

Labor Exchange Q and A

Grading

- Will self-referrals be graded?
Yes. Self-referrals to Public-Limited job orders will be graded.

- What is a passing score on the grading sheet? Is it still 90? Can the passing score be written somewhere on the grading form?
The passing score is still 90. The Job Order Review and Referral Review forms have been modified.

- There is no grade for generating the search list on a biweekly basis, only for the initial search list.
The Job Order Review form has been revised to allot 5 points to the generation of the initial search list and 5 points to the generation of the biweekly search list.

- The referral grading sheet does not provide a grade for data validation. How do we ensure staff are making sure data validation has been completed?
Compliance with data validation requirements as listed in Oklahoma Workforce Development Issuance (OWDI) 01-2011 will be monitored by Local Workforce Investment Board staff and the Department of Commerce.

- How can we ensure the quality of resumes if we are not receiving a grade on the referral review form for the job seeker's resume?

We hope that the system switch to OK Job Match will address the issue of quality resumes by prompting returning users to update their resumes that have been transferred from OJL or to create new resumes using the system's resume-building technology. After the switch to the new system the procedures may be modified to grade the resume.

- Since we allow uploaded resumes, thereby bypassing the work history section, could another statement be added in the "Is the work history complete" section of the Referral Review form? It would be "Resume uploaded and up to date" or something to that effect. This would also negate the need for a client note that says the resume was uploaded.

The Work History section of Client Details MUST be updated to reflect the last 2 years of employment, with any gaps in employment explained in Client Notes. If the job order requires more than two years of work experience you must update the information in the client work history section.

Search List

- Biweekly search list requirements are too burdensome for rural offices that do not have dedicated job getting staff. Can the biweekly search list be at the center manager's discretion?

With the recent change of all claimants requiring a LE registration, emphasis on the hiring of veterans and reemployment services for EUC claimants at this time all staff MUST conduct biweekly search lists for all Public-Limited job orders. We want to utilize every tool available to capture job seekers that may have registered after the job order was taken who may come out on an additional search list.

- How long do staff have from the time they enter and activate the job order to run the initial search list (it used to be within 24 hours)?

Staff MUST generate the initial search list within 24 hours of activating the job order in order to ensure compliance with veteran priority of service requirements.

- Many staff has indicated there is a problem with resumes from areas very far from the zip code of the job order that are being returned when a search list is run.

Staff should check to see if those resumes are from job seekers who have indicated they are willing to relocate for employment. OJL will return those job seekers on a resume search even if their home zip code is a significant distance from the job order location. If staff finds that this is not the case, e-mail the job order number and participant IDs for the resumes returned to Jon Eller at jon.eller@oesc.state.ok.us.

- If a job order is updated/edited, the statuses of all the reviewed resumes reset back to the default Not Reviewed. This makes it difficult if staff are required to do the biweekly search list.

The Reviewed field listed under the resume title on the search list results will default back to "not reviewed." if there have been any changes to the job order. The status will say "Job Order Updated". If the update/change to the job order was to the minimum requirements the job seeker should possess, staff should review the resume again to see if the job seeker now meets the revised requirements of the job. We realize at this time that any changes or updates including staff notes to the job order change all resumes back to "not reviewed". The LE group will be meeting and send out guidance once a system solution can be found.

- Staff would like an example of the format they should use when recording the results of their search lists.

Center Managers have the discretion of prescribing the format in which they would like search list results recorded in Staff Notes. Staff must record the number of veterans and other eligible's found and contacted and the number of non-vets found and contacted. Staff Notes entries must include the date, time, and station desk ID.

Referrals

- Step 2 of referral procedures instructs staff to review the objective statement and create or update this as necessary. Staff have mentioned that they were informed not to change the job seeker's resumes because they belong to the job seeker.

Step 2 of the referral procedures assumes that the job seeker is in-person with the staff person making the referral and should be consulted in any changes made to the resume. If the referral is from the self-referral list job getting staff must contact the applicant and update the resume with the applicant's permission before approving the referral.

- Can we refer those identified as ex-offenders to jobs that require a background check?

Yes. Make sure the job seeker is aware that the employment is contingent upon a background check and if they still self-attest they qualify you must refer them. The burden of making the determination on "pass or fail" will fall back to the employer.

Attachments

- There has been concern from staff that Attachment C (Request for Referral Form) wastes too much paper and will not be used by job seekers.

Attachment C has been modified to fit 3 slips on one page to reduce wasted paper. We are working with the print shop at this time on an ordering procedure and will send out further instructions.

- Can staff have the ability modify the letters?

No. Center Managers have the code to unlock the document should a modification be necessary. The reason for form-fill letters was to present a unified look to the business community and enhance OESC's public image. Staff should not use the system generated letter of introduction.

Affirmative Action and EEO Job Orders

- Do jobs from casinos that have the phrase “Native Americans encouraged to apply” need to go through Civil Rights and Legal before the job can be posted?

No. This issue is governed by a statute dealing with unlawful employment practices and is found at 42 U.S.C.A. §2000e(2)(i), which says:

(i) Businesses or enterprises extending preferential treatment to Indians

Nothing contained in this subchapter shall apply to any business or enterprise on or near an Indian reservation with respect to any publicly announced employment practice of such business or enterprise under which a preferential treatment is given to any individual because he is an Indian living on or near a reservation.

Therefore, if the job is at an Indian casino on Indian land, there is not a problem with including the phrase “Native Americans encouraged to apply.”

Disclosure Levels

- Some offices are using the Private disclosure level. Is this permissible?

Some workforce centers are using the private disclosure level because their system will not allow you to make modifications or enter results from the hold status. The state can request a system update to this process but by the time the request would be processed by the consortium we will have made the transition to OK Job Match. Workforce Centers may use this disclosure level until the system change is made.

Job Order Process

- If an employer doesn't call back for the contact that is supposed to be made the week before the job order is scheduled to close, how long should staff wait before closing the job order?

Staff should try to contact the employer more than once if they cannot make contact with the employer on the first attempt. Staff should document each attempted contact in staff notes. If the staff person still has not heard from the employer after multiple attempts to contact them, the job order may be closed out with a corresponding note entered in the Staff Notes field.

- Do weekends count against the 72 hour contact or is it business days?

Weekends do not count. The 72 hour contact is based on business days.

- When staff print a copy of the job order to send to the employer they have to print the staff view because the job seeker version is only visible to veterans for the first 24 hours. This confuses employers with Public-Limited job orders because they see the Staff Notes and Instructions How to Apply sections and think that the job seeker can see that information as well. What should staff do?
 1. [Select Job Details Screen, then EDIT](#)
 2. [At the bottom of the EDIT page you have to options \(1\) Short Display \(2\) Full Display](#)

An example is below:

[View this Job Posting](#)

To view this Job Posting as it will be displayed, select the option below that best suits your needs:

[Short Display](#) – This is how your job posting will display to job seekers when they conduct a job search.

[Full Display](#) – This is how the information about this job posting will display to job seekers when they click on the job title to view the job details.

- Sometimes orders need to be out there longer than 30 days, and it is preferred that staff just make a note of that (made the contact with employer and employer wants it open longer). This should be permissible but it is suggested that staff re-run a search list. What should the drop dead date be for rewritten job orders (we don't want to many old dates out there)?

[The procedures have been modified to allow for job orders to be posted with an absolute 46 day expiration day. If a job order needs to remain open longer than 46 days, the original job order should be closed and a rewritten one opened.](#)

- Where do we record the employer's request NOT to provide email or the fact that they have no email? In staff notes?

[Due to system transition to OKJobMatch.com, which requires an e-mail address for all employers, staff will not be able to fulfill staff-assisted job orders for employers who refuse to provide an e-mail address. Staff should explain the reason for providing an e-mail address and offer to assist the employer in creating a free e-mail account. This opens the door to an employer relations on-site opportunity as well.](#)