

GLOSSARY OF TERMS

1. **Referral/Contact:** Staff contacts job seeker who meets the minimum qualifications on a job in WIT. The job seeker is interested in the job and agrees to apply.
2. **Multiple Referrals:** Job Seeker Services in WIT shows more than one referral to the same employer.
 - a. Once staff determines which referral gets hire credit, staff should delete all other referrals in WIT.
 - b. Staff can determine hire credit on multiple referrals by job location, position, known application process, or when unable to determine, by most recent referral.
3. **Backdated Referral:** WIT shows an earlier referral date (provided) than what staff actually entered.
4. **Hire (staff-generated):** ESD confirms hire and start date with employer, UI wage record information, job seeker or job seeker's household member, and the hire is a direct result of staff referring the job seeker prior to employment.
5. **Hire Information:** The employer confirms hires and start dates from name(s) given by staff.
 - a. Employer usually gives the hire information after a hiring event.
 - b. ESD can only give hire credit on those names that staff referred in WIT, unless other reasonable explanation is known.
6. **JD Hires:** ESD confirms hire and start date with employer **and** that someone from Workforce Solutions contacted him/her on behalf of the job seeker.
7. **Job Development:** Staff, acknowledging that they are from Workforce Solutions, contacts employer on behalf of the job seeker about employment, and the employer agree to have the job seeker apply for the job.
 - a. There cannot be an open job posting for that employer's position in WIT.
 - b. Staff cannot do job developments on job postings in Closed-pending, Hold or Maximum-contacts status.
 - c. Staff cannot do job developments on staffing agencies.
 - d. Staff can only do JD's on one position. If the employer has multiple openings, then staff should take the job order and submit it to HoustonJobs.
8. **Pre-filled Job Posting (Closed Job Order):** Employer contacts Workforce Solutions for immediate hire needs, in which no open job posting and/or position exists and staff fills the job opening(s) before a job posting is created in WIT.
9. **Obtained Employment:** Job Seeker finds the job on his/her own; no one from Workforce Solutions referred him/her to the job.
10. **Do Not Contact List:** List of employers that have expressed that Workforce Solutions do not contact them for routine follow-up on their job postings.
 - a. Staff should still contact these employers on a specific request to verify a hire.
 - b. While performing follow up with employers that are not on the *Do Not Contact List* and they desire that Workforce Solutions **not** contact them for routine follow up, staff should email Placementinfo with names of employers to be added to the list.
11. **Follow Up:** Staff contacts the employer frequently and routinely (or when specified by employer) to obtain new hire information, revise the posting status of a position, request continued or modified service and/or close job postings at employer's request.