

HIRE VERIFICATION GUIDELINES

DESK AID

The Placement Verification Process

- Complete a Placement Verification form when a customer tells you he/she started working on a job in which you keyed in a contact/referral in WIT OR for which you previously entered a job development. Download the form in Microsoft Word from wrksolutions.com > Staff Resources > Services We Offer > Employer Service. Complete a separate form for each hire. Confirm the customer has already started the job; then submit the completed forms to the Recruiter assigned to the Job Posting or the Recruiter in your office Note: A hire date is not sufficient. The customer must already be working.
- Recruiters contact the employer or the job seeker to verify contacts on a posting. If we can't verify, credit for the hire is captured in the wage record sweep. Some employers only verify employment in writing or by use of an online verification resource such as theworknumber.com. Recruiters attempt to verify all hires on a posting, not just an individual hire.

Direct Hires

Direct Placements

- A Direct Placement occurs when you refer a customer to an open job posting in Work in Texas and the customer subsequently obtains the job to which he/she was referred.
- Hires resulting from self-referral are credited to the assigned career office.
- A referral posted after a customer tells you she has already interviewed with the employer or has obtained the job on her own does not constitute a valid Direct Placement. Workforce Solutions considers this to be dishonest behavior. Instead, record a "Went to Work" service on the customer's Services screen in WorkInTexas.com.
- If an employer comes to the office, initiates contact with staff requesting an immediate job posting fill, and a hire occurs at this time, submit both the Job Posting form and the Placement Verification form to the Recruiter.

Job Developments

- A job development occurs when a staff member initiates direct contact with an employer on behalf of a customer. At the time of the contact, make sure there is no open posting with that employer matching your customer's qualifications.
- If the employer agrees to interview the customer or accept a resume/application from the customer, complete a job development transaction in WorkInTexas.com at the time of referral. Retrieve the customer's record. Click "Services" and then "Services-add." Follow the prompts to record the job development. The information will appear on the customer's Services-Current screen.
- If the job development results in a hire, complete and submit a Placement Verification form to the Recruiter after the customer begins working. Include the name and telephone number of the employer contact and the customer's job title.

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Went to Work

Occurs when a customer to whom we provided services obtains employment without a referral from Workforce Solutions. In other words, the customer found the job on his/her own and is currently working. Complete a “Went to Work” transaction on the customer’s record in WorkInTexas. Include the following information:

- Employer Name
- Job Title
- Pay
- How Often
- Start Date

Just to Be Clear

- When a customer reports starting a job posted in WIT, you may not enter the contact after the fact unless you can show you actually did refer the customer, but simply failed to data enter the contact at the time it occurred. You can enter a “Went to Work” service if the application is already in WIT.
- When a customer reports starting a job that is not posted in WIT, you may not enter a job development unless you can show you actually spoke to the employer previously, the employer granted an interview or accepted a resume/application, and the customer was hired as a result of your efforts. You can enter a “Went to Work” service if the application is already in WIT.
- Telling a customer about a Help Wanted sign you saw in a storefront or about job leads you found on the Internet, excluding WIT, does not constitute a job development. You must reach out to the employer via phone call or in person and describe the customer’s qualifications and merits to the employer. To learn more, take the NWI eLearning course, *Conducting Job Developments*.
- Only the Recruiter to whom the job posting is assigned can update contacts. You may not enter a hire on a job posting yourself.
- Supervisors are required to routinely pull random samples of placements and job developments to confirm their authenticity. The Regional Quality Assurance team also pulls samples. Workforce Solutions is committed to maintaining the highest integrity in everything we do. Staff who knowingly submit verification requests that are not true are subject to disciplinary action including termination.