

## MYFLORIDAJOBS.COM TALKING POINTS

### Overview

MyFloridaJobs.com provides a common entry point for jobseekers, employers and workforce development professionals. Depending on your usertype, you can use this site to accomplish various functions. The site consists of three main areas:

- **The One Stop Service Tracking Module** – provides case tracking functionality for workforce development professionals.
- **The One Stop Job Matching Module (Skill Match)** - allows job seekers and employers to find each other by matching skills and experience requirements through on-line resumes and job postings.
- **Job Market Information** - details local market facts obtained through surveys completed by Florida employers.

The following pages will provide some context around each of these three main areas.

## INTRODUCTION TO THE ONE STOP SERVICE TRACKING MODULE

### What is the One Stop Service Tracking Module?

The One Stop Service Tracking Module (OSST) is the new case tracking system that is being rolled out to the State of Florida. Current WAGES MIS users will now use OSST to track case management activities and to provide data for state and federal level reporting.

The goal of the OSST project is to develop a system that enables local Workforce Development Boards and Service Providers to:

- more effectively track Welfare Transition customers
- provide better access to customer information
- provide data for state and federal level reporting

### Who developed the One Stop Service Tracking Module?

One of the key teams assembled to define OSST was the OSST User Group. This group represented local WAGES users, WAGES supervisors, and WAGES policy makers from across the state and across various roles and levels of responsibility. This group has been key in helping to define the requirements of the system, including how to provide enhanced case management capability for career managers.

Application design began in May, 2000 and is being piloted in January, 2001 with three regions in Florida: Region 12 (Workforce Central Florida), Region 15 (Hillsborough County Workforce Board) and Region 20 (Workforce Development Board of the Treasure Coast).

### How will OSST help users perform work functions?

OSST has been designed to help eliminate some of the challenges that users currently face, such as:

- Duplicate data entry
- High learning curve
- Difficulty tracking customer outcomes
- Losing people in the pipeline (both in the interface and from a case management perspective)

These challenges have been addressed in the following ways:

#### To help with minimizing duplicate data entry:

- OSST is used to complete work registration for ODDS. The information required for work registration has been identified and will be sent through a nightly interface to the ODDS system.

To help with reducing the high learning curve:

- Access to field, application and policy level help
- Intuitive, easy to use interface that guides a case worker through the steps needed to start, update and manage various aspects of the case
- Eliminates codes. Instead, services and activities will be spelled out. For example, instead of calling a Child Care service a 640, it will be listed as “Child Care” in the system. Instead of calling Transitional Child Care a 650, it will be listed as “Transitional Child Care.”

To help reduce the difficulty associated with tracking customer outcomes :

- In the example of a service ending, there is an outcome screen that captures specific information such as the reason for the service ending and customer satisfaction with that service. There are similar outcome screens for training and other skill development activities.

## INTRODUCTION TO SKILL MATCH

### What is Skill Match?

Skill Match is an interactive web application created to bring Florida's jobseekers and employers together. The application is based on matching not just a jobseeker's previous experience and education, but his or her *skills* with an employer's requirements. In this way, jobseekers find the opportunities which fit their personal expertise, and employers find candidates who fit their specific needs immediately, on-line, quickly, and efficiently.

### How Does Skill Match Work?

Employers and jobseekers are brought together when matches are made of jobseekers' resumes with employers' job postings. Once a jobseeker creates a resume or an employer creates a job posting, either may search for matches.

Employers begin by registering their company. This involves entering in basic contact information, company size and HR information. They are then able to post available positions which include job descriptions, salaries, benefits and work hours, required skill sets, aptitudes and education levels. The Employer Home Page can be modified to include a company specific URL, additional information and logo for marketing purposes.

Jobseekers begin by registering as well. Registering as a jobseeker involves creating an ID number and secure password. They then create an electronic resume, or personal profile, that contains personal demographic information, contact information, desired salary figures, skills, aptitudes and educational information, and previous work experience. After creating a resume, a jobseeker can perform a job search using his or her resume as the matching criteria. They can also locate open positions by performing more general searches.

### What Are the Benefits?

- What are the benefits for the **employer community**?

This tool offers an alternative recruitment method and access to a pool of resources. It allows employers to directly post, update, and close job orders for open positions via an interactive, on-line application. Employers are able to view posted resumes of skilled individuals to fill open positions on-line. They can electronically and directly contact jobseekers (through e-mail) to recruit potential candidates for open job positions. This tool assists placement firms, employment and workforce development agencies and career centers in directing qualified applicants, with the required skills, towards employers with posted job orders. The employer also automatically creates an Employer Home Page when a new account is created. This

home page allows the employer to market themselves to jobseekers by adding their company logo, displaying open positions and adding an in-depth description of their business.

- What are the benefits for the **jobseeker community**?

The Skill Match application matches jobseekers with jobs requiring their specific skills. Jobseekers can post and update personal resumes themselves via an interactive, on-line application. They can view posted open job positions requiring their specific skills, via an interactive, on-line application. Employers can be electronically contacted directly (through e-mail) to pursue application for open job positions.

- What are the benefits for the **workforce development professionals**?

The Skill Match application is designed to assist with implementing welfare reform in Florida. The focus on skills helps direct individuals towards employment and towards self-sufficiency. Case Managers have the ability to access a customer's resume from within a customer's case. In addition, someone in a job developer type role has the option of simultaneously maintaining multiple jobseeker and employer accounts. They will have all of the information about their clients' accounts at their fingertips.

## INTRODUCTION TO JOB MARKET INFORMATION

### What is Job Market Information?

For those workforce regions that have completed an ERISS survey- surveyed Job Market Information will be accessible for users to view. For those workforce regions that have not completed an ERISS survey, State Labor Market Information will be provided for users to view. The following paragraphs provide an overview of the information available in both the surveyed and non surveyed regions.

### Job Market Information in Surveyed Regions

Job Market Information is an innovative, interactive application targeted at providing employers, jobseekers and workforce development professionals with localized employment information. A crucial portion of developing the economic well-being of communities is ensuring that all employers, jobseekers, and workforce development professionals have the information systems and technologies available to effectively use and share information.

Job Market Information allows users to access information on particular industries, occupations, employers, and training providers via several search options. An overview of the type of information that can be accessed by any user of Job Market Information is included below:

- Detailed information about a particular occupation, including: wages commonly paid (experienced and non-experienced), the size of the local labor market for the occupation, prevalent education level of persons in the occupation, the most prevalent hiring method utilized for the occupation, the frequency of hiring high school students, part-time employees, etc..
- Graphs summarizing the following information about a specific occupation: employer difficulty in finding qualified applicants (experienced and non-experienced), internships and on-the-job training provided, hiring trends, employer education requirements, prevalent hiring methods, and frequency of hiring part-time or temporary employees
- Listings of specific industries which hire persons into selected occupations, and detailed information about specific employers within a selected industry

## What are the Benefits?

Job Market Information delivers its local employment information via a fully interactive, Web-enabled database. The Job Market Information application provides users with a number of benefits including:

- The opportunity to dissect information down to the zip code level, providing for extremely local information
- The opportunity to view in-depth information for many occupations
- The opportunity to view information in a fully-interactive environment on the Internet, providing anyone with Internet access in the local community access to workforce information

Employers, jobseekers, and workforce development professionals receive a number of additional benefits. These include:

### Benefits for the **employer community...**

- Local area research on competitive wages, supply/demand pressures, benefits offerings, etc., as an aid in improving recruitment and retention efforts
- Study of economic development trends as they relate to expansion, relocation, etc.

### Benefits for the **jobseeker community...**

- Identification of occupations that are most in demand in a local area.
- Comparison of demand, wages, and other occupational details across different occupations.
- Identification of occupations likely to hire individuals with educational backgrounds, work experiences, and interests similar to theirs

### Benefits for the **workforce development professionals...**

- Location of growing employment sectors
- Location of where the jobs are now
- Location of who's hiring welfare transition customers, part-time employees, and high school students
- Comparison of occupational information within an area to other areas
- Custom research projects. Recruitment of new employers by local area business associations to their community