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>> Hello, everyone, welcome. Training will begin in a moment. Just a few housekeeping slides for you. You can manage the audio at the top of your screen, it's a microphone or telephone icon. If you prefer to listen by phone, you can call the toll free number (refer to slide). Participation always welcomed via the chat bottom at the bottom corner of your screen.

Today's training is the Career Index Plus, a counseling and labor marketing system for vocational rehabilitation. Realtime captioning appears in the captioning pod below the presentation area. If you experience any difficulties, please use the chat pod to send a message and we will do our best to assist. Please use the chat pod for any questions during the training and we will direct those accordingly, during and after the training. You will receive a prompt to unmute during the audience participation portions of the presentation.

In addition to the scale-to-fit and zoom options, you have a full-screen view available using the full screen button in the upper right corner of the share pod. This allows the presentation area to fill your screen while watching the presentation. The full screen view will hide the chat and caption pods. To exit, click the full screen button again. The training is being recorded and the will be posted on the Interwork website.

>> Thank you, Krista, we're going to give it a couple more minutes, folks are still joining.

>> Here's an audio test for those working on sound capabilities.

For those still working on sound, I'll just keep talking to you can hear.

(audio feedback).

>> Can we get started? (echoing) (audio feedback).

So I think if most people are ready, (echoing).

Pip and Krista, are you guys ready to go? I'll do a little intro for you and then you can do an intro to the session. Are we ready? I can't tell.

>> I think we're ready. Can you say one more thing so we can be sure the echo is gone?

>> Yeah, I think we had the other little speakers too close to the main speakers.

>> Yeah, you sound loud and clear now, thank you.

>> Good, they were piled up together. We have a bunch of people in the room here at Interwork. Both Dr. Hampton and myself are here with many students and soon to be graduates, yay. And it looks like there are a bunch of people online from our programs from our distance program and other colleagues. I see Joyce. Hey, Joyce. So it's great we have this opportunity to have an exploration of the Career Index Plus. And our guides to this great system today are Pip, Jennifer Clayton is her real name, is a consultant and board certified behavior analyst who specializes in organizational behavior management and implementation science. She has spent the last ten years helping leaders and education, healthcare and other human services design their organizations to support best practices that positively impact consumers regardless of background status, race, disability or diagnosis. And she's working with us with our WINTAC -- most people know WINTAC with the pilot project, tci plus, witt, because we don't have enough initials to remember, right? [jokingly]

Krista [indistinct] is the content manager and editor for WINTAC and also the national disability institute. And so in addition to her 15 years of journalism experience, she has worked with individuals with traumatic brain injury, been working with the Career Index Plus team through WINTAC for the past year, so we have the pleasure of having both Pip and Krista working with us today and give us a tour and background on Career Index Plus and how it will benefit you as rehab professionals. So take it away.

>> Thank you, thank you. So this is Pip, I'll be doing most of the talking and Krista will monitor the chat box. If you have questions, feel free to go ahead and throw them in the box before you forget about them. And some we'll hold until later at the end and do Q&A hopefully.

I'll take you through some information first and a little bit later on I want to log in to the website and show it to you, but I'll do the talking at you first [laughing]. So over the next more than hour or so, we'll talk about the Career Index Plus, this great website, I can't wait to share how it's used by rehabilitation vocational professionals. We will do some case walkthroughs and talk about implementation lessons we learned as going through this grant project and working with some of the state agencies out there using this website.  
 So before we get started, I know there are a bunch of you in the room, and I want to get an idea of what your roles are, if you are currently working, not working, if you are a counselor, supervisor. So I will open up this poll, and just click on your role.

>> People in the room would have to be logged in to do it. So we have a bunch online that could.

>> Okay. The folks on line are answering. The folks in the room. How many counselors do we have, currently already counselors? Three either interns or already counselors?

>> Awesome. How many managers or supervisors?

>> One supervisor.

>> Strictly administrators, high level leadership? [indistinct].

>> And then are the others mostly students for now? Who were the other folks in the room, Karen, what are their rolls? Okay, folks are typing in the chat box. Student interns, veteran services rep. Special education teacher. Service coordinator. Excellent. Teach in elementary school, student on the side. Student. Those of you typing frantically, thank you for sharing. We also have program specialist. And then for the votes from the people on the Internet, we've got 13 other, four counselors, two manager supervisors and one administrator. I'll go ahead and end that poll, and we will go back to talking about the Career Index Plus.  
 So the Career Index Plus is an online career information system. It provides all of the information and resources needed to help clients make an informed career choice. Access is free as part of the workforce innovation pilot project with the WINTAC. The website includes data from all 50 state labor market information divisions. (Refer to slide).

Those in the classroom, Karen, how much do we know about -- you might be on mute, not hearing you. Since I can't hear you, I will continue talking and assume we have the middle ground on labor market information. So we'll talk a little bit more about labor market information in a little bit. But the history about the website, it was developed by a company called career opportunity (reading from slide). The original website spread to several other states and in 2015, partnered with the workforce innovation technical assistance center, where the Career Index Plus was developed, has enhancements to the original website with more tools and client management features. Some we've trained are actually used the original career index, so just wanted to point out some of the differences between that and the original version.

When they started the Career Index Plus as part of this grant project with the rehabilitation services administration, we kind of rolled it out in four different phases. Today early adopters can be found in 62 agencies and 50 states/territories. We're going to talk about what they learned about their implementation a little bit later on. But after we started with South Carolina, we went to Phase II, which is beta testing. So with Phase II they had a website developed and we wanted to see how users were responding to the website. So we did testing with the Kentucky office for the blind and the Idaho division of vocational rehabilitation. And the next will be the Colorado division of vocational rehab. Phase III was the soft launch. Being focused on using labor market information, they were already receiving technical assistance from the job driven vocational rehabilitation technical assistance center . They gave feedback, made sure everything was working and let us know what to improve. The national launch started in January of this year. We had four live webinars that offer continuing education credits for certified rehab counselors. Those trainings are available on the WINTAC website at WWW.WINTAC.org. If you click on training and then record and training you can access all four.

The first one is more of a product demonstration and that was called navigating and utilizing an (reading from slide). February 21st we did an intermediate level training. And then March 31st was the advanced training for counselors and clients in the workforce development system.

The second training in collaboration with the job driven had a short video, talks what types of labor market information exist, how to use them in the counseling process and some of the ethical considerations. So data is plentiful. You can get data anywhere but how you use it is what really matters, and we found some people could be inclined to use data to increase opportunities and then others may be inclined to use data to restrict opportunities. So one of the things we wanted to make sure people were aware of when accessing the website, it's meant to enhance and increase opportunity, not meant to shut people down and say no, you can never do that. We always want to focus on what they can do. So again, that's the second video if you want to go and access that.

So what is this website used for? In vocational rehab, it's used for a number of different things. It creates more informed choice. For any given occupation, this website will collect all or most of the information that's available about that occupation, it will have wage data, job openings, information of what's actually involved in the occupation, all kinds of good stuff. So we can provide users or consumers or clients, whatever we call them where we are, give access to this information and they can make a truly informed choice, as opposed to saying hey, my neighbor was a truck driver and I think I'd like to be a truck driver. This would give more information and say okay, are truck driving jobs available, meet financial needs? Is it suitable given work preferences, given my work limitation and strengths

So career choice was big goal in creating the website, career exploration and counseling. During process counselors can pull up the website and show information about a number of different types of careers and jobs and then you can identify a career pathway. So we could figure out what job was want to enter into, what's our end career goal and how do we get from here to there, either with lateral moves or career advancements.  
 The Career Index Plus also helps with transition planning, whether people want to make a lateral move, decrease employment,, or increase employment. The grant they're working on is geared toward increasing employment.

It's also useful for customizing employment. So you could look up an occupation and see everything involved in doing that job, and then you can compare that with the client or the user's strength and preferences to figure out can we carve out something here for this person or do we need to tweak this or a modification here, different kinds of things like that.

Counselors also use the website during the comprehensive assessment process and when developing individualized plans for employment. It can help identify transferable skills, identify training and education needs and providers and then another big one, this website can help an individual access the hidden labor market. So if you were to go online and look at all of the job ads that exist, that would only be representative of 20 percent of the open jobs. The other 20 is -- 80 percent is what we call the hidden labor market. And using the index, we have a number of opportunities that can help show us where that hidden labor market is and who to get our foot in the door.

Because of the depth of the information of the website, it can help clients prepare for job interviews and then also prior to the job interviews when just networking with people, they can help them prepare for informational interviews as well. So connecting with people who work at a particular organization or within a particular industry and being able to sit down and have an intelligent, informed conversation and know what questions to ask or talk about in order to make a good impression and to learn how to get your foot in the door in that occupation or industry.

Using the career index website, some of the client benefits that we've learned over time is people spend less time on assessments. More people are in the classroom than online. But people online, can you give me an idea, how many of you are familiar with the onet [indistinct] inventory assessment? [indistinct] and [indistinct] say yes, Joyce says familiar, yes, okay. So at that website, the Holland assessment inventory is 60 questions long. In the career index, the Holland interest inventory is only 6 questions long, so it can be completed in about ten minutes or less, so for clients it's a lot quicker to get through, it's easy to understand pros and cons. There's a report that will talk to the client and say here's where you have strengths, here's what may be a challenge, you get real world information to support the informed choice process, and especially in Idaho, clients had more direct involvement, They were coming with documents in hand and saying, hey, look what I found. Rather than the counselor having to reach out and nudge the client, it was the other way around.  
 With the website there's the ability to send information to other people, so you can involve family and friends while exploring careers. The sound seems to be getting softer.

Let me see about that... Krista, how is the sound on your end?

>> It's a little softer than it was, Pip, but I can hear you clearly.

>> Okay. I will try to speak a little more loudly and hold the mic up to my mouth. Is this better?

>> Much better.

>> Okay. Thank you. Let's see. Other features for clients. We have a daily job alert. Ability to research additional training and the social security calculator. So if you have a client receiving supplemental security information, SSI or ssdi, they can look up an occupation and use the calculator. If I were to accept this type of position, how might that impact my benefit levels. So that calculator could give you a better idea of how the occupation will be for your wages.

For counselors, everything that's related to the assessment and the information process is in one place. When they were developing the career index, counselors were saying, in order to do my assessment and to create my individualized man for employment, I have to go to six different resources, one is only on paper. , Another is on the computer, I can't access this one from this computer, have to use that other computer. So what we wanted to do was keep everything all in one place, have a one-stop shop for all of the career information needed. Another thing that counselors often complain about, they spend a lot of time on research and documentation and would love to spend more doing the actually counselor piece with clients. And you could create a report with several clicks of the button and it will save hours and hours of researching and documenting things.

And going back to that informed choice process, the ability to involve customers in that counseling process and the extensive documentation. Talking about extensive documentation, we also have had counselors tell us when they print a report for a client, a report could be 25-30 pages long, it's very comprehensive, has pretty much all the information that exists about a particular occupation. So some counselors have said, yeah, when I give them that big, fat, report, they tend to change their minds less about all the different jobs they would like to have. We thought that was kind of cute. And you could create reports using the career index, I'll go over how to do that here in a little bit.

To access the website, you can use any Internet-connected computer, just go online to www dot the career index.com and for those already working with the agency, if you use your email address, you will have access to special features that everyone else doesn't have access to. So official VR counselors get access to a feature where they can invite clients, track client activity and import client profiles. Everyone else doesn't see those features, but if you use a vocational rehab address, you will have access.

The first way to use the index is to go and search for an occupation, that will give you all the information available. The second way is to create a profile and then you will receive personalized recommendations based on your profile. It will give you recommended jobs and then will have a report called a fit report that will compare your profile to all the occupation information available and how it fits or doesn't fit with your profile.

A couple of other resources on the website you can go directly to job ads from Indeed and then there are links to resources for specific populations. So resources for individuals with disabilities and for ex offenders. Those populations specifically needing more help than they had been in the past. We have links to Google searches for those folks what have when you conduct a search in the index you can use any key words that relate to the world of work, and you just need a location. All key words will relate back to an o net job family. If you think of all job titles that exist in the world, one job may have a number of different titles, so it will go back to one job family for o-net. The location you use is used to provide local data, from your closest metropolitan statistical area, state level data and national level data if you were to conduct a search. So let's say I put in teachers in Tampa, Florida. The results would include occupation titles, hourly wage, education requirements, job listings, and then an occupation description.

If I were to click on an occupation title, so let's say special education teacher, and I clicked on it, then the next screen would provide all of the occupational education information that exists for. There's a ton of information, so it's organized into eight categories or tabs or subsections.

So users when using the website can skip to the information they need or go through the sections in order or go straight to the last section which says print, and then they can quickly download print or share a report. Some of the sections have additional subsections. But just to give you a little bit of a brain map of what all is there -- because once we log in, you will see it's a lot of information, I'll go over the eight categories, and then I'll actually show it to you.

The first category is an overview. The overview contains all of the information from the occupational outlook handbook provided by the US bureau of labor statistics and also includes an occupation description and captions career video. So someone could watch a video about what it would be like to work in this job.  
 The second category is the fit category where if a user has a profile it will compare all of the information to their profile and also where the social security calculator is.

The next category is the related jobs category. So within this website you can find jobs related by title, by skill, jobs related by interests, that can be found in a similar career pathway and then transitions. So people who went to this job or came from this job into another job.

Realtime job ads are available from Indeed, and that's under the jobs category. And then here starts some pretty detailed labor market information. So the next category is the viability category. And I think of this as economic viability. So this will include labor market information such as wages, job trends, and industries.  
 The next category is the suitability category. And this is where you will find that information from o net online. From each occupation it will list the interests, work context factors, the different tasks someone in that occupation would be required to do, different activities, abilities, knowledge, skills, styles, values, and then tools and technology. So that's where you can really get into that customized employment stuff there.

The training section contains information and links to title 4 schools and online programs. Title 4 schools are the ones that offer certain federal financial aid programs. So that's there, licenses and certifications, training, experience and education and then also employer survey data from the US bureau of labor statistics. And then the last category, if you were to skip to this category, you could see access, download, print or e-mail a report of all the occupational information, a comprehensive report, print the sections you want or customize the report.

The second way people use the career index is to do the personalized search, and before you even search for an occupation, you would set up a profile. And it will ask about information about your age, desired wage, education level and social security benefits. You will have a section where you can do that six question Holland interest inventory, Interwork history, and that will find your transferable skills, what you were goods at, that you have experience with. And also enter desired work context. So for me, I will disclose I have a neck injury, so I don't want to sit too much at once, and bending and twisting and bouncing is not good for me. So I could make those notes and it would tell me what occupations are impacted by those preferences. When you create a profile you receive personalized recommendations based on the profile. You might be be interested in these jobs and you could go to these jobs, learn about them, save them, take notes on them, compare them, and then also that fit feature that tells you how your profile compares or how the occupation information compares to your profile.

So we're going to do some case walkthroughs. Our time is 7:37. And this training goes until 11:00 p.m., right? No. [jokingly] it goes until 9:00, just seeing if you were paying attention.

So we'll do some case walkthroughs. Prior to today, I think you guys were asked to come up with a client or person you know of and to think about their employment situation. Do I have any volunteers to share one of the cases with me as I go through the website?

Holly says sure. Okay, Holly. Can you unmute your phone and see if I hear you?

>> Hello.

>> Hello. I hear you. Going to the career index website. Bear with me as I pull up the application.  
 I'm just going to go through Google Chrome, but you can use explorer, edge, or anything like that. So holly, can you see that now in adobe connect?

>> Yes.

>> And I will enter my email address and log in. And can you tell us a little bit about the person you have in mind?

>> It's a 38-year-old male. He has had one kidney transplant and it's failing, so he's on the list to get another one.

>> Okay. And do we know about his employment situation?

>> He hasn't work in several years, because the previous kidney that he was waiting for, he was sick for a while before they did that transplant, and he's only had it for about two years. So he doesn't have any really recent work history but he does volunteer at his church. He came to dor a couple of years ago as well right after the first one. And we put him in a computer program and then he did like an internship with a computer place. But as far as steady work history, he hasn't had any for seven or eight years.

>> Okay. Does he know what type of job or career he might be interested in?

>> Yes. He actually wants dialysis tech, because he goes through times a week so he thinks he would be a good candidate.

>> So he's been inspired by people he's encountered. Cool. Well, since he has an idea of what he's interested in, I will show you the basic search first.

So on my screen we have a box for key word, location, and then a search button. So for key words, I will type in dialysis tech. And as I am typing, the screen will give me suggestions, suggesting dialysis engineer and technician, I will click on technician, and then holly, do you want to use your location?

>> Sure, it's 94804, Richmond, California.

So I click search and on the next screen they found 703 titles and they're listed in order of relevance. (Reading from screen).

But that is not the job we're looking for I think it's also listed as hemodialysis.

I went back and hemodialysis technician came up. I will see if that gets us closer.

>> Yeah, that looks better, I think.

>> Yeah, the first entry is medical and clinical laboratory technician. The second is medical assistants.

>> It's kind of both. I guess you could call it either one really.

>> Yeah. As I scroll down, they're starting to get less relevant.

>> Right.

>> So scrolling up is probably better. Let's check out the first one. Medical and clinical laboratory technician. So I will click on the title and on the next screen -- I remember I talked about those eight different categories of information. So those categories to folks who can see are represented by tabs at the top of the screen. And if you create your account and check the box that says you use a screen reader, those will be the category headings that will come up first for selection. So you can tab through those category headings using your screen reader.

So the first one is the overview tab. It tells me that medical and clinical laboratory technicians are in the job familiar of medical and clinical laboratory technicians [laughing] the description is they perform (reading) if I click on the words that say career video or select that option on my screen reader, then I will have a captioned career video available. We could watch but we're not going to watch that right now.  
 Underneath that is a summary of the typical entry level education and work experience and on the job training, typical qualifications include a bachelor's degree in medical technology, life sciences -- (reading) there's a plus because he has computer skills.

>> This doesn't seem like the right job, though. As a dialysis tech, he's actually going to be like -- I don't know the technical term, but siphoning out a person's blood, filtering out and then putting it back in, so not like a laboratory setting.

>> Let's go to the related jobs. Let me go to the related jobs tab and see if we can find a job that looks similar here.

I'm thinking medical technologist? There's your hemodialysis technician.

>> The only terms I have seen for the schools are hemodialysis or dialysis technician.

>> So we've the hemodialysis here. So it's still the same job family, just not as specific. So the job you are looking at is still going to be under this set of information. Does that make sense?

>> Uh-huh.

>> Okay. Cool.

>> So we'll go back to the overview. And we can see here under work environment it says most medical laboratory technologists in 2014 worked in hospitals followed by medical and diagnostic labs and offices with physicians. So I think this is still the correct job family.

And then we were looking in Richmond California, so the overview will also give us an idea of the national and state job outlook. Excellent, projected to grow (reading) grow much faster than average with excellent job opportunities, ranks in the top 10 percent nationally and in California expected to grow annual -- it looks like we should be able to find good stuff here. Typical salary in from an San Francisco, Oakland, Hayward (reading) if I click on how to become one, additional information about the education required for the job, license and certifications, registrations, important qualities, all that good stuff.

So holly, if our person were to look at this screen, do you think he would still be interested in this type of position?

>> Yes, except that when where it says typical qualifications and the bachelors degree, for this particular area, hemodialysis does not require it, at certificate program, so the difference is three months. So if if he looked at it and thought he really needed a bachelor's degree, because he needs a job pretty quickly, it might be a turnoff because it says bachelor's degree, but otherwise, I think everything else he would agree with. Because I knew nothing of it, just the research I've seen not with the career index. The rest of it is about right.

>> Okay. Awesome. Cool. So the bachelor's degree thing might be an issue. And I will keep that in mind as we click through other tabs here. I will skip the fit tab because we haven't done a profile for him but go to the related jobs tab. I'll go to to the related by skill tab.

And under this tab we'll see similar that include similar types of skills. So let's say you check out all 33 of the job openings in that area and none of those seems like it will pan out but he still wants to do something similar, he could look at related by skill jobs, related by interest, so if we click on that sub tab -- that is not looking correct [laughing].

>> Maybe I chose the wrong person.

>> When it says related by interest, it will pull from the Holland's interest code, so medical and clinical lab checks have a code of ric. That's realistic, investigative and -- I guess artistic or creative, so these codes, the other jobs that would appear on this screen are others that have an r or i or c, so even though they don't seem they are related, they are according to the Holland interest code for that occupation.

Okay, holding the mic back up, I got feedback that you're losing my sound again.

Again, I'll go so the career pathways tab. If we start out at a medical or clinical laboratory technician and click on the pathways tab, we can see maybe some of these other careers may be an option. On this tab it has the typical wage and also the education level. So some of these have an education level that's a little bit lower than a bachelor's degree. And then we can look at the transitions tab which will show at the top of the screen people who were medical techs transitioned from these other jobs and then at the bottom of the screen they went from these other jobs to the medical tech job. And that's another way to map a career pathway.   
 So I'll go to the jobs tab. And here we can access the 33 jobs currently posted online for this job. And I will scroll down and see if we see anything related to dialysis. Not seeing it. We could go to the key word box and type in dialysis and then search again. Here is one in [indistinct] California that's the dialysis patient care technician. So we're getting closer. There's the certification you probably found. Kidney care advocate, that's great, right? So different titles we could think of here. Dialysis pct.

All right. So Concord, Berkeley -- (reading from slide) at the top of the screen you can change your search radius, if we want to go closer or farther from the ZIP code we entered or you can change it altogether if looking to move away.

So this job feed is kind of neat. You could apply right there. And on the right side under the company column. It has information about the company. So there's a web link, a map link and a link to news. So if he were preparing for a networking conversation with somebody at that company or even the job interview, he could use these links to learn everything he can about the company before he actually speaks to somebody. So that's kind of a neat feature.

At the top of the screen we can also go directly to Indeed.com, do an advanced search and also post a resume. And that will use the Indeed resume builder.

I'll go to the next section, the viability section. So Holly, do we know how much this person would like to make?

>> He would like to make between $20 and $25 an hour.

>> On the viability screen the first subject tab enlarge the screen, at the top left corner of the screen there are two a buttons, the large a makes the screen larger and the little a makes screen smaller. So I will try to use that. Much better. Okay. On the wages tab we can see the low, median and high salary ranges. The low, 10 percent of all those people make less, 90 percent make more, the median is -- so we're looking at the closest metropolitan area for this one. And we can see the California statewide data for the bottom bar. So you said 20-25 an hour, so it looks like that would fit in the median range. So it looks like wage wise this might be a good thing. I'll go so the job trends tab next. And we can see that jobs in this industry are growing. We can see nationally they're growing, in the state they're growing.

And then if you really did want to move out of state, we could see areas where the most people in this occupation are, so Burlington, (reading) scrolling down, we have the job posting volumes on Indeed. So most of the postings will have up and down pattern over time. So looking at trends over time and outliers.  
 So in the top graph it looks like it's kind of been on a decline since December but then headed back up, and for California statewide overall it's an increasing trend for awhile.

Back up to the top on our screen reader, industries section, it shows us what industries have people in this occupation. So most people in this occupation are in the general medical and surgical hospital private industry and 33 percent and 20 percent under medical and diagnostic labs. We could click for more information about the industry or for potential employers which will take us to a Google map of potential employers in the area we searched. Unless Google Maps said we don't have any in this area.

So it gave us a more general search. Here we have potential employers. And of course Kaiser is going to be the top one, right? The largest healthcare company in the country.

I'll close those and go back to the career index website. And we'll check out the next tab, which is suitability. So suitability has our first sub tab as the interests and the information about our Holland interest profile. Next one is work context. Typical workweek, 40 hours, schedules typically regular. And then here is some interesting stuff. Physical factors involved in this job. Spend take making repetitive motions more than half the time. Time standing half the time, walking and running about half the time. So Holly, do you think any of these physical factors may require some sort of accommodation?

>> The only -- I don't know what it means when it says work schedules regular, if that means five, eight hour days. That wouldn't be fitting for him right now because he's getting dialysis three times a week and each session is half a day long, something like that. So he has asked where to get the dialysis, and they say most techs actually work every other day because a lot of them got into the job for the same reason he wants to. So they have a lot of kind of accommodation already built into their hours, and there's need for weekend staff as well. So it's kind of a Monday, Wednesday, Friday or a Saturday, Sunday thing, and that makes their 40 hours. So I would say it's a little bit irregular as far as work schedule, because he would not be able to work every day.

>> So when it says regular up on screen, it means an established routine and set schedule, not like a salesperson where the work depends on the sale or something like that. More like he would do Monday, Wednesday, Friday unless there's some sort of change in the schedule. So yeah, that still definitely works.  
 Cool. If we scroll down, we will see stress factors, so it's important to see exact or contract. Sometimes there's time pressure. Consequence of error very serious, importance of repeating same task is very important. Oh, this is fun. Deal with unpleasant or angry people. Once a week or more but not every day [laughing]. That's great.

Deal with physically aggressive people -- never. If we scroll down we will see similar kinds of information about interactions with others and the work environment. And we can see if we continue to scroll down under the other section, there is some common protective or safety equipment needed every day. And you are exposed to disease or infection every day. So these are all things as you are working with a client, you can go through and look at all of these and have this conversation about something is this something you're interested in, think you can, want to do it, will this work for you, do we need accommodations, all that good stuff, and there's similar information for tasks and activities.

So those of you used to using Onet online, it's the same information but organized and presented in a little bit of a different way. Here we have all of the tasks someone in this occupation would do. The relevance to the occupation and importance we have that someone would do. And this is kind of neat. The level of complexity is listed on this table. So for interacting with computers, because I know this person has some computer experience. If I click on the little information button, it will give me an idea of what a level of 60 means. -- (reading) level 83 setting up a new computer system for a large multi national company. So a level of 60 falls in just about the middle. So Holly, does this sound like his level of computer savviness?

>> That kind of makes it sound like you would have to be a wiz. He's okay on computers but I wouldn't say anything extraordinary.

>> So maybe opportunities for additional training. So that's good to know. How about controlling machines and processes? That's rated at 78. So that would be the complexity level would be similar to operating a precision milling machine.

>> That I think he would be okay with.

>> Okay. Awesome.

>> How about -- let's see. Caring for others, that's a 58. Assisting a stranded traveler and finding lodging. So you could go through each of these if you want to and have that conversation with him and see if there are areas where he feels he needs additional training or support.

We'll go to the next sub tab, we have cognitive ability, psychomotor abilities, and sensory abilities. And you can see what does 55 mean or what does 50 mean? There's a knowledge sub tab. So chemistry and biology is helpful to know about. Computers and electronics is the fourth on the list. There's a skills sub tab. So active listening and critical thinking are important. There's a styles sub tab. Attention to detail, integrity, dependability, stress tolerance, self control, concern for others. There's a values sub tab. Support relationships, independence, working conditions, achievement and recognition, and then finally there's a tools tab. And this is list what types of tools or objects we might be working with in this type of occupation or in this job family.

Holly, you said you looked up training. So I'm excited to click on this next tab, excited and scared [jokingly] [laughing]. So in this tab we're going to have access to schools, licenses and certifications, related training and then information about what experience and education is needed. The schools sub tab will pull up only title 4 schools, so only the schools that accept specific types of federal loans, grants, and federal work study programs. And that's by design. That's the way the career index decided to build this part. It looks like we have [indistinct] valley college --

>> There are private nursing schools, and not a whole lot around. Those are all junior colleges, they sometimes have certificate programs but not very many, and the dialysis tech is certificate program. So it can take between 2 to maybe 4 1/2 months depending on how many days a week you go.

>> So you went at this from the certification way. So let's see if your certification is listed here. I clicked on licenses and certifications. And I'm not seeing the one we found under the job ads. Are you?

>> No, but the department of public health, they are the ones who issue your certificate number so that you can be a technician.

>> So here we have the department of health contact information including the website, phone number, and address. So that's one place you could go. Very interesting.

>> What I found for dialysis tech is just normally financial aid and things like that are not offered. There might be some type of like scholarship, something like that that you might get, but dialysis techs, phlebotomists, radiology techs, things like that, at least for this area, I haven't been able to find one in the community college.

>> Gotcha. So that might be why the schools are not yielding the same program you came up with and they're not titled because they're not title 4.

If we go to related training, here we go, finally. If we go to related training, this is training relate to the occupation. So we started with kind of a broad job family. That's why we're not seeing the specific one, but I do see hematology technology/technician. So that's making me happy. I'll click on that, and the link is broken. Let's see if I can find my way back here. All right. So that one is not working currently, so I will jot that down and send that to the career index to be fixed. But that link is supposed to pull up information about training programs for that particular title.

>> So what you're saying is for purposes of using this appropriately, we should first think if it is a title 4, that should be like a first thought really, right? And if it's not a title 4 type of training for a job, then we might not find exact information?

>> Well, if you go to the schools, the schools tab, so if I go to like Diablo and click, that pulled up clinical laboratory technician, and I could actually go to that program and see does this look like what we're looking for. If I go, there's a section above the map that says search online programs. And you can search online programs. That was added. You could go by degree training or certificate. So if you had no idea about what type of certificate or what type of training, it should in theory list it here for you and give you a place to start. The schools would be the title 4 stuff, the licenses and certifications should list the certifications, and then the related training would have more of the different certificate programs.

I'm going to do one more search, though, because I'm wondering why it's not that specific. I'll put in dialysis one more time. The only other one was a dialysis engineer. And that one is not any closer. So the closest job must be medical and clinical laboratory technician. I will have to see about why that one link isn't working.  
 All right. Holly, stick with me, I'll keep going here, for time's sake. I'll go to the experience and education tab. And this, again, for the job family of medical and clinical laboratory technician, this should give us an idea of what type of education and training is typically needed. So this one says job zone three, medium preparation, previous work related skill, knowledge, or experience required, some years of apprenticeship or vocational training, maybe a licensing exam. This is interesting. (Reading from slide) the most common related work experience if we go to that section, we're going to look for the one that has the highest percentage. So here it's either over six months of related work experience up to and including one year, or over one year, up to and including two years, or no experience at all. So that gives us quite a range.  
 Typical required education level -- there you go, 58 percent association degree, 27 percent have a bachelor's degree, 11 percent have a post secondary certificate. So that's what you found, that 11 percent. (Reading from screen).

So again, this was from a survey. I think this was own it employer survey. So that will give us what's most common, and then of course there may be more or less depending on what's actually out there in your area.  
 Okay. The last category is the print category. So even if we didn't read any of this or go to the other tabs, we could go directly to the print tab. And here we have all of the different categories of information available to us. We could check or uncheck all the boxes or just check the specific sections we're interested in.   
 So Holly, if you were to print a report for your person here, which sections would you be interested in printing?

>> Probably the analysis, the salary, the interest areas, the work tasks. Maybe work activities, too, because not sure what the differences between those two things are.

>> Okay.

>> Skills or abilities, and then the licenses or certificates required.

>> So we have three options at the top of the screen. We can print to screen which will pull up those sections on the screen, we could email a PDF report, automatically attach a report with these two sections or we could download a PDF. Holly, which one do you want to do?

>> Probably email.

>> Okay. I'll click on email PDF report, and Holly, I will send you this report.

>> Okay. Perfect.

>> So let's see. Holly, how do you pronounce your last name?

>> [laughing] it's [indistinct] my husband is Thai.

>> Beautiful. What email address?

>> It's Holly dot and then my last name at dor at cd dot gov.

>> Okay. I could type in email text but not going to and will just click send email and all of that information should appear in your email account. All right. So that's one.

Now, it's 8:19. Do we have another volunteer? Holly, you have you can put yourself on mute unless you have final words.

>> Thank you.

>> Thank you. Do we have another person who might want to volunteer who might have someone who is not quite sure of what they want to do or look at? There's nobody in the chat box volunteering. I heard something on the phone. Karen is typing. Can we take a quick look at the report to see the format? Yes. I'll go ahead and check all. And I will go download PDF. Okay. So one of the things you wanted me to talk about was use with aware. And really, the report features would be the biggest things that would be used with aware, you would have this report you could attach to your case management system. But if I download is PDF, the top has the same type of subcategories or tabs. And if you are using a screen reader this is a quick way to navigate the information. And then they will just go basically from top to bottom tomorrow. You could jump using the hyperlink at the top of the report or if you just scroll down, it will have the same information. You could print, save, email it, attach to your case management system, but it's all the same information there when we looked at the computer screen.

Sorry, I was scrolling, wasn't thinking about giving people headaches [laughing].

Is that good, Karen? This is actually listing everything, so I'll scroll back up and click on a section. Okay. This is button too, which helps go back and forth. It looks like this report is 49 pages long. So all of the information you would ever want and more included in this one report.

Okay. Karen, do you have someone over there who wants to take us through creating a profile for one of their clients? Okay. Since we don't have any volunteers for this one, I will show you Krista's profile. So from the career index. If we can to the home screen, and I will magnify this for you, there's a button that says my stuff. Oh, you have a person? Okay. I see a message from Karen. We have one. Can you unmute yourself so I can hear you? I hear you.

>> Okay. Nick is coming.

>> All right, Nick.

>> What would you like to know?

>> Are we going to do your profile or someone you know?

>> Like a client would be better probably.

>> Okay. A client. All right. The screen I'm on now is called my stuff. And actually I'll go back out and show you how to get there. From the home screens, there are two buttons that say my stuff, one in the middle of the screen and the other is at the top right corner. Either will take you to the same place. So if you click on my stuff, we're going to go to my clients, and this is one of those features that only people who use an official vocational rehab email address can access. And I will go to my clients and click create profile, and we will create a profile for Nick's. Nick, what zip code do your client want to work in?

>> 92108.

>> And is your client over 21 years of age?

>> Yes.

>> So that's going to make sure -- if they were to say no, that would screen out jobs like bartender where you need to be of legal drinking age. Desired work environment, full-time or part-time?

>> Part-time.

>> And do we want to restrict our jobs to self employment or work at home only or open to regular type of work?

>> We're open to regular type of work.

>> Okay. How much are we looking to make?

>> You know, he has no work experience at all. I mean, typically people start at minimum wage, so I guess that would be acceptable. I don't know. Let's say 15.

>> $15.00 per hour?

>> Yeah.

>> Okay. What is our highest education level so far?

>> Associate's degree.

>> And planning additional education.

>> We're doing career exploration if further train something needed depending on his interest.

>> So for now no do we receive sdsi or SSI?

>> No.

>> So we'll leave those at zero and select next, and it will take us to our interest profile. I'm going to make this larger for you. Okay. So realistic doer. Do you like working with your hands and body, (reading from slide) sample occupations, preferences, values does this sound like your client?

>> Not really.

>> Next section, investigative thinker. Does this sound like your client. Like working with theory and information, analytical, intellectual, scientific, tend to prefer individual rather than people-oriented activities and you like to working with data.

>> I would say [indistinct].

>> Did you say not really?

>> Yeah.

>> Okay. Artistic, creator. Tend to be nonconforming, independent, chaotic, creative, do not like structure and rules, graphic designers -- what you got?

>> I would actually say yes. I would say kind of. Let's just say kind of.

>> Okay. Social helper --

>> For social, I would say kind of.

>> Enterprising, persuader.

>> No. No way.

>> And the last one is conventional organizer.

>> Not everyone fits a certain category. But for this one I would say absolutely.

>> Okay. So I will click save and make this smaller for you. So this tells you that our interest profile is conventional, or artistic, social. If it didn't, recognized right now do these.

>> I think that's pretty on point. Sure, that will work.

>> And then at the bottom, we could go to show related jobs or vocal up for Interwork history. Which would you like to do?

>> He has no work history, he only had a tryout with a job program.

>> So no work history, you could put in volunteer history too in that section. You mentioned cashier, you could put that in if he has the skills that a cashier would have.

>> You know, I don't know, about that. He said he really enjoyed it but they didn't recommend that occupation for for him. But that all still counts as volunteer experience.

>> It does, yeah. So we can skip that tab and just go to work context if you want. And so here I have a feeling you will have a few for me. We'll start with physical factors. Are there any issues with with any kind of physical factors (reading)?

>> Totally physically capable.

>> Okay. Great. How about stress factors? What kind of stress factors might be an issue here?

>> Dealing with angry people.

>> Let's start with that one. So let's select the level he would be comfortable with in terms of dealing with unpleasant or angry people.

>> Never. I think he could handle it a little bit, like once a month or once a week.

>> If we said once a month, it tells me that 41 percent of all occupations are impacted. So that means 41 percent of occupations you have to deal with unpleasant or angry people at least once a month.

>> Yeah, right [laughter].

>> If you go to once a week or more, there's only 7 percent impacted. So do you want to go with once a month or once a week?

>> Let's do once a week.

>> So this won't limit the jobs we see for him, but it will tell us on the fit tab -- it will tell us if a job we're looking at involves dealing with unpleasant or angry people more than he's selected. So it's not going to restrict us but just give us a little alert if we're looking at a specific occupation. What's another stress factor that might impact him here?

>> (Audio dropped briefly) I think being exact or accurate as well, because you talked about how perfection oriented was during school. So I would say that's very important for him.

>> Okay. So that's going to impact 67 percent of occupations. Let's look at interactions with others. We have public speaking, using the phone, emails, letters, (reading from slide).

>> Responsible for other's health and safety.

>> What kind of responsibility will we comfortable with here? And by we, I mean the client.

>> I would say limited.

>> So 87 percent of occupations have more than limited.

>> Try moderate.

>> Oh, moderate, 58 percent, that gives us a little bit more wiggle room. And if we're thinking about accommodation planning or customizing employment, let's say we did say limited responsibility and we know that 87 percent of occupations are impacted, if we go up one and we're working with an employer who is able to provide an accommodation, then that opens up we went from 87 to 58 percent, so that opens up a lot more opportunity for us if that's an option. So I like that you were thinking work environment. Anything here?

>> I would think probably cramped work space and awkward positions.

>> Okay.

>> I love that you mentioned word autism but then you are pointing out things that aren't stereotypically things people think of.

>> I try to remember everyone is an individual.

>> Yeah, very cool. So what level would he be comfortable with here?

>> I would say once a month but not every week.

>> Okay. So 15 percent have more than that, that's actually pretty good. And let's go to other and see if there's anything else [laughter] exposed to radiation. What level do you think he would be comfortable with there?

>> Never [laughter] maybe once a year.

>> I really was not expecting 70 percent there. All right. We'll get out of here. So we go to next. and the next screen is the recommended occupation screen, but it's going to ask us if there's anything we want to exclude from our results. So for example if there's a job that makes less than $15 an hour, do we want to exclude it or still see it?

>> See it.

>> We okay. Yeah, I tend to leave all these open. Some might want to restrict them, but I will click on show matches. And then when we scroll down, we have zero matches.

>> Oh, well.

>> But. What can we do if we have zero matches? We can change the education level. Was at some college courses. (Reading from slide) well there's our problem. Only show jobs with education or training) reading) he is an associate's degree, right? At or above an associate's degree. Let's see. There we go. Now we have some options.

>> I wonder if you could tab up to education.

>> In the salary you have descending order.

>> Okay. That's interesting. You want salary to go descending.

>> No, education.

>> Well, it's starting at bachelor's but I have a feeling it's not working how we're expecting to work there. Let me go adjust it above and say only show jobs at or below associate's degree. At or above, we'll say exclude none. Let's try that.

[indistinct chatter]

Did you say he's actually interested in choreography?

>> Yeah, dance and theater stuff. But when he comes back and says he wants to be an actor, we have to do some more exploration and stuff.

>> You know, John Travolta's older brother, he has a program for people with autism interested in learning about that. So it looks like he's interested in choreography and some of these other ones >> We have someone in the class that went and toured the academy.

>> Oh, cool. I'm going to say he's interested in choreography and radio and television, and it will save it to saved occupation. And you can compare those by clicking compare saved occupations, and you can click a report on the spot or scroll down to show the comparison. And I am going to scroll down to the national growth section where choreography is actually growing and radio and television announcers is shrinking and need a high school diploma or GED. (reading from slide) and our abilities with selected before and our stress factors, physical factors, all of that, those will be listed below if we scroll down. So I think one of them was importance of being exact or accurate. So that's very important for both of those, which is kind of cool because you also said that that's very important for him.

>> Yes.

>> Okay. I'm going to scroll up and click on choreographers because that was number one, and I'm going to show you the fit tab. Because he has a profile in there now, if we click on the fit tab, it's going to give us a comparison between the profile he put in and the occupation that we're looking at, so comparing the profile to choreographers. So, often suitable for part-time work, should be able to make $15.00 an hour in San Diego. So we have a match there, under experience analysis it says only 4 percent of employers hire workers with no experience. So we know if we're talking to him, we can suggest he maybe get some volunteer work or training or experience to get more experience. And there's no state job outlook for this occupation. Which typically means there are only a few workers and finding a job in this occupation might be difficult.

So that's one of those kind of jobs, like when somebody says hey, I want to be an underwater basket weaver -- oh, I'm hearing someone's phone ringing. If folks could put their phones on mute for us. (Phone ringing) [indistinct chatter] Anthony says hello [laughing] okay.

I'm going to move on, it's 8:45, but you get the idea of how you can go in for a straight search or put in a profile and get more kind of personalized results here. I'll go back to the home screen. There's a link that says just job postings. If you were to click on that you could just seven for job postings, don't have to go through all the other information, and then the other link from the home screen is the resource links.

And so there's a page for resources for individuals with disabilities, so for example for this guy we could type in autism and hit go, and it will personalize our resources is that a particular diagnosis. And then there's one that says ex-offender resources with information about if you have a legal history, what are some things that may help in your job search. So that's pretty much what the program does.

I am going to see if I can figure out how to go back to the PowerPoint. Yes.

Okay. PowerPoint is coming back up. Can y'all see the PowerPoint? Yes. Okay. I got a couple of yeses in the chat box.

As far as our grant project goes, we have several different levels of technical assistance. Just want to message that for those of you already working in the field. Universal technical assistance is open to everybody. (Refer to slide) if you want to use this program or knows somebody who wants to, feel free to give them my contact information. And we have targeted technical assistance, standard, customized training and will be developing communities of practice. And then we have intensive technical assistance options available which involves implementation planning and coaching.

So for those managers and administrators and folks looking to get into management and administration and leadership, this is from one of our pilot sites, the South Carolina commission for the blind. And they presented information about how they were using the career index. One of the things they wanted to do was make sure they were using it specifically to meet certain parts of the law. So this part was about informed choice, about competitive integrative employment. So they wanted to work in use of this program along with what their goals were in their state plan. So the workforce innovation opportunity act says you have to have a state plan that talks about how you will meet the intent of this law. And they decided they wanted to do this by using data driven decisions, developing career pathways, creating a career pathway pipeline. All of those the index can assist with. We did training with them and they told their staff it's an expectation that they will use this website during career exploration, sharing of labor market information, setting vocational goals, planning career pathways, and it will be incorporated into all comprehensive assessments.

So we did our training. The staff said the program was great because it set the expectation that their services were intended to lead to an integrated competitive employment outcome rather than I want to be a homemaker or basket weaver. Those kinds of jobs in most areas are not integrated competitive employment. And it helps in talking about goals that exist where they live or are they willing to relocate and providing more achievable, available jobs.

Will skip the next slides. Some of the challenges they had, was that staff turnover was an issue. They have a lot of staff coming and going, not all of them knew about the website or how to use it and they wanted to create policies and procedures to use the website. And then they also want to measure and see if we do use it do we actually get better client outcomes. So some of the things we do is we help agencies trying to use something like this website when it's part of a larger goal, we also want to be able to help them work through implementing it on an agency wide level or statewide. So we have options to assist with that, won't go into all of the details, but if you are working in an agency and want more information, feel free to contact me.  
 The bottom line is this is a cool website, it does good things for people. It's quick and easy to use, and hopefully the end goal is to have better employment outcomes to people that are happy, healthy, and productive in the jobs they want, having made an informed choice. So to access the website, www.thecareerindex.com. Anyone can create an account, register and create an account quickly there. And for more information, my email address is Jennifer.Clayton@WINTAC.org, and I will turn it back over to [indistinct].

>> It does it all. So are people going to have access to these slides? Because not everybody in here was on a computer. Will they have access to these?

>> Yes, it will be archived on the Interwork website.

>> That's what I thought, just wanted to make sure we got all the information to everybody on the access here. Any other questions from anybody in the room?

>> [indistinct].

>> Once it is up -- because we have the captioning and everything, we'll go through that and make sure everything is up, and then we will go ahead and send out the link.

>> And you will be able to do the basic search and create a profile. You just won't be able to use the track my client section.

>> The track my client section?

>> Yeah.

>> But you will be able to use it and go through it with people. I'm glad we got to see what it was like for somebody who didn't really know what they wanted as opposed to somebody who was very specific about what they wanted to do.

>> Even if you are not working for a vocational rehab agency, you will still have access so everything we went through today.

>> And it's mentioned on WINTAC site there's other training there you can have access to. And those are available already.

>> And we could send the user guide if anybody is interested in that.

>> She can send it?

>> Maybe she could archive it?

>> It's long, I will tell you that [laughter] it's comprehensive.

>> It can't be anything worse than what Trump gives us to read.

>> I take it you are doing a lot of reading.

Well thank you, Holly and Nick, for volunteering your ideas and profiles there, and thanks to everyone for joining us. If there are any other questions, I will stay on the line. Otherwise, feel free to email me any time.

>> Thank you so much.

[applause]

>> Thank you.

[indistinct chatter]

[End of session]