

# I Want Training!

## Frequently Asked Questions (FAQs) about Smart Center Training Services

**Q. I want training!**

A. Great! Smart is a great believer in education and training. We want to help you reach your goals.

**Q. If I enroll in this certificate course, AA degree, Bachelor's degree or online training, what will happen to my unemployment insurance?**

A. That's between you and the California Employment Development Department (EDD). Smart is not authorized to answer Unemployment Insurance questions. Please visit EDD's website at <http://www.edd.ca.gov/Unemployment> or call them at 1-800-300-5616.

**Q. I heard that California Training Benefits (CTB) will allow me to continue collecting Unemployment Insurance (UI) benefits while in school or training. How do I get CTB?**

A. Only the California Employment Development Department (EDD) can approve participation in the CTB program. Qualification information and other details are available through EDD on their website at [http://www.edd.ca.gov/pdf\\_pub\\_ctr/de8714u.pdf](http://www.edd.ca.gov/pdf_pub_ctr/de8714u.pdf) or at 1-800-300-5616.

**Q. I want Smart to pay for my training. Will you?**

A. Smart may be able help with the cost of training. To know for sure, we must develop a plan.

**Q. Why do we need a plan? I've already decided what I want and I have to enroll by Friday!**

A. Smart can't pay the costs if there isn't a job at the completion of training. Smart can help you confirm your investment in training will pay off.

You may want to consider working and going to school. Smart will know if there are job opportunities available so you can go to work NOW.

**Q. But I've looked everywhere for a job and I can't find one. What makes you think Smart can find a job if I can't?**

A. Smart's been putting people to work for more than 30 years and knows about the hidden job market. And Smart has incentives that will encourage an employer to consider hiring you.

In the plan we develop together, we'll set short and long-term goals. Please consider that there may be another way to get you to the place you want to go!

The first thing we will do is talk about you, your background, your work history, your education, your challenges and your goals. Then we'll develop an action plan to help you get there.

**Q. I do have some challenges. Will they get in my way?**

- A. If you don't have a place to live, have a medical problem or have a pressing legal issue, you must address these challenges before you enter training or receive job referrals.

There are specific services available locally and Smart is a referral source for help with these issues.

**Q. Why can't I start now?**

- A. In our experience, until basics like shelter, medical care and court dates are taken care of, you're not available to participate in training and unavailable to show up for work every day.

Your first steps must be to secure housing, work with your doctor to obtain a medical release or go to court and address your pending legal issues.

**Q. I am in treatment for drugs or alcohol. How will that impact my plan?**

- A. Your effort to maintain sobriety is important and your recovery will become part of your plan. In our experience, for the best result you will need six months of sobriety to engage in training or receive job referrals. We will work with you closely until you're ready.

**Q. Once my problems are behind me, what are my training options?**

- A. Your plan with Smart may include taking classes and if it does, Smart may be able to assist with the cost of registration and books. First we will see if you qualify for financial aid.

Smart has other training options available, too. You may be a candidate for an internship with a local company. This type of career exploration will provide you with new skills. During the internship, you will be paid the customary entry level wage for the job you are learning.

If you are considering a new type of employment, you may be a good fit for our worksite training program. Companies that hire through this program are reimbursed half of a new employee's wages during the initial training period.

**Q. I still think school is important for my future.**

- A. School is probably the best single investment you can make in yourself. You should always be learning, every single day.

At Smart, the plan starts with a job as the outcome. We will encourage you to consider getting back to work and continuing with school, too.

## **Our Goal is Your Success!**



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