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| **Employment Services (Labor Exchange) Functions:**  **Registration/Resource Room – First Point of Contact**  Staff welcomes job/training seekers, provides an orientation of services, gathers information, and guides them to the next steps for employment or skill enhancement leading to employment.  **Service Steps**   1. Greet the job/training seeker promptly and courteously. Have them sign in and determine the purpose of the clients visit. If client is here for a workshop, class or other appointment with a staff member, notify the staff member or direct the client to the service they are here to receive. 2. If client is here to register or update their registration, give client Green Intake form. Have client view DET services video. 3. After the client views the DET Services video, give client applicant Services Brochure, opportunity for Voter Registration, Equal Opportunity Statement and calendar of monthly workshops and activities for the One Stop. Ask client if they have their user name and password. 4. If client does not have their user name and password, search DJL for job/training seeker by name first and then social security number. 5. **New** **job/training seeker** - Most clients who are new to DJL have come from UI and have already had a username and password created for them. Staff creates a user name and password for client if client is not found in DJL. Client is directed to complete their dempgraphic screens. 6. **Returning job/training seeker** with an **open** Labor Exchange enrollment. Staff gives client their username and password. Directs client to update their demographic information.   Staff changes the enrollment date in demographics to the current date.   1. **Returning job/training seeker** with a **closed** Labor Exchange enrollment. Staff gives client their username and password. Directs client to update their demographic information.   Staff creates new Labor Exchange enrollment.   1. Client is told to notify staff when they have updated or completed all of their demographic screens.   **Clients who are unable to complete or update their registration without minimal staff assistance, will be registered for basic computer training. If they are unable to complete registration after they have attended the class, staff assistance will be provided to enable them to complete their registration.** | **Delaware JobLink (DJL) Functions:**  **Registration/Resource Room – First Point of Contact**  **Service Steps**  Thoroughly search DJL for job/ training seeker:  **New** **job/training seeker**   1. Conduct a search by entering the job/training seeker’s Last and First Name, and/or partial name. Select **“Yes, return names similar to those I have provided”**. If not found, then try SSN (be sure that SSN is correct).   **Note:** Conducting a search on the job/training seeker’s name will allow you to see individuals that have created a self-service user account and may not have registered in DJL.   1. To create a user name and password, click on the Create a Job Seeker Account link. 2. Create a user name by entering the information provided by the client on the Green Intake Form. 3. If username is accepted, verify job/training seeker has reviewed the Equal Opportunity Statement and Delaware Registration Information. 4. Provide job/training seeker with card indicating their username and password. Direct them to complete registration into DJL.   **Returning job/training seeker** with an **open** Labor Exchange enrollment   1. Conduct a search by entering the job/training seeker’s Last and First Name, and/or partial name. Select **“Yes, return names similar to those I have provided”**.   **Note:** Conducting a search on the job/training seeker’s name will allow you to see individuals that have created a self-service user account and may not have completed their registration.   1. Have client update their contact information on the universal screen. 2. Provide job/training seeker with card indicating their username and password. Direct them to update their registration into DJL.     **Returning job/training seeker with a closed Labor Exchange enrollment.**   1. Conduct a search by entering the job/training seeker’s Last and First Name, and/or partial name. Select **“Yes, return names similar to those I have provided”**. If not found, then try SSN (be sure that SSN is correct)   **Note:** Conducting a search on the job/training seeker’s name, will allow you to see individuals that have created a self-service user account and may not have registered.   1. Verify the closed enrollment by going to the universal screen, scroll to “Program Registrations” and verify types of enrollments. For example, “Job Service” 05/29/2003 – 03/31/2004 in Fox Valley office. 2. Go through the edits in the Universal Demographics page and update including changing the enrollment (eligibility) date to current date. 3. Provide job/training seeker with card indicating their username and password. Direct them to update their registration into DJL.   Prior to having a job/training seeker log into DJL, review the home page with them. Show them where to insert their user name and password. Explain to them that the DJL Home Page will serve as the primary point of access wherever they are able to access the internet. The job/training seeker ‘s homepage has links to: Search Jobs; My Resumes; My Saved Jobs; Email Alerts; Add/Edit a PLUS Account; Contact Info; Edit Password; and Activity Log.   1. Job/training seeker inputs Username and password to continue. (If password is expired – have client enter current password or create a new password.) 2. Instruct the job/training seekers to Click on the “Add/Edit a PLUS Account” link on the My Home Page screen to begin their registration*.* Inform the job/training seeker that the “Add/Edit a Plus Account” will be a four-step process: 3. Getting Started; 4. About You; 5. Work Experience; and 6. Review and edit. 7. Job/training seeker must read and “Accept” EEO, Data Privacy Notice, and select appropriate check boxes for Authorization to Release Information. 8. Instruct the job/training seeker to answer every question on each of the following screens and ask for assistance if they are unsure.  * Contact information, * alternate contact info (if applicable), * Demographic information to include the following sections; Personal, Veteran Information, Migrant Worker, Employment Status, Eligibility to Work in the US, Dislocated Worker and,  1. Job/ training seeker selects Job title and job category (family) to conduct an automated occupational code search.   **Note:** Details on the actual work experience are not collected at this point. Work Experience is part of the resume.   1. Job/training seeker should review information and edit if needed. 2. Client should then click on the “Resume Title” and the click on BUILD ONLINE: YOUR BEST OPTION FOR JOB MATCHING. 3. Instruct job/training seeker to Enter their Resume Preferences.   **(Must choose Public in order for the registration to be considered complete)**   * + - Click EDIT to make changes in their CONTACT INFORMATION; enter OBJECTIVE, QUALIFICATIONS and answer the rest of the questions. Click NEXT STEP.     - Enter WORK EXPERIENCE (Minimum entry is 10 years of work experience or the number of years in the labor force whichever is less. Client must code each work experience). If no previous work experience click SKIP THIS STEP otherwise click NEXT STEP.     - The more objectives (Minimum entry is two objective) and work experience the client has means more chances for employment.     - Enter EDUCATION; ADDITIONAL SKILLS and DRIVERS LICENSE. Click NEXT STEP.     - Enter REFERENCES or SKIP THIS STEP.     - Review resume information, click EDIT to make changes. Scroll to bottom to PRINT PREVIEW, SAVE AS WORD or SAVE AS PDF.     - **DET staff should always hit print preview and review resume completeness, punctuation and 10 years of work history.**     - Click MY RESUMES to create another resume or click MY HOME.  1. Ask client the following question, “Have you attended a presentation by Department of Labor at your employer site or other designated location, where Unemployment Insurance and Employment and Training staff explained services and/or benefits that may be available to you due to a layoff?” If the client answers “yes”, the staff in the registration area will go to Service / Training Plan in DJL, click “Service Quick Entry”, and select Service Type “Job Service RapidResponse Activities.” 2. **From resume page, click on *search jobs*. If no jobs are located,** from the Universal Home page, click on Job Search to conduct a basic job search. Select Job Search parameters. At least one job search should be completed by staff for client.   In order to document a job search and job referral, go to Service / Training Plan in DJL, click “Service Quick Entry”, and select Service Type “ Job Search Assistance” and “Job Referral” if applicable. All job/training seekers should have service “Job Search Assistance” entered and if a viable job is found based on the job/training seekers knowledge, skills and abilities, a “Job Referal” service should also be entered.  **In order to document registration has been completed and resume has been reviewed, go to Service / Training Plan in DJL, click “Service Quick Entry”, and select Service Type “ Registration Complete” This service is critical because it is the service that qualifies the individual for Unemployment Insurance services. It must be completed each time there is a change in the status of the UI claim (re-opening, qualification for extension etc.) All steps per LE #20, Registration Requirements, should be completed.**  **Referrals to other services that have been identified by DET staff or identified by client should be entered at this time. They should be entered according to LE #4.** | **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room**  **Area**  **Registration/Resource Room** |