



Layoff Resource Guide

a handbook for employees

TABLE OF CONTENTS

Transition Assistance Program	3
Continuation of Employee Benefits.....	7
Career & Employment Guidance	11
Coping with Job Loss	20
Education & Training Opportunities.....	21
Employment Records	23
Pay	25
Professional Networking Opportunities.....	26
Public Assistance	28
Unemployment Insurance	32
Volunteer Opportunities.....	33

Transition Assistance Program

General Information:

TRANSITION ASSISTANCE PROGRAM FOR ADMINISTRATIVE, SERVICE & SUPPORT EMPLOYEES

INTRODUCTION

The Transition Assistance Program provides short term temporary income and benefits to employees subject to involuntary layoff. Transition assistance applies to all Administrative, Service and Support employees. Individuals not covered by HR 117 Layoff do not have seniority and preferential hiring rights. Other layoff provisions remain in effect. The following transition assistance program will apply to layoffs occurring between March 1, 2009 and June 30, 2012.

ELIGIBILITY

All regular Administrative, Service and Support employees (as defined in HR 101 Employee Status) who have successfully completed their probationary period are eligible for transition assistance. Employees whose positions are discontinued because of a reduction in the workforce are eligible for transition assistance, regardless of funding source. Non-regular (as defined in HR 101 Employee Status) and probationary employees are not eligible.

In some cases, it may be several weeks between the time the employee is notified of layoff and the actual date of layoff. To qualify for transition assistance, the employee must continue to perform his or her duties in a satisfactory manner after notice of layoff and prior to the effective date of the layoff. If the employee refuses to accept transfer or assignment to a comparable regular University position, the employee loses his or her right to transition assistance. In addition, the employee is not eligible for transition assistance if any of the following events occur prior to the effective date of layoff or, once commenced, is not eligible for the continuation of transition assistance if any of these events occur prior to the end of transition assistance: 1) death 2) retirement 3) termination, 4) receipt of Long-Term Disability (LTD) benefits or 5) acceptance of another regular benefit eligible position within the University. In order for an employee to be eligible to receive transition assistance payment, the employee is required to sign the University of Missouri Transition Assistance Payment Agreement and Release.

NOTICE

Employees will be given a minimum of two weeks written notice of layoff because of a workforce reduction. At the University's option, such employees may receive two weeks pay (prior to transition assistance payments) in lieu of notice. Issuance of layoff notice must be coordinated through campus Human Resource Services.

TRANSITION PAY

An eligible employee will receive one week of pay (minimum of 4 weeks; maximum of 26 weeks) for every year of continuous regular employment, immediately prior to layoff. For regular employees who have a contract with a specified end date, transition pay shall not exceed the amount the employee would have earned through the contract end date. Transition payments will be made in accordance with the employee's regular pay schedule. Such payment and the employee's repayment obligations shall be in accordance with the University of Missouri Transition Assistance Payment Agreement and Release and shall not begin until the effective date of the agreement.

TRANSITION BENEFITS

All eligible Administrative, Service and Support employees with a minimum of five years of continuous regular employment with the University (including those not covered under HR 117 Layoff), immediately prior to layoff, will be placed on a layoff leave of absence for one year from the effective date of layoff. All eligible Administrative, Service and Support employees with less than five years of continuous regular employment with the University (including those not covered under HR 117 Layoff), immediately prior to layoff, will be placed on a layoff leave of absence for three months from the effective date of layoff, provided, however, the layoff leave of absence may not exceed a contract end date, if any. During the layoff leave of absence, the employee will be eligible to participate in the University's benefit programs (medical, dental, vision, life, accidental death and long-term disability). The University will continue to pay its portion of the benefit premiums during the layoff leave of absence.

Employees placed on layoff leave of absence are required to notify campus Human Resource Services if they obtain employment outside the University and/or if they become eligible for coverage under other benefit programs as a result of such employment. Participation in the University's benefit programs will not be continued if the employee becomes eligible for coverage under other benefit programs as a result of employment outside the University.

The qualifying event date for COBRA eligibility is the effective date of the layoff leave of absence. The COBRA benefit period will run concurrently with the layoff leave of absence. Once the layoff leave of absence has expired, COBRA benefits can continue, with full costs paid by the individual, for the remainder of the COBRA eligibility period allowed (not to exceed 18 months in total). The Faculty and Staff Benefits Office will mail information on COBRA benefits, including the timeframe for COBRA election.

OUTPLACEMENT SERVICES

Outplacement services such as resume preparation, help in developing job search strategies and interviewing skills will be made available to an employee through campus Human Resource Services, which will also provide contact information for the appropriate Division of Employment Security.

FAQ:

1. What is a regular University employee?

A regular employee is an Administrative, Service and Support staff member expected to work at least 75% FTE with an indicated appointment duration of at least nine months.

2. Are employees who are not eligible for layoff benefits under HR 117 eligible for transition assistance benefits?

Yes. Employees who are not eligible for layoff benefits may be eligible for transition assistance.

3. Are employees with academic appointments as defined by CR&R 310.020 eligible for transition assistance?

No. Transition Assistance applies only to administrative, service and support staff.

4. What is the definition of "comparable" regular University position?

A comparable position is one that has similar job responsibilities, 75% FTE or greater and pay that is within the same salary range of the employee's salary at the time of transfer or reassignment. Final determination regarding a comparable position will be made by campus Human Resource Services.

5. What is the minimum amount of notice that must be given to the employee?

Two weeks. However, at the University's option, employees may receive two weeks pay in lieu of notice.

6. How will layoff notice be given to the employee?

Layoff notice must be given to the employee in writing after coordination with campus Human Resource Services.

7. What happens to vacation, sick leave and personal days when the employee is placed on a layoff leave of absence?

Vacation balances will be paid in a lump sum on the staff member's final check for regular employment. Any unused sick leave and personal days may not be used during the layoff leave of absence but will be reinstated only if the employee is returned to a regular position prior to the end of the layoff leave of absence. If the employee's anniversary date occurs during the layoff leave of absence, any unused personal days will be lost and 4 new personal days will be added but are not available for use unless the employee returns to a regular position prior to the end of the layoff leave of absence.

8. Are partial years of continuous service counted in calculating transition assistance compensation?

A half-year or more of regular employment, based on the employee's anniversary date, is considered a complete year and less than a half-year is disregarded.

9. Does the transition assistance payment include payment for overtime?

No. The transition assistance payment will be calculated on a straight-time basis.

10. Does the transition assistance payment include payment for shift differential?

Yes. Shift differential is included if it has been normally included in the employee's compensation. For an employee working different shifts, the transition assistance payment will be based on the average weekly pay during the two preceding pay periods.

11. What is the rate of pay for the transition assistance payment?

The transition assistance is paid at the rate the employee was being paid at the time of layoff and does not include any increases based on increases to ranges, minimum wage, etc. which occur during the transition period.

12. Can an employee apply for unemployment benefits during the layoff leave of absence period?

Yes. Employees who are placed on layoff leave of absence due to workforce reductions can apply and the Division of Employment Security will determine if they are eligible for unemployment benefits.

13. When must the University of Missouri Transition Assistance Payment Agreement and Release be submitted?

The agreement should be provided to employees with the notice of layoff. No transition assistance payment will be made until the signed form is returned to the department and campus Human Resource Services has been notified of its receipt and the period for the employee to revoke the signed form has expired.

14. Will COBRA benefits be available to allow for continued medical, dental and vision insurance coverage?

The qualifying event date for COBRA eligibility is the effective date of the layoff leave of absence. The COBRA benefit period will run concurrently with the layoff leave of absence. Once the layoff leave of absence has expired, COBRA benefits can continue, with full costs paid by the individual, for the remainder of the COBRA eligibility period allowed (not to exceed 18 months in total). The Faculty and Staff Benefits Office will mail information on COBRA benefits, including the timeframe for COBRA election.

15. Will employees receive service credit for the layoff leave of absence, will the layoff leave of absence count toward vesting, and will the transition assistance payment be included in the retirement benefit calculation?

No.

16. Will employees be eligible to participate in HR 303 Educational Assistance?

Under Collected Rule and Regulation 230.070, employees on leave are not eligible to participate in the Educational Assistance Program. However, employees receiving educational assistance will remain eligible to continue the benefit through the semester in which they are put in layoff status.

17. Will spouses and dependents of employees be able to participate in HR 309 Educational Fee Reduction program?

Spouse and dependents of employees will be able to participate in the educational fee reduction program during the layoff leave of absence provided they meet the eligibility requirements of the program.

Continuation of Employee Benefits

General Information:

Group Health Insurance (Medical, Dental & Vision)

- If you are currently enrolled in a UM health plan, your insurance coverage will cease as of the last day of the month in which the layoff occurs. However, during the 3- or 12-month layoff period, you will be eligible to continue your insurance through the University paying the same premium rates as active employees.
- COBRA (Consolidated Omnibus Budget Reconciliation Act): The qualifying event date for COBRA eligibility is the first of the month following layoff leave of absence. The COBRA benefit period will run concurrently with the layoff leave of absence. Once the layoff leave of absence has expired, COBRA benefits can continue, with full costs paid by the individual, for the remainder of the COBRA eligibility period allowed (not to exceed 18 months in total). The Faculty and Staff Benefits Office will mail information on COBRA benefits, including the timeframe for COBRA election.
- ASI, our COBRA plan administrator, will mail out COBRA enrollment forms to you at the beginning of the layoff period. You can expect to see this packet approximately two weeks after you submit the completed Transition Assistant Payment agreement.
- It is important to note that COBRA continuation is not automatic; it is a choice you make. You may also want to investigate other individual plan options instead of continuation under COBRA. (Please refer to the Resources at the end of the Continuation of Benefits section.)
- During the layoff period, you would make payments directly to ASI. Upon completion of layoff period, you would continue insurance coverage and would be responsible for paying the full cost of continued insurance coverage during the remaining COBRA period of coverage.

Flexible Spending Accounts (FSA)

- Your current participation in a Flexible Spending Account will end as of the last day of the month in which you receive your final paycheck.
- For Health Care FSA, you can file for reimbursement for all eligible expenses incurred prior to the end of the month your last check is received. These expenses cannot exceed the annual pledge amount designated for the calendar year. You have until April 15th of the following year to submit eligible claims. The account can be extended through the end of the calendar year on an after-tax basis if you elect continuation through COBRA. COBRA continuation is not automatic; it is a choice you must make.
- For Dependent Care FSA, you will have until March 31st following the end of the plan year to file claims which were incurred up to the end of the month in which you received your final check. The amount of reimbursement cannot exceed the current amount in your FSA account. There is not a COBRA option for the Dependent Care FSA.

Life Insurance Conversion

Basic Life and/or Optional Supplemental Life Policies

- You may elect to convert your Basic Life policy and/or Optional Supplemental Life policy from group term life insurance to an individual life insurance policy without proof of insurability. You would be issued a whole life insurance policy known as Classic Life.
- The premium is based on your age at the time of conversion and the dollar amount converted. The premium is paid directly to Minnesota Life Insurance Company.
- If interested in conversion, you need to complete and submit a life insurance conversion form to Minnesota Life within 31 calendar days of termination of layoff leave. Contact your campus benefit representative for more information.

Long Term Care

- If you currently have long term care insurance through MetLife, you will be allowed to continue your policy through the layoff period and after termination.

Retirement Plans

University of Missouri Retirement, Disability, and Death Benefit Plan

* Vested Status (UM definition) – an employee becomes a qualified member of the pension plan after they have completed 5 years of regular service credit. Periods of unpaid service would not count towards vesting service credit. Certain leaves of absence, paid or unpaid, will not count towards vesting.

- **Non vested member –**
 - While there are no UM Retirement benefits available, you do have the following options related to contributions you have made.
 1. Leave money in the pension plan until future date
 2. Withdraw money if value is less than \$20,000 and pay taxes and possible penalties
 3. Rollover money to an individual IRA account or another qualified plan
- **Vested member (not retirement-eligible) –**
 - Three options (after layoff leave is terminated)
 1. Leave money in account and begin a monthly benefit as early as age 55 when eligible
 2. Withdraw money if value is less than \$20,000 and pay taxes and possible penalties
 3. Rollover money to an individual IRA account or another qualified plan
- **Vested member (retirement eligible) –**
 - In addition to the options above, if you are currently eligible to retire, you may elect to do so in lieu of the layoff. This election may be accomplished by completing a Notice of Intent to Retire form that is available through Human Resources and on their website (<http://www.umsystem.edu/benefits/forms>).
 - Contact your campus benefit representative to discuss this option and completion of appropriate paperwork.

**If you return to active status prior to the end of your layoff period, you will once again accrue service credit towards the pension. This would be added towards previous time, but the time in layoff status would not be counted. If you do not return prior to end of layoff period but regain employment to the UM System at a future date, any prior credible service would be reviewed to determine vesting status for you.

Tax Deferred Investment Programs

- 403b (pre-tax)
- 403b Roth
- 457b
- 401a

Member has three options (after layoff leave is terminated unless age 59½ with the exception of the 457(b) program which requires termination even for those age 59½):

- Leave money in account
- Withdraw money and pay taxes and possible penalties
- Rollover money into individual IRA account

* Appropriate forms can be obtained by the member from their investment company

Educational Savings Program (MOST)

- Contact MOST at (800)962-5088 with questions or for information.

Educational Assistance

- If you are receiving educational assistance, you will remain eligible to continue this benefit through the semester during which the layoff period begins.

Education Fee Reduction for Spouses & Dependents

- Dependents receiving EFR would remain eligible for this benefit through the end of the semester in which layoff begins.

Paid Time Off

Vacation Accruals

- All unused vacation accruals will be paid as a lump sum payment on your final check when placed on layoff status.
- If you return to active status prior to the end of your layoff period, you will begin accruing vacation time at your previous rate. Previous balances are not renewed but start over at zero.

Personal Days

- Upon entering layoff status, any unused personal hours will be forfeited upon termination or at your anniversary date.

Sick Accruals

- Unused sick time is not paid out.
- If you return to active status prior to end of layoff period, you will not lose your current balance and will begin accruing sick time again at your previous rate.
- Upon termination or end of layoff period, all sick leave balances are forfeited.
*Exception – any employee that is eligible for retirement will retain sick time to be used in pension calculation.

FAQ:

1. What if I find a job at the University while in layoff status? How are each of the PTO categories affected?

- 1) Vacation – you will begin accruing vacation time at your previous rate.
- 2) Sick – your sick balance will be activated and you will begin accruing time again.
- 3) Personal – if you are activated prior to anniversary date, you will have previous balance to use. If activated after anniversary date, you will be given your new accruals for the year.

2. If I come back to work for the University, 1) are my years of service bridged for time off accrual purposes? And, 2) what about for vesting purposes?

- 1) No.
- 2) You do not lose service credit. However, how this is applied depends on current amount of service time and the gap in employment time with the University. These are reviewed on a case-by-case basis to determine whether time is bridged for vesting or if employee would be required to vest without prior service and then add it on. You should consult with your campus benefit representative.

3. Will I be able to access my vested benefit? When?

You are not eligible to access your vested benefit until the layoff leave period ends. If you are vested and do not become re-employed at the University during your leave, your file will be transferred to the UM benefits office within one month and after receipt of appropriate certification of age and relationship documents. You will receive your vested benefit materials within 3-5 months.

4. Is it possible to retire now?

If you are 55 years old and have 10 years of creditable service or if you are 60 years old with 5 years of service, you may retire from the University. If this is an option you would like to explore further, please contact your campus benefits representative.

5. If I'm not vested yet, do I get service credit during my layoff period? What about if I am vested when I go into layoff status, do I receive service credit then?

- 1) No.
- 2) No.

Resources:

University of Missouri – Kansas City Benefits Office

226 AC
5115 Oak Street
(816) 235-1621
staffbenefits@umkc.edu
<http://www.umkc.edu/hr/benefits/default.asp>

Consolidated Omnibus Budget Reconciliation Act (COBRA)

Find out how COBRA provides limited continuation of group health coverage to persons whose coverage otherwise might be terminated due to job loss, transition between jobs, and other life events.

<http://www.dol.gov/dol/topic/health-plans/cobra.htm>

Insurance Finders

www.ehealthinsurance.com –

A website to assist with finding affordable health insurance quotes and compare individual plans.

www.healthinsurance.org –

Health Insurance Resource Center - The writers and editors at the Health Insurance Resource Center put together the pieces of the health insurance puzzle for you in this website. Finding affordable individual health care insurance for your family can be confusing. They provide several tools to help you make better choices.

www.bcbskc.com –

Blue Cross Blue Shield of KC - You can review their website for quotes or contact the marketing department at 816.395.3558.

www.humana-one.com –

Humana One offers individuals and families affordable health insurance and peace of mind.

www.coventryonehealthcare.com –

CoventryOne health insurance coverage options for individuals and families. Local KC contact: Sherri Larson, 816.460.4388.

Career & Employment Guidance

General Information:

The following information provides practical and accessible transitional resources to individuals experiencing a layoff. Many of these sources offer no-cost or low-cost quality alternatives to many of the more costly services available to job seekers.

Getting Started -

Tips to Improve Your Job Search

- First things first, update your resume and cover letter. There are many free online and local resources who offer resume and cover letter development.
- Explore your career options and plan your job search. Utilize the career exploration & assessment resources we've assembled to get you started on the right track.
- Monitor your online time. We've all experienced the phenomena of "online creep" where you log on to get one piece of information and three hours later, you're still surfing the computer. Decide in advance how much time you need to spend online and then stick to it. If needed, set a timer to remind yourself that it's time to move on to other activities.
- Sign up for personal "job agents." Many sites now offer "personal job agents" that can automate your job search for you. After registering information about the specific type of job you are looking for, the agent notifies you by e-mail when applicable jobs are posted on their database that meet your criteria. You can then apply for any position directly with the employer.
- Follow up your online correspondence rather than waiting for the phone to ring after you respond to a job posting. Take the initiative and follow-up by phone several days later to check on the status of your application. This one action can distinguish you from the competition and get you an interview.
- Use the job boards to scope out companies in active hiring mode. Do you repeatedly see ads for multiple positions within the same company? Apply directly to those firms even if you don't see a specific posting within your field of expertise. There's a possibility they'll need employees in a variety of positions and departments.
- Find jobs before they're advertised. Read your local business journals and newspapers to identify companies that are hiring or expanding, and send them your résumé.
- Cast a wide net. General job boards can be useful, but don't forget industry and trade association Web sites, which may have more targeted career opportunities.
- Network – online and off. Tell everyone you know that you are looking for a job, whether in-person or using professional networking Web sites.
- Manage your online image or digital footprint. Think your friends are the only people who viewed those less-than-professional vacation photos you posted online? Think again. With a few mouse clicks, potential employers can dig up information about you on blogs, personal Web sites and social-networking site profiles. Make sure you do a thorough self-search by "googling" your name and take any necessary corrective action.
- Customize. Tailor your résumé and cover letter for each opportunity. Employers want to see why you're the right person for their job.

- Enhance your marketability. Find out what skills are most in demand and take steps to give yourself an edge in these areas. Focus on sharpening your functional as well as your interpersonal skills.
- Maximize the research capability of the Internet. The internet is the ultimate research tool. You can find out just about everything you need to know about companies and industries of interest – use that information to gain a competitive edge in your correspondence and interviews.
- Track breaking business news on the Internet. Has a company just received a new round of venture capital or are they headed for bankruptcy? Knowing this information can help you separate hot prospects from sinking ships. Google has a wonderful news alert feature that can automate this process for you.
- Sign up for online newsletters. Companies, industries, special interest groups and associations all publish online newsletters that contain telling up-to-date tidbits on emerging trends, challenges and recent news. Use this information to distinguish yourself from the competition in your cover letters and interviews.
- Step outside your comfort zone. Avoid limiting your search to your current industry or field. Identify your transferable skills and experiences, and communicate them to prospective employers.
- Be flexible. Remain open to all possibilities, even if the job title, salary and benefits may not be exactly what you hoped for. Once you get your foot in the door, you will have a chance to prove yourself.

Adapted from www.layoffsurvivalguide.com & www.delawareonline.com

Preparing Your Application Materials -

Your application materials are your first chance to make an impression on your potential employer. Materials should always be submitted as requested (cover letter, salary requirements, references, writing samples, etc.). In addition to submitting what was requested, it is equally important to submit a neat and complete application.

Application Don'ts!

- Skip completing the application fields and replace with “See Resume”
- Not signing the application
- Several cross-outs or changes
- Incomplete information (previous titles, salary, contact information for past employers)

Cover Letter Tips

- Highlight important aspects of your relevant experience and education.
- Convey your interest and enthusiasm in working for the organization.
- Focus on the employer needs (do not send a form cover letter).
- Stimulate the employer's action (to interview you for the position).
- Attach to your resume each time you contact a potential employer.
- Address the cover letter to a specific individual within the organization (example: Mr. John Brown, Manager).
- Do not list salary requirements in your cover letter unless requested.
- Check for spelling and grammar and have someone else proofread it for you.

Resume Tips

A resume is a catalog of your skills and abilities and a personal advertisement that outlines your qualifications for a particular job. Your resume will be a distinct presentation of your accomplishments, experience and personality. The information you choose to include and the arrangement of the material on the page is critical in providing a good first impression to a potential employer.

Remember, your resume shows the employer how you do things, especially written communication!

- Start by listing one or more accomplishments for each position held (see Power Verbs below).
- State why the achievement was valuable.
- Remember that hiring managers/recruiters are reading dozens of resumes at a time; information on your resume should be uncluttered, and easy to read.
- Avoid using "fluff" or "filler" words to take up space.
- Check for spelling and grammar and have someone else proofread it for you.
- Remember that you never get a second chance to make a good first impression.

Power Verbs For Your Resume

Planning

Example: Developed and implemented a training program that resulted in a 45% increase in employee satisfaction

Administered	Developed	Formulated	Prepared	Revised
Anticipated	Devised	Identified	Prioritized	Strategized
Commissioned	Evaluated	Observed	Researched	Studied
Determined	Forecasted	Planned	Reserved	Tailored

Organizing

Example: Coordinated weekly office schedules for 8 employees

Acquired	Cataloged	Designated	Logged	Routed
Activated	Centralized	Designed	Mapped out	Scheduled
Adjusted	Charted	Dispatched	Neatened	Selected
Allocated	Classified	Established	Obtained	Secured
Altered	Collected	Facilitated	Ordered	Simplified
Appointed	Committed	Housed	Organized	Sought
Arranged	Confirmed	Implemented	Procured	Straightened
Assembled	Contracted	Incorporated	Programmed	Suggested
Assessed	Coordinated	Instituted	Recruited	Tracked
Assigned	Customized	Issued	Rectified	
Authorized	Delegated	Linked	Retrieved	

Executing

Example: Handled 20-35+ customer calls per shift regarding coverage changes, renewal rates and billing procedures

Acted	Displayed	Input	Processed	Sold
Administered	Distributed	Installed	Produced	Stocked
Carried out	Entered	Labored	Proofed	Transacted
Collected	Exercised	Merchandised	Prospected	
Completed	Forwarded	Operated	Proved	
Conducted	Handled	Performed	Shipped	

Supervising

Example: Developed and supervised the implementation of new computer filing system that reduced paper use by 35%

Adjusted	Correlated	Indexed	Overhauled	Screened
Analyzed	Developed	Judged	Oversaw	Set
Apportioned	Discovered	Licensed	Policed	Scrutinized
Assessed	Established	Maintained	Prohibited	Supervised
Certified	Examined	Measured	Refined	Supplied
Compared	Explored	Modified	Regulated	Tightened
Controlled	Graded	Monitored	Reviewed	Traced
Corrected	Inspected	Officiated	Revised	Updated

Leading

Example: Trained 20+ new employees in customer service policies over a 2-year period

Accelerated	Elected	Guided	Mentored	Spearheaded
Assumed	Employed	Hired	Motivated	Stimulated
Caused	Empowered	Influenced	Originated	Strengthened
Chaired	Encouraged	Initiated	Pioneered	Supervised
Changed	Enlisted	Inspired	Promoted	Trained
Conducted	Envisioned	Involved	Raised	Transformed
Directed	Fostered	Led	Recognized for	Visualized
Disproved	Founded	Managed	Set goals	

Getting Results

Example: Increased student participation by 25% over a 6-month period

Accomplished	Constructed	Ensured	Hastened	Minimized	Reduced (losses)
Achieved	Contributed	Excelled	Heightened	Modernized	Rejuvenated
Added	Delivered	Expanded	Improved	Obtained	Renovated
Advanced	Demonstrated	Expedited	Increased	Opened	Restored
Attained	Diminished	Extended	Innovated	Orchestrated	Targeted
Augmented	Earned	Finalized	Integrated	Overcame	Uncovered
Boosted	Eclipsed	Fulfilled	Introduced	Prevailed	
Built	Eliminated	Gained	Gained	Invented	
Combined	Enlarged	Generated	Joined	Qualified	
Completed	Enjoyed	Grew	Launched	Realized	
Consolidated	Enlisted	Guaranteed	Lightened	Received	

Problem Solving

Example: Streamlined ordering through the use of computer technology, decreasing wait time from 6 to 2 days

Alleviated	Conceptualized	Detected	Found	Repaired	Solved
Analyzed	Created	Diagnosed	Investigated	Revamped	Synthesized
Brainstormed	Debugged	Engineered	Recommended	Revitalized	Theorized
Collaborated	Decided	Foresaw	Remedied	Revived	
Conceived	Deciphered	Formulated	Remodeled	Satisfied	

Quantitative

Example: Converted files from COBAL to JAVA in order to increase compatibility with current systems

Accounted for	Checked	Dispensed	Grossed	Projected	Tabulated
Appraised	Compiled	Dispersed	Increased	Purchased	Totaled
Approximated	Compounded	Earned	Inventoried	Quantified	
Audited	Computed	Enumerated	Maximized	Rated	
Balanced	Conserved	Estimated	Multiplied	Reconciled	
Budgeted	Converted	Figured	Netted	Recorded	
Calculated	Counted	Financed	Profited	Reduced	

Communicating

Example: Presented to groups of 30+ transfer students on a weekly basis concerning university policies and procedures

Acted	Composed	Elicited	Justified	Rendered	Summarized
Adapted	Consented	Explained	Lectured	Reported	Supplemented
Admitted	Concluded	Extracted	Marketed	Represented	Supported
Addressed	Convinced	Fabricated	Mediated	Revealed	Surveyed
Allowed	Consulted	Fashioned	Moderated	Sanctioned	Synthesized
Amended	Corresponded	Greeted	Negotiated	Settled	Systematized
Arbitrated	Critiqued	Highlighted	Perceived	Shaped	Tested
Argued	Dedicated	Illustrated	Persuaded	Smoothed	Taught
Ascertained	Defined	Improvised	Presented	Specified	Translated
Attested	Deliberated	Indicated	Publicized	Spoke	Transmitted
Briefed	Demonstrated	Inferred	Queried	Sold	Verified
Clarified	Drafted	Informed	Questioned	Solicited	Welcomed
Cleared up	Dramatized	Instructed	Referred	Submitted	Wrote
Closed	Edited	Interpreted	Reinforced	Substantiated	
Communicated	Educated	Interviewed	Related	Suggested	

Helping

Example: Provided academic support for 30+ at-risk primary school students through comprehensive after-school program

Aided	Bolstered	Eased	Familiarized	Prescribed	Returned
Accommodated	Coached	Elevated	Helped	Provided	Saved
Advised	Continued	Enabled	Interceded	Protected	Served
Alleviated	Cooperated	Endorsed	Mobilized	Rehabilitated	Sustained
Assisted	Counseled	Enhanced	Modeled	Relieved	Tutored
Assured	Dealt	Enriched	Polished	Rescued	Validated

Interview Do's

- Know where you are going; have directions and a contact phone number with you.
- Dress appropriately.
- Arrive 10-15 minutes early.
- Bring an additional copy of your application materials.
- Turn cell phones off.
- Attend at least one mock interview. A mock interview will allow you to sharpen your interviewing skills by participating in a practice interview with less pressure than an actual interview.
- Send thank you notes to those you interview with.

Interview Don'ts

- Poor personal appearance or hygiene
- Arrogant, over-aggressive, conceited, or “know-it-all” attitude
- Inability to express oneself clearly - poor voice, diction and grammar
- Lack of planning and preparation
- Lack of confidence and poise, excessive nervousness
- Lack of courtesy - interrupting, texting or fiddling with cell phone
- Failure to look interviewer in the eye - poor eye contact
- Limp, "fishy" handshake
- Reference to or dwelling on personal problems
- Cynical outlook
- Late for interview

Career Exploration & Assessment Resources -

Below is a list of various resources to use to explore career options and plan your job search. Many of the sites listed offer assistance in career planning, online assessment testing, resume and cover letter development, as well as tips and advice on how to organize a job search. See individual summaries for details.

<http://php.umkc.edu/career/>

The UMKC Career Services office offers career planning and professional development within a constantly changing work environment. Services include individual career counseling, career assessments, career resources, and various workshops.

www.monster.com

Monster's resources include cover letter and resume writing services, a Career Mapping tool, interviewing and negotiating advice, as well as a comprehensive jobs database.

www.careeronestop.org

Your source for employment information and inspiration, including tools to plan and manage your career, job search, resume advice, a ReEmployment Portal for recently displaced individuals, and resources for education and training.

www.online.onetcenter.org

The O*NET system provides a set of valuable assessment instruments for individuals looking to find or change careers. Use [Skills Search](#) to explore occupations with skills sets similar to yours, or use [Find Occupations](#), an interactive application for exploring and searching occupations, which enables you to search for occupations using several methods, including keywords, by browsing Job Families, or High Growth industries. Use the [OnLine Help](#) system to review all of the Career Exploration Tools, with step-by-step examples to guide you.

[www.humanmetrics.com/#Jung Myers-Briggs \(Jung Typology Test\)](http://www.humanmetrics.com/#Jung_Myers-Briggs_(Jung_Typology_Test))

Upon completing Jung Typology Test you will obtain your type formula, strengths of the preferences and type description. You will then obtain a list of the most suitable career choices based on your personality, along with some educational institutions where you can receive a relevant degree or training.

www.doleta.gov/jobseekers/

U.S. Department of Labor Employment and Training Administration programs, resources and online tools to help workers in all stages of the job and career development.

www.jobhuntersbible.com/

This site is designed as a supplement to the book [What Color Is Your Parachute](#), a Practical Manual for Job-Hunters and Career-Changers. This site introduces you to the online job search, listing many online sites and services that are useful for your job search; including job searching, cautionary advice, examples, instructions, networking, and resume development.

www.dss.mo.gov/hrc/career.htm

Missouri Department of Social Services Career Counseling - Online resources that include sample cover letters, quick guide to resume preparation, and interviewing tips.

www.kcwen.org

Women's Employment Network offers programs in career exploration, essential job tools, interview strategies and job search resources.

Job Search Apps for Smart Phones –

<http://mashable.com/2009/03/26/iphone-job-search-apps/>

Job Search Services/Engines -

Local Sites:

Below is a list of local job search engines websites. Often a job seeker can find positions on these sites that would not be on the larger, national search engines.

www.kc.careerlink.com

www.kansasworks.com

www.npconnect.org

www.kcwen.org

www.indeed.com

www.KCJobs.com

www.missouricareersource.com

www.feckc.org

www.careerbuilder.com

<http://learn.linkedin.com/what-is-linkedin/>

National Sites:

For job seekers willing to relocate, below is a list of national search engine websites and one geared at non-profit positions.

www.careerbuilder.com

www.opportunityknocks.org

www.nonprofitjobs.org

www.idealists.org

www.monster.com

www.indeed.com

www.npconnect.org

<http://learn.linkedin.com/what-is-linkedin/>

Higher Education Specific:

For job seekers looking for career opportunities in Higher Education, these sites could include both local and national jobs.

www.higheredjobs.com/

www.case.org/

www.hispanicoutlook.com/

www.chronicle.com/

www.diverseeducation.com/

www.insidehighered.com/

FAQ:

1. Are there any guarantees for reemployment? What does hiring preference mean?

While reemployment is not guaranteed, hiring preference within a department shall mean that if laid off departmental employees meet the stated qualifications, the department may only consider the laid off employee(s) and other employees in the same department. It is important to note that you must actively apply or bid for positions at the University in which you have interest.

2. Is it possible that I can be hired for part time or temporary work in another unit? If so, what happens to my layoff status benefits?

Yes. Part time or temporary work will not have any effect on your insurance benefits as long as your primary (benefit eligible) position remains in layoff status. You will still be eligible to continue all insurance plans you had at the time of your layoff, and are still required to make payments (check or money order) directly to the Human Resource office. These premiums cannot be deducted from the part-time pay. You do not accrue any vacation/sick leave time for the part-time position and balances remain “suspended” during this time. Neither the layoff period nor the service in the part time position is considered credible for vesting or retirement.

3. If I haven't heard back from a potential employer; should I send in another application?

While additional applications are not typically needed, you should check with the organization for application instructions and how to contact for additional information.

4. How important is follow-up communication after applying or interviewing for a job?

Take the initiative and follow-up by phone several days later to check on the status of your application. This can distinguish you from the competition and get you an interview.

5. I don't really want to work as a temporary employee. Should I still contact a staffing service?

Absolutely! Staffing professionals can be your eyes and ears in the job market. Many agencies can also provide useful feedback on your résumé and interview skills, and help you locate permanent full-time jobs as well as temporary.

6. What is the purpose of a career fair? How is attending going to benefit my job search?

Most career fairs are designed to provide an avenue for identifying employers who are hiring, honing your interview skills, learning industry information, gathering information about companies, networking, and collecting business cards.

7. I've never been to a career fair. What should I expect?

First, dress as if you were going to an interview. You will most likely be meeting professionals you may later be interviewing with; make sure you leave a great first impression! Dress professionally, and bring several copies of your resumes to leave with potential employers.

8. I'm not familiar with searching for a job using the Internet. How is that different from looking in a newspaper?

Use a career search engine to expedite your job search. You save valuable time by searching all the top job search sites and company sites online. Many times you can apply online, ensuring that your application materials are received immediately. Many online career sites will allow you to search by title, industry, location, salary, and a variety of other criteria.

Resources:

AARP (age 50 and over) 816-471-1884
<http://www.aarp.org>
Providing employment and other guidance for those recovering from job loss.

Bishop Sullivan Center 816-231-0984
<http://www.bishopsullivan.org/>
We work with our clients to get back on their feet, and helping them find a job is one of the best ways we can do this. We provide free pre-employment counseling services to low-income people seeking employment to ensure clients are work-ready. We assess work-readiness, and discuss skills needed for an employee to be successful in the workplace, including vocational ability, attitude, dependability, honesty and ability to work as a team member.

Full Employment Council 816-471-2330
<http://www.feckc.org/>
The Full Employment Council is a business-led, private, nonprofit corporation whose mission is to obtain public and private sector employment for the unemployed and underemployed residents of the Greater Kansas City area.

Urban League of KC 816-471-0550
<http://www.ulkc.org/>
The Urban League's Career Marketplace helps job seekers access employment opportunities. How? We partner with progressive organizations that are searching for minority employees.

Women's Employment Network 816-822-8083
<http://www.kcwen.org/>
WEN provides comprehensive employment preparation and career transition programs, workshops and services to women throughout the Kansas City metropolitan area.

Kansas City Hispanic Chamber of Commerce 816-472-6767
<http://www.hccgkc.com>
The Hispanic Chamber of Commerce of Greater Kansas City is dedicated to the creation, advancement, promotion and development of economic opportunities within the Hispanic market and business community.

Kansas Department of Commerce, Veterans Representative (785) 296-0607
<http://www.kansascommerce.com>
The Kansas Department of Commerce administers a workforce services system that links businesses, job seekers, and educational institutions to ensure that Kansas employers can find skilled workers.

Coping with Job Loss

General Information:

Job loss can have a profound effect on your emotional well-being. There is a typical cycle that most people experience: denial, anger, frustration, and eventually adaptation. The articles below will assist you in coping with unemployment and may help prepare you to look for new employment.

Resources:

UMKC Counseling Services

4825 Troost, Suite 206
Kansas City, MO 64110-2499
816.235.1635
chts@umkc.edu
www.umkc.edu/chts/

Contact Human Resources (816.235.1621) for more information on receiving confidential counseling.

Articles

Job Loss Survival Guide

<http://www.familycorner.net/jobloss/index.htm>

Recovering from Job Loss

<http://selfhelpmagazine.com/article/node/445>

When the Paycheck Stops – A Survival Guide to Unemployment

<http://www.aflcio.org/issues/jobseconomy/unemployment/checklist/upload/PaycheckBro.pdf>

Displaced Workers Find There's More to Job Hunting than Resume

http://www.jobdig.com/articles/544/Displaced_workers_find_there%27s_more_to_job_hunting_than_resume.html

How To Build Your Self-Confidence After a Layoff

<http://www.mental-health-matters.com/topics/self-esteem/1010-how-to-build-your-self-confidence-after-a-layoff>

Education & Training Opportunities

General Information:

You may want to take advantage of the time off to better yourself both professionally and personally. You may consider attending training or going back to school as a means of updating your skills or to learn new skills you may need to make the transition to a different profession. Please note that there may be participation fees involved in some of the resources outlined below.

Resources:

Goodwill Industries

<http://mokangoodwill.org/>

Goodwill helps bring out the ability in the disabled and disadvantaged clients they serve. Through their Education, Training and Employment services, they receive the assistance necessary to get and keep a job. Vocational Rehabilitation provides skills training to prepare individuals for employment in an office or retail setting. Individualized services are provided to improve skills and assist in obtaining employment that matches the individual's skills, interests and work needs. Training is provided in: Windows XP, Word, Excel, Access, Power Point, Outlook, E-mail & Internet, Keyboarding, Ten-Key, Customer Service, and Basic Math.

Missouri Education & Career Hotlink

www.missouricareersource.com/mech/

Located on the Missouri Career Source job search website is a training provider search engine. This great tool allows you to search for various training and educational programs within the KCMetro area.

KansasWorks

www.kansasworks.com

Located on the KansasWorks job search website is a training provider search engine. This great tool allows you to search for various training and educational programs within the KCMetro area.

Women's Employment Network

www.kcwen.org

In addition to providing Employment Assistance training, the Women's Employment Network of Kansas City also provides training sessions in workplace development (e.g. - conflict management, problem-solving, business etiquette) and personal management (e.g. - stress management, self-esteem building, money management, and women's health). For more information, visit their website, or call 816-822-8083.

UMKC

<http://www.umkc.edu/admissions/>

Interested in going back to school to obtain a degree or a second degree? Want to enroll in a college class to bring your skills up to date? Now might be the perfect time to do this. We encourage you to visit the UMKC's Admissions department. They can help answer your questions related to the application and enrollment process and will assist you in working with the appropriate departments on choosing the right courses/program for you.

UMKC Training & Development Programs

<http://www.umkc.edu/hr/training-development/>

Classes are free to all UMKC employees and those in layoff status. Call the HR Department (816.235.1621) to enroll.

MetroCommunityCollege- Community Education Departments

MCC – Blue River www.mcckc.edu/brcommed

MCC – Longview www.mcckc.edu/lvcommed

MCC – Maple Woods www.mcckc.edu/mwcommed

MCC – Penn Valley @ Pioneer www.ctec.mcckc.edu

Offering free introductory computer classes and other community education opportunities at multiple campuses.

Toastmasters

<http://www.toastmasters.org/>

Survey after survey shows that presentation skills are crucial to success in the workplace. Many people pay high fees for seminars to gain the skill and confidence necessary to face an audience. Toastmasters provides an option that is less expensive and held in high regard in business circles. This organization has been around for more than 84 years and offers a proven – and enjoyable – way to practice and hone communication and leadership skills. There are several clubs already organized within the Greater Kansas City area.

Employment Records

General Information:

Information regarding your employment will be maintained at UMKC. If we are contacted for employment information, Human Resources will provide information regarding your position and dates of service. Our practice is not to release reasons for leaving; however, if you are laid off, your record will indicate workforce reduction.

FAQ:

1. Someone (an employer, loan officer, etc.) needs to obtain an employment verification on me, where do I refer them?

Employment verifications are completed by The Work Number. This is an automated service used to provide instant employment and income verifications. Additional information regarding The Work Number can be found at <http://www.umkc.edu/hr/records/employment-verification-the-work-number.asp>.

Here are the steps to obtain employment verification:

To provide proof of your employment only (no salary information):

(Contains current status, dates of service & job title)

Give the person seeking your proof of employment:

1. Access options:
 - www.theworknumber.com
 - Or call 1-800-367-5690
2. University of Missouri Employee Code:
 - Employees: 13577
 - Retirees: 13578
3. Your Social Security Number

To provide proof of your employment & income:

(Contains current status, dates of service, rate of pay, income for current year to date plus income for the past two years)

1. **You** must go to www.theworknumber.com or call 1-800-367-2884. You are the only person who can authorize access to your earnings and salary information.
2. Enter:
 - The University of Missouri Employer Code Employees: 13577 Retirees: 13578
 - Your Social Security Number
 - Your first PIN # = last four digits of SSN plus 4 digit year of birth (Forgot your PIN number? Contact The Work Number listed in step 1.)
3. Select "Create a Salary Key" – Write down the Salary Key
4. Give 4 things to the person seeking proof of your employment & income.
 - The Work Number Access Options: www.theworknumber.com or 1-800-367-5690
 - The University of Missouri Employer Code: Employees: 13577 Retirees: 13578
 - Social Security Number (which you likely have provided during the completion of their forms)
 - Your Salary Key

The Work Number Client Service Center (Mon– Fri, 7:00am–8:00pm, CST) 1-800-996-7566 (Voice) 1-800-424-0253 (TTY– Deaf)

2. Can I still change my employee data?

While you are in layoff status you will retain access to any tool provided through the myHR website. Any data that you can normally change through the myHR portal, can be changed while in layoff status. Access to myHR ends at the time of termination or soon after.

3. My layoff status has expired and I don't have access to myHR to change my home address. I want to make certain that my W-2 gets mailed to the appropriate place, how do I get it changed?

There are two ways to change your address once you have terminated: 1) Obtain a Change of Address form through the HR website (www.umkc.edu/hr) complete it and return it to the HR Office (226AC; 5115 Oak Street), or 2) Email your name, employee id or social security number and your new address to umkchr@umkc.edu.

4. Can I view my employee file?

Any employee can make an appointment to view his or her employee file. Human Resources asks that you call 24-48 hours in advance to schedule an appointment.

Resources:

myHR

<https://myhr.umsystem.edu>

Pay

FAQ:

*Questions regarding payout of accrued leave time are answered in the “Benefits” section.

1. What happens to my accrued compensatory (“comp”) time?

Compensatory time will be paid out at the time your last check is issued.

2. What will my last paycheck include?

If your pay statement indicates you accrue vacation time, your last paycheck could include any unused vacation time, compensatory time, and regular pay for the appropriate pay period.

3. Can you help me estimate what my final paycheck will look like?

For assistance in estimating amounts on final paycheck, please contact:
UMKC Human Resources
816.235.1621

4. When will I receive my final paycheck?

If your department processes everything in a timely fashion and adds any appropriate vacation and compensatory hours to the payroll, you will receive your final check on the next regularly scheduled pay date.

5. When will I get my W-2?

W-2s are printed and mailed in January for the previous year’s earnings. You need to make sure that Human Resources has your current address on file to ensure prompt delivery of your W-2. Address changes need to be submitted by the last week of December to ensure proper delivery in January.

6. What happens to my Swinney Recreation Center membership fees automatically deducted from my paycheck?

You will need to contact the Swinney Recreation Center Membership Office to inquire about continuing or cancelling your membership. SRC staff will process the appropriate paperwork to cancel deductions. Swinney Recreation Center’s membership office phone number is 816.235.1556

7. What happens to my parking deductions?

You should contact Parking Operations for information concerning your parking options. Parking Operation’s office phone number is 816.235.5256.

8. Will I receive a refund for benefits paid in advance?

Yes.

Professional Networking Opportunities

General Information:

Studies have shown that only about 5-10% of all new jobs are posted in the classified ads or on the Internet. The other positions are filled by word of mouth. Often organizations would prefer to select a candidate who they know has the skill to do the job and who also has an interest in the field.

What is networking?

Networking is not a way to get jobs as commonly believed; it is a way to make contacts. These contacts may eventually lead to job opportunities, but they may also lead to information sources or potential employees for you when you are in a position to hire.

Your network is made up of almost anyone you've ever met. Not everyone may be a part of your active network, but each person in your network has the potential to lead you to other contacts. The average professional knows 3500 people directly, and each of those people has a similar number of contacts.

The first time you meet anyone, it's pretty unrealistic to expect that he or she will connect you to a job. People would rather deal with friends. So, if you meet with someone with whom you've connected, don't assume that it will be an immediate success. Repeated interaction encourages cooperation. People who repeatedly come into contact with each other tend to develop positive relationships. When you network, you are not looking for a specific job opening; instead you are looking to build a relationship.

People often tend to think of networking merely as going to functions. While attending functions can offer networking opportunities, you must realize that you are building your network everywhere, and all the time.

Some Tips/Rules for Networking...

- "Elevator speech, two-minute pitch, 30-second commercial" → although you might hear these buzzwords, they don't give the best impression of networking. What they're trying to say is this...when you make the connection, accurately (yet concisely) define who you are and what you want. Speak succinctly about your talents, skills and career goals for the future.
- Instead of asking someone for a job, listen to their advice. Most people love talking about themselves, so use this to your advantage.
- If you're shy, you shouldn't change your personality. Put yourself in situations where you'll have the opportunity to meet others (volunteering, job shadowing program, etc.). Look into utilizing the online networking opportunities as a place to start.
- Remember that you need to take control. Do not force it upon the person with whom you are "connecting." Ask for their advice and ask for names of individuals whom they might be able/willing to connect you with; then you do the leg-work. Do not take up more time than what you asked for. Ask for permission to contact them in the future.
- Follow-up, follow-up, follow-up. Don't ever lose touch with your contacts (e.g. – professors, previous managers and co-workers). Let them know what you're up to, and inquire about what they're up to. If you meet with someone, or if your contact has provided you a bridge/opening to another contact, remember to thank them both. This will keep you at the front of their minds; and if you don't, this may be the quickest way to lose a contact.

Networking is NOT...

- solely a business card exchange (makes only “cardboard connections”)
- a sales presentation
- finding someone to personally drop your resume into HR
- sending someone your resume/credentials and never following up
- schmoozing
- making the contact do all the work

Resources:

JCCC – Job Clubs

<http://www.jccc.edu/communitycareerservices>

A listing of local job-finding/networking clubs where members can exchange job leads, business cards, resumes, ideas, and information.

KC Chamber of Commerce

<http://www.kcchamber.com>

- Business After Hours
 - A monthly laid-back social and professional networking opportunity
- Business Before Hours
 - A unique networking opportunity that shines the spotlight on each attendee individually, allowing them to present their products, services, company and themselves to dozens of fellow networkers looking to gain similar exposure.
- And many other events!

* Many of the Kansas City’s surrounding cities also have Chambers. We encourage to you check out your local one for upcoming networking events.

Minority Professional Network

<http://www.minorityprofessionalnetwork.com/KansasCity.asp>

A web-based interactive global Career, Economic, and Lifestyle Connection™ marketing portal and resource network for progressive multicultural and women professionals. The MPN web portal - www.mpn-site.com is regularly visited by millions of entrepreneurs, consumers, community leaders, corporate professionals, politicians and other progressive multicultural and women professionals and students throughout the USA and around the world.

American Business Women’s Association

<http://www.abwa.org>

Leading local women meet for networking and professional development programs in the Advancing Connections Express Network of ABWA.

Out & Equal

<http://www.outandequal.org/kansas-city>

Their mission is educate and empower organizations, human resource professionals, Employee Resource Groups (ERGs) and individual employees through programs and services that result in equal policies, opportunities, practices, and benefits in the workplace regardless of sexual orientation, gender identity, expression, or characteristics. Numerous events are held throughout the year providing a large variety of professional networking opportunities.

Asian American Chamber of Commerce

www.asianchamberkc.com

A non-profit organization dedicated to promote the interests of Asian American businesses. Network with the Asian Business Community through their after-hour networking programs.

Public Assistance

General Information:

Below are resources to support individuals in need of emergency assistance after a job loss.

Resources:

GovBenefits.gov

<http://www.govbenefits.gov/>

Use this confidential tool designed to help people find government benefit programs for which they may be eligible.

National Foundation for Credit Counseling (NFCC)

<http://www.nfcc.org/>

Discover what NFCC offers about credit counseling, debt reduction services, and education for financial wellness.

Internal Revenue Service (IRS)

<http://www.irs.gov/app/freeFile/welcome.jsp>

View information on federal tax responsibilities and cost-free tax filing for eligible taxpayers.

Missouri Family Support Division (Missouri Department of Social Services)

<http://dss.mo.gov/fsd/>

Providing a variety of services to maintain or improve the quality of life for the people of Missouri.

Local Rent, Deposits and Utility Assistance

Bishop Sullivan Center

816-231-0984

<http://www.bishopsullivan.org/>

Provides a variety of services to help low-income people throughout the metro.

- Three food pantries (serving over 1600 families each month)
- Soup Kitchen (about 230 people served a hot meal five nights a week)
- Emergency Assistance (rent, utilities and other basic needs)
- Employment Services (Assist people finding employment)
- No Interest Loans (Up to \$4,000 to buy a used car)
- Clothes Closet (free clothes)

Catholic Charities

816-221-4377

<http://www.catholiccharitiesks.org/>

Catholic Charities of Kansas City-St. Joseph, in collaboration with parishes and other community organizations, provides emergency assistance to persons in need of food, rent or utility aid. Catholic Charities also serves as an advocate for clients, when necessary, with local utility companies and landlords.

Johnson County Utility Assistance

913-715-6650

<http://hsa.jocogov.org/>

The Johnson County Utility Assistance program provides financial assistance to Johnson County individuals and families experiencing difficulty paying their electricity, natural gas, water, propane, heating wood or sewage bills.

Community Assistance Council

816-763-3277

<http://www.cackc.org/>

Community Assistance Council is a private, not-for-profit, 501(C)3 emergency assistance agency serving residents of the Hickman Mills School District.

- Emergency food assistance
- USDA foods
- Clothes closet
- Utility assistance
- Rent / mortgage assistance
- Home-delivered meals
- KC's Medicine Cabinet - temporary assistance with specific medical needs

Della Lamb

816-842-8040

<http://www.dellalamb.org/>

Provides low-income families with early education, child care, youth services, adult services, adult education, transportation, emergency social services, utilities bill and rent assistance, and food assistance.

Don Bosco

816-691-2900

<http://www.donbosco.org>

Don Bosco's Family Support Center serves over 10,000 people annually with emergency services that include food, clothing, rent and utility assistance, job counseling, and case management. The Center is a resource for people facing homelessness, child or spousal abuse, job loss and substance addictions. The Center also helps low-income seniors bridge their inadequate income through food and clothing banks. The Center primarily serves individuals who live in zip codes 64106, 64120, 64123, 64124, 64125, 64126 and 64127.

Grandview Assistance Program

816-761-1919

<http://www.gapcares.org/>

Grandview Assistance Program is an emergency aid service for those people living in Grandview and the Grandview school district. It is intended to provide short-term assistance to low income families who need a helping hand to assist them during a crisis. Services include: food pantry, rental assistance (eviction notice required), utility assistance (gas, electric, water), school supplies and Christmas Store

Housing Information Center

816-931-0443

<http://www.hickc.org/>

913-715-6600

913-971-6260

or 913-345-2121

HIC has served the greater Kansas City area, providing comprehensive housing counseling services at no charge to individuals, families, homeowners, renters and others needing support. If you need help with any of the following housing issues:

1. Problems with your landlord
2. Finding rental housing that meets your family's needs
3. Facing mortgage foreclosure
4. Behind on your mortgage
5. Tapping into home equity if you are over 62 years of age
6. Behind on your rent
7. Behind on your utilities and facing loss of your electricity, gas or water

MAAC (MidAmerica Assistance Coalition) Referral Line 816-561-3339
<http://www.maaclink.org>

MAAC is a social service agency with nearly 20 years of history working with emergency assistance organizations and homeless service providers.

Metropolitan Lutheran Ministry 816-931-0027
<http://www.mlmkc.org/>

Provides assistance and services in the five county area (Missouri: Jackson, Clay, Platte, Kansas: Wyandotte, Johnson) for families in emergency situations; helping families with utility bills and housing bills (rent, deposits, mortgages, etc.).

Raytown Emergency Assistance 816-356-0054
<http://www.raytownreap.org/>

Raytown Emergency Assistance Program is determined to help the people in our community who are temporarily unable to help themselves. Our goal is to provide a hand up to our clients, not a hand out. Services include: utility assistance, rent assistance (not deposits), prescription assistance and money management.

Redemptorist Center 816-931-9942
<http://www.kcsocialservices.org/>

This program assists clients with rent and utility payments; provides a self-selection of food from the food pantry, and clothing for family members from the clothing room; and offers transportation assistance by providing bus tickets at half price.

Salvation Army 816-241-2526
<http://www.usc.salvationarmy.org/usc/www.usc.kan.nsf> or 913-782-3640

Programs provide aid for families who need rent, utility, clothing, food or other unforeseen assistance that cannot wait.

Seton Center 816-231-3955
<http://www.setonkc.org/>

The Seton Center works to provide the residents of our community with basic needs assistance when they experience difficult times. Our assistance services cover four areas: Emergency Food, Clothing Assistance, Utility & Rent Assistance, and Medication Assistance.

United Services Community Action Agency 816-763-3277
<http://www.uscaa.info/> or <http://www.choose-hope.org/>

(Serves Jackson, Clay and Platte Counties) Assists with utilities, housing, clothing and emergency food needs.

United Way Information Referral Hotline 211
<http://www.211.org>

2-1-1 is an easy to remember telephone number that, where available, connects people with important community services and volunteer opportunities. The implementation of 2-1-1 is spearheaded by United Way and information/referral agencies in states and local communities.

Utility Bill Assistance.com
<http://www.utilitybillassistance.com/>

Local Emergency Food Assistance

Village Presbyterian Food Pantry

913-671-2315

Distribute one-time emergency basket on first visit, will verify via computer if person has received assistance from other food pantries that day. Once a month they accept 10 applicants with proof of income or lay-off notice.

First Presbyterian Church of Olathe

913-782-0140

Must show proof of Johnson County residency. Open Monday through Friday, 9:00 am to 12:00 pm.

Community Center of Shawnee

913-268-7746

Service provided to anyone (no qualifying). Must call to schedule appointment.

11110 West 67th
Shawnee, KS

St. Charles Food Pantry

816-468-5153

The food pantry provides food for people who live north of the river in Missouri. Must provide proof of address and have social security card for each family member who lives in the household. Open Monday, Wednesday, and Friday from 1:00 pm to 3:00 pm.

704 NE Shady Lane Dr
Kansas City, MO

Local Credit Counseling

Credit Counseling Centers of America

816-474-0222

People learn to manage money, balance their budgets and get out of debt through comprehensive personal finance education and credit counseling. There is no charge for your first general counseling session. If you decide to participate in a Debt Management Program (DMP), the DMP set up fee is \$25 and the monthly fee is \$25. CCCS will not deny this service due to an inability to pay.

Transportation Assistance

Redemptorist Center

816-931-9942

<http://www.kcsocialservices.org/>

Transportation assistance by providing bus tickets at half price.

Della Lamb

<http://www.dellalamb.org>

816-842-8040

Senior Citizen Transportation –

5 days/week to/from medical appointments, nutritional resources (grocery stores, senior nutrition sites)

Disabled Individual Transportation –

2 trips/day, 5 days/week to/from residences

Children's Transportation –

2 trips/day, 5 days/week to/from schools to service sites

Employment Transportation –

2 trips/day, 5 days/week to/from supported employment; residences

Social Services Transportation –

2 days/week from Della to the food pantry to pick up emergency food

Unemployment Insurance

General Information:

Some details regarding Unemployment Insurance have been provided below; however, your best first resource is to visit the Department of Labor website listed below.

To qualify for unemployment benefits, a worker must:

- Have worked in covered employment and earned wages of at least \$1,500 in one quarter of the base period and there must be wages in the other quarters of the base period which total at least \$750 to establish a minimum claim. A worker's base period is the 12-month period consisting of the first four of the last five completed calendar quarters before the beginning date of the claim.
- The total wages in the base period must be at least one and one-half times the worker's high quarter wages. The worker may still be qualified if he or she has wages in at least two quarters of the base period and the total of these wages equal \$19,500.
- Be out of work due to no fault of his or her own.

If you are an insured worker and qualify for benefits your weekly benefit amount will be 4% of the average of your two highest quarters in the base period. This amount cannot be more than \$320 per week. The most you can receive during the benefit year is 20 times your weekly benefit amount or one-third of your base period wages, whichever is less.

Source: <http://www.labor.mo.gov/DES/>

FAQ:

http://www.labor.mo.gov/DES/Claims/faqs_web.asp

Q: How Do I Start A Claim?

A: Workers should file for benefits as soon as they become unemployed. A delay in filing may result in loss of benefits.

Internet: <https://www.ui.labor.mo.gov/som/>

The Internet claim filing system is available 24 hours a day, except between 11:30 PM on Saturday and 12:31 AM on Sunday, Central Time. You may also use the Internet claim filing system to file your weekly certifications (claims).

Telephone: 816-889-3101 Kansas City Regional Claims Center

The telephone filing system is available from 8:00 AM to 5:00 PM Central Time, Monday through Friday, except holidays. The Regional Claims Centers answer calls in the order they are received and every effort is made to keep wait times to a minimum. You must call from a touch-tone phone. A rotary phone will not work. If your phone has a PULSE/TONE switch, set the switch to TONE after your call is answered. Most public pay phones can be used to access our system.

Hearing/Speech Impaired: (Relay Missouri) 1-800-735-2966, ask the operator to call (888) 861-8349.

Volunteer Opportunities

General Information:

People are much more likely to get an interview through personal contact, like networking through social groups or volunteer opportunities. Volunteer somewhere that will help you develop your interests. Example: If you like landscaping, volunteer at an arboretum. Sometimes volunteer work provides more of the skills an employer is looking for than your paid work experiences.

Resources:

How To Build Your Self-Confidence After a Layoff

<http://www.mental-health-matters.com/topics/self-esteem/1010-how-to-build-your-self-confidence-after-a-layoff>

Volunteer Opportunities in the Kansas City area:

Volunteer Kansas City

<http://volunteerkc.org/>

Volunteer Match

<http://volunteermatch.org>

Volunteer and Internship Opportunities

<http://www.archives.gov/central-plains/kansas-city/volunteer.html>

Jackson County Family Court Employment & Volunteer Opportunities

www.family-court.org/opportunities.htm