

WORKFORCE DEVELOPMENT DIVISION
Workforce Policy and Service Delivery Branch
Technical Assistance Bulletin 153

Program: **Employment Service**

Topic: **Ensuring the Quality of Veteran Job Seekers' Applications in WorkInTexas.com**

Date: **July 24, 2007**

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information on ensuring the quality of veteran job seekers' applications in WorkInTexas.com.

WD Letter 15-07, issued June 25, 2007, provides Boards with information and guidance on applying priority of service for veterans to all state and U.S. Department of Labor-funded programs within the Texas workforce system.

WorkInTexas.com is programmed to provide veteran job seekers with priority of service. Among a group of equally qualified applicants, veteran job seekers' applications that match to a job posting are displayed first—above non-veteran job seekers' applications—on the *Match Results* page, which can be viewed by the employer and Texas Workforce Center staff. However, to ensure that the priority of service feature in WorkInTexas.com works efficiently and that veterans are presented effectively to employers searching for job candidates, it is critical that veterans have complete and thorough applications in WorkInTexas.com.

While WorkInTexas.com is a self-service system, the active, effective, and available assistance by Texas Workforce Center staff is equally or more important, and some job seekers may require assistance in completing or improving their WorkInTexas.com applications. To that end, all Texas Workforce Centers are required to provide job seekers—including veteran job seekers—with assistance with their WorkInTexas.com applications, including the occupational skills and resume sections. New veteran job seekers who have registered in WorkInTexas.com are listed the following day on the Texas Workforce Center homepage in WorkInTexas.com in order to assist staff in identifying veteran customers who may be in need of such services.

In Texas Workforce Centers *with* Disabled Veterans' Outreach Program (DVOP) specialists or Local Veterans' Employment Representatives (LVERs), the application review process should be part of the staff-assisted services veterans receive from DVOP/LVER staff. However, not all veterans in these Texas Workforce Centers will receive services from DVOP/LVER staff. It is important that Texas Workforce Center staff does not assume that due to the presence of DVOP/LVER staff, all veteran applications have been reviewed. It is recommended that Texas Workforce Center staff coordinate with DVOP/LVER staff on providing services to veterans.

In Texas Workforce Centers *without* DVOP/LVER staff, it is important to establish an application review process for Texas Workforce Center staff to review the new veteran job seeker applications and, if appropriate, contact the new veteran job seeker to offer assistance and explain the importance of a complete and thorough application in matching to a job posting and being hired.

The following is provided as an *example* of an application review process for Texas Workforce Centers without DVOP/LVER staff.

When new veteran job seeker applications are listed in WorkInTexas.com each day, Texas Workforce Center staff closely reviews the applications, including the occupational skills and resume sections and, if necessary, calls or e-mails the new veteran job seeker to discuss any suggested modifications or enhancements to the application.

If the veteran does not receive a job match within a reasonable amount of time following the modification or enhancement to his or her application, Texas Workforce Center staff follows up with the veteran and offers additional staff-assisted services to enhance the marketability of the veteran job seeker's application.

Please distribute this information to appropriate staff. Direct inquiries regarding this TA Bulletin to the assigned contract manager for your local workforce development area.