



WS 10-19

August 10, 2010

To: All Contractors
From: Rodney Bradshaw
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Subject: Service for Veterans

Purpose

Transmit procedures for working with Veteran Representatives to provide exceptional service for veterans and their families.

Background

Al Navarro, Assistance Director of Veterans Employment and Training for the Department of Labor, performs records reviews to evaluate the quality of service veterans receive and provide suggestions for improvement.

To determine if veterans are receiving priority of service required by law he compares the percentage of veterans registered to an office with the percentage of percentage of customer services veterans receive. For example, if an office has a veteran population of 15% and veterans got 25% of the job referrals, this indicates veterans receive priority in the job matching system in that office.

Mr. Navarro also looks at how we identify veterans as they enter the office and he checks to see that all staff serves veterans. Issuance TWS 09-06 outlines how we identify military veterans who come to our offices, offer them our services and notify them of their priority when resources are limited.

Veterans Employment and Training Records Review

Mr. Navarro looks in WorkInTexas for the following:

- Quality of veteran applications in WorkInTexas
- WorkInTexas notepad documentation showing a veteran batch search run to match veterans to first day job postings
- WorkInTexas records showing the number of job developments and counseling for veterans
- The number of veteran referrals on first day postings

- The number of veteran referrals to all jobs
- The number of veterans hired on job postings

Office Responsibility for Giving and Recording Service to Veterans

1. As with all customers, staff will assure the quality of veterans' WorkInTexas applications when they provide service. Veteran Representatives will contact all newly registered veterans to offer help, including suggestions to improve their WorkInTexas work application.
2. Staffing Specialists must run a Veteran Batch for all first day job postings paying over \$9.00 per hour and contact qualified veterans about the job. They must also put a note in the notepad that says they ran a vet batch and contacted (number) qualified veterans.
 - a. If the job pays less than \$9.00 per hour, a specialist does not have to run a vet batch and will post a note saying, "No Vet batch search. Low wage job with no interested veterans."
3. Staffing Specialists and other staff working first-day job postings must contact and refer qualified veterans who match a job posting before contacting and referring other qualified applicants.
4. Financial Aid Specialists must not assume that veterans do not need our financial aid because they have VA benefits. We must talk to veterans about what VA benefits they may have, and supplement with financial aid when appropriate. Child care financial aid is especially beneficial for many veterans who want to go to school.
5. Managers will respond to DOL-VET reviews that show the office fell short of expectations. Those responses must never simply list what we expect the Veteran Representative to do. Managers must respond by saying how all office staff will work to correct deficiencies.

Action

- Make sure all staff is aware of this issuance.
- Make sure Staffing Specialists and Financial Aid Specialists understand the requirements listed here and implement them.
- Make sure managers respond to deficiencies in VET-DOL reports by saying how they will work with all staff to do better.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff through the Issuance Q&A at <http://wrksolutions.com/staff/policiesandprocedures.html>.