

WORKFORCE DEVELOPMENT DIVISION
Workforce Programs
Technical Assistance Bulletin 153, Change 1

Keywords: ES; Veterans; WorkInTexas.com

Subject: Ensuring the Quality of Veteran Job Seekers' Applications in WorkInTexas.com—Update

Date: April 15, 2024

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. This update provides clarification relating to the implementation of WorkInTexas.com as the Texas Workforce Commission's (TWC) workforce case management system.

WD Letter 01-21, Change 1, issued March 18, 2024, and titled "Applying Priority of Service and Identifying and Documenting Veterans and Transitioning Service Members" provides Boards with information and guidance on applying priority of service for veterans to all state and US Department of Labor (DOL)-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 a job posting are displayed first—above non-veteran job seekers' applications—on the "Applicant Information" section of an employer's job order, which can be viewed by both the employer and Workforce Solutions Office staff. However, to ensure that the priority of service feature in WorkInTexas.com meets its intended purpose 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 labor exchange activities are primarily self-service, the active, effective, and available assistance by Workforce Solutions Office staff is equally or more important, as some job seekers may require assistance in completing or improving their WorkInTexas.com applications. To that end, all Workforce Solutions Offices are required to provide job seekers—including veterans—assistance with their WorkInTexas.com applications, including the occupational skills and résumé sections. New veteran job seekers who have registered in WorkInTexas.com are listed in the "Priority of Service" dashboard widget on the "My Staff Workspace" page of WorkInTexas.com in order to assist staff in identifying veteran customers who may be in need of such services. Additionally, staff widgets are configurable and must be selected to appear on staff WorkInTexas.com dashboards.

In Workforce Solutions Offices with Disabled Veterans' Outreach Program (DVOP) specialists or Combined Position (CP) roles, the application review process should be part of the staff-assisted services veterans receive from DVOP/CP staff to determine if veteran applicants qualify for career services. However, not all veterans in these Workforce Solutions Offices will receive

services from DVOP/CP staff. Workforce Solutions Office staff must not assume that due to the presence of DVOP/CP staff, all veteran applications have been reviewed. Since DVOP/CP staff provides services only to eligible veterans with a significant barrier to employment, additional veteran populations as provided under 38 USC 4103A(a)(1)(C), and eligible spouses, Workforce Solutions Office staff must coordinate with DVOP/CP staff on providing services to these individuals.

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

Example

The following is an example of an application review process for Workforce Solutions Offices without DVOP/CP staff:

When new veteran job seeker applications are listed in WorkInTexas.com each day, the Workforce Solutions Office staff closely reviews the applications, including the occupational skills and résumé sections and, if necessary, calls or emails new veteran job seekers to discuss any suggested modifications or enhancements to their applications.

If a veteran job seeker does not receive a job match within a reasonable amount of time (as determined by the Board) following modification to or enhancement of their application, Workforce Solutions Office 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. Send inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.texas.gov.

References

38 USC Chapter 4103A and 4104

Veterans' Program Letter No. 03-14, issued April 10, 2014, and titled "Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans"

WD Letter 01-21, issued January 22, 2021, and titled "Applying Priority of Service and Identifying and Documenting Veterans and Transitioning Service Members"

WD 19-22, issued August 24, 2022, and titled "Jobs for Veterans State Grants Program: Reforms and Responsibilities of Workforce Solutions Office Staff Serving Veterans"

Attachments

Attachment 1: Revisions to TA Bulletin 153 Shown in Track Changes