

Delaware VOCAL

Your Centralized Referral System

<https://vocal.delaware.gov>

So why VOCAL?



VOCAL =
VOCATIONAL PORTAL

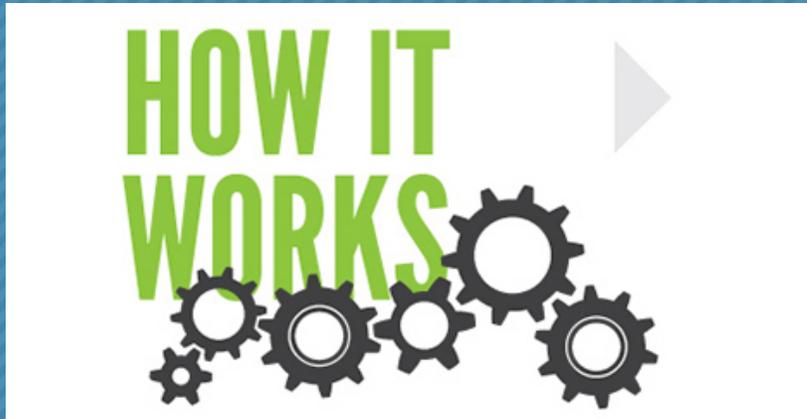


HOW IT CAME TO BE



BENEFITS

Your “**one-stop shop**” for re-employment information and assistance:



- Using *single-identity sign-on* so you can log in with your credentials from Delaware JobLink (DJL).
- Registration is process quick and easy (less than a minute!)
- Displaying jobs and education opportunities on your home page.

HOW IT WORKS



(continued)

- Connect to career counselors for one-on-one assistance.
- Organizing your appointments, and so much more!
- Search for additional jobs or training programs,
- browse a wide variety of information and resources provided by our partners,
- and connect to workforce staff, all without visiting multiple websites.

The *Value* of VOCAL for Staff Users

- Add referrals for job seekers who qualify for workshops and services based on their education and employment history.
- Allow staff to manage all users within the Delaware VOCAL system.
- Check a job seeker's potential eligibility for programs like VETS or WIOA.

The Value of VOCAL for Staff Users (cont.)

- Set appointments for clients to better support them in their re-employment or career exploration journey.
- Send individual messages to those seeking re-employment or education opportunities.
- Add and manage news stories related to employment and education opportunities.
- Provide a direct link to the Staff User Guide on the Staff Dashboard.

Key Components



 My Profile

 Job Seeker features

 Staff Features

 Potential Eligibility feature

 News Stories and Alerts

 Referrals – Adding and managing

 Calendar

 Resources

Let's take a look! 👁👁



Get Started - Quick and Easily

- The home page has a **Get Started** section to let the user do quick searches for Jobs or training with a few clicks.

Areas in **Get Started**:

- News & Updates have topics of interest from DOL and its partners.
- Job Seeker User Guide to help the user navigate the VOCAL software program,
- Frequently Asked Questions (FAQs), which takes the user to another page that outlines services and resources by the partners of DOL.
- Service Request Form:
- Find Job Listings and Find Education and Training Both searches ask for Occupation, Location and Radius (miles).

Signing Up for DE VOCAL

- Clicking the LOG IN button in the top right corner OR click the REGISTER NOW in the yellow bar under Get Started.
- Complete the Registration page and use an email you want associated with VOCAL.
- After hitting Submit, it will take you to MY PROFILE page.

Delaware VOCAL [Get Started](#) [How It Works](#) [Sign Up](#) [Log In](#)

Registration

* = required

First Name

Last Name

Email

Username

Password [Show](#)

Your password must be at least 8 characters and is case sensitive. Passwords cannot match any of the past 12 passwords and common words and phrases such as "password" are not allowed.

[Register](#)

[Log in](#)

[★ Sign in with Delaware JobLink](#)

Your email must be confirmed in Delaware JobLink to use Sign in with Delaware JobLink

Logging in through DE JobLink



Delaware VOCAL [Get Started](#) [How It Works](#) [Sign Up](#) [Log In](#)

Login

* = required

Username *
cupsolo
Username is required

Password *
..... Show

Remember Me

[Log in](#)

[Sign up](#)
[Forgot your password?](#)
[Forgot your username?](#)

[★ Sign in with Delaware JobLink](#)
Your email must be confirmed in Delaware JobLink to use Sign in with Delaware JobLink

My Profile Page



- 3 main components:
 - 1. **Contact Information** - Basic information. NOTE: MUST list an occupation in this section.
 - 2. **Background information** – Shows potential eligibility and workshops available which a job seeker can express interest through checking a box.
 - 3. **User Agreement** – States that registering on the VOCAL system, allows DOL to share the user's background information with its partners for the purpose of connecting the user with services for which they may be eligible.

Job Seeker Dashboard



- The main HUB of the Job Seeker's Job and Training Searches.
- Shows # of jobs locally and within the State based on radius set.
- Provides a alphabetized list of positions that has an association with the listed occupation or is the exact type of work.
- Provides a list of RELATED job openings and RELATED Education & Training.
- A location for notifications.
- Lists upcoming appointments which will also be sent to their regular email.



- Home
- My Profile
- Delaware JobLink
- Delaware UI
- Partners
- CareerOneStop
- O*NET Services
- Calendar
- Message Center
- Help

Signed in successfully.

Job Seeker Dashboard

My Zip Code

19801

Current Occupation:

Special Education Teachers, Middle School

Update

<p>Available Local Jobs</p> <p>5</p> <p>Within 25 miles</p>	<p>Available Delaware Jobs</p> <p>8</p> <p>For your occupation</p>	<p>Average Delaware Yearly Pay</p> <p>\$68,080</p> <p>For your occupation</p>	<p>Nearby Job Centers</p> <p>10</p> <p>Within 25 miles</p>	<p>Notifications</p> <p>0</p> <p>Unread messages</p>	<p>Upcoming Appointments</p> <p>0</p> <p>Appointments</p>
--	---	--	---	---	--

News and Updates

[Job Seeker DE Vocal User Guide](#)

[Delaware Frequently Asked Questions \(FAQs\)](#)

Find Job Listings

* = required

Occupation *

Nurse, Engineer, etc

Location *

ZIP OR City, State

Radius *

Number of Miles

Search

Find Education and Training

* = required

Occupation *

Nurse, Engineer, etc

ZIP *

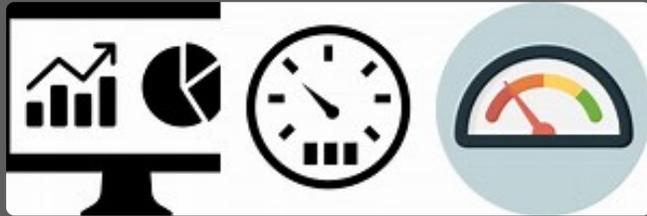
Radius *

Number of Miles

Search



Staff Dashboard



- The first page you see after logging into DE VOCAL, and used most often.
- A frequented page to access job seeker's information and password.
- Shows current # of potential eligibility determinations, submitted referrals, and job seekers created in the last 30 days.

Staff Dashboard

Potential Eligibility Determinations For:

<p>✓ Potential Eligibility Determinations</p> <p>52</p> <p><small>in the last 30 days</small></p>	<p>📄 Submitted Referrals</p> <p>6</p> <p><small>in the last 30 days</small></p>	<p>👤 Job Seekers Created</p> <p>4</p> <p><small>in the last 30 days</small></p>
--	--	--

Manage Users

Provide at least one search parameter to search for a user.

Users

Manage Users

- Allows you to search for job seekers and staff and access their “Manage User-[User name]-Edit User page.
- Can update job seeker contact info., eligibility criteria, reset password, and make referral, all from one page!

Manage Users

Add Staff User

Provide at least one search parameter to search for a user.

User(s)

Enter all or part of a username, name, or email address.

Created From

MM/DD/YYYY

[Datepicker Keyboard Instructions](#)

Created To

MM/DD/YYYY

[Datepicker Keyboard Instructions](#)

Updated From

MM/DD/YYYY

[Datepicker Keyboard Instructions](#)

Updated To

MM/DD/YYYY

[Datepicker Keyboard Instructions](#)

Search

↑ User Type	↑ Name	↑ Username	↑ Email	↑ Created At	↑ Updated At	Action
No results found.						

Manage Users contd.

User(s)

Romie Sample

Enter all or part of a username, name, or email address.

Created From [Datepicker Keyboard Instructions](#)

Created To [Datepicker Keyboard Instructions](#)

Updated From [Datepicker Keyboard Instructions](#)

Updated To [Datepicker Keyboard Instructions](#)

↑↓ User Type	↑↓ Name	↑↓ Username	↑↓ Email	↑↓ Created At	↑↓ Updated At	Action
Job Seeker	Romie Sample	romie.sample1909	romie.sample1909@gmail.com	February 11th 2020, 10:52:26 am	February 14th 2020, 2:52:49 pm	<input type="button" value="Manage"/> <input type="button" value="Add Referral"/>

News Stories



➤ Manage Stories or Creating a new Story.

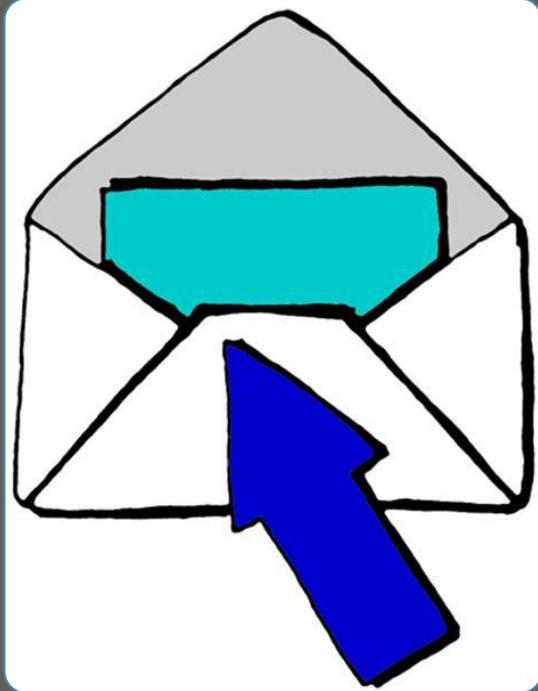
Manage Stories

Create Story

↕ Title	↕ Created	↕ Updated	↕ Expiration	↕ Alert	↕ Sticky	↕ Active
test alert Edit	02/18/2020, 1:40 pm	02/18/2020, 1:40 pm	02/22/2020, 12:00 am	Yes	No	Yes
test a sticky note Edit	02/18/2020, 1:40 pm	02/18/2020, 1:40 pm	02/22/2020, 12:00 am	No	Yes	Yes
testing story Edit	02/18/2020, 1:39 pm	02/18/2020, 1:39 pm	02/22/2020, 12:00 am	No	No	Yes
Job Seeker DE Vocal User Guide Edit	10/03/2019, 10:05 am	10/03/2019, 10:05 am		No	Yes	Yes
Delaware Frequently Asked Questions (FAQs) Edit	09/26/2019, 11:11 am	09/26/2019, 11:11 am		No	Yes	Yes

Message Center

For internal communication



- Managing your messages – As a staff you can see all messages and can use filters to find specific messages.
- Creating a new message – This can be done using the Compose button in the Manage message window or in the New Message button in the left side menu.
- Internal only – The message center is only used for internal Vocal program. Messages sent to Job Seekers will go into their Vocal message inbox and show up in Notifications.

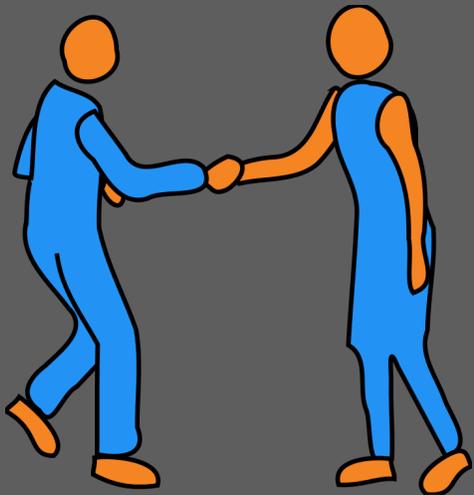
Potential Eligibility

- Based on Job Seeker's background information on their Profile page.
- Various filters/parameters help to sort potentially eligible persons and send referral for those job seekers. They include, name, programs, profile created or updated.
- From the outcome of the Potential eligibility search, you will receive a list of Job Seekers and their profile information including occupation, potential eligible program, if they were referred yet or not, and a "Add Referral" button. In addition, it will show a list of requested resources that the Job Seeker selected.
- Information provided from the search, will be easily exported into a Excel worksheet which can then be used for making reports, analysis,, etc.

Referrals Feature



Managing and Adding Referrals



Referrals are still managed by A Referral Specialist who will confirm space for attendee and send back a confirm to the Staff person and Referral Agent.

Calendar Feature

- A great tool to schedule appointments with Job Seekers.
- When “Adding an Appointment”, it will show up as a notification in their email, where they can accept it or Not.
- They CAN NOT email the staff person back through VOCAL, and the staff will NOT be notified of the User’s response.



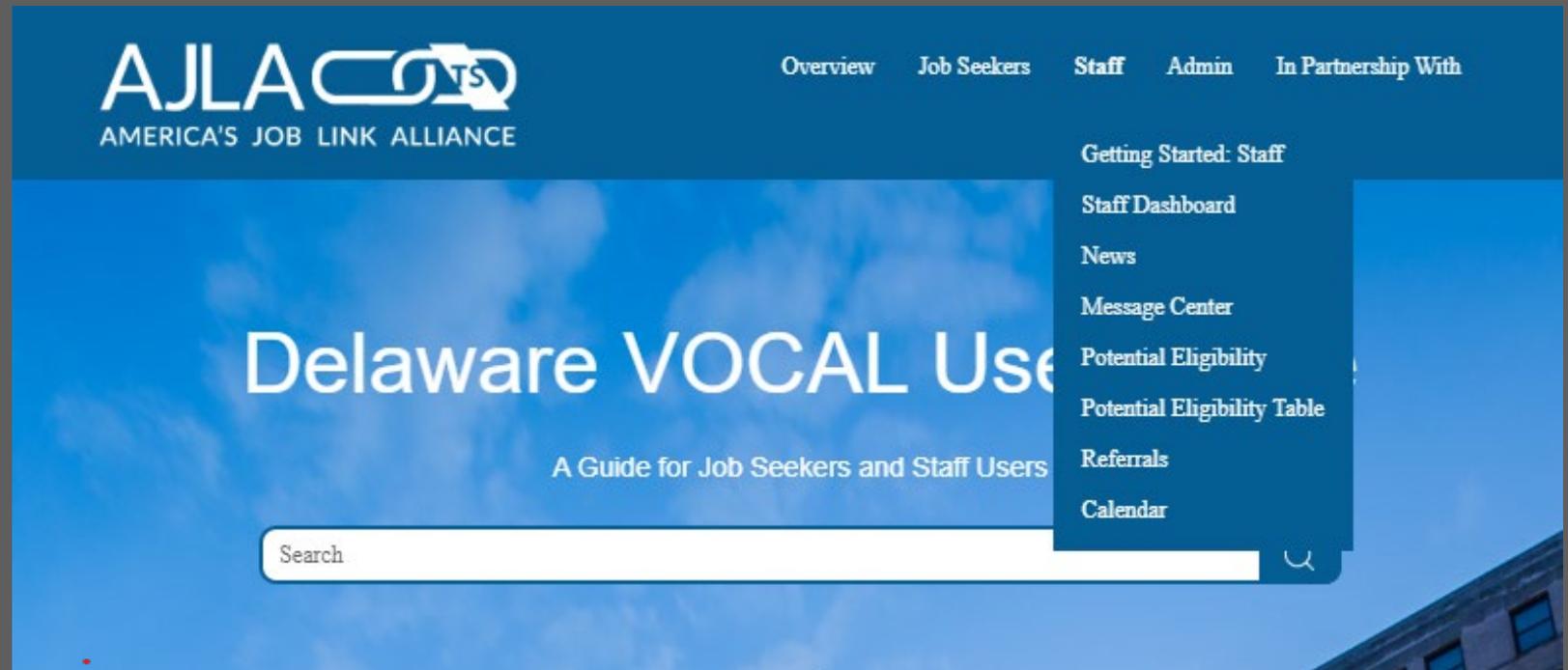
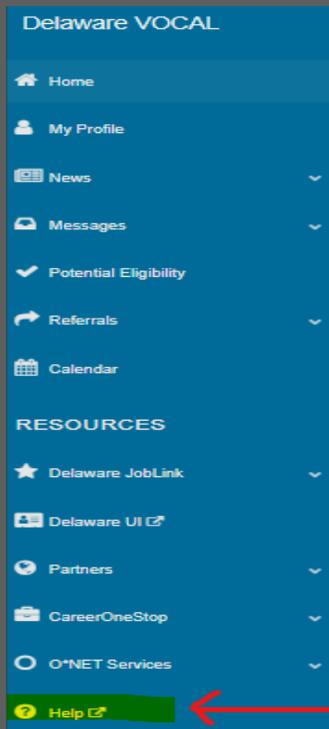
Resources



- Delaware Job Link – Resources
- Delaware Unemployment Insurance
- Partners
- Career One Stop
- O*NET Services

Where to go for HELP??

- Romie Lutz, 302-761-8152 or Romie.lutz@Delaware.gov
- Select the HELP icon on the Staff Dashboard on the HOME page; lower left corner.
- OR select



Questions and Thoughts