



# UNEMPLOYMENT

In 2012, Florida's Unemployment Compensation was renamed Re-Employment Assistance. CareerSource doesn't administer unemployment claims, but we can help you look for a job and get back to work as soon as possible.

If you've been laid off due to a plant or company closing, you might be eligible for additional resources under the Trade Adjustment Assistance Act. TAA provides transition assistance to workers who have been determined by the U.S. Department of Labor to have been adversely affected by imports or shifts in production to foreign countries. Benefits include training, job search allowances, job relocation allowances, trade readjustment allowances, Health Coverage Tax Credits, and case management services.

If you think your layoff might be connected to a Trade Adjustment Assistance claim, call (904) 356-JOBS (5627) and ask to speak to someone who works with TAA.

For all unemployment claimants, the CONNECT system launched in 2013. CONNECT is Florida's online system that allows jobseekers to file, manage and check in on their Re-employment Assistance (or unemployment) claims. The system is available 24 hours a day for claimants to:

- Access your account 7 days a week, 24 hours a day.
- View all of your claim information in one convenient place, including whether you have weeks to claim, issues to resolve, or any requests for additional information to process your claim.
- You can also update information anytime – including a change of address or phone number.
- Choose the way you receive notifications from us – either electronically or by U.S. mail.
- The DEO offers assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. They also provide assistance to people who are unable to file a claim for various reasons.

You can use our resource room computers and high speed internet access to file your electronic unemployment claim or claim your weeks. And, of course, to look for jobs, research



companies, update your LinkedIn profile or work on your resume and cover letter.

To speak to a Creole or Spanish speaker or use translation services, call the Contact Center at 800-204-2418. People who need assistance filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities may call 800-681-8102.

The unemployment Contact Center is open extended hours Monday through Friday from 7:30 a.m. until 7:00 p.m. EST and Saturday, 9:00 a.m. – 4:00 p.m. EST to help claimants with CONNECT. The Contact Center phone number is 800-204-2418. The best times to call are later in the day.

You can find information on CONNECT and links to helpful information on filing your claim at [careersourcenefl.com](http://careersourcenefl.com) under Jobseekers and the Unemployment tab.

Continue the CareerSource Orientation series at [gocareersource.com](http://gocareersource.com)



# LOCATIONS

Career Centers are open and welcoming customers.  
Check our website for [current hours](#).

## CAREERSOURCE NORTHEAST FLORIDA CAREER CENTERS

### BAKER COUNTY

1184 South 6th Street  
Macclenny, FL 32063  
Phone: (904) 259-9309  
Fax: (904) 892-8182

### CLAY COUNTY

2141 Loch Rane Blvd., Suite 107  
Orange Park, FL 32073  
Phone: (904) 213-3888  
Fax: (904) 892-8185

### DUVAL COUNTY GATEWAY

5000 Norwood Avenue, Suite 2  
Jacksonville, FL 32208  
Phone: (904) 924-1710  
Fax: (904) 892-8265

### SOUTHSIDE

11268 Beach Blvd.,  
Jacksonville, FL 32246  
Phone: (904) 997-3100  
Fax (904) 892-8184

### WELFARE TRANSITION AND SNAP SERVICES CENTER

5000 Norwood Avenue, Suite 2  
Jacksonville, FL 32208  
SNAP Phone:(904) 798-9230  
SNAP Fax: (904) 892-8270  
TANF Phone: (904) 213-3900  
TANF Fax: (904) -892-8272

### NASSAU COUNTY

96042 Lofton Square Court  
Yulee, FL 32097  
Phone: (904) 432-0009  
Fax: (904) 892-8268

### PUTNAM COUNTY

400 Highway 19 North, Suite 53  
Palatka, FL 32177  
Phone: (386) 530-7089  
Fax: (386) 892-8269

### ST. JOHNS COUNTY

525 State Road 16, Suite 109  
St. Augustine, FL 32084  
Phone: (904) 819-0231  
Fax: (904) 892-8271

## CAREER DEVELOPMENT CENTERS AT AREA CAMPUSES

### FLORIDA STATE COLLEGE AT JACKSONVILLE

#### DEERWOOD CAMPUS

9911 Old Baymeadows Road,  
Room E-2509  
Jacksonville, FL 32256  
Phone: (904) 356-5627 ext. 2951

#### DOWNTOWN CAMPUS

101 W. State St., Room A-1120  
Jacksonville, FL 32202  
Phone: (904) 356-5627 ext. 2951

#### KENT CAMPUS

Student Success Center  
3939 Roosevelt Blvd., Bldg. B,  
Room G155  
Jacksonville, FL 32205  
Phone: (904) 356-5627 ext. 2950

#### NORTH CAMPUS

4501 Capper Road, Building E,  
Room 150  
Jacksonville, FL 32218  
Phone: (904) 356-5627 ext. 2964

#### SOUTH CAMPUS

11901 Beach Blvd., Room U-106  
Jacksonville, FL 32246  
Phone: (904) 356-5627 ext. 2338

### ST. JOHNS RIVER STATE COLLEGE

#### ORANGE PARK CAMPUS

283 College Dr. A0006  
Orange Park, FL 32065  
Phone: (904) 276-6765

#### PALATKA CAMPUS

5001 St. Johns Ave., Bldg. V,  
Room 0129  
Palatka, FL 32177  
Phone: (386) 312-4257



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CareerSource Northeast Florida is an equal opportunity employer/agency. Auxiliary aids and accommodations for people with disabilities are provided. FRS users dial 711. For program funding details in compliance with the Stevens Amendment, please visit <https://careersourcenortheastflorida.com/about>.

CSNEFL-Locations-121525