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DEPARTMENT OF LABOR AND EMPLOYMENT

WORKFORCE DEVELOPMENT PROGRAMS

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Category: Veterans
Subject#: Veterans File Search and Veterans Preference in Job Referrals
Source: Federal
Revise/Replace: PGL 01-28-V
Contact: Tim Amthor
Distribution: Managers, Employment & Training Staff, Workforce Region Directors
Colorado One-Stop System Policy Guidance Letter 06-03-V
Date: March 29, 2006 (Updated Aug 7, 2007)

I. REFERENCE(S) :

Code of Federal Regulations (CFR) 1001.120(a)(b).

II. PURPOSE:

To insure veterans receive preference in referrals to job openings.

III. BACKGROUND:

A. The CFR section 1001.120(b) states that when making referrals of qualified applicants to job openings, Service Delivery Points (SDP) shall observe the following order of priority:

1. Special Disabled Veterans
2. Disabled Veterans other than Special Disabled Veterans
3. All other Veterans and other eligibles
4. Non-veterans

B. Results of recent Veteran Program Peer Reviews have revealed some regions are releasing job orders immediately after conducting the Veteran file search. This does not meet the letter or spirit of CFR 1000.120(b) which requires SDPs to refer qualified veterans to job openings before non-veterans. Releasing job orders immediately after conducting a file search does not always

permit veterans to be referred ahead of non-veterans.

IV: POLICY/ACTION:

- A. All job orders, with the sole exception of the Governor Summer Job Hunt Program job orders, that are entered into the JobLink System must be file searched for qualified veterans and veterans will be given an opportunity to apply before non-veterans.
- B. Workforce Centers will keep job orders on hold for at least four (4) hours after identifying and contacting qualified veterans.
- C. Acceptable methods of contacting qualified veterans about a job order include:
 - 1. Phone contact with the veteran (including IVR system), or someone taking a message for the veteran in regard to the job order.
 - 2. Leaving a voice mail message pertaining to the job order with a return number and a point of contact.
 - 3. Sending an e-mail.
- D. Acceptable methods of conducting a file search include using:
 - 1. AFS (Auto File Search)
 - 2. AFS (modified and expanded)
 - 3. AW Search (including O*NET search)
- E. Documentation of the Veterans' file search will be found in the JobLink Contact (CT) screens. The documentation includes the date of the file search, the agent ID of the person that conducted the file search, and the results. The CT screens will be used to verify a minimum 4-hour veterans' hold for all jobs entered in JobLink.
- F. Individual Regions at their own discretion may require additional documentation to record Vet file searches.
- G. LVERs will establish a process, approved by their

state regional directors, to validate that Veteran file searches are being properly accomplished in their region.

V. IMPLEMENTATION DATE:

Immediately

VI. INQUIRIES:

Please direct inquiries to Tim Amthor, 303-318-8821.

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