

# WINGS

◆Pre-Employment Training ◆A MN Displaced Homemaker Program (DHP)

## WoMen Investigating New Goals & Solutions

*Tri-CAP*

### Job Search Strategies

How many people do you know that know exactly what to do to plan for a job search and identify opportunities. Most people don't even know where to begin. Most career seekers need guidance; they need reassurance; they need help in how to plan for the search, and ultimately get the job. Every one of us finds the job search process daunting to some degree. There is a tremendous strategic component to seeking employment. Consider the following to help you.

◆Your resume by itself will not get you the job. The resume is merely the starting point. Yes, your resume can open doors, it can get you the interview. It cannot get you the job. You



Even if we can't be happy, we must always be cheerful. *Irving Kristol*

need to do that part. As a seeker, you have the most control over the career documents and the strategy you employ. Is the resume results oriented? Do you have accomplishments and clear information with examples of how you achieved

results? Those are the ingredients of a strong resume. Your resume should "show a little shoulder" not give away everything. You have a very limited time to make an impression; do it with examples and results.

See **Strategies** page 5

Volume 11, Issue 3

WINGS Fall Newsletter:  
Sept., Oct., Nov. 2011

WINGS (WoMen Investigating New Goals and Solutions), funded through the Minnesota Displaced Homemakers Program (DHP), is a pre-employment program for men and women who lack income due to death, divorce, separation, or disability of a partner. Through a series of workshops, one-to-one counseling and group support, participants can gain the knowledge, skills, and confidence necessary to achieve full-time employment and lead fulfilling lives. The WINGS program serves Benton, Stearns, Sherburne, Wright, Pine, Isanti, Chisago, and Kanabec counties.

### "behaviorally based" interviewing

More and more companies and their hiring managers are adopting one of a variety of "behaviorally based" interviewing models, which means that they will probe deeply and directly into "how" you behave, and not just "what" your jobs and

responsibilities were. For example, let's say you were a manager at a McDonalds, and were applying for a better position at Burger King. An unskilled interviewer might look at your resume, showing several years of progressively grow-

ing levels of responsibility (trainee, shift supervisor, assistant manager, manager, etc.) and say "Gee, this guy's got the experience we're looking for!" In the interview, s/he might ask "what" you did in your past positions at McDonalds, and

See *interviewing* page 2

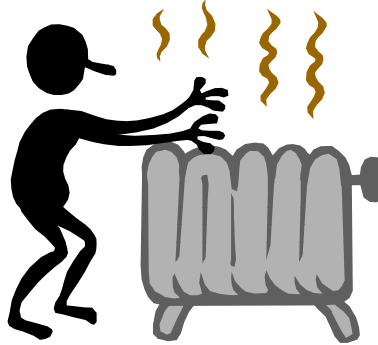
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## Energy Assistance Program (EAP) helps pay home heating costs!

The Energy Assistance Program (EAP) helps pay home heating costs. The purpose of the program is to assist low-income households that pay a high proportion of household income for home energy in meeting their immediate home energy needs.

- Households who are at or below 50 percent of the state median income are eligible
- Size of grant is based on household size, income, fuel type and energy usage
- Federally funded through U.S. Department of Human Services  
Funds are available for renters or homeowners



### Services include:

- Provide direct payment to the energy supplier
- Educate consumers to use home

heating energy efficiently and safely

- Advocate with energy suppliers and human service providers on behalf of consumers
- Crisis help for utility disconnections or necessary fuel deliveries
- Emergency heating system repair or replacement

Minnesota residents also may obtain an application and more information by calling 1-800-657-3710 to locate the local agency serving their county. To assist you better, please have a pen and paper available before calling the number.

**EAP begins October 1st**

### Interviewing from page 1

you would answer things like, quality control, scheduling, cash management, opening/closing the store, etc. Voila! No big deal! Not so quick! Behaviorally based or "competency based" interviewing takes it one important step further. And this is where you can either be a rising star, or a plummeting comet. What the interviewer did not ask you in the prior example was "how" well you did these things. Or, what were your accomplishments? Having held a job title, is not a guarantee success or even competence! Sup-

pose in the prior example, the interviewer asked about employee turnover, or profitability of the store, or about your most recent performance evaluation? Sure, you had the title of store manager, but perhaps your turnover was excessive, your cash flow was in the tank, your pilferage and spoilage was through the roof, and you were "responsible" for all of these things. Oops! Never mind! It's less important "what" your job called for, and more important "how" you performed it.

**Testing 1,2,3:** If you haven't interviewed in awhile it is a great idea to download some common interview questions and have friends or relatives interview you. Getting used to answering some of the more common questions will help you be prepared when you are in front of the interviewer. When practicing with friends and relatives always ask for honest feedback in order to be at your best in the real interview.

## WINGS Client Success Story

I had been unemployed for over a year when I found out about the WINGS program here in Saint Cloud. I was eager to enroll in the program, and make an action goal plan. The WINGS counselor gave me many resources in the area that I had not even thought to check out. I started going more frequently to the MN Workforce Center to involve myself in some

classes to help find a job. Only after two months of working with the WINGS program I was able to find a housekeeping position. The WINGS program was able to help me with a bus pass and some new work clothes that were uniform. I am finally feeling self-sufficient and am for the first time in a long time proud of myself.



I don't know why it is we are in such a hurry to get up when we fall down. You might think we would lie there and rest a while.

*Max Eastman*

## Developing Leaders for Community Improvement

*Developing Leaders for Community Improvement* is a free program for low-income residents of Benton, Sherburne and Stearns counties who want to become more involved in community leadership roles and activities. Participants will:

- Develop leadership skills
- Learn how to take a more active role in their community
- Meet other community leaders
- Understand their impact on the community
- Get experience working with local leaders and organizations

The first eight weeks focus on training, hands-on activities and opportunities to meet community leaders. Topics will include:

- Community engagement
- Assessing leadership, communication & learning styles
- Discovering personal strengths and assets
- Culture, values and ethics
- Boards & committees
- Advocacy & legislative process
- Telling your story
- Volunteering
- Opportunities for involvement

The remainder of the program involves developing individual leadership plans and working with community organizations.

### Eligibility

- Must be a resident of Benton, Sherburne or Stearns counties
- Must meet income eligibility guidelines (200% of federal poverty guidelines)
- *Be committed to community improvement*

for an application

### Contact :

Mary Christen Czech  
Tri-CAP  
320-257-4513-or-888-765-5597

## Interview Question: Can you tell me a little about yourself?

### Best Answer

*Tell them you are a very hard worker and a fast learner. Always try to tie your positives in with the company. Give an example of - you work hard and motivate yourself. You could tell them you try to understand all aspects of your job so you can best interact with other employees and team players.*

## Joan Steele, WINGS Counselor Serving: Pine, Isanti, Chisago, and Kanabec Counties

My workshops address a wide variety of topics and are customized to the needs of each client. Topics covered may include decision making, exploring values, happiness, anger, assertiveness, budgeting, goal setting, career options, communication, skill identification with the Myers Briggs Type Indicator (MBTI), and managing change. Pre-employment skills such as building resumes, cover letters, and completing applications are also covered. Interviewing skills and Presenting Yourself for Success continue to be popular topics.

## Workshop schedule

**Tuesday** Group: 1:00 PM-3:00 PM at  
Mora Workforce Center.

**Wednesday** Group: 9:00 AM to 11:00  
AM, at  
Cambridge Workforce Center.

Bi-monthly:

**Wednesday** Group: 1:00 P.M.-3:00 PM  
(1<sup>st</sup> and last Wednesdays.)  
Pine Technical College.  
Employment & Training Center

Contact **Joan Steele**,  
WINGS Resource Counselor  
(320) 257-4512 · 888-765-5597



Happiness never decreases  
by being shared.

# ST. CLOUD AREA EMPLOYMENT AGENCIES

AGENCY NAME	ADDRESS	TELEPHONE
Account Temps <a href="http://www.accountemps.com">www.accountemps.com</a>	203 Park Ave S St Cloud, MN 56301	320-240-0008 Fax 320-240-6182
Aerotek <a href="http://www.aerotek.com">www.aerotek.com</a>	1743 7 <sup>th</sup> St S St. Cloud, MN 56301	320-203-1534 Fax 320-202-2185
Atlas Staffing <a href="http://www.atlasstaffinginc.com">www.atlasstaffinginc.com</a>	420 East St. Germain St. Cloud, MN 56304	320-257-0330
Doherty Staffing <a href="http://dohertyemployment.com">dohertyemployment.com</a>	2806 W. Division Place St. Cloud, MN 56301	320-253-4473 Fax 320-253-4844
Experience Works (55+)	2901 Clearwater Rd St. Cloud, MN 56301	320-258-3798
Express Personnel Services <a href="http://www.expresspersonnel.com">www.expresspersonnel.com</a>	1022 4th St Se Saint Cloud, MN 56304	320-251-1038 Fax 320-251-7860
Kelly Services <a href="http://www.kellyservice.com">www.kellyservice.com</a>	1010 W. St. Germain St Ste 400 St. Cloud, MN 56301	320-253-7430 Fax 320-253-3913
LaborNOW (Command Center) <a href="http://www.labor-now.com">www.labor-now.com</a>	411 E St. Germain St St. Cloud, MN 56301	320-202-0272
Labor Ready <a href="http://www.laborready.com">www.laborready.com</a>	13 11 <sup>th</sup> Ave N St. Cloud, MN 56303	320-255-9900 Fax 320-255-9393
Manpower <a href="http://www.manpower.com">www.manpower.com</a>	425 St Germain St E St Cloud, MN 56304	320-251-1924 Fax 320-251-0759
Masterson Personnel <a href="http://www.mastersonpersonnel.com">www.mastersonpersonnel.com</a>	606 25 <sup>th</sup> Ave S Ste 104 St Cloud MN 56301	320-253-3850 Fax 320-253-3866
MidWest Staffing <a href="http://www.midweststaffing.com">www.midweststaffing.com</a>	3700 W Division St Suite 105 St. Cloud, MN 56301	320-230-7490
Minnesota Work Force Center <a href="http://www.mnwfc.org">www.mnwfc.org</a>	1542 Northway Drive Door 2 St. Cloud, MN 56303	320-654-5320
Office Team <a href="http://www.officeteam.com">www.officeteam.com</a>	203 Park Ave S St. Cloud MN 56301	320-240-0991 Fax 320-240-6182
Pro Staff <a href="http://www.prostaff.com">www.prostaff.com</a>	1707 W St Germain St St. Cloud, MN 56301	320-656-9777 Fax 320-656-9776
Spherion <a href="http://www.spherion.com">www.spherion.com</a>	200 25 <sup>th</sup> Ave S #101 St. Cloud, MN 56301	320-202-8200
Westaff Staffing <a href="http://www.westaff.com">www.westaff.com</a>	544 25 <sup>th</sup> Ave N St. Cloud, MN 56303	320-203-9655 Fax 320-203-9678
Work Connection <a href="http://www.theworkconnection.com">www.theworkconnection.com</a>	2719 Division St #4 St. Cloud, MN 56303	320-259-9675 Fax 320-259-4261

**Strategies** from page 1

◆Are you using your traditional network? Your job search cannot be a top secret mission. To some degree, you need to spread the word. Of course, You should be discrete, but active. Speak to friends and family members. Get the word out a bit. Consider asking for introductions to other people. Every person you meet represents an opportunity to share information, and learn something new this is especially important where job search is concerned.

◆Relationship with social networking sites. LinkedIn, Twitter, Facebook, Plaxo these Web 2.0 tools are all the rage and for good reason. The power to connect with people globally provides and immediate and distinct advantage when conducting a job search. You can join groups where open discussions are held; you can meet new people and exchange ideas; you can engage in open dialogue, and really gain entry into an entirely new way of searching for a job. The Internet is a very powerful tool, which connects people to other people, individuals to businesses and vice versa. Use it. If you are not sure where to begin, hit your

local Barnes and Noble for some brick and mortar books or search the Net to get some guidance.

◆It's in the details. Preparing for a successful search takes some preparation and research. There are a lot of companies out there. You are not qualified for every one nor do you want to work for all of them. It is highly advisable to do research on the company as well as the positions that are available. You will gain several things from this exercise, including an understanding of the company's mission, values and goals; from the job descriptions, which can be found online, you can quickly pinpoint opportunities that would be applicable given your skill set. This exercise will save you time and prevent you from applying all over the place and spinning your wheels on things that are not suitable for you.

◆Follow-up Protocols. Once you send out the resume, what is your follow-up strategy? I recommend keeping a spreadsheet of the company name, contact person (if any), date sent and

**Interview Question:**

What are your weaknesses or what is your biggest weakness?

**Best Answer**

*Always try to turn your weakness into a positive or demonstrate how you have tried to overcome your weakness. e.g. You used to be computer illiterate but you took the time to do evening classes after work.*

any replies received. This will not only keep you focused and organized, but allow you to manage your search campaign effectively. Remain proactive and be persistent. The right opportunity is out there. It will take some time, but with a little planning and a strong brand, you will no doubt find the right fit.

**There are four things over which you have complete domination, authority, and control--your mind and your mouth.**

*Molefi Asante*



The state of faith allows no mention of impossibility.

*Tertullian*

**Be A Shining 'Star'**

**SITUATION**

**TASK**

**ACCOMPLISHMENTS**

**RESULTS**

Address the interviewer's question by explaining first "what" challenge you faced (i.e., a **Situation**) or "what" you were charged with accomplishing (i.e., a **Task**). That's the easy part. But now, you continue to elaborate on your actual "**Accomplishment(s)**" and the "**Results**"

for the organization. For example, in addition to saying I was responsible for the profit and loss of a \$3 million dollar operation, hiring, scheduling, etc., you would follow-up with something like... "and was able to improve profitability in fiscal year 2006 by over 10% resulting in the store receiving an award for being in the top ten in the region." Get it? So, sit down and ask yourself these types of questions *before* your next interview and be pre-

pared to volunteer the information up front. This gives you control, and satisfies the objectives of the interviewer, i.e., to garner concrete, tangible, behavioral competencies. If you make their job easier, your job of getting the job will be easier, as well.



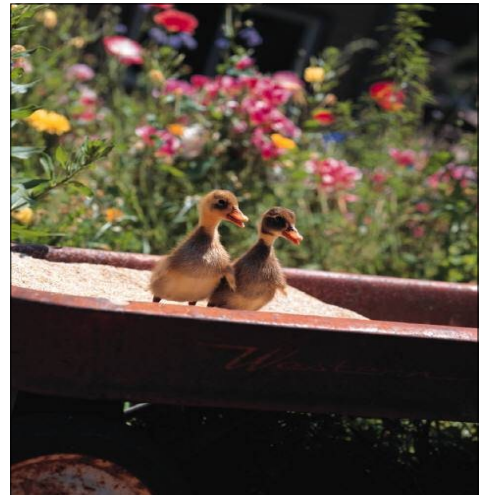
## Thoughts on Change

If you always believe  
 What you have always believed,  
 You will always feel  
 The way you have always felt.

If you always feel  
 The way you have always felt,  
 You will always think  
 The way you have always thought.

If you always think  
 The way you have always thought,  
 You will always do  
 What you have always done.

If you always do  
 What you have always done,  
 You will always get  
 Where you have always gotten.



Cooperation is spelled with two letters  
 --WE. *George M. Verity*

**Interview Question:**  
 Why should we choose you for this job?

**Best Answer:**  
 To begin with it can be good to reflect on your resume for a moment. Only do so briefly as they know what is on your resume and are looking for more. Tell them your personal qualities, how motivated you are. Explain how you researched their company before coming to make sure it was a right fit for you. How you feel the company and your skill set and personal qualities will complement each other.

## How Many Resumes?

With the advent of electronic resume submission there has been a definite change in resumes. You need to have a couple of versions. The first one you need to have is one that you can format and make look very professional. The second one needs to be a scaled down almost unformatted text version.

This way you can easily copy and paste into the fields on the electronic submission forms but also have a nice copy to upload and email as well.



Each honest calling, each walk of life,  
 has its own elite, its own aristocracy  
 based on excellence of performance.  
*James Bryant Conant*

# Temp Job Applications

Applying for a temporary job is quick and easy. At many temporary job agencies, like Manpower and Office-Team, job seekers can register, submit a resume and search for jobs online. Visit the Net-Temps web site ([www.nettemps.com](http://www.nettemps.com)) and you can create a resume by copying and pasting your resume from MS Word.

The “Build My Resume” tool offers a choice of resume templates and walks users through the process of creating a resume. Directories list all the major temporary agencies and the American Staffing Association database is searchable by location, skills and type of position. If you choose temporary work, you will be

in good company. Two million people per day are employed by staffing companies. Temporary jobs offer an opportunity to earn income, add skills to your resume while continuing your search for that “perfect position.” Your temp job can *become* your career - over 79% of temps work full-time.

## ST. CLOUD AREA EMPLOYMENT SERVICES

MN Workforce Center	1542 Northway Dr, Door 2	(320)654-5320
Diversionsary Work Program (DWP) and MN Family Investments Program (MFIP)	Apply with county human services Benton County Human Services Sherburne County Social Services Stearns County Human Services	(320)968-5087 (763)241-2600 (320)656-6000
United Migrant Opportunity Services	3112 Southway Dr	(320)251-1711
Experience Works (55+ and low income)	2901 Clearwater Rd	(320)258-3798
Central MN Works	3400 N 1 <sup>st</sup> St	(320)656-5608
W.I.N.G.S (Displaced Homemakers)	1210 23rd Ave. Waite Park	(320)251-1612
MRC FlexWork	3400 N 1 <sup>st</sup> St. #402	(320)259-5717
Rehabilitation Services (persons with physical/mental impairments)	3333 W Division St	(320)255-2224
Refuge Employment Program	LSS 22 Wilson Ave NE	(320)251-7700
Goodwill Easter Seals	50 S 2 <sup>nd</sup> Ave Waite Park	(320)654-6000



**“WE’RE SHORT OF MONEY AGAIN!”**

Are you frustrated trying to get by on the money you make?

Make Ends Meet!

How to budget when you don’t have enough money. Simple, easy to understand budgeting tools that will help take the stress out of living from paycheck to paycheck.

CALL Tri-CAP TODAY!

**320-251-1612**

**888-765-5597**

Budget and financial assistance.



1210 23rd Avenue S.  
P.O. Box 683  
St. Cloud, MN 56387  
[www.tricap.org](http://www.tricap.org)

Phone: 320-215-1612  
888-765-5597  
Fax: 320-654-9473

**Our Mission:**

The mission of Tri-CAP is to expand opportunities for the economic and social well-being of our residents and the development of our communities.

**Our Vision:**

The vision of Tri-CAP is to provide services and programs that empower residents of our area to successfully achieve their goals of economic self sufficiency.

**DHP/WINGS Advisory Board**

- ✦ Margaret Bushinger - Anna Marie's,
- ✦ Pam Froelich - DOMUS Transitional Housing,
- ✦ Donna Geislinger - Stearns County Human Services,
- ✦ Kelly Gerads - DEED/State of MN,
- ✦ Pam Hays - Pine Technical Employment & Training,
- ✦ Sherri Verdon - Tri-CAP/WINGS,
- ✦ Lila Kalla - Central Minnesota Jobs & Training Services,
- ✦ Andrea Kroll - Stearns - Benton Employment & Training, Council,
- ✦ Linda Maron - Reach-Up, Inc,
- ✦ Tiffany Platz - Express Employment Professionals,
- ✦ Keri Raiber - New Beginnings
- ✦ Carol Belling - Journey Home,
- ✦ Patrick Shepard - Tri-CAP/WINGS,
- ✦ Joan Steele - Tri-CAP/WINGS

*If you are interested in representing your agency on the DHP/W.I.N.G.S. Advisory Board please contact Patrick Shepard, Family Resources Director at: 320-257-4501 or 888-765-5597*



**Journey Home for Women**

**Journey Home for Women**  
Journey Home is a residential facility providing both extended care and halfway house programming for chemically dependent women and their children. It is a structured, recovery-focused setting for women ages 16 and older who are referred to us after the completion of primary chemical dependency treatment. The two programming models at Journey Home are halfway house and extended care. The halfway house model focuses on attaining job skills or pursuing educational goals. In the extended care model, women must attend a minimum of 15 hours a week of structured program activities covering topics such as parenting skills, spirituality, anger, educational and vocational planning, financial health and relapse prevention. In addition, mothers' and toddlers' groups are available.



**Extended Care (Halfway House) Program**

Our structured children's program includes screening and assessment, developmental issues, play therapy and individual counseling, and is conducted by our trained child care staff under the guidance of the day care supervisor. The staff is assisted by community professionals.  
**Assessment and Intake**  
Women must have completed primary treatment and may be referred to us by treatment center counselors, social service agencies, physicians, psychologists or psychiatrists. Self-referral or referral by family members is also acceptable. Women who have not completed primary treatment but who have maintained 30 days of sobriety may also be appropriate for admission.  
To be admitted to Journey Home, each potential resident must: participate in an intake interview (Intake

interviews are conducted at Journey Home for local clients and for those who easily can make the trip to St. Cloud. Telephone interviews may be arranged for those unable to come to Journey Home for a personal interview.)  
secure funding prior to admission send necessary medical records.  
**Cost**  
The daily rate includes room, board and program costs; medical costs are not included. Insurance and assistance programs may cover some of the costs. Journey Home administration can check into this for you if needed.  
**Contact:**  
Journey Home  
1485 10th Avenue NE  
Sauk Rapids MN 56379  
(320) 259-9149  
(320) 259-4565 fax

