

# DIRECTORY of SERVICES

## AMERICAN JOB CENTER SERVICES

**RESOURCE CENTER** | Computer and Internet access, job search-related printing and fax. Registration in Jobs4TN. Assistance with résumé writing, job search, and Unemployment claims.

**JOB FAIRS** | Connect individuals with employers who are hiring in our area.

**CAREER COACHES AND CAREER SPECIALISTS** | Helping individuals create a solid career plan, assess their strengths and interests and navigate their path to finding employment or changing careers. A part of that path includes determining the right training or education needed.

**WIOA SCHOLARSHIPS** | Talent Development helps a person changing careers to increase his or her skills through the Workforce Innovation Opportunity Act training funds. Training is for customers who lack the necessary skills to achieve self-sufficient employment or those who are looking to get one step further in their careers.

**WORKSHOPS** | Educational workshops cover topics including résumé building, interview prep, professional image and more!

**EMPLOYERS** | The American Job Centers (AJCs) have direct access to businesses in the area actively seeking to hire many individuals.

## PARTNER PROGRAMS

**VOCATIONAL REHABILITATION** | Determine the provision of employment- focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities and resources.

**VETERANS** | Receive priority of service in all programs. Provide intensive services for veterans with significant barriers to employment.

**AMERICAN JOB CENTER NETWORK** | Resources, referrals, and co-enrollment are facilitated by AJC staff to partner programs listed as well as others such as Families First (TANF), Ticket to Work, and Job Corps.

**SIGN UP FOR JOBS4TN.GOV**

JOB SEARCH | RESUME UPLOAD | DIGITAL  
RECRUITER UNEMPLOYMENT BENEFITS | ALISON TRAINING

## PARTNER PROGRAMS CONTINUED

**ADULT EDUCATION** | Educational services are delivered to adults who are over the age of 17 (unless granted an exception) lacking a high school diploma and no longer under compulsory attendance to public high school.

**RESEA** | Reemployment Services and Eligibility Assessments | A program for Unemployment Insurance (UI) claimants that includes an in-person review of the claimant's eligibility for UI, and personalized job search along with other reemployment assistance.

**SNAP E&T** | SNAP Employment and Training. | Prepares SNAP recipients for employment through work-related education and training services.

**TAA** | Trade Adjustment Assistance | A federal program that assists workers who have lost their jobs as a result of foreign trade. This program seeks to provide eligible adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

**SCSEP** | Senior Community Service Employment Program | A federal job training and employment program that assists low-income, unemployed job seekers 55+ obtain employment.

**MSFW** | Migrant Seasonal Farm Workers | Serves agricultural workers who travel for employment and cannot return home the same day. This program provides outreach, job assistance, supportive services, and referrals, with a focus on strong employer engagement and community partnerships.

**NFJP** | National Farmworkers Job Program | Offers career services, training, and support to help farmworkers and their families achieve economic stability. They connect participants to state and national resources, improving access to education, employment, and supportive services.



Funded in part by the TDLWD, Northern Middle Tennessee Workforce Board is an equal opportunity employer/program. Auxiliary aide and services will be provided upon request to persons with disabilities. 931.551.9110



## Northern Middle Tennessee Workforce Development Area American Job Center Locations

### Cheatham County

384 South Main Street  
Ashland City, TN 37015  
615.792.2520

### Davidson County

2845 Elm Hill Pike  
Nashville, TN 37214  
615.253.8920

### Dickson County

250 Beasley Drive  
Dickson, TN 37055  
615.446.0229

### Houston County

155 W. Front Street  
Erin, TN 37061  
931.289.4127

### Humphreys County

711 Holly Lane  
Waverly, TN 37185  
931.296.5872

### Montgomery County

523 Madison Street, Suite B  
Clarksville, TN 37040  
931.905.3551

### Robertson County

299 10th Avenue East Springfield,  
TN 37172  
615.384.1097

### Rutherford County

1313 Old Fort Parkway  
Murfreesboro, TN 37129  
615.898.8081

### Stewart County

1356 Donelson Parkway  
Dover, TN 37058  
931.232.5035

### Sumner County

1598 Greenlea Boulevard  
Gallatin, TN 37066  
615.452.1964

### Troupdale County

204 East McMurry Boulevard  
Hartsville, TN 37074  
615.680.3377

### Williamson County

118 Seaboard Lane  
Franklin, TN 37067  
615.370.6004

### Wilson County

415 Tennessee Boulevard  
Lebanon, TN 37087  
615.444.9355

## ADDITIONAL RESOURCES

### Job Search

[www.jobs4tn.gov](http://www.jobs4tn.gov) [www.indeed.com](http://www.indeed.com)  
[www.careerbuilder.com](http://www.careerbuilder.com)

### Free Computer Classes

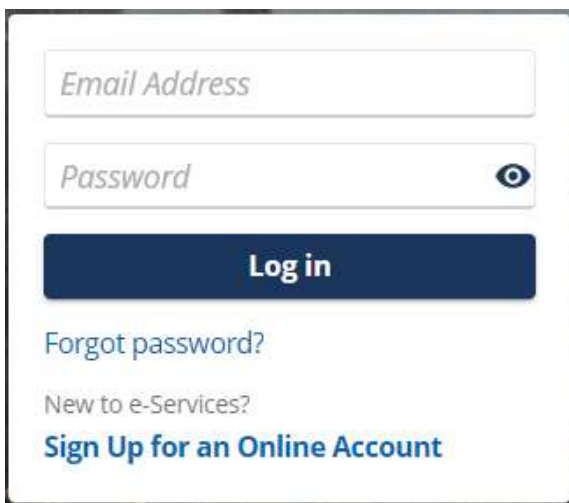
[www.connectedtn.org](http://www.connectedtn.org)  
[www.gcflearnfree.org](http://www.gcflearnfree.org) [www.tntel.info](http://www.tntel.info)

*Please see the AJC staff for additional  
information and community resources.*

# Signing up for e-Services

To file a claim and complete your weekly certifications, you will need to sign up for e-Services.

1. Access <https://www.tn.gov/jobs4tn>
2. Click **Sign Up for an Online Account** in the box in the top right corner.

A screenshot of a web interface for logging in or signing up. It features two input fields: 'Email Address' and 'Password'. The 'Password' field has a toggle icon (an eye) to the right. Below these fields is a dark blue button labeled 'Log in'. Underneath the button are two links: 'Forgot password?' and 'New to e-Services?'. At the bottom is a blue link labeled 'Sign Up for an Online Account'.

3. Follow the prompts on the screen to sign up for your account.
  - If you are having trouble signing up for your account, please call (844) 224-5818 for assistance.

Please sign into your account regularly to ensure that you have provided the agency with all necessary information to process your claim, and that you complete your weekly certifications are submitted timely.

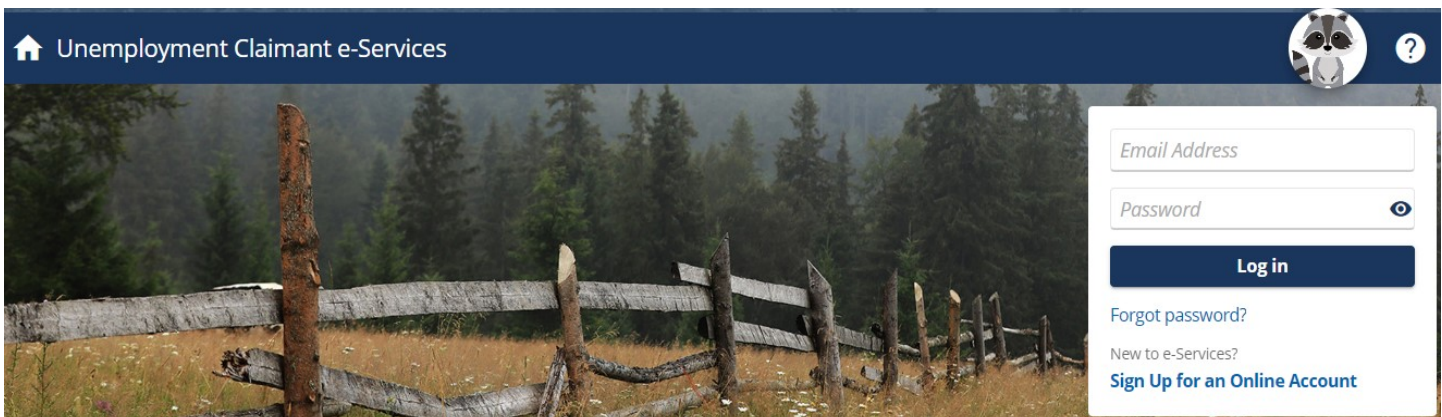
# File an Unemployment Claim

- Gather documentation before you start the filing process.

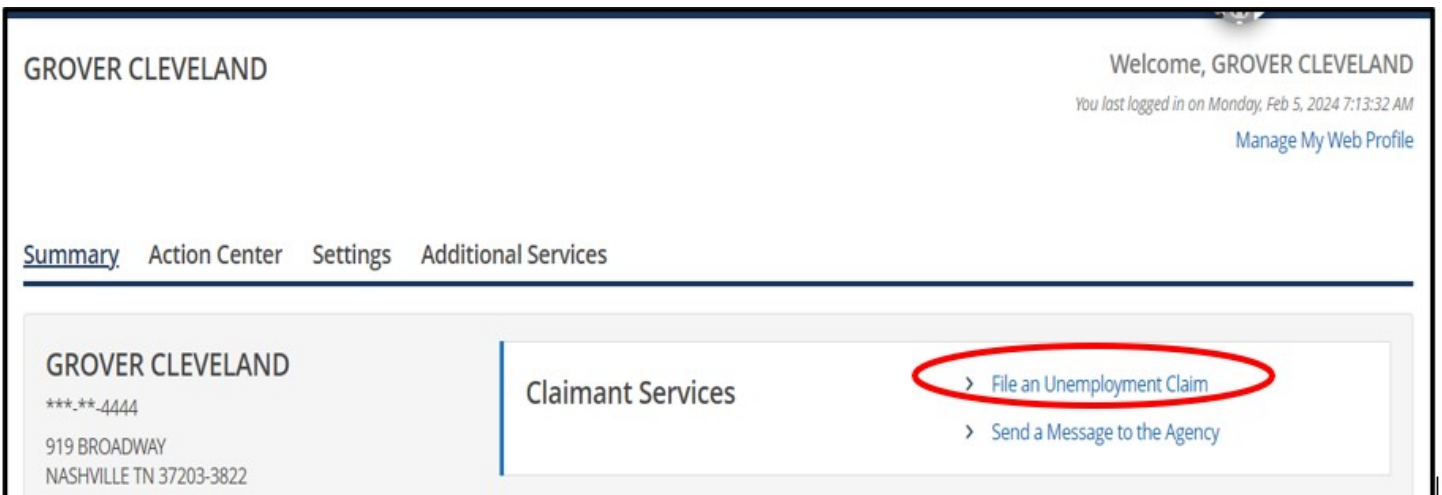
Here's what you'll need to continue. Please have everything ready before you begin.

-  Employer contact information, the reason you stopped working, and occupational details for any employer you worked for in the last 18 months.
-  Information regarding your eligibility for benefits and citizenship status
-  Your checking or savings routing and account number if you want us to deposit your benefits directly into your bank account.

- Log into your Unemployment Claimant e-Services Account with the email address and password you created during account registration.



- On the bottom right hand corner of the main E-Service dashboard, select the hyperlink showing **"File an Unemployment Claim"**



- The system will ask for you as the applicant to verify your Social Security Number for identification purposes.

## Identity

You need to start with your Social Security # because protecting you and your personal information is important to us. \*

Required

- The system will pull all reported Tennessee Wages for the base period over to the claim to help you report your most recent work history. You will be required to enter a work history for all employers for the last eighteen (18) months.

## Employment History

We have retrieved your known employment since April 1, 2022.

To complete your employment history:

1. Select each employer's name below to answer some questions regarding your employment there.
2. If you do not see an employer that you have worked for since April 1, 2022, add that employer with the Add Employer button.
3. After you have finished adding and answering questions about all jobs you have had since April 1, 2022, use the Next button to continue.

- Your previous employer(s) will likely already be populated in the history grid. Select the name of the employer showing to complete your work history for that employer. If you need to manually add an employment history, select the **"Add Employer"** link and search for the employer you wish to add by name.

We have retrieved your known employment since April 1, 2022.

To complete your employment history:

1. Select each employer's name below to answer some questions regarding your employment there.
2. If you do not see an employer that you have worked for since April 1, 2022, add that employer with the Add Employer button.
3. After you have finished adding and answering questions about all jobs you have had since April 1, 2022, use the Next button to continue.

### Employers


Name	Address	Employer Type
There are no employer records.		

+ Add Employer



- The system will require you to review all information that was reported before you can submit your information.

Regular Unemployment Insurance Claim



Child Support States    Benefit Rights Information    Payment    Tax Withholding    Summary

### Summary

You are not yet done. Review the information below; then click Submit when ready.

- Once you have reviewed the provided information and hit submit the system will display a confirmation page that contains a confirmation number and the date and time your account was submitted. The system will give you the option of printing this confirmation page. You will be able to print or save this page for your records.

## Confirmation

Your **Unemployment Benefit Claim** has been submitted successfully.

Your confirmation number is **0-000-044-920**.

Date Submitted: 8/8/2023 10:33:47 AM.

### THE NEXT STEPS:



# File a Weekly Certification

On the e-Services home screen, we can see a certification needs to be filed. To start the certification process, click the blue **“File Now”** next to the certification notification.

The screenshot shows the e-Services home screen for Donald Draper. It includes sections for 'Claimant Services', 'Current Unemployment Benefits', and 'Certify for Week of January 6, 2024'. A red arrow points to the 'File Now' button in the 'Certify for Week of January 6, 2024' section.

After reading the disclaimer, check the box at the bottom of the screen to confirm you understand the information provided.

The screenshot shows the disclaimer section on the Weekly Certification screen. It includes a checkbox for confirming understanding of the information provided.

and/or has separated from work.

Failure to report earnings on your certification could result in an overpayment of benefits, which you would be required to repay.

A determination that you committed fraud could lead to an investigation and criminal charges. If an overpayment is found to be a result of fraud:

- You will be disqualified from receiving unemployment benefits for 52 weeks
- You will be referred for legal action, such as investigation and/or prosecution
- Liens will be assessed
- Your federal income tax refunds will be garnished

☐ I have read and understand the information regarding potential fraud penalties and my responsibility to report any wages earned on my weekly certification. \*

Answer the question presented on the **Weekly Certification** screen then click **Next**.

The screenshot shows the 'Weekly Certification Questions' screen. It includes a title, a date range, and a series of yes/no questions regarding work, holiday pay, vacation pay, job offers, and pension during the week of Sunday, Dec 31, 2023 through Saturday, Jan 6, 2024.

### Weekly Certification Questions

The following questions apply only to the week of **Sunday, Dec 31, 2023** through **Saturday, Jan 6, 2024**.

Did you do any work during the week of **Sunday, Dec 31, 2023** through **Saturday, Jan 6, 2024**? \*

Yes	No
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Did you receive any holiday pay? \*

Yes	No
-----	----

Did you receive any vacation pay? \*

Yes	No
-----	----

Did you refuse any job offers during this week? \*

Yes	No
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Did you begin receiving an employer pension or any other pension (excluding social security benefits) during this week? \*

Yes	No
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For the week, were you able and available and did you complete your **three** required job searches as directed by the department? \*

Yes	No
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# File a Weekly Certification

If needed, enter your job search log by clicking the blue hyperlink **“Add a job search”**. Once finished entering all your jobs searches for the week click **“Next”** at the bottom right hand side of the page.

## Job Searches

Unless waived, you must complete at least three job search activities each week in order to be eligible for payment. These job search activities are meant to help you return to work before your benefit amount expires.

Examples of job search activities include:

- Applying or interviewing for a job
- Contacting an employer, whom you believe may have available work

You reported that you searched for job during the week of **Sunday, Dec 31, 2023** through **Saturday, Jan 6, 2024**.

Please provide details of your three required job searches. \*

Employer Name

Application Date

+ Add a Job Search

You will be prompted to review your information. Once you verify all your provided information is true and correct, sign your name at the bottom of the screen then hit **Submit**.

## Signature

I certify that the information I have provided on this Unemployment Compensation certification is true and accurate to the best of my knowledge and belief. I understand that these statements are made under the penalty of perjury and that any intentional misrepresentation is considered fraud. If I am found to have committed fraud, I understand that I may be subject to benefit overpayment, and penalties up to and including criminal prosecution. \*

Required

Cancel

< Previous

Submit