



Help is Here: Job Preparation Training and Guaranteed Interviews Frequently Asked Questions (FAQs) for Customers

Dec. 1, 2020

1. What is CareerSource Central Florida (CSCF) announcing today?

For the next 30 days only, CareerSource Central Florida (CSCF) is offering eligible Orange County residents guaranteed interviews with participating hiring companies through the [Help is Here program](#). Eligible Orange County residents can receive interviews with participating companies that are currently hiring for various in-demand jobs across Central Florida. Orange County residents must apply and be enrolled in the Help is Here program no later than Dec. 31, 2020 for the guaranteed interview offer.

2. Why is there a limited-time-only offer to receive a guaranteed interview through the Help is Here program for Orange County residents?

CSCF is providing this unique opportunity because the Help is Here program for Orange County residents that is offered through the CARES Act Monies from Orange County government will expire on Dec. 31, 2020.

3. Are there any qualifications I must meet prior to receiving a guaranteed interview with a participating, hiring company?

Yes, Orange County residents must qualify and be enrolled in the Help is Here for Orange County Residents program no later than Dec. 31, 2020. Enrollees are also encouraged to participate in specific job preparation training modules prior to participating in any interview.

4. What participating hiring companies will I be guaranteed an interview with upon completion of the job preparation training?

The guaranteed interviews will be based on companies CSCF is working with and who are hiring for in-demand jobs right now during the COVID-19 pandemic. CSCF will schedule an interview with a participating hiring company in different industries, such as healthcare or transportation, that are currently hiring for positions across Central Florida. These companies and positions may vary during the guarantee interview offer, which is only available through Dec. 31, 2020.

5. Are there any qualifications I must meet prior to receiving the guaranteed interview with a participating hiring company?

Yes, Orange County residents must qualify and be enrolled in the Help is Here for Orange County Residents' program no later than Dec. 31, 2020.

6. How do I qualify for CSCF's Help is Here program?

To qualify for the Help is Here program, individuals must be at least 18 years of age or older and able to work in the U.S., must be able to verify Orange County residency, and must be able to verify

they have been impacted by COVID-19 (loss of job or reduced hours). Residents must apply for the Help is Here program by Dec. 31, 2020.

Individuals can visit the [Help is Here website](#) for more information or call 1-800-757-4598 (press option 6).

7. Why should I enroll now in the Help is Here for Orange County Resident's program?

The guaranteed interview is a limited-time-only offer and residents are encouraged to take advantage of it before it's too late. In addition, an individual will also receive personalized support from a CSCF Career Consultant throughout their job search activities plus job preparation training. There are self-paced, training modules available that cover beneficial topics for those looking to refresh their interview skills and learn the best ways to highlight their value to a potential employer.

8. How will I get my interview scheduled?

A CSCF Career Consultant will coordinate the interview details with you directly.

9. Do I need to complete any special training prior to receiving the guaranteed interview?

No. However, CSCF does strongly encourage individuals to participate in three job preparation training modules prior to an interview.

10. Are there any beneficial training courses CSCF recommends taking before a scheduled interview?

Yes. There are three (3) modules that will support an individual who is searching for a job and preparing for an interview with hiring companies. These modules are:

- Preparing for the Interview
- The Interview Process
- Answering Difficult Questions

11. How long does each training module take to complete?

Modules in the online training program may range from (1) hour to (4) hours to complete.

12. Can I take other job preparation training modules other than those that specifically help with an interview?

Yes. More than 15 self-paced, online modules are also available through CSCF, which cover topics including:

- Managing Change & Your Attitude
- Goal Setting
- Learning to Learn & Stress Relief Strategies
- Time Management
- Study Skills
- Becoming an Effective Online Student
- Responsible Borrowing & Budgeting
- Working in Teams
- Cultural Diversity & Conflict Resolution
- Effective Communication & Networking
- Professional Branding: Resume & Cover Letter

- Best Job Search Strategies
- Preparing for the Interview
- The Interview Process
- Answering Difficult Questions
- On the Job Success
- Planning for the Future

13. Is the online training live or pre-recorded?

All training modules are self-paced and feature pre-recorded videos. Individuals can use a phone, laptop, computer to take these self-paced, online modules.

14. How do I access the online training modules?

Once you qualify and are enrolled in the Help is Here for Orange County residents program, a CSCF Career Consultant will contact you to discuss next steps and provide links and instructions for the online training program and interview process.

15. How will I get my interview scheduled?

A CSCF Career Consultant will coordinate the interview details with you.

16. Can I select which company and/or position I would like to interview for?

Providing you are enrolled in Help is Here for Orange County residents and have completed the three required training modules, you will be provided an interview with any or all of the participating hiring companies on the CSCF guaranteed interview list.

17. Can I receive a scheduled interview with more than one company on CSCF's guaranteed interview hiring list?

Yes. You will be provided an interview opportunity with any of the participating hiring companies on the CSCF guaranteed interview list.

18. What if I want to interview with a company that is not on the guaranteed interview list?

CSCF works with many businesses who are hiring across the Central Florida region and is here to help you throughout your career journey. Although you may receive an opportunity to have an interview with another company, it is not guaranteed unless you are enrolled in the Help is Here program and the company is on the CSCF guaranteed interview list.

19. What is the time frame for completing the three online training modules required to receive a guaranteed interview?

Time is limited for the Help is Here program, and Orange County residents must apply, be enrolled, and have completed the required training no later than Dec. 31, 2020 to take advantage of this limited-time-only opportunity.

20. Does the online training and guaranteed interview cost anything?

No. All CSCF services are complimentary for career seekers.

21. Can CSCF guarantee me a job placement after completion of the training and the interview?

No. While CSCF provides free support, resources, and training to individuals, we cannot guarantee job placement upon completion of the job preparation training and/or scheduled interview as the participating hiring company makes the decision on who to hire.



**Help is Here: Orange County Career Seekers
Frequently Asked Questions FAQs for Customers**
Oct. 2, 2020

1. How can I benefit from *Help is Here Orange County*?

- Access free short-term training with premier training providers such as Valencia College, University of Central Florida, Orange Technical College, Seminole State College and more.
- Paid internships: Earn while you learn.
- Get hired quickly! We'll connect you with business who are hiring right now.

2. Do I have to pay anything?

It's free! Our services are complimentary to career seekers.

3. How can I qualify for the Help is Here program?

- Must be an Orange County Resident
- Must legally be able to work in the U.S.
- Must be 18 years or older
- Must have had employment impacted by COVID-19 in one of the following ways:
 - a. Lost a job due to COVID – either laid off/furloughed
 - b. Experienced significantly reduced hours due to COVID
 - c. Had a business ordered shut-down due to COVID
 - d. Cannot obtain employment due to COVID
 - e. Live with someone who's been impacted by COVID in any of the scenarios mentioned above.

4. Can I qualify for Help is Here Orange County if I'm a gig worker or self-employed?

Yes. If you're a gig worker or self-employed and you've experienced reduced work hours or an economic impact due to COVID, you can qualify.

5. What documentation do I need to provide to qualify for the Help is Here program?

- Proof of being an Orange County resident
 - Driver's License, recent power or utility bill, apartment lease or mortgage or a Voters Registration card.
- Proof of legal ability to work in the U.S.

- Social security card, green card, W-2 with social security number, U.S. birth certificate or receipt to replace a lost or stolen social security card or U.S. birth certificate or U.S. passport, naturalization certificate, or employment authorization.
- Proof of being impacted by COVID
 - Layoff letter, pay stub or payroll record from a business that laid off employees, a schedule of reduced hours, bank statement to validate when working versus not with no continued payroll deposits or proof of pandemic unemployment.

6. What type of documentation do gig workers or self-employed individuals have to provide?

Gig workers need to demonstrate what they were doing for income, how it changed due to COVID for instance a bank statement.

Self-employed workers need to provide proof of their business ownership such as bank statements, tax return or occupational license.

7. What can I expect after completing the application on the website?

- A Career Services Consultant will contact you within 3 business days
 - We'll call, text, and email you. Please note: calls may come from an out of town number.
- You will be asked to provide proof of your documentation to verify enrollment requirements – either mobile or computer option available
 - Proof of being an Orange County resident
 - Proof of legal ability to work in the U.S.
 - Proof of being impacted by COVID
- Your Career Services Consultant will schedule an appointment to discuss your options:
 - Get hired and work with a local employer as a paid intern making \$15.00 per hour for 8 weeks.
 - Enroll in a short-term training program to learn new skills for careers in high-demand industries such as Healthcare, Advanced Manufacturing and more.
 - Get placed directly into full-time employment.