776-0811
- **Hinesville**, 740 General Stewart Way, Suite 202...912-370-2595
- **Houston County**, 96 Cohen Walker Drive, Warner Robins...478-988-7130
- **Jesup**, 263 North Brunswick Street...912-427-5842
- **Kings Bay**, 406 Osborne Street, St. Mary’s...912-673-6942
- **LaFayette**, 200 West Villanow Street...706-638-5525
- **LaGrange**, 1002 Longley Place...706-845-4000
- **Macon**, 3090 Mercer University Drive...478-751-6164
- **Milledgeville**, 156 Roberson Mill Road...478-445-5465
- **Moultrie**, 220 North Main Street...229-891-7147
- **Newnan**, 30 Bledsoe Road...770-254-7220
- **Rome**, 462 Riverside Parkway, N.E. 706-295-6051
- **Savannah**, 5520 White Bluff Road...912-356-2773
- **Statesboro**, 62 Packinghouse Road...912-681-5156
- **Thomasville**, 403 North Broad Street...229-225-4033
- **Thomson**, 232 Main Street...706-595-3665
- **Tifton**, 310 South Tift Avenue...229-386-3322
- **Toccoa**, 37 Foreacre Street...706-282-4514
- **Valdosta**, 221 South Ashley Street...229-333-5211
- **Vidalia**, 206 Queen Street, Suite #16...912-538-3231
- **Waycross**, 600 Plant Avenue...912-285-6105
## Quick Links

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<td>Governor’s Office of Workforce Development</td>
<td>(404) 463-5030</td>
<td>workforce.georgia.gov</td>
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<td>Georgia Department of Labor</td>
<td>(404) 232-3540</td>
<td>gdol.ga.gov</td>
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<td>Unemployment Insurance</td>
<td>(404) 232-3990</td>
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<td>Labor Market Information</td>
<td>(404) 232-3875</td>
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<td>Georgia Vocational Rehabilitation Agency</td>
<td>(866) 489-0001</td>
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<td>COBRA</td>
<td>(866) 444-3272</td>
<td>dol.gov/ebsa/cobra</td>
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<td>Employee Retirement Income Security</td>
<td>(866) 275-7922</td>
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<td>Division of Family &amp; Children Services</td>
<td>(404) 651-9361</td>
<td>dfcs.dhr.georgia.gov</td>
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<td>Energy Assistance Program</td>
<td>(877) 423-4746</td>
<td>compass.ga.gov</td>
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<td>Georgia COMPASS Food Stamps</td>
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<td>TANF (Temporary Assistance for Needy Families)</td>
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<td>Fair Debt Collection Practices</td>
<td>(877) 382-4357</td>
<td>ftc.gov</td>
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<td>Fair Labor Standards (FLSA)</td>
<td>(866) 4US-WAGE</td>
<td>dol.gov/whd/flsa</td>
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<td>Georgia Office of Insurance</td>
<td>(800) 656-2298</td>
<td>gainsurance.org</td>
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<td>PeachCare for Kids</td>
<td>(877) 427-3224</td>
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<td>Other Workforce Resources</td>
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<td>va.gov</td>
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<td>veterans.georgia.gov</td>
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<td>Veterans Jobs</td>
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<td>Community Resources</td>
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<td>CredAbility (Consumer Credit Counseling)</td>
<td>(800) 251-2227</td>
<td>credability.org</td>
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<td>Georgia Legal Services Program</td>
<td>(404) 206-5175</td>
<td>glsp.org</td>
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<td>TCSG (Technical College System of Georgia)</td>
<td>(404) 679-1600</td>
<td>collegehatworks.com</td>
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<td>Adult Education – GED or ESL</td>
<td>(404) 679-1600</td>
<td>tcsg.edu/adult_literacy.php</td>
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<td>United Way</td>
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<td>Goodwill</td>
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<td>goodwill.org</td>
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Equal Opportunity Employer/Program
Auxiliary aids and services are available to individuals with disabilities upon request.
workforce.georgia.gov

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