**WorkforceGPS**

**Transcript of Webinar**

**Using CareerOneStop to Provide Virtual Services**

**Thursday, January 28, 2021**

*Transcript by*

*Noble Transcription Services*

*Menifee, CA*

GRACE MCCALL: Without further ado, let me turn things over to one of our speakers for today. Don, take it away.

DON HAUGHTON: Thank you, Grace. And good morning or good afternoon, depending on which part of the country you're in. Welcome to our webinar, "Using CareerOneStop to Provide Virtual Services." Today we'll be concentrating on finding immediate employment and applying for unemployment benefits using CareerOneStop. With me today, I have three people from the Minnesota Department of Employment and Economic Development, Mike Ellsworth, Tricia Dahlman, and Julie Remington. Mike, Tricia, and Julie, if you could introduce yourselves in that order, that would be great.

MIKE ELLSWORTH: Thanks. This is Mike Ellsworth. I am the program director for CareerOneStop. And I'll be answering your questions in real-time here in the chat. So just go ahead and put them in there, and we'll see what we can do about answering them. Tricia?

TRICIA DAHLMAN: Thanks, Mike. Hi, everyone. I'm Tricia Dahlman, and I am the business technology manager for CareerOneStop. I oversee operations, outreach, marketing, and product management on the team. I started in state government here in Minnesota in the labor market information office where I received an excellent understanding and appreciation for labor market and workforce development data.

Now I have more than 20 years of experience working on state and national career information products like CareerOneStop. I have the pleasure of working with an outstanding team at CareerOneStop. And Julie Remington is one of these members. And she's going to introduce herself next.

JULIE REMINGTON: Well, thank you, Tricia. Hi, I'm Julie Remington. I work for CareerOneStop as a content strategist, which means I do a lot of writing. I do a lot of research. And I meet with users to continuously improve our user experience on the website. I've got a master's in educational and counseling psychology. And I worked as a career counselor for several years, and then worked for the Minnesota – at that time, it was the workforce center system. And I was part of a team that was continuously improving services. We were always looking at tools and resources.

And I have a confession – I did not love CareerOneStop at that time. I left that job about 15 years ago. And what I can say is I love CareerOneStop now. I think it's terrific, well-organized, user friendly. It's got a lot of power. And we're going to really help you steer your way through that in today's webinar and then the webinars that we're approaching coming up. So I hope you find that you love it just as much. Thanks.

MR. HAUGHTON: Thanks, Julie. As Julie mentioned, this is the first of a series of five CareerOneStop webinars. If you go to Workforce GPS, I think invitations have already been sent or will be sent shortly for you to join the remaining four webinars. But as I said, today we're talking about how to help you find immediate employment and apply for unemployment benefits.

The webinar was scheduled for an hour and a half – approximately one hour of content. And we're leaving 20-30 minutes at the end to answer any questions that Mike is unable to answer in the chat or questions that come in the chat that are extremely interesting and we'd like to talk about further. So I will go ahead and turn it over to either Tricia or Julie. And enjoy.

MS. DAHLMAN: Excellent. Thanks, Don. Julie and I are really excited to be here today and have this opportunity. So thank you, all, for joining. Back in September, Julie and I presented a webinar that covered how to use CareerOneStop to provide virtual services to address five different customer needs. And the feedback we got from that webinar suggested that we offer the series as individual webinars. We covered a lot of tools and a lot of different sites. So we heard that you all would appreciate if we kind of slowed down and focus that.

So that is how we got to today, our first one. And then Don mentioned we will be doing four additional webinars in the series. You definitely don't need to have seen the original webinar from September for today to make sense. And it's okay if you did, too, because we're going to dive deeper today and spend more time on each tool. So no problem either way. Our goal for today's webinar is to review the online tools CareerOneStop offers to help your clients in two users paths – find immediate employment and apply for unemployment benefits.

So why did we put this presentation together? We initiated the original webinar based on the immediate challenges of the pandemic where the demand for career and employment services was growing at the same time that states were posing reducing hours and transitioning to online services. And as the impact of the pandemic continues, we developed this series to continue to support the needs for virtual services and tools.

And we know we really don't need to explain this current challenge to all of you. You're experiencing this every day as counselors and workforce professionals. We just had an opportunity yesterday to meet with our advisory board, and one of our members explained it in a way of really struggling to find the best way to provide both high-touch services that you provide in a virtual way. So we're really excited to be here and to offer some tools that hopefully will help in that. So thank you for everything you're doing. And we will get started.

Our agenda for today is we are going to spend a few minutes on an overview of the CareerOneStop website. Now, some of you might be new to the CareerOneStop website. And that's great. We're going to get you up to speed on what it is and what it offers. And if you're already familiar with the site, that's fine too. We're going to take a deeper dive today to highlight how to bundle CareerOneStop resources and tools to meet specific customer needs. And hopefully, we'll show you something new that you don't know about today.

Next, we'll dig into the two user paths that we mentioned, find immediate employment and apply for unemployment benefits. And then we will leave time to adjust questions, as Don said, that you've entered for us in chat as we go. One last thing I want to mention before we get started – we are going to look at several sites and tools today. So make sure if there's something – we'll try to orient you where we're finding this on the website. But there is a file in the file share box called URL List. That will list all of the tools and pages that we look at today. So if you just need that URL to find something again, you can find that there.

And Mike might be already addressing this, but I did see one quick question in the chat, if you can share those files that are in the file share box. And yes. You can. If today's presentation is something that might be helpful for you in a workshop or a class, please feel free to use it or either of the other two resources as well. We won't be looking specifically – in the PowerPoint, we have screenshots of all the sites and tools we'll look at today. We won't go through that. But, again, those are there for your use, if that is helpful.

OK. So we want to start with the overview of CareerOneStop. This is a screenshot of what the home page looks like. We're going to go out to the live site in just a second. But first, I want to tell you a couple things about the site. And you can access it if you're not familiar, at: careeronestop.org. So the three things I want you to remember about CareerOneStop is this – first of all, it's a comprehensive career, education, and job resource. Probably not surprising, since that's in our name, you see it at our tagline; you see it in our main navigation. But we are national in scope. And we serve all 50 states and U.S. territories as well.

The second thing I want you to remember is that we are trustworthy. So we are lucky to be sponsored by the U.S. Department of Labor Employment and Training Administration. And what that means is that we're bringing quality data and reliable resources to you. We go out and find the best sources of information, whether that be labor market information from the Bureau of Labor Statistics or occupation information from O\*Net or education data from IPEDS. And we bring that all together in one resource for you.

And then the last thing I want you to remember is that we are free to you, for you and for your customers. So there's absolutely no cost to use CareerOneStop. And also, there's no user account requirement. We are looking hopefully to add user accounts to the site so users can save and share items in the future. But an account will never be required to use the site, in case that is of concern. So I'd like to go out and show you the live site. So I just will share my screen here. It will just load here for us. OK. You should be able now to see the CareerOneStop home page.

And, like I said, obviously, our main focus is careers, training, and job information. And the best way to kind of get a sense of what the website offers is to look at that main navigation. So for career information, the site offers everything from self-assessments to ways to learn about different types of careers, whether that be through clusters or different career profiles or videos or labor market information on each career, and then general information about how to plan your career, setting goals, and gathering information.

Under training, we offer a variety of details about the different types of training available, how you might go about paying for it, and then some general information about finding your path – so what's right for you, what's in demand, and how you make a training plan. And then that third content section is going to be job search. And we just have a lot of information on this section – great information about planning your job search, networking, how to find actual job openings, and really extensive information about resumes, job applications, interviews, how to negotiate a salary, and then just general job search tips.

The next sections are going to be where you find all of our different tools. The first part is find local help. So those will all be finder tools for finding specific programs in your state. So obviously, we promote the American Job Centers and how to get connected to the center closest to you, but then also finder tools for specific employment and training programs. That might be the farmworker jobs program, older worker program, youth program, but then also programs in community services, workforce development, and unemployment benefits, which we will spend time looking at today.

That second group of tools is our tool kit. And most of the tools that we look at today are going to fall under here. So this is going to cover things like our assessment tools, our career profiles, all of the training finder tools, skills, jobs, wages, industries, and then some state and local help. That last section – resources for – obviously, CareerOneStop is extremely comprehensive. So often, we'll create a sub site or a portal for a specific audience so that we can really narrow down the information we present for that audience or give them customized, specific information.

So you'll find sites for those under military, veterans, workers with criminal convictions, older workers, young adults, etc. So that covers kind of the meat of the website. I also want to point up here at the top. We do have this link that you can switch the site to translate to Spanish. It translates the whole site including the labels and everything into Spanish. And then I want to bring us all the way down to the footer. This can be another great source of information. Again, those content areas are in this section. Those sub sites I mentioned are in this section.

But you might benefit for some of the links that we have in the help about our different data sources we use. Some of our data is available on the download. That might be something that is of interest. We have an outreach material section where we go find brochures and flyers, if those could be helpful to print out or send to people. And then also in this CareerOneStop news section, we do have a newsletter. So if you ever wanted to sign up to get quarterly updates about the website, you could do that there.

One section I want to spend a little bit more time today – because this might be something even CareerOneStop users are not aware of – is that we do have a separate blog. And we do post weekly articles. And they have just been a great source of content, especially during the pandemic. Our staff – and Julie is one of the excellent writers – are posting very timely articles related to the pandemic for a variety of audiences. And it's also just a great way to stay up to date on our content and new tools. So if something launches, we usually will write a blog or a poll about that as well.

You can come and read through the articles. You could filter them out for specific topics or audiences. And if you're interested, there is a way to sign up here with your email and subscribe to get those articles sent directly to you. So that's just a little feature I wanted to highlight today. And with that, that is our general overview of CareerOneStop. I'm going to stop sharing my screen and pass it back to Julie.

MS. REMINGTON: Thanks, Tricia. We're really here to talk about your customers' problems, their situation that they are dealing with, and the needs they have because of what's happening currently in the pandemic and more broadly. So as we explore how to best provide virtual services, we really wanted to tackle the specific scenes that we thought would be most relevant for you. Next slide, please.

So we came up with five separate themes. We've been listening to our colleagues in workforce development offices around the country. We've been reviewing comments from our website users. We've been scanning the news, what's going on in the workforce and employment realm. And we identified these themes relevant to customer needs. So in today's session, we're going to be focusing on the two that you see highlighted in blue – any short-term, immediate employment and what benefits and other forms of assistance are available to me.

In the coming weeks, we'll be addressing the other three topics that you see listed in addition to our fifth. The fifth session will be working with folks who have a criminal conviction in their background or who are currently incarcerated. We do have a reentry website that is available to use inside correctional facilities. And then we also have a website specifically for people who have a criminal conviction, that Tricia also pointed out.

For today, we're taking a look at these customer needs. And we're going to start talking about the path. Next slide. The path that we're starting with is immediate employment. And who is this for? Who needs that immediate employment? They need to start work now as soon as possible to start earning income. This is for that individual who's been laid off. Maybe they lost a job for some other reason, or they left work to care for a family member. Or maybe they are home with their kids who are home from school working online for school and they need an income. They need a job that's going to fit around those other priorities.

So if they want to develop a new career, change their industry to a really profound career transition, we're going to talk about that path in two weeks, two weeks from now. So this is really more about that immediate need. One thing I'm going to let you know is that for all of our upcoming webinars, we developed paths that look like this. They are formatted with a goal. And then there are objectives that really work through exactly how to reach that goal.

You can easily assign these in curriculum. You can build them into a workshop. You can send them out to customers or to students in any way you want to adapt these for your own needs. That's really what we developed it for. There's also a user guide that you can download at the end of the presentation. And that walks through every step in detail. It lists the URL, the website, the page. And it's basically really the homework that somebody would need to do to work through each objective with instructions.

So here we are on the first path. It's all about immediate employment. What are the steps to identify a job search direction? Taking a look at what's going on in my local economy, and then pursue it. We've got seven steps, seven objectives. The first one is learn about industries in the local area that are hiring. We know we're going to partner with you on that. Your local labor market information office is certainly a key player in helping your customers' industry to do that.

Two, identify a couple of job titles to focus their search on, start to narrow it down. Three, refresh their resume, or get some tools to write one. If they haven't had that experience or they're really rusty, it targets their job search goals. Four, use online job search resources to find at least three viable postings. Five, use our business finder tool – that I think you're going to love – to identify three local businesses that hire workers in their field. So these are folks who are doing a targeted job search there – not necessarily have a posted job.

Six, make a networking plan to reach out to at least three contacts about job openings in the field that they've focused on. And as the seventh and last step, practice answers and get ready for common interview questions, and prepare to participate in video interviews, since we know that's so much of what's going on currently. Next slide. How are we going to do that? We're going to use – the key resources are listed here on the immediate employment path. Next slide, Grace, please.

We'll be focused on the employment recovery website, so we'll be really taking a good solid walk through that. And the URLs for each of those pages are listed in a companion document that's on the WorkforceGPS site. You'll be able to get that. I'll go ahead and start to share my screen. Grace, I need to go ahead and share my screen. We're getting there. Thank you. It's a little slow on the uptake here, but we're going to get there. Great. In a minute, you should see the CareerOneStop employment recovery website. And I'll just give you a little bit of background information as that's loading.

Even for those of you who are familiar with CareerOneStop, this might look new to you. This was just launched in May of 2020. And it was really in response to the pandemic. Absolutely. That's what this is for, to support workers who have lost their job or income due to impacts from the pandemic. The site focuses on helping people meet short-term needs like collecting unemployment benefits – a pretty enormous need these days, and has been for the last reentering the workforce and so on. This is still loading. I wonder if for whatever reason I seem to be having issues getting that up, perhaps we can switch to –

MS. MCCALL: Julie, this is Grace, again. I just wanted to double check. When you're sharing your screen, sometimes if you have multiple screens, it asks you to select which one. Did it prompt you with that?

MS. REMINGTON: I never got that. It's just still loading. I can stop sharing. It's still loading. But if we can have Tricia do the screen share. And she knows where to go.

MS. DAHLMAN: Yeah. I sure can.

MS. REMINGTON: Thank you. The employment recovery site that you're going to see coming up includes categories of unemployment and other benefits that we'll be taking a look at – finding a job now, exploring a career, and resources for. And Tricia's going to take a look and show you our special page just for you – counselor resources specific to the employment recovery. So you'll get to see that. Also on this page, is top news that we keep updating as new special features become more important in the news. And we know that this is an ongoing, moving target, what's happening. New programs are emerging. New acts are being passed.

MS. DAHLMAN: Julie, it doesn't seem to want to load for me either. I'm not sure what happened to that functionality. But we might want to switch over to our screenshots in the PowerPoint.

MS. REMINGTON: Let's go ahead and do that. We wanted to show you the live site because it's kind of exciting and fun to move around and see also how to navigate. But our key point here is just to communicate with you the resources that we have available to help address it. Tricia, it looks like you're trying in there again?

MS. DAHLMAN: Yeah. I'm not able to stop this. I think we need Grace to get us back to the PowerPoint.

MS. REMINGTON: OK. Grace, can you take us back to the PowerPoint? And then what we'd like is the employment recovery screen capture, please.

MS. MCCALL: Sure. One sec. I think somebody during the screen sharing, I think the PowerPoint might have been unsynced. So give me one sec and I'll get the PowerPoint back up.

MS. REMINGTON: A breathing moment, right? Great. I'll just scroll down to the employment recovery website past ask questions, ask contact information. There should be some screen captures after this. What we're looking for is the employment recovery home page. It's got the green navigation screenshots. There we go. Perfect. That's where we are. Thanks for your patience, everybody. I imagine you have some challenges in your virtual services like this yourself.

So as I was mentioning, this site was developed just in May 2020. We launched the site in response to the pandemic. And there are a few things that we want to just point out – one is unemployment and other benefits. Find a job now, explore a career – the navigation on the green strip is really how you move around in the site. And then in the lower left, top news, you'll see that we've got some bullet points highlighting some key areas. If you click on those, it will take you right into the site.

So with that, we'll head into our very first objective. Next slide, please, Grace – it's who's hiring. Our first task is to learn about industries in the local area that are hiring. And we're really gathering a stronger sense of what's happening in terms of job prospects for that individual using this path. We want people to start thinking about what's happening right where they are. We know that health care, warehousing, delivery kinds of work, IT support, grocery stores, and pharmacies are areas that are really expanding and growing. And there are a lot of job postings for immediate openings in these areas.

So we give people some background information. And then we also provide a "need a job now" link. They can go right out in each of these categories out there. Each one of them lists the "need a job now" link. They can go on and do a quick scan. What are they seeing in terms of job postings in their local area in those industries and areas?

I'll let you know that we're updating this in the next two weeks. We've got some new research that's emerging – the Bureau of Labor Statistics. The gist of it is really the same. It's not going to contradict what you're seeing here. But it is going to provide more detail, and in some cases some occupation titles. So come back and visit it again in the next week or two.

This is national-level information. So we want to affirm, work with your local labor market information office to explore what is happening in their analysis in your local area. These national trends are all key across the country. Next slide is occupation profile. So we want to back up a little, please. So our objective with who's hiring is to really explore what's happening and what kinds of job prospects are out there. The next step is to explore some of them on the occupation profile.

So let's say, there's a field that interested you from what you're taking a look at in your local area. And the area that I would demonstrate for you live is delivery drivers. There are so many. Everybody can look out their window – right? – and see there's a tremendous number of delivery drivers. It's a very, very high demand occupation right now. So I can take a look at the occupation profile and really explore that. I can look at a description of what do they do? I can watch a career video. It's usually about 90 seconds of really up-to-date visual information about how that occupation looks. What does it look like to do that job?

I can find out outlook information, employment production. And very, very important for this audience, I can take a look at typical wages in my state. I can find out about education and experience to get started in that, as well as learn about any education programs in my local area for that training. I can also scan the knowledge, skills, and abilities. There are a total of 12 cards of categories of information on this occupation profile.

Each of these categories has – you'll notice the little question mark with a circle in the lower, right corner of the card. If I click on that, I get a translation. Why does this matter? What is this information really about? And also, I can find out the source. So for instance, all of the cards reflect information from O\*Net, from the Bureau of Labor Statistics. Or they've been generated and developed by CareerOneStop their self. A couple other features that are the strength of this tool – I can go to the "show more" tab on the left blue tab, show more. And that will allow me to customize the view of the cards that I display.

And then I can go to the bottom of the occupation profile and download. And I can save the information from the profile that I want. I can save it or I can send it. So for instance, you could customize a view of this occupation profile and send it to a student or a customer. That gives me a really strong sense of, would I be interested in pursuing this occupation in a job search? Or do I want to move on and try to explore and look at other possibilities? So that's the objective I'm achieving with occupation profile.

The next step – new slide, please – is update your resume. Now that I've taken a look at the occupation profile – I kind of focused in on maybe one or two different kinds of career areas that look like they're in demand in my area that I think I can reasonably do – I'm going to want to update my resume to reflect that direction. So this page on the employment recovery website is under the "find a job now" tab – update your resume.

And this gives me some really good tips on, how do I strategize so that my resume – even if I haven't worked as a delivery driver before – really positions me well to apply for jobs in that area, whether it's formatting or different kinds of skill highlights, or how I describe what's been happening during the pandemic in terms of my work life. If I am new to writing a resume, or as I said, if I'm really lucky, I'm going to want to take the link. Under update your resume now, it says, visit the resume guide.

I click on that and I'm going to go to CareerOneStop's in-depth resume guide. And that's going to really walk me through step by step every section in every category of the resume. What should I include? What should I leave out? How do I really position myself to look effective and appropriate for applying for jobs in this area? It's a great tool for folks who really need that section-by-section kind of assistance. We also have sample resumes in both English and in Spanish. And we know folks really appreciate that to really get a look at what does that entire flow of a resume look like? So those are steps that people can take to prepare for their next step in their job search where I'm handing it over to Tricia. And she'll take us through the job search.

MS. DAHLMAN: Thanks, Julie. We are going to take one more run at trying to share the screen to see if we've got things figured out, if I can get the option to share my screen again. It looks like it's coming up. But it looks like it's stuck again. It just doesn't want to work for us today. We thought we'd try to give it one more shot to get out to live site. It looks like it's doing the same thing where it's just stuck on that loading page. So, Jon, if you wouldn't mind unselecting that, I can work from the PowerPoint. That is just fine.

OK. So I'm going to move us to the next tool that we wanted to share with you. The next task is to find a couple viable job openings. And I'm going to show you two resources today that will help with that. The first one is our job finder. So this is the landing page. And I want to just spend a little bit of time talking about the data behind this tool. We get a lot of questions about it, great questions. And I want to make sure you have the best information.

Job posting data on CareerOneStop is updated daily and comes from four different sources. The default is always going to be the National Labor Exchange, or NLX, you might have heard it called before. And if you're not familiar, NLX is cosponsored by Direct Employers Association and the National Association of State Workforce Agencies. This is going to be the most comprehensive feed that we offer in the job finder. And it's going to include openings from your state's job bank, as well as those that are sent directly from – (inaudible) – to NLX.

So every night the jobs that are posted on your state job bank get uploaded to NLX. And then they find themselves on our job finder. So that's a great partnership that we have that we can display. Now, if we were on the tool, I could show you a little drop-down that shows the other three sources; and those are America's Job Exchange, Career Builder, and Indeed. So those are great sources of job openings on this tool. Now, employers cannot post job postings to CareerOneStop. We direct them back to NLX. And job seekers don't apply for the position directly on CareerOneStop. But we do show them where they can apply.

We do bring them out to the site, whether it be your state job bank or the employer site to apply. Now, I believe the next slide is going to show us what the results look like. Great. It looks like in this example, I put registered nurses in. I'm searching in the Pittsburg area. I can put any state, any city, or any ZIP code in that location box. So I can really do a broad search, or I can get it down again to that ZIP code level.

And there's that source box right here in the middle where I could switch it – right now it's defaulting to National Labor Exchange – but I could switch that to one of the other three sources. So I kind of see what the results look like here. I see I'm getting a listing of jobs. Now, I promise you I just looked at it again this morning, and there was a job posted from last night. So they are getting updated. And we'd show you that in real-time if we could.

Now, along the left-hand side are things that I could filter this by. So if I wanted to just do a brand-new search by a related occupation title, I could do that. But I could also filter the results. So there are just under 1,000 results right now, and that just might be too many. But I can filter by things like the name of the company, the city that it's in – to get a little bit more refined in the location if I were searching a state – and then also the date it was posted.

So some of you might be doing searches for the first time, or you want to look back a week. But if you're doing this more frequently or have job seekers who are doing this more frequently, they may want to just see the postings in the last day. So that is all options to filter your results, which is great. And then unfortunately, I don't have a slide for this. But if I were to click on one of those job titles, I would get a detailed page. And this comes directly from the job opening. I'm going to get details about whatever the employer has posted about that job as far as a description or requirements.

They might give more information about the company. And then directly from that detail page is where I'm going to find the apply button, so I'm going to be able to go out to the website that lets me apply for that job. So I told you there were two tools. And the second one is a newer tool that you might not be familiar with on CareerOneStop. This is found on the employment recovery website under find a job now. And especially since we can't show you this that that list of URLs in the file share box is going to be even more important today for you to go back and find these tools.

But the find a remote job is a job bank that we put up specifically after the pandemic started and for this employment recovery website. It only uses National Labor Exchange data. So it's just that one source. And it's really looking at the keyword, "remote" in job openings. So there are a couple things to remind your customers and clients about when they're using this job finder is that they really do need to read the details of the job. There are definitely great opportunities on here to find 100 percent remote jobs. But also, some of these may require you to be on site some of the time.

So we just want to remind job seekers to read that description carefully to make sure they understand the requirements of the job. The other thing that's great is I would put my keyword and maybe my state where I'm living and see the jobs. But also, there's a tip here. You might also want to encourage people to put United States in there. If it's truly a remote job, they could do that from any location. So they might be able to find more opportunities if they switched that over to United States.

Now, our screenshot didn't show that, but I do want to also mention that our job finder tool has a filter for remote jobs only. So if I were to apply that filter in that other tool I was showing you, I would get the same results as if I was just using the find a remote job tool. I just mention that because if you just want to show one tool to help people, that's completely fine. But we know that some people just have a focus right now to find a job because of what their life requires right now or what they're interested in. Or they just don't want to have to apply the filter. They only want to see the remote jobs. So that's when you would direct them to this tool.

So my next task is to find a couple businesses in my local area that are in my industry or occupation of interest. And this was the tool that Julie was mentioning that some of you might not be familiar with, but it's a really powerful tool. So the business finder includes contact information for more than 12 million employers. So the important distinction from the job finder is it's not a listing of employers with job openings – it's more of a directory of all employers. This is a data source that we license. And it's there right on the left side of the screen.

We licensed the data from a company from Data Axle. You might know them from their previous name, Infogroup. So it's that same group that's providing the data. And it's just a great way to find employers and gather that, for kind of my next networking path. So who are the businesses in my area? I can actually put – if there was a specific business I was looking for, but for this task, I'd be more likely to put a general industry that I'm interested in. Or I could repeat that occupation of interest, put in a city, a state, or a ZIP code for location, and then see a list of businesses in my area.

The layout of the screen is going to be very similar to the other tool we were looking at where I'll see the list of businesses. I'll have options to filter that list. And then also, I have options to get a detail page. And the detail page can be really helpful, too, because most employers list a website where you can get information. And some of them even have contact information as far as names of people you could contact to learn more. And if it was a time where we could visit actual businesses, there are directions and maps and addresses as well. So that is the business finder.

Now, my next task is to create a networking plan. And this content page is on the employment recovery site. Under this find a job now, there's a page called, networking now. And it does include right at the top here some general information about networking. But I would encourage you, if you have someone who's just never networked before and really needs guidance on what networking is and some general help, there's a link back to that CareerOneStop content on the main page where you can get much more comprehensive information.

But the great thing about this page on the employment recovery website is it really talks about the online tools that people are using now. Especially if networking might be a little new and moving on to online might seem scary to some people, it just gives you some great grounding on, what are the online tools that people are using? and some general tips before you log on to remember how to conduct yourself online and how to have great conversations online. So really great information to check out there.

And the last task for this user path is to prepare for interviews. We also have a great content page under that "find a job" section of employment recovery. And this is similar to networking. There's a great amount of information about generally learning how to prepare for interviews. There are general interview tips. And then this screenshot doesn't show it, but we do also have links back to CareerOneStop for that general interview information – common questions and tips to prepare.

But this page on the employment recovery site has great content about phone and video interview tips – specifically, how do I troubleshoot technology issues? Or how do I prepare myself to be online for an interview? We were just talking to our advisory group about job search trends, and we heard everything from some of the employers doing 30-minute online interviews and some doing up to 3- or 4-hour online interviews. So there are just a lot of ways that employers are doing it.

So it's just great to offer this information to help our job seekers get prepared in any way. So that closes out our first path in the tools – (inaudible) – to meet the objectives to find short-term immediate employment. So I'm going to hand it back to Julie.

MS. REMINGTON: Thank you. Grace, we have a funny thing to do. We're going to go back to path 2, unemployment benefits and assistance. So that's back up toward the beginning of the PowerPoint and move around. Path 2 – this is our path about really identifying, what are some key resources to get the support I need to manage my life and manage my household and keep moving forward? That's what this path is really about, whether it's financial resources or other kinds of assistance.

Our goal is to find and apply for unemployment benefits and other assistance to meet essential needs during this pandemic. Keep going back. We have three main objectives in this path. One, is to identify state resources for general and pandemic-related unemployment insurance. And then second, is to learn about key state or local resources for housing, mental health, food assistance, and other kinds of vital resources. And then third, is to learn how the local American Job Centers can support their job search and resource connection.

And we know that a number of you online today work for American Job Centers. And we really want to say how much just the fact that the essential nature of what you do is so much a part of providing for your local community's ability to keep moving forward in many instances. So that is the second path. Next slide is key resources. We will be staying on the employment recovery website to show you all of these resources. And with that, we'll go ahead and scroll back down, Grace, to the unemployment benefits finder. That's our first page. On this page, you'll enter – it's available under the unemployment and other benefits tab in navigation.

And if you've been doing other work on this site, it will retain your location information. But here, basically, what you're providing is state's information on their unemployment insurance program, how to file a claim, telephone number, online services. And then an additional piece that's new is our pandemic-related unemployment insurance, so that for every state we have listed that online resource for pandemic-related and unemployment insurance information, which is so vital for some of you folks.

That's the unemployment benefits page. And I'm not sure what other folks are seeing. I'm not seeing that yet. Can we scroll down to the – this is a screenshot. It's at the very bottom of the presentation. And it says, unemployment and other benefits. Almost there. Unemployment and other benefits. And it should be after. There we go. That's it. We're showing Kentucky. That information is available. Those links are available. And then we're going to scroll down one step further to show the FAQs about unemployment. So if you'll scroll down in the PowerPoint, there are so many detailed questions.

We know from our website users – received hundreds and hundreds and hundreds, especially as the pandemic first set in – enormous numbers of questions about, how do I file in my state? What if I worked in another state? Can I continue to receive Social Security? So many detailed questions about people's unique situations. We're on the FAQ page here, FAQs about unemployment. We developed this page to respond to those kinds of needs and continue to update this. And we'll be updating it as new information becomes available in the coming weeks.

So those FAQs, when possible, we give full information. And when we need to, we drive traffic to that state's unemployment insurance website, because so many questions really need to be answered by the state. And with that, I'll hand it back to Tricia.

MS. DAHLMAN: Thanks, Julie. OK. So our next objective is to learn more about the local resources available to me. This is also going to be found on the unemployment recovery website. I don't have the navigation on the top of this screen, but it's going to be in that unemployment benefits top navigation. And it looks like I have Illinois open here. So that first link is going to be a repeat of unemployment insurance. We always want to have that up top for people. But that second box called, find more benefits, unfortunately, it's not open in this screenshot.

But I will tell you that the first link is the best state-specific link with pandemic-related resources that we have identified – so where we think they've done the best job of curating the pandemic-specific links in that state. Not the UI-specific pandemic information that Julie referred to, but just the state resources. And then the other links on this tool would be things that you can see there in the buckets, like health care, job search, training and education, and career information. So these links are going to be helpful. Maybe you're already aware of them in your state.

But if you're helping anybody on a border or relocating, or I know we're all helping with friends and families [inaudible], so just for you to know that it's available. And then the last objective in this pathway is to learn more about the American Job Centers and what it can do to support job search and local resource connections. And that is on the employment recovery website and under find a job now, find local help. Now, in this example, it looks like I pulled up the closest centers in the state of Washington. So it looks very similar format to all of our finder tools where the results are kind of in the middle. And then options for how I would filter those results are on the left-hand side.

And I know a lot of you work in American Job Centers, so I don't think you probably need to find your closest one yourself. But what I do want to point out is that red text that's displaying. What we are doing is when we get updates, and as soon as we get them, we'll post them about the availability of services. At each of those job centers, we are posting that. This one it looks as close to the public. And some services are available online and by phone. So that's just great information to know where you can refer people if it's not a center that you work at and you're not sure what they offer, and then the general information of how to contact so if they are doing virtual services, how you might be available call them.

And then if I click on that link, it's going to bring me to a detail page with even more information. So that wraps up the objectives for this path. But one more page I just wanted to make you aware of on the employment recovery website is under this resources for drop-down. There's a page called, counselor resources. And that does have just a variety of curriculum and videos and PowerPoints that might be useful to you, free for you to use however would be useful – maybe in individual sessions or a curriculum for classrooms or workshops or however they might be of use.

This first set of links are from that webinar we mentioned that was done in September – so the PowerPoint and the principle curriculum. You know what? I'm so sorry. That is there on the live site, which I can't show you. But all of the resources from that September webinar are there. My apologies. I didn't look close enough. But then these other materials are there as well. I'll have to check that out. Unfortunately, we need to weave way back a couple slides since we weren't planning on using these screenshots, but so glad that they were there so we could at least show you what some of these things look like.

I do just want to stop here and say, please, please, if after today you think of another question or there's something you're struggling with, here's the contact information for me and for Julie. And I just want to make one more plug for the series. We have four additional webinars coming up for specific user paths. And the next one will be February 4. And that is on job search for new college graduates. So that brings us to time for questions.

MR. HAUGHTON: Julie and Tricia, thank you very much for that presentation in troubling technology waters. I guess that's what happens on a live show. What we're going to try to do one more time is to get the live screen share going as we start walking through some of these questions. We've got roughly 30 questions that have come through the chat that haven't been answered by Mike or are worthy of repeating again. So I'm just going to go ahead and start reading questions. And either Mike, Julie, or Tricia can answer.

The first question number 5, I think I can take care of this one. "Do CareerOneStops have any interpreting support for deaf customers?" I believe you're asking if American Job Centers have any interpreting support for deaf customers. Some of them do. The best way to find out is to pull up your local AJC information on CareerOneStop. Email them and ask them if they provide those services.

OK. Question number 6 – Mike, you're probably best to answer this question. Question 6 is, "What is the reentry website?"

MR. ELLSWORTH: The reentry website, it's easy to remember. It's reentry.careeronestop.org. It has pretty much everything that we have on CareerOneStop.

MR. HAUGHTON: Put in a plug for one of our upcoming webinars. I believe on March 4, we're going to do a webinar solely dedicated to reentry into employment and for people who have been incarcerated previously and looking for a job. So we'll have that webinar on Workforce GPS March 4. Question 7 is, "I teach a CTE class in a correctional facility; could I please get more information on what you offer?" Mike, can you answer that question, please?

MR. ELLSWORTH: I'm not sure that I can. I don't think we have specifically those resources. Maybe Julie or Tricia has a better idea on that.

MS. DAHLMAN: Well, I can just add maybe a little bit more context about the reentry website, because maybe it can be used in that class, if that's what the question is asking. So like Mike said, the website is available at reentry.careeronestop.org. And what it is, it is a mirror of the CareerOneStop website. So like Mike was saying, all the content and tools that you see on CareerOneStop are available.

But the biggest difference is we've removed all the functionality of getting out to the live website. To give one really concrete example, when we were looking at the job finder and I said, when we look at the details, there's a way to apply, that button to apply that would go off to an external website would not be displayed. So you just would not be able to leave the tool and content functionality that you see on CareerOneStop if you were at that reentry URL.

We also have a specific portal for people with criminal convictions. And that is more of an after-release type website that talks about, how do I develop a resume? How do I talk about prior convictions during an interview and that type of content. And those, as Don mentioned, will be the focus of that webinar that we do, that last one in March specifically about those two resources. Hopefully, that helps.

MR. HAUGHTON: Thank you, Tricia. Question 8, "Do you also have a section for individuals with disabilities?"

MS. DAHLMAN: We do. Yes. So that is one of those when we were looking at the CareerOneStop home page. And if you use that "resources for" drop-down, workers with disabilities is one of those audiences that you can select.

MR. HAUGHTON: Thank you, Tricia. Mike, you can answer question 9. "Do you ever use outside sources for your blogs?"

MR. ELLSWORTH: We will refer to outside sources, but we write the blogs ourselves. I'm not sure if that's the answer to the question or not.

MR. HAUGHTON: OK. Also, Mike, question 10, "Do all One-Stop partners use CareerOneStop?"

MR. ELLSWORTH: Yeah. This one I'm not sure exactly what they're talking to. There are partners in American Job Centers who are not federally funded and are contractors, etc. But we have always federally funded WIOA partners, I think. Maybe Tricia or Julie has a better perspective on that than I do.

MS. DAHLMAN: Well, what I can say from my work with Minnesota's American Job Centers is this is available to all partners. It's free. It's public information. And they all use it. The rehabilitation services, the state services for the blind – whatever those resources are called in each state – Wagner-Peyser, everybody uses CareerOneStop. Yes.

MR. HAUGHTON: And frankly, anybody who can find it on the World Wide Web, can use CareerOneStop. It's not just for workforce services. Friends and family who are looking for jobs, I've said, go to CareerOneStop. Look for information there on your own. It's out there for anybody to use. OK. Let's move on to question 18. "Is there a way to sort specifically for jobs that don't require a high school education or diploma?"

MS. DAHLMAN: If the question is specifically about our job finder, no. And I think that's where Mike was going too. One of the filters does not include education. But that is something we're looking into. We're really interested in that idea of being able to filter and pull that type of information out of the job openings. So that is a project we have in progress. It's just not on the website yet.

MR. HAUGHTON: OK. Tricia, I think question 19 is probably for you. "Is there a place on this website that lists disability coordinators?"

MS. DAHLMAN: That's a really good question. The only place I can think of where it would be listed would be the American Job Centers page. But I do not think – I'm trying to really quickly bring one up. I know we have youth coordinators on that page and business service and worker service. But I do not see a place where disability coordinators are listed.

MR. HAUGHTON: OK. It would be fair, though, if you find a local AJC and you're looking for that specifically, either email or call the local AJC to see if the disability coordinators are there.

MS. DAHLMAN: We do list employment networks under the find local help. So that might be helpful.

MR. HAUGHTON: All right. Going down to question 20, Tricia. "Do you have resumes regarding transitioning into another career; for example, from construction to peer support?"

MS. DAHLMAN: We do have some sample resumes. I will say they're more general in the different formats, like chronological and functional. But there are both some templates and some samples available. Julie, do you have anything more to say about that?

MS. REMINGTON: Right. No. We really provide guidance that's more general to work people through how to develop a resume that will transition from one occupation to another.

MR. HAUGHTON: OK. This question has to do with senior community service employment program and people who serve that population. Frequently, I have customers that are older but have confidence problems, technology issues, etc. SCSEP program in our area apparently closed down. So are there resources on CareerOneStop that can help people who are serviced by the SCSEP Program? Those are normally seniors who are seniors who are looking for jobs.

MS. REMINGTON: I think the best way, first, for them would be on our employment recovery website. Under explore a new career, there's a training options page. And that we list free and low-cost training. And there are, for instance, GCFLearnFree is a source that we list that offers basic digital and software skills and that kind of thing. So it's actually very much designed for beginner computer users. And there are other similar types of services listed.

MR. HAUGHTON: Thank you, Julie. Mike, I think this one is for you, question 23. This person is a workforce training solution offers virtual CTE skills and job rule certifications. How do I get listed on your website for agencies to learn about us? And can we partner?

MR. ELLSWORTH: Yeah. I don't think that we have a method for adding that information. Tricia or Julie?

MS. DAHLMAN: If it is a certification, that might be something. We do have a certification finder. So I kind of wonder if it would meet the qualifications of being included in that. One thing I did mention at the very bottom of our website is a "contact us" link that has our general info@careeronestop.org email address. And that would be great to send through there, because it'll get routed to the person who looks at certification data. Or if you want to send that, you have my email address or Julie's email address, and we can route you to the right person.

MR. HAUGHTON: OK. Thank you. I think I can answer question 24. "Do you require UI claimants to register with CareerOneStop?" The short answer is no. But UI laws vary from state to state. Some states require UI claimants to register with the state or local job center. CareerOneStop is a virtual place. We don't have a place for registration. But anybody who is a UI claimant is encouraged free to use CareerOneStop's find employment or to search for UI benefits.

Tricia, question 32. "Is there a job finder for people who want to work from home? Or a posting for people interested in gig economy?"

MS. DAHLMAN: Yeah. Great question. We don't have anything that addresses the gig economy job scene unless they're posting them on those state job banks, which doesn't happen as frequently as other types of positions. But as far as people who want to work from home, I think the best resource that we have there is that remote job finder. It filters out all the job openings for ones that have those work-from-home opportunities.

MR. HAUGHTON: Great. OK. Question 37 I can take. "Can you post the link for state resources finder?" Just the presentations that we did today under the file share box has today's PowerPoint, has a user guide. Then there's also document 3 called, URL List\_ACC. All the URLs that we talked about today on the screenshot are included in that document. And you are free to download these and use them for future reference.

We were prepared for our worst-case scenario. And unfortunately, it came to fruition. So that's why we had these three sets of documents ready and handy for you all to download if necessary.

Question 38 I think is more for Mike. "I just pulled up our center" – which I'm assuming is AJC, American Job Centers – "and it says that we are closed. We are definitely open. How do we go about fixing this?"

MR. ELLSWORTH: Yeah. In general, if anyone has any corrections or questions about the information at CareerOneStop, the best way to deal with that is to go to the bottom of the main page where there is a link to info@careeronestop.org. Put your question or query in there. And we will get back to you.

MR. HAUGHTON: OK. I'm going to skip down to question number 42. "Tricia, how are the American Job Centers finders kept updated?"

MS. DAHLMAN: Yeah. Great question. There is an effort twice a year I know with a contract with some data validators at Department of Labor to get in contact with all of the American Job Centers to update their information. So I know that happens twice a year. But also, just like Mike was explaining, throughout the year we'll get individual centers contacting us or someone letting us know something has changed. So we do update that as soon as we get that information.

MR. HAUGHTON: OK. I'm going to go to question 44. I think I can take this one. "Can you send a link to the upcoming training similar to this over the next few weeks or month?" That information is on WorkforceGPS under the LMI Central area. If you look under – I think it's under upcoming events or events. That information will be displayed. Additionally, WorkforceGPS has an extensive email list. And I just check every box that I could think that would apply to anybody who would want to know about CareerOneStop. So the email address will send out a link to register for the upcoming webinars if they have not already posted out. So that takes care of 44.

Question 45 – contact information for Tricia and Julie are listed in the PowerPoint. Unfortunately, they're in the middle. They're right before the question slide.

Question 48, Tricia. "Are there services specifically for ex-offenders to use or benefit from this site?"

MS. DAHLMAN: Yeah. Most definitely. And I think it's that the site we have, job search help for ex-offenders. So if you remember that top navigation on CareerOneStop there was the section on the right called, resources for. And one of the options on there is worker with a criminal conviction. You could also just put that in our search bar – workers with a criminal conviction – and that'll get you there too. So either way. I think that's a best. Specialized content, taking the comprehensive CareerOneStop website and trying to narrow it down for what's most important to help an ex-offender find a job.

MR. HAUGHTON: OK. Julie, I think question 50 is probably best answered by you. Do you offer a training class on how to use CareerOneStop for their clients?

MS. REMINGTON: I'd really encourage that person to go to the news center in the footer and click on outreach materials. And Tricia mentioned this, but we have outreach materials for individuals who are job seekers or workers. We have materials for students and youth and parents, counselors, and veterans. We've got specialized resources collected in those tabs for people who need or are seeking some extra information or support. That includes videos. It might include a recorded webinar, printed information, and so on.

MR. HAUGHTON: Thank you. Tricia, question 52. And I'm going to kind of wordy so I'm going to paraphrase. Essentially, the question is how does CareerOneStop choose what jobs are listed as legitimate? And what are scam jobs, for example, work-at-home opportunities that pay you $5,000 a week?

MS. DAHLMAN: Yeah. Sure. That's a huge concern. Not to pass the buck, but because our job opening information comes from the National Learning Exchange and those other three sources, we do rely on them. And they have safeguards in place to identify legitimate employers and only post legitimate job openings. I don't have the exact criteria that NLX uses, but I do believe it would be available on their website.

MR. HAUGHTON: OK. Question 53, Tricia or Julie. "Can you provide the link for those older job seekers that need free resources to learn how to use basic computer programs and skills?"

MS. DAHLMAN: The group that I mentioned, I think perhaps we can post that in some way after. It's a very long URL. But if you want to just go ahead and google GCFLearnFree, that's the resource that I mentioned specifically.

MR. HAUGHTON: That's GCF?

MS. REMINGTON: GCFLearnFree. It looks like Grace has put the URL for the CareerOneStop site right in that chat. So you can take a look at that there. That's the page.

MR. HAUGHTON: OK. Thank you. Question 54, Julie, this is for you again. And I'll paraphrase; is there a user guide for CareerOneStop site?

MS. REMINGTON: Tricia might have more history on this than I do. But we don't have a specific user guide for the overall site. There are those outreach materials that I mentioned earlier that you can find in the footer by going to outreach materials and then seeing the different groups that we have tailored information for. But we do have a user guide for each of these paths, each of these webinars that we're presenting over the next several weeks. And so those user guides will really walk people through how to answer the questions that we've come up with using CareerOneStop resources.

MR. HAUGHTON: And, Julie, what you're talking about is under file share box on the WorkforceGPS screen right now. It's called, userguide\_acc.pdf. Please download that. Use that. And I believe there'll be available names specific to each webinar that we provide over the next month.

Question 55 I can take. "Can you please repeat the date of training in March for ex-offenders?" Sure. That is March 4. And it will start at noon Eastern Time.

Actually, I believe that is our last question in our chat box. Sorry. More questions are rolling in. Let me organize the screen here. OK. Question about registered apprentice for either Tricia or Julie. Question 56, "Would people find registered apprenticeship opportunities available on CareerOneStop?"

MS. DAHLMAN: Yeah. Great question. We do have under find training in the main CareerOneStop navigation, apprenticeships is one of the options under types of training. And what we do actually, we have a little general information about what an apprenticeship is. But then we direct people over to apprenticeship.gov, which is the Department of Labor website that lists registered apprenticeships. So that's going to be your best resource for that information.

MR. HAUGHTON: Right. And they could also just type apprenticeship into the search bar and see what's available, correct?

MS. DAHLMAN: Correct.

MR. HAUGHTON: OK. All right. We're seeing no more questions posted, and seeing as though we're almost at 1:30, I would like to thank the WorkforceGPS staff who have been juggling with probably 20 balls in the air with one hand tied behind their back. I know they were extremely busy throughout this webinar. So, Grace and Jon, thank you very much for your help. Mike Ellsworth, thank you very much for handling a lot of the questions in the chat in real-time. I think that is very helpful both for us and for the users.

And a very big thank you to Tricia Dahlman and Julie Remington for providing outstanding information to those in attendance today. I'd like to apologize for not being able to share this information with our screen live. I think it would have been a more robust presentation. But having said that, the three files in the file share box can provide you with all the information and all the tools necessary from the information that we had today.

And Tricia and Julie also have their contact information in today's PowerPoint as well. So if you have more specific questions about CareerOneStop and what we talked about today or just any questions about CareerOneStop in general, Tricia and Julie will be more than happy to answer them.

So that is it for us. Grace, if you have any close-out information you'd like to share with the participants in the way of surveys?

(END)