**WorkforceGPS**

**Transcript of Webinar**

**New Users of CareerOneStop**

**Tuesday, November 16, 2021**

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LAURA CASERTANO: Get myself right out of the way. I want to welcome everyone to today's New Users of CareerOneStop webinar, and I'm going to turn things over to your moderator today, Don Houghton. He's a supervisory workforce analyst with the Employment and Training Administration. Don, take it away.

DON HOUGHTON: Laura, thank you very much for that introduction, and welcome everybody to CareerOneStop's webinar focusing on new users of our resource. As Laura said, my name is Don Houghton. I'm a supervisory workforce analyst, whatever that means, with the Employment and Training Administration in Washington, D.C.

With me today, I have four other people. I have Mike Ellsworth, Tricia Dahlman, and Julie Remington from the State of Minnesota, who managed the CareerOneStop.org website for us, and I also have a colleague of mine, Danielle Catrell (sp). She is a workforce analyst also at U.S. Department of Labor, Employment and Training Administration.

So what I'd like to do is have everybody -- or the presenters here introduce themselves, and I'll start with Mike. Mike, can you go ahead and introduce yourself, please?

MIKE ELLSWORTH: Thanks, Don. I'm Mike Ellsworth. I'm the program director for CareerOneStop, and I will be answering your questions in real time during the webinar over in the well -- over in the chat.

MR. HOUGHTON: Thank you, Mike. Tricia?

TRICIA DAHLMAN: Hi, everyone. I'm Tricia Dolman, and I'm one of the managers on the CareerOneStop team. I oversee outreach, marketing, and operations. I have more than 20 years of experience working in state government, and most of those years have worked for different state and national career information products like CareerOneStop. I'm really excited to help represent our team today, and I'll hand it over to Julie next to introduce herself.

JULIE REMINGTON: Morning, everyone. I'm Julie Remington and I'm a content strategist for CareerOneStop and that means I develop content for our websites and tools. I write blogs, and I test the usability of all of our sites to make sure they meet the needs of our users. My background is in career counseling and planning employment training services for the state of Minnesota. Thanks for joining us today.

MR. HOUGHTON: Thank you, Tricia and Julie. And finally, Danielle, would you like to introduce yourself, please?

DANIELLE CATRELL: Sure. Hi, everybody, and thanks, Don. Again, my name is Danielle Catrell, and I support CareerOneStop in the DC office on Don's team. So looking forward to working with you all. Don, passing it back to you.

MR. HOUGHTON: All right. Thank you, Danielle. Just I want to reiterate one point that Laura made earlier. The -- in the lower right box called file share, there's a copy of today's PowerPoint, and then the second document in there is a copy of all of the URLs that Julie and Tricia will be accessing during the presentation. So at any time, you can download those and keep those for your reference.

So let me turn it over to Tricia, and have a good webinar.

MS. DAHLMAN: Thanks, Don, and thanks again to everyone for joining us today. The goal for our webinar today is to introduce you to CareerOneStop and showcase the tools and resources it offers for your work with jobseekers, students, businesses, and other targeted audiences.

To get started, we wanted to share our two main reasons for putting the webinar together. In the past, our team has been able to attend a handful of national conferences each year, and every time we go, we hear from people that they've never heard about CareerOneStop, and why haven't they heard about CareerOneStop?

So we saw that reiterated in our last webinar in August too. We had a poll asking how familiar participants were with CareerOneStop, and 38 percent of responders mentioned they had never heard of CareerOneStop before or had heard of it but never used it. So we're always looking for ways to get the word out, and the WorkforceGPS platform is a great way for us to do that.

And then our second reason for putting the webinar together is because we want you to have CareerOneStop as one more tool in your professional toolbox. And when we hear from your colleagues, they agree.

Here is -- on the screen is a quote from the August webinar too from a participant taking away how to utilize CareerOneStop in the future. We think that CareerOneStop is a versatile resource, which is why we think it belongs in your toolbox. It can be used in person or virtually and adapts easily to the setting that you need it.

So our agenda for today is we'll spend a few minutes on an overview of CareerOneStop and what it is all about. Then, we'll spend the majority of our time today going through the main content section and exploring a few of the tools on the site. We're going to leave time at the end to address questions you've entered us in chat, and as we go, as mentioned, those questions will be monitored as well and answered as we go.

And like Don said, in that file share box, we definitely have that list of URLs that we're going to go through in the order we present them today. So if you do want those to bookmark anything you've seen today, that's going to be your best resource.

So what is CareerOneStop? Simply put, it's a comprehensive career, education, and employment website. Digging a little bit deeper, on the screen is our mission statement, so what we strive to do. And our mission is to deliver integrated, easy to understand workforce information that helps jobseekers, students, workers, workforce intermediaries, and employers develop their capacity and make sound economic decisions.

Our team is really passionate about making information consumable and useful to these audiences. We collect everything together in one place so that, even if the user doesn't know the next step, we can help guide them what they may need next. And then finally, we are passionate about being available and used by all of our audiences. That includes those that are listed in the mission statement but also those with barriers to employment, like youth, workers with criminal convictions, older workers, and others.

So if you're not familiar with CareerOneStop, on the screen right now is what our homepage looks like, and that is available at CareerOneStop.org.

A couple more general things to remember about the website. In addition to being comprehensive on content, the site is also national in scope. We serve all 50 states and U.S. territories, and that does mean, as you're exploring the state and you're looking at information like wages or training programs, for example, you are going to find that for the state and local level. So you'll get your local information as well as from national as well.

We're also trustworthy. So we're sponsored by the U.S. Department of Labor, Employment and Training Administration, which means we bring quality data and reliable resources together into one system that you can trust.

And then finally, we are free for you and your customers. There's absolutely no cost to using CareerOneStop, and there are no user account requirements either. We are going to be adding user account functionality next year so that users can save and share items, but an account will never be required to use the site.

So that is a really quick overview of CareerOneStop. We think the best way to get to know the site is to show you around. So we are going to share our screen, and I'll pass it over to Julie to get us started.

MS. REMINGTON: Great. Thank you. For our presentation today, we'll be working and kind of moving left to right across our main navigation at the top. As that appears on your screen, you'll see the blue bar, and that way we'll introduce each major section of the website so you know how to track where we are because we'll just be moving across that navigation.

In the first section, Explore Careers, we offer information to help your customers get ideas of career options that might be a good fit for them, which so many people are looking for right now in particular, and then learn about those different ideas. So we offer three career assessments on interest, skills, and values.

Under the Learn About Careers tab, we offer career cluster videos, for those of you familiar with the career cluster system from the Department of Education. Our career -- that's a really broad way to start to explore careers like the general category of information technology or health care kind of careers.

We also have career profiles that show details about around 900 different occupations, which is a great introduction, and we'll take a look at one of those soon. We have a set of career videos, and we'll take a look at some of those as well. Reports on careers and industries that are growing, highest paying, employ the most people, and more, and those reports are pretty popular, especially, as you can imagine, highest paying careers. People are interested in that money.

And under the Plan Your Career tab, we cover professional development, licensure, so you can look up what professional licenses are required in your state for different occupations, salary information, and then how to set career goals.

So to get our exploration of this section going, we're going to start with the assessments on the site. And I just want to tell you a couple of points about these. We have a skills matcher, and that's really targeted to people who do have some work experience that they can reflect on to assess their skill and knowledge levels in 40 areas. And then they'll see the different careers that match their level of skills.

The work values matcher can help someone answer questions about, who am I? What matters to me in the work world? And I think that is particularly -- I will say -- I want to just say it's relevant, especially for mid-career folks, but really, it's really relevant for everyone. And our young adult population today is extremely interested in their values and in living their values through their work. So that's a great tool for helping people get insight to the types of jobs and work environments that they will thrive in.

The interest assessment is the one we'll delve into today. It's a great starting point for most people. It appeals to students all the way through mid-life career changers and retirees. So it's helpful for anyone who's looking for career ideas that fit what they like to do.

So our interest assessment, let's take a look at what that actually looks like. It has 30 questions, and it's really quick to take. Like all of our assessments, it does render well on a mobile device. So it's easy for your folks who rely on mobile devices for their internet access.

Users just select answers based on their level of interest in each activity. If they're not familiar with the activity, we advise them to just base their answers on things that they're -- similar things that they're familiar with.

So once they complete the 30 questions, they see an interest assessment results page. And that is often very satisfying for people. It shows the match level. At the top it shows here we found 60 careers matching your interest assessment. So they get that number that will vary based on people's responses, more or fewer. They see the match level. They see the occupation or career title. They see the outlook. So how strong do employment options look as they're either growing or shrinking in the next 10 years?

We look at hourly wages, and that's a median national. So 50 percent of the people who work in that occupation earn more, 50 percent who work in that occupation earn less. That's the median. And then the education, and that's the typical education that a person needs to enter the -- that field.

You can -- using those arrows next to each of those columns, you can sort. So let's say that you wanted to see the brightest outlook occupations on your list. You can sort by clicking your arrows. And then in the hourly wages column, again, people are interested in that. They can select that arrow and sort their occupations on their results by highest wage jobs first.

I want to show you over on the left. There is a experience or education needed filter, and that's really useful for folks who are trying to base their career selection on what education they have now or that they plan to earn. So let's say I've got a bachelor's degree or plan to earn a bachelor's degree. If I select high preparation, I will see only the occupations on my list that require a bachelor's degree. So that's a helpful quick rule.

At the top, I can print or email my results. If you work with customers that you want to -- if you work with reemployment, perhaps you want their results sent to you or they just want to send them to their selves, they can use those. Or on the right, they can post their results to their social media.

Down at the page bottom, I can download my results in different formats. We typically offer Excel, PDF, Word, and rich text file options for most of our tools. So that's a general rule that you can expect.

A little bit of background. The interest assessment is based on the O\*NET interest profiler, which uses the Holland Code system, and your customers can just skip this aspect and get a great experience, but it can add a layer of richness to their career self-awareness.

So how do you learn about that? Up to the top in that details at the top box on the left, your interests, here I can see the scores for each of my six categories of interest. I can select that details tab and then I go right out to this page and I can read about, here it turns out my highest interest is in social. I can scroll down and then read about -- just select that tab and then read about the social interest. What are common kinds of activities and hobbies and personal interests as well as the professional? And kind of it's a good way also to confirm my results.

So I mentioned the occupation profile to learn about the occupations on my results list. So let's go take a look at that right now.

For the occupation profile, I did choose one of the occupations that appeared in my results, and as I mentioned, you can get to the occupation profile from the interest assessment results. But also, these are integrated with your results from the skills matcher and the work values matcher. So all of those can lead you to the profiles.

The profiles use data from authoritative sources, including the Occupational Information Network, known as O\*NET by many of you. O\*NET and U.S. Bureau of Labor Statistics are both Department of Labor sources.

The profiles answer essential questions, such as, what do people do in this field? So I can get a lot of great ideas from descriptions and then the also known as category, I think for those of you who work with customers around job search, it's nice to have alternate titles because employers do call the same job by different job titles. So that's a helpful piece there.

The career video, we love these. Our customers love these, every age. We developed these over about a three-year process. So almost all of our profiles have a video. They're about 90 seconds in length, and they really give people a great grounding in, what does this look like? What are the work settings? What do people do, that kind of more visual experience?

Scrolling down, I can take a look at the outlook.

Oh, I wanted to mention one thing. Sorry about that. The blue circle with the question mark, what's that going to tell me? If I click on one of those, I can get an explanation of what exactly does this information tell me. So it can break it down into simpler terms, and that's really useful, and also give me the specific source of each of those cards or categories of the data from it so I know where that came from and how trustworthy the source is. That's something that we're very emphatic about, the trustworthiness of the data.

So the outlook, I can see how likely does this look like there will be jobs? I can also look at projections and get an idea of real numbers. In that new search box on the left, I can also enter my state or location, and that will customize the data and show me U.S. and my local area.

Typical wages, we go from an entry level or maybe rural or these are -- it's no rule that the 10 percent is an entry-level salary, but it's kind of a heuristic something that you can kind of use as a rule of thumb. So we've got a range of lower to higher wages that people earn in this, and then we also get the education and experience to get started. What do you need right now these days to get into that field?

Let's say I start to get interested. I can click on one of those programs, and that will take me right out to education and training programs in my local area for preparing for this career.

You'll notice that there are some of these gray boxes like see more wages. When you see that on one of these cards, that's an indicator it will take you off to one of our tools on the site that's relevant to that category. So I can learn more about wages here. I can go out to our job finder and see job postings from the outlook category. So there's a rich integration to other tools on the site as well from here.

Scrolling down, I can also see certifications and learn about what kind of professional certifications might help prepare me or strengthen my resume.

Typical education, a little different. That's telling me, what are the typical credentials of people who are currently working? And we know that sometimes credentials change, and people might get grandfathered in. So -- with existing credentials. So it's a little bit of a different read.

Professional licenses, I can learn about those. Whether there are apprenticeships available, I can link out to that. I can learn about the activities in more detail I might do in a day. This is a useful category for people who want to write a resume and need help remembering or figuring out how do I express what I actually did in that job. So you can look up an existing job and use that category to help write your resume.

Then we've got knowledge, skills, and abilities categories. Just helpful information. Your customers can kind of compare their strengths with that, and then related occupations, if I'm interested in this but kind of want to explore some different ideas.

So that takes us through the categories of the occupation profile. So I will hand it to Tricia next.

MS. DAHLMAN: Great. Thanks, Julie. So next, we are going to move across that main navigation again and go next to the Find Training section. I do want to show you one thing. These main navigation sections do fly out, and that can give you a good sense of what's in each of those sections as well. We're showing you the landing pages, but these fly outs will help you get to what you're looking for quickly as well. So I wanted to show you one of those.

So Find Training is further organized into three sections as well. First, are the types of training. So that covers everything from high school equivalency information to college programs and certifications.

The next section is pay for training, which obviously has information about how to pay for it, how much does it cost, and then some financial aid and scholarship information.

Find your path includes content around how you would make an education and training decision. So answering questions like, what -- how do I figure out what's right for me? How do I make a training plan, and is education worth it? So a lot of great information.

I often think of our Find Training section as a little bit of an underdog section of CareerOneStop. We're definitely less known for our training information, but there's really great content and tools here.

So the first tool that I want to show you is our local training finder, and that one is highlighted on this page so I could do my search right from there. But I do want to show you what the landing page looks like.

Obviously, we couldn't have a Find Training section without a way to find local training programs. So that -- this tool does that. It allows you to search for programs, schools, or college majors in your area of interest.

So as our example today, I'm going to search for nursing programs in Ohio, and in the location box I can put in a city, I can put in a zip code, or I can put in a state. So I have those options. So when I click on search, this is the results page that I get. So I found more than 1500 training programs for nursing in Ohio. Not surprising since that's a pretty broad keyword and a pretty broad location area, but I wanted to show you what the results table looks like.

So I see the school name and the location. Next, I get the program name, and then in that third column, I see the length of the program. In some cases, like if we go down here to the Case Western Reserve University, there are two different programs related -- or two different lengths of programs related. So I see both of those listed in the same row. And then that last figure is the number of graduates. So I get a really quick snapshot, if the school has provided it, of how many people they graduated in that program.

The school and program information for this tool comes from the U.S. Department of Education. It's a data source called IPEDS that some of you might be familiar with. It's called the Integrated Postsecondary Education Data System. It's important to note that these -- their data only includes schools that receive federal funding. So we are exploring ways to add WIOA eligible training providers and programs to the site in the future, but for now, these are just programs that receive that federal funding.

Our data is updated annually, and we last updated updated it -- excuse me -- last month, so October of 2021. Now, I know some people will be wondering. There is a little bit of a lag time. So institutional characteristics was from the 2020 to 2021 school year.

And that completers data, so that number of graduates, is from the 2019-2020 school year, and all of that is outlined in that -- I'll scroll down to the bottom of the page -- that about this data shows me quickly who the data is from, but if I go into the help, I'll get that additional information, if that's important for you or your users to know. And that's true for all of our tools. You're going to find that box on all of our tools.

Now, if 1500 training programs was just too many to be able to analyze, I do have those filter options on the left-hand side. I could narrow down by a specific occupation, a specific program name, and then a popular filter for school information is program length. So if I have some constraints about how long I can dedicate to training, that's a great way to shorten my list by the program length.

Now, if I was interested in more information, all of those school names are links out to the external website. So I could go gather more information about that school or that program from that link.

And the next tool that I want to show you is our certification finder. I'm going to hop over there. Again, this is -- if I were to open up that Find Training fly out navigation, all of the tools that we are talking about in each section would be listed there. So certification I could hop off right there.

So this is one of our favorite tools because it's unique to CareerOneStop. And certifications can be a way to begin a career or advance in your current career or industry, and they're awarded after learning a skill or knowledge and then taking a test to demonstrate that learning.

So our certification finder allows you to search by occupation, industry, or a specific skill or technology name. And you can also search by O\*NET occupation code or NAICS industry code, if those are familiar to you.

As our example today, I'm going to search for a welder, and if I go ahead and click on search, here is the results page that I get. So I see 56 certifications from 13 different organizations related to my keyword of welder.

So in my results, I'm seeing some great information right off the bat. I see the certification name, and then several of them have some icons after them. So I want to mention what those are all about. I'm going to bring us all the way down to the end of the table where we have our little legend. So each of those icons is further described here.

That chili icon stands for in-demand certification. So twice a year, our staff looks at current job openings and analyzes which certifications are mentioned the most by employers in their job openings. So that's just an indication of which certifications are in demand.

And then the letter icons mean some different things, some by which organization they're accredited by or if there's a third-party endorsement. So there's definitely a snapshot of what that means in this legend but then a link to read more to get more details as well.

So I'm going to hop back up to our results table. The second column in my results table is that certifying organization, so who provides that certification. And then the third column is types. So we do have five different types of certifications, and they range from everything from core to more advanced or a specialty within that occupation. And then there's also some that are specific to a product or equipment. All of those five are further outlined and described in our help page, if you want to get more details, more specific details about those.

And just as you're learning about all of our tools, our options to filter that list are on the left-hand side. So I could filter by just looking at the in-demand certifications. I could further refine my list by a specific industry, the type that we just mentioned those five different types, and then the organization that offers that certification.

OK. So I do want to show you what a detailed page looks like, if we're interested in one of these certifications. I'm going to go ahead and click on certified welder, and when I click on that, I bring up a detailed page where I get a little bit more of a description of that certification, a link out to the organization, and then some details, if work experience is required. Is there an exam? Is there a renewal process? So just a little snapshot again of that certification with the link out to get more information, if that is of interest to me.

So that is our overview of the Find Training section. So I'm going to pass it back over to Julie now.

MS. REMINGTON: All right. We're continuing to move across our main navigation. So we've looked at Explore Careers and Find Training, and now, we're on to Job Search.

Job Search is the larger section on CareerOneStop. The key areas you'll find information are in this section are planning and preparing for a job search, networking and using social media. Find jobs is really about -- excuse me -- where the openings are, how to find those. Writing resumes and applications, interviewing and negotiating a job offer, and then the job search tip section -- excuse me -- really covers different circumstances, like relocating, the different considerations you need to make for relocating, explaining different types of background checks. Those can make people nervous; right? Troubleshooting a job search that's going nowhere. So those are some great strategic tips there.

At the top of this page is our job finder, and this is our number one tool on the site. It's kind of one-stop shop to find job openings for all types of jobseekers. Very simple to use. Enter a keyword or job title and then the location that you're searching for.

We're going to use nursing assistant in Springfield, Tennessee, and we'll go out and take a look at the results I get when I make that search. For my results, we found 413 jobs. All right. So that's a great start. I know that there are openings. That's promising; right?

The results include the job title and the company name, location, and then the date posted so I can assess quickly whether this is something that looks at all of interest. I can sort by any of these columns using that sort by feature up at the top. And that way, I can quickly scan my results based on my most important criteria.

I can also download my results. Down at the bottom of the page, as we've shown before, the download it there. I think kind of an interesting feature for intermediaries such as yourselves who work with customers, you can download up to 500 job postings at a time, and that's really intended for American Job Centers and other employment programs who want to print and make that available to customers.

So let's take a look at -- up on the top left, you'll see source. What does that mean? Source is we do post jobs from four different sources. The default will always be the National Labor Exchange, and that is co-sponsored by the Direct Employers Association and the National Association of State Workforce Agencies. And so, this one is the most comprehensive. It includes every state's job bank data, as well as openings that are sent directly from employers.

Excuse me. Frog in my throat.

You can also search feeds from CareerBuilder, Indeed, and ZipRecruiter. All of these sources update their job postings daily. It's an important feature for your seekers.

On the left again -- with all these job postings -- and I've seen some questions about filtering or narrowing results when we get a lot of results on a page -- I can search by other occupations, if it turns out I've sort of miscued the job finder.

You'll notice filter by remote jobs only. This has been important throughout the pandemic. I'm sure you've seen this a lot. And as workers are acclimating to working from home, it appears that it's likely to continue to be a value for a lot of people. So they can -- we do allow them to search only -- this only works on the NLx database.

Keep that in mind. It is going to identify jobs that include at least one key word or phrase like virtual, work from home, or telecommute. So it's important to encourage your jobseekers to read any details on the job thoroughly so they understand their expectations or arrangements. They're not all 100 percent work from home. So they'll need to -- many are, but they're not all. So they need to make sure they look at that.

Other filters, company, you can get a quick scan of the companies that are doing a lot of hiring in this area. Location to narrow down perhaps to a specific community that you want to be searching in. And then the date posted. I can filter by any of those, and that will show only then those results that fit that criteria.

Let's take a look at what you see when you select one of these job titles. This is the job detail page that we're going to take a look at, and I've selected a CNA position from Gallatin Center for Rehab and Healing.

So the job detail pages do vary somewhat, but they will list a company, location, date posted, and then that description really can vary based on whatever the employer entered about their opening. When they -- I think this one is so interesting because we see right at the top a $3,000 sign-on bonus. Wow. And new amazing pay rates each week -- each weekly payroll. So we've got a lot of enthusiasm. I'm expecting that these folks are experiencing some workforce shortage, and they're really -- they're working hard to attract new employees.

This is downloadable. At the bottom, we can see that the apply button is there. So that will take your jobseekers right off to that job -- to that employer's website, and they can apply directly. They can head back to their results with that button at the bottom and then go on and look at different openings. That is our job finder.

We're going to talk about resumes next, a necessary step to applying for jobs. One of the things -- I used to teach resume workshops, and many, many of you probably do too or offer resume reviews where you work, and you can appreciate how overwhelming so many people find this topic. It's very intimidating for so many folks.

So the resume guide is a pretty unique section on the site in that we really take people step by step through each section of the resume, all through the writing and the crafting. You can read the pages in this section almost like a guide book. And then we also include some really great strategy ideas which people really need to make -- need to get strategy to make their resumes effective, not just accurate; right?

So some content I'd like to highlight, these are under the Top Resume Strategies tab. We help you think about your personal brand, how to present your transferable skills and strengths in the best light and kind of get that results orientation that we're always talking about with resumes, how to get that working for you?

We offer strategies to deal with getting your resume through applicant tracking systems, and this is such a big thing now; right? People get so frustrated because they are perhaps very well qualified, but the applicant tracking systems are essentially weeding them out. So there's some tips there.

We do know the worker shortage is causing some employers to question the use of their ATS because so many candidates are eliminated by them. But people still need to arm themselves with the kind of information to steer their resume through those systems.

Down on the sample resume walk through, we really give people a breakdown of each section, what goes in, what to leave out. We offer several sample resumes your customers may want to follow with a couple that are written in Spanish.

There's a group that I think of again -- we've talked about this a little bit before, but who need that resume revision support, those people who are part of this reshuffle who are leaving jobs, they want to aim for something that fits their lives or their needs better. So the resume guide can really help update their resumes to target that new field, shift the use of keywords, use the language of a different occupation, write a new summary that really frames their experience in this new occupation light. So all of those pieces are available here in the resume guide. Tricia, you're up.

MS. DAHLMAN: Great. And before we move onto the next section, we're going to take a quick break and pull up a poll question for you all. So here it's coming up on the screen now.

So as we mentioned earlier, we're always looking for ways to get the word out about CareerOneStop to workforce professionals. So we were hoping to draw on your experience today and ask, do you have any suggestions for ways to let people who work in settings like yours learn about the website? So this is kind of an open-ended question just to take a little break from walking through the website and, like I said, get your expertise for how we can get the word out to people like you. We'll take a minute.

See some answers coming in. Thank you so much. Great ideas I'm seeing coming up on the screen. Thank you. Great. Well, and if other ideas occur to you as we go on today, please just feel free to put them in the Q&A and we can gather them from there as well. So thanks again. We appreciate your expertise.

So back to the website, our next section to look at is going to be Find Local Help. We know no matter how much information we provide online, there are many people who will need to connect with in-person support as well, and this entire section does just that. So it includes all of our tools to help find workforce services, and we do have those categorized.

So the first category is American Job Centers, and obviously, we feel, just as importantly as you I'm sure do, to connect people to the American Job Center. So that is a tool we highlight frequently on the site.

The next section, definitely the largest section, is the employment and training programs. So that's where you find things like older worker programs, reentry, youth programs, so kind of some of those more targeted audiences.

Community Services is the next section, and that includes things like libraries and job clubs. And then down at the bottom, we have a couple tools to find workforce development boards and youth committees. And then the last section is Unemployment Benefits Finder, where we connect people to where to file for unemployment insurance in their state.

So that's a little snapshot of the type of tools we have in this section, and we're going to walk through a couple of tools to show you what the results look like.

So I am going to start off up with the American Job Center Finder just because it's so important. And I know many of you already work at an American Job Center location or partner with one, but this tool can come in handy if you need to make a referral to anyone who might be relocating to a different state, or, like I said, you can do those location searches by zip code. So if you're kind of on a border and need to refer to another state, it's just nice to know that this tool exists.

So our example is going to be search for locations in New Jersey. And when I click on that, I find 28 American Job Centers in New Jersey. So right away, I kind of see that -- oops. Excuse me. I got up in the navigation there.

Right away, I see our familiar results layout. So I see the name of the AJC location, if it's a comprehensive or an affiliate center, and then right here in red, I chose New Jersey because they have some closure information. So we gave every state the ability to add a special message to their display. So if a center chooses to, they can have a message about closures or availability of in-person or virtual services.

So this Camden County Career Center has services available virtually. So they just wanted to make that known as people are searching.

In that next column, I see the location with ability to map or get driving directions. And then that last column has some general contact information, so phone and hours and some -- the availability of some different representatives.

Now, just like all of our other tools as well, I have the ability to filter by different things on the left. I can filter by the center type, again, that comprehensive or affiliate, and then different services that are offered at that location.

I do want to show you what a detail page looks like. So if I click on the Camden County Career Center, I'm going to get that detail page that gives me a map, a little bit more of a description of what I can do there, some general information, including the veterans and business representative names and contact information. I can drop down to see youth service contacts. I can see the resources offered there, so if they have access to fax machines, copy machines, internet access, and others, and then additional contacts for youth, worker, and business services.

So a lot of detailed information is available for each site. So definitely wanted to show you what that looks like.

Now, I want to show you next our reentry program finder. So if I were looking for organizations that offer reentry assistance, I could go up into Find Local Help and click on that tool by itself but I do want to show you another feature of our Find Local Help section and that's along the left-hand side.

So all of my training -- or excuse me -- Local Help Finders are listed, again, on the left-hand side. And if I were to click on Reentry Program Finder, what it's going to do is it's going to just change my search result table to reentry programs. So I don't have to put my location in again. It's just going to automatically know I was searching in New Jersey. Now, I want to find the reentry programs in New Jersey, and I found 42 of them.

And the reason I wanted to highlight this tool is because that's -- in the results set, that third one down is, again, that Camden County Career Center that we were looking for on the American Job Center Finder. Because reentry services are available at that AJC location, they're going to be in this result set. So if someone just came to the Reentry Program Finder first, those AJC results will be integrated, and I think that's a great feature because not everybody is aware of the American Job Center system. So we kind of sneak those in and get people familiar with where -- what services are offered.

And then I see other nonprofits and other organizations that offer reentry programs as well. So those are mixed together. The difference would be, if I were to click on Camden County Career Center, I would see that detail page like we were just looking at, and if I were to click on any of the others, like Volunteers of America, I would go to that external website to get more details. So that's just a little bit different in this kind of combination of results.

But I also see in my results the location and then some provider information. So phone or hours where they're available. So that is kind of similar to our AJC Finder results.

So I want to show you one more in this section, and that is for our job clubs. So again, if I go under Community Services and I click on Job Club Finder, here's my results, again, for New Jersey. So I don't have to put my location information in again. And now, I'm seeing that there's 35 job clubs in New Jersey, and this is a collection of local job clubs, so informal networking groups of jobseekers and others interested in employment topics. But this can be a great -- another just resource to refer people to, if that is something of interest.

I should say for all of the three tools that we just look at, the data is collected and maintained by CareerOneStop or CareerOneStop in partnership with Department of Labor, and their updated on -- it's an ongoing update. So whenever we receive information about a change or an additional organization, we can add that right away.

So that's an important note. If you've seen something today and you wonder how your organization can be added or maybe the contact information needs to be updated, please do not hesitate to contact us. And I'm going to bring us all the way down to the footer of all of our pages.

At the very bottom is a contact us link, and that is the best way to get ahold of us if you have something to change on the website because we can route that to the person who can actually make that change. So please don't hesitate to reach out to us, and that's a great way to ask questions too. If you have general questions about the site, you can always contact us in that way.

OK. So the next section, as we're moving across that main navigation is our Toolkit, and this is going to be an important section for you to bookmark. So all of the content related tools that we've looked at today are housed in our toolkit. So we hear from workforce professionals that this is the page they refer to a lot. So it can be that quick springboard to any of the tools that we have seen today. You can go up to the toolkit and blow out that main navigation and find it or come to this landing page where they're all listed.

So these, again, are organized into sections, and we've been through a lot of these. The first one is careers where our career assessments and that occupation profile and some career reports are located, that training section where we looked at the local training finder and certification finder, but there's some other training tools as well, some skills related tools, our job section where we have the job finder and we have some other business and employer related tools. We have a section for wages, a section for industry information, and then down at the bottom, some state and local tools and also a link to our mobile app.

We walked through a couple, obviously, of these tools already, but a couple more or two more that I want to show you today will be under some sections we haven't looked at. And we'll start with our Salary Finder under wages.

So here is what our Salary Finder looks like. Now, mostly -- most people are familiar with our occupation profile, as Julie showed us earlier today, but the Salary Finder focuses exclusively on wages, and it can be helpful, obviously, during career exploration but also during the salary negotiation phase of job search.

So in our example today, I've put in graphic designers in a zip code 98052. And when I click on search, this is what my search results page will look like. So right away, I see a chart of the low, median, and the high yearly salaries for the occupation I selected, so graphic designers. And it displays for the area I selected. So in this case, that zip code matched to the Seattle-Tacoma metro area. And then also in the same chart, I see that comparison with the United States data.

We already talked about how the median reflects where 50 percent of the workers are earn more and 50 percent of the workers earn less. And what this -- oh, and I think we mentioned before, too, that low doesn't always mean what someone with less experience earns, but it just gives me that nice range, again, if I'm using this data to compare to an offer that I've been given.

I can do a lot of things to change the display. I could change to hourly wages here with that link at the top of the chart, or I could change the view to a table view or a map view. And at the bottom of the chart, if I was interested in comparing these salaries to other occupations or locations, I could click on this compare salaries link to link out to another tool as well. So a lot of good information and things that I can do from the Salary Finder.

Now, the other section I wanted to highlight in our toolkit was that industry section. So as Julie mentioned before, this is kind of a time of great reshuffle. We see a lot of people changing occupations or changing industries or changing both. So our industry information is kind of getting more views than it has in the past for this reason, and it's another section that might be a little less expected on the site. So I wanted to mention it today.

This section has a couple different reports. These first four links are for data reports, so the fastest growing industries, the highest paying industries, and then those industries with declining and largest employment. And then the last link is a tool, our employment patterns tool.

So if you are in an occupation right now, let's just say physical therapist, and you're working in a health care industry and you're kind of thinking, what else could I do as a physical therapist, where else could I work, you could see a snapshot of employment by different industries. So maybe there's an education setting or a government setting that maybe you haven't considered before. So that can just be a great tool to kind of get information, again, about where the distribution of employment is by -- for occupations by industry.

I want to show you one of the reports. So we'll go ahead and click on fastest growing industries, and when I click on that, I get a really nice snapshot of the fastest growing industries in the United States. Three of our four industry reports are only available for national data like this one. The highest paying industries you would be able to get state specific information.

But again, this is just a really nice snapshot of what are the fastest growing industries. They're listed with their 2020 employment and then what's projected for 2030 and then that percent change. I can sort this table like you can with our other tools, if that was of interest, and if I wanted to learn more about the industry, that link will take me out to the Bureau of Labor Statistics for more information to explore.

So that is the toolkit section, and I think I'm going to pass it to Julie for our second poll.

MS. REMINGTON: All right. In this case, what we're looking for is specifically which customer group or groups would you like more infor- -- more detailed resources and information about? We've got K-12 students, youth and young adults, college students, jobseekers in general, laid-off workers, career changers, people seeking a credential, veterans, people who have a criminal conviction, older workers, persons who have a disability, businesses, or other, which you may want to write in. It's a long list.

Really appreciate hearing from you on this. Great. A lot of great input. A lot of folks are looking for information for people with a criminal conviction, career changers, older workers, just jobseekers. Great. Thank you for your input. That's really helpful to us. You may not be -- rather, I wanted to say that our next section is going to highlight resources we have for a lot of the groups that you've identified, but that's really helpful in giving us input to focus on perhaps refreshing some of our content or promoting it more thoroughly.

Moving across that top navigation, we're at our last section, our last major section, and that is Resources For. This area, gives CareerOneStop a chance to customize our traditional content areas, the careers, training, and jobs, to the unique needs and opportunities of each of these groups.

So who do we target? We focus on pretty much everybody you just saw in the poll. So the getting back to work, that's our worker reemployment site. That's for people who've been affected by job loss with the pandemic. Worker -- or getting back to work site and then worker reemployment is for layoffs in general, so mass layoffs and that kind of thing connected with a dislocated worker services.

Career changer, that's where My Skills My Future site, where you can put your skills to work in a new career. We get you some really great ideas. Military and veterans, that one is self-explanatory. We work with folks to -- who are in transition. Worker with a criminal conviction, that is a really popular site. So tips and resources to help people who are either transitioning out of incarceration or who just have a criminal record in their past.

We do have a reentry site, and that is for people who are inside facilities. So we do offer the CareerOneStop information for folks inside facility with our reentry site. The entry-level worker, information for people new in the workforce. Fifty-five-plus for our workers who are older. Young adult, Get My Future site is for folks ages 14 to 24. A lot of great resources there.

We have information for workers with disabilities, disclosing a disability, connecting to reasonable accommodation resources, and so on. Business Center for Small Businesses. Human resource departments around hiring, training, and retaining a workforce. The career adviser page is for you and folks like you who help jobseekers.

Our Credential Center site is everything about education and training and paying for it and so on. And then our work from home page is just essentially focused on people looking for remote work and facilitating that.

So we wanted to show you just a couple of these sites to give you a flavor of what you'll find when you go out to our specialty audience sites. Let's take a look at our Veteran and Military Transition Center. This is a highly used site. It's a one stop website for employment, training, and financial help after military service.

And I want you to know that we worked with the Department of Labor Veterans Employment and Training Service Program, known as TAP, the Transition Assistance Program, to incorporate a lot of their great content into the site. We didn't reinvent the wheel. We used their knowledge and skill in that area.

A couple of highlights. Making that transition to the civilian workplace is really one of the biggest challenges. And so, whether that's understanding how the civilian workplace works and ways that it differentiates from a military environment to writing a civilian resume and expressing your skills and training in that context. Training options, we have a veterans job matcher that shows civilian occupations. Leads you right to job openings in your area that match your military experience.

Benefits and assistance features health care, dealing with stress, disabled vets, and women vets special resources. And there is also a page for military spouses, just so you know about that.

Another site I want to draw your attention to, Get My Future, this is the one for young adults, particularly focused on folks who have barriers to education and employment, but it does have great information for everyone. And you'll notice that the top navigation looks really similar to what we've been working with with our other CareerOneStop, our main site, careers, education, employment, and so on. But the page -- the homepage looks really different, and that's based on our user research, which we do before we develop any new content.

We do meet with people who will be our targeted audience, our end users, so that we can learn from them what they need and want in a site, and then we accommodate to our best ability. They said, we want to see images of real people. Don't show us models. Don't show us fake pictures. We want to see people who look like us. We need success stories to provide the kind of encouragement and support that we need for taking risks and moving into employment and training, particularly those who've overcome adversity.

So we built in quotes and interviews and videos of young adults who've participated in employment programs, probably much like a number of you operate, and they share their stories and provide their encouragement to our users. We wanted to keep it simple and helpful for the first-time job search. So you'll see that the tools and the content, the writing does reflect that.

And then last page we want to show you is our Career Advisor page. This holds a variety of resources for workforce professionals like yourselves. We have PowerPoints. We have webinars, user guides, videos. These are available to you to use for staff training, to share with others in your team, or to adapt for a class or workshop that you want to provide to your customers.

Here at the top, you'll see that introductory video, and that's a great overview that you can take a look at as a refresher or send along and share with your colleagues. And we especially want to point out this series of webinars. We put these together to support your virtual workforce services, particularly once the pandemic occurred and we knew that you needed some -- perhaps some support to use CareerOneStop to help solve your customers' problems and issues and give you more data -- ways to use our data.

So these were all provided on the WorkforceGPS platform, as today's, and our webinar today will also be posted here within the next few weeks.

Let's scroll down to that page bottom and take a look at our footer. It's a great resource. The key sections -- under Explore and Find, those are the key sections that we visited today. So it's a quick shortcut to those. And then the special audience sites that we just took a quick look at under Our Site.

You want to check out the help section for FAQs, learn about our data sources. Under the News Center, you can find our blog. We do post a blog every week that we write. You can subscribe to it or just take a look at what's happening now. Our outreach materials, we've seen some questions on the Q&A about print materials. That's where you go to find print materials. You can get brochures, posters, fliers that reference different -- the CareerOneStop site and then also our specialty sites as well.

And then our newsletter, CareerOneStop News, that's, again -- generally, we post our new -- things that are new on the site. So you can subscribe to that as well. Under For Developers, you can link to us, find out how to download our data, and our web APIs that allow you to integrate our data set into your own format and display them on your website. So that's kind of an exciting area for people who are interested in that.

As Tricia noted, our contact information. Here's our email address or contact us. Use either of those to reach out to us. We welcome your comments and questions. And that wraps up our webinar presentation.

We want to let you know that Tricia and I genuinely welcome you to contact us with questions about anything you've seen today on CareerOneStop or suggestions for future webinars. We welcome that. So thank you so much for attending today. We do have a robust looking list of questions. So Don, let's start responding to our questions.

MR. HOUGHTON: Sure. Are you still on the live site? I just want to make one -- point out one set of things real quick. The CareerOneStop site is -- you can convert it to Spanish. In the upper right-hand corner, you'll see the word espanol. So if you deal with primarily Spanish speaking clients, completely convert it to Spanish.

Second, right below espanol, if you can't find anything type it in the search box. You'll get a very robust list of answers to your search request. And finally, my favorite thing is the little cute guy in the bottom right-hand corner is a chat bot. It's automated. So you could click on that, type in a question, and get a little bit more targeted answer, if you will.

So I just wanted to make sure you're aware of those three things because a lot of questions in the chat right now are, how do I find this or where was this, or how do I get back to this page? You can use the search. You can use a chat bot, and again, the espanol link is great for clients who are primarily Spanish speaking.

One more advertisement. Just, again, in the file share box in the lower right-hand corner, all of today's PowerPoints and also the second document has a list of all the URLs Tricia and Julie accessed during the presentation.

So let me flip over to the question. We have a ton of questions. We do have a hard stop at 12:25. So I will get through these questions as quickly as possible. Tricia, I'll start with you for question number one. "Can anyone use CareerOneStop, or is it only for those individuals collecting social service benefits?"

MS. DAHLMAN: It is free for anyone to use. So the general public can use it. Your customers and clients can use it. You can use it. Everyone has access to it.

MR. HOUGHTON: All right. Thank you very much. On the assessments, let's go with Julie for the second question. "When my customers do the interest or skills assessment, they often get a very long list of outcomes. How do you recommend we address this?”

MS. REMINGTON: That does happen. It can feel kind of daunting. When we took a look at that interest assessment, you can sort your answers so that if you have -- only want to see the highest wage or you can sort your responses and that way you can kind of prioritize or you can use those filters on the left, particularly for education. And so, if you select your current education level, that's going to really narrow your list down quite a bit, and that should help.

MR. HOUGHTON: Thank you, Julie. Tricia, we'll get you for this third question. "When user accounts come online, will users be able to create profiles and save assessment results under their user profile?"

MS. DAHLMAN: Yeah. Great question. And absolutely. So users will be able to save their assessment results on any of the assessments or any pages and share them as well. So yeah. We think that's great functionality, and we can't wait to get it added to the site

MR. HOUGHTON: And that'll be happening sometime next year, you anticipate?

MS. DAHLMAN: Correct. Yeah.

MR. HOUGHTON: OK. OK. A question for Julie. "How do you get local salary information?"

MS. REMINGTON: That's great. It's such a useful piece for a lot of people. Under the toolkit -- you select the toolkit and then look under the Wages heading and the Salary Finder is right there. And that way you can enter your location and the occupation you're interested in getting a salary for, and that will provide it directly.

MR. HOUGHTON: OK. Great. Thank you. Julie, we'll stay with you for question five. "Do you have references links for certifications?"

MS. REMINGTON: For certifications? Does anyone else -- I'm not quite sure I understand that.

MR. HOUGHTON: Yeah. I -- so, if the person who typed that, if we can't answer the question, you can email Julie or Tricia directly. Their contact information is on the PowerPoint.

OK. Question six, I can answer that one. "Can customers use this at a home on a private computer?"

Yes. As Tricia just mentioned, it's free to anybody. You can -- you don't have to be an AJC or a local service provider. You can do it from your phone, or you can do it from your own personal computer.

OK. Question seven, Tricia. "Do customers have to create an account on the CareerOneStop.org in order to save their work?"

MS. DAHLMAN: No. So there's a couple of different things you can do. So if you've gone through and done the assessment, like the screen that's up right now, you do have the ability right now to email yourself a link to this page so you can get back to it. So that's one way to save.

Our -- all of our tools, you could download the results as well. So if you want these in an excel or a PDF or a Word document, you could do that as well. Once we get the account functionality added, then you'd be able to save that set of results in your account as well to reference back to.

MR. HOUGHTON: Great. Thank you, Tricia. Julie, we'll give you the next question. "How is the interest assessment created?" They're curious, "Was it based on Myers-Briggs or some other measure?"

MS. REMINGTON: Great. You can get a lot of details about that on the interest assessment about this data section. You can go right out to learn about it there from -- it was based on the O\*NET interest profiler, but they based it on the Holland code system, the self-directed search. And that is, as far as I'm aware, the most researched, validated, most reliable interest assessment instrument in the world. It's used globally. It's a very thoroughly vetted instrument.

MR. HOUGHTON: OK. Thank you, Tricia. Julie, we'll go to question number 10 here. And the question is, "Is there training available to teach career advisers to navigate the site? You see duplicate copies of client assessment results, assign recommended tasks to clients, and guidance on how to best analyze assessment results."

MS. REMINGTON: That sounds -- that's an interesting question, and it sounds like a local -- probably a local system would tend to do. We don't offer specific client file kind of resources.

The career advisers page that I showed at the end gives you those webinars. You can take a look at those and kind of get some training on the site through those means, and the guidance on how to best analyze assessment results, I think we can provide some support there by taking a look at the help page for any of the assessments. That will give you more background and detail on how the assessment was developed and what it means.

MR. HOUGHTON: Now, can a user print off their assessment?

MS. REMINGTON: Yes. We've got the print or email icons at the top of the results, and that's at the top of many, many pages. Yeah.

MR. HOUGHTON: OK. Thank you. OK. Question 11, Julie. "Are the results based on the user's address locally?"

MS. REMINGTON: The assessments are -- when you get to your results page, you can enter your state to get specific wage information for your state, but the results are general. They apply to anyone anywhere.

MR. HOUGHTON: OK. Great. Julie, we'll stay with you for question 12. "Is there a way to drill down by state as -- since states have different certification requirements?"

MS. REMINGTON: So that's for our Certification Finder. That information is national certifications. Perhaps they're thinking about licensure. Licenses are very state specific, and they sound similar. But under the License Finder, you can go out to your location. You do need to enter your location and then enter a keyword related to the license that you're looking for. So yes. That is definitely state specific.

MR. HOUGHTON: OK. Julie, we'll go with you on question 13. "Is there a plan to be able to filter the industry outlook by region?"

MS. REMINGTON: That would be really interesting and informative, and we've started to get more enthusiastic about industries, but that that opportunity does not exist right now.

Tricia, do you think employment patterns, something with that would be useful for someone looking for that?

MS. DAHLMAN: Yeah. That could be helpful. But yeah. I'm kind of racking my brain. I do think -- and Don actually might be able to provide more information about this, that I think some states are doing more localized projections. Is that at the industry level or the occupation level, though, Don?

MR. HOUGHTON: States do create industry project -- industry and occupation projections at the two-year and the ten-year, and some states have the ability to do it -- what we call mid-term projections, like four- to five-year projections, both on industry and occupation.

Where you can get that information, you can get it from your local or from your state labor market information shop, or there's a website Projections Management Partnership, which is another organization DOL partners with to help states create and maintain their projections. So it's PMP, Program -- or ProjectionsManagementPartnerships.org. But your best -- if you can't find it in CareerOneStop, the best source for the information is your state labor market information office.

OK. Fourteen. Tricia, "Does CareerOneStop cover soft skills?"

MS. DAHLMAN: Yes. There is some information about skills, and actually, Julie will be better to answer if that -- is that specific under the Get My Future website, Julie, or do we have that on CareerOneStop?

MS. REMINGTON: We do have some information on soft skills in the ex-offender, our job search help for ex-offender and in the Get My Future. That is an area that we're exploring creating a video series on because it is so important and so helpful to so many people and really relevant to them. But it is an area that can be really subjective. It can be kind of a difficult thing to work with. So we're -- it's taken us some time to develop our framework.

MR. HOUGHTON: OK. Thank you. Let's see. For -- we'll stay with certifications, I guess. Julie, this might be in your house. "Does the certification search include both credentials and certificates?"

MS. REMINGTON: The language with credentials is awfully confusing. I will just say that right now. The certificate programs would be covered in our local training finder. That would be a short-term training piece that you would find at a college or a community resource.

The certifications are a national resource that basically is a demonstration of your skill or knowledge level in a particular area. They're great for be an asset to show employers I have the skill or knowledge level. So they're different animals. The certificates you earn through study in a classroom or online, but the certifications are really about taking an exam that demonstrates that you have that level. And both are types of credentials, which is really kind of an umbrella term that describes degrees, diplomas, certifications, all of that.

MR. HOUGHTON: OK. Thank you, Julie. Tricia, can you take care of question 16? "Where are the job openings obtained from?"

MS. DAHLMAN: Sure. Absolutely. So our job finder includes job opening data from four different sources, and I'll just go out there so that people can see it too. The first one is the NLx, the National Labor Exchange, and that's going to be the most comprehensive site and where we -- where kind of the default is on our job finder tool. But then we also do pull in feeds from CareerBuilder, Indeed, and ZipRecruiter as well.

MR. HOUGHTON: OK. And, Tricia, will stay with you for question 17. "Under the training tab, are the training listed all federally funded?"

MS. DAHLMAN: Yeah. Great question. So for sure, in the local training -- it's moving on me -- the local training finder, yes. Those are all federally funded programs only. And as I mentioned, we do -- we're very interested in getting the WIOA eligible training providers and programs listed on the site as well. But for right now, that local training program or training -- local training finder only includes those federally funded programs.

MR. HOUGHTON: OK. Tricia, if you could start talking about question 19, and I can chime in a little bit about that. But the question is, "Is there a preference for the user in using CareerOneStop webpage versus using the O\*NET webpages?" So Tricia, why don't you go ahead and start?

MS. DAHLMAN: Sure. Yeah. Yeah. This is a great question, and I think they're both great websites. And so, I think it's just depending on what you're looking for. I think O\*NET is great for just that rich occupational information. So if I'm looking for all of the details, the skills, the abilities, the knowledge, the tools used on the job, the technology, et cetera, et cetera, O\*NET is a great source for that.

CareerOneStop to me is more about that complete career exploration package piece. So hopefully, as we've shown you today, we go through the career information, the training information, the job search information, and we kind of meld that all together so you can use all those tools in conjunction with each other and bring it to one place.

And then in addition, we have that local information. So where can I find those in-person supports like specific targeted audience programs? So we kind of bring all of those pieces together in one comprehensive exploration site would be my answer, but maybe --

MR. HOUGHTON: And also -- no. That's a great answer, and I would just only add that, again, it's the focus. CareerOneStop is really focused on providing services to help you find jobs information, link you up, and just provide a ton of information to help your clients get what they need in the way of services, employment, training, et cetera.

O\*NET, as Tricia mentioned, does a deep dive into the occupation. What skills are necessary? What wages can you expect, et cetera, et cetera? O\*NET does have a small job search feature, My Next Move, My Next Move for Veterans, and My Next -- and then a Spanish speaking or Spanish version of those two. So they just provide you with information on occupations you could look for.

CareerOneStop gives you the entire gamut of information from how to get into the job, what you can expect from the job, where to help -- where to find help.

So okay. We've got maybe time for two more questions. So I'm just going to peruse the chat. OK. I'm looking at question 30. Tricia, "Does CareerOneStop offer job placement support? Are there relationships built with local employers in order to place qualified workers?"

MS. DAHLMAN: Oh, sure. I can answer that. So no. CareerOneStop does not offer that type of support. So that's really where we're linking users off to the American Job Centers or those other workforce employment and training organizations to provide that placement support.

MR. HOUGHTON: OK. Perfect. Sorry. I'm perusing.

OK. And we'll make this to the last question here, question 31. It's rather long. "How are employers informed about this website to ensure they are posting all of their job openings here?"

They're -- the person asking the question was concerned about bogus searches or links and spam type job links. So Tricia, can you take a stab at that question, please?

MS. DAHLMAN: Yeah. For sure. So we do -- so, employers do not post their jobs directly to CareerOneStop. So the great thing about using some partner sources for that information is they do all that vetting of employers for us.

So I know for sure the National Labor Exchange makes sure it's a credible employer that they're posting their jobs. They have a whole system to check that and verify that they're not posting those bogus jobs, like you mentioned.

So we get the -- through social media and other advertising, we let employers know that we have the business center where they can find information about how to hire and how to hire targeted audiences. But we do refer them to their state job banks or other partners like the National Labor Exchange to actually post their jobs.

MR. HOUGHTON: OK. Tricia, thank you very much. So that concludes our webinar for today. I would want to thank Mike Ellsworth, who has been typing tirelessly in the chat, answering a ton of questions from our gathered participants.

I'd like to thank our participants, number one, for your interest in our product and hope this lets you further your toolkit in helping your clients do the -- in the important work that you do.

Tricia and Julie, great webinar presentation again. You guys always knock it out of the park. And with that, Laura, I am going to pass it back to you.

(END)