

# Wisconsin Human Resources Handbook

## Chapter 164

### Application Process

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#### Sec. 164.010 Introduction

Many agencies are delegated the authority to process applications of interested candidates. The purpose of this chapter is to provide guidance in handling the applications, resumes (effective July 1, 2016), accommodation or waiver requests, and the forms submitted at the time of application. This chapter also provides guidance designed to uniformly handle accommodation requests for individuals with a disability.

#### Sec. 164.020 Statutory and Rule Authority

1. “The director shall require persons applying for a position in the classified service file an application and resume with the bureau.” s. 230.16(1)(a), Wis. Stats.
2. “The director may require in connection with the application such supplementary work history, educational transcripts, statements of physicians or others having knowledge of the applicant, as needed for qualification evaluations.” s. 230.16(1)(am), Wis. Stats.
3. “The bureau shall furnish application forms without charge to all persons requesting them.” s. 230.16, (1)(b), Wis. Stats.
4. “In the event that a sufficient number of qualified applicants fail to apply for a vacancy or to qualify after the competitive procedure, the director may reannounce the vacancy or extend the date for filing of applications and resumes, or, if necessary, cancel the competitive procedure.” s. ER-MRS 6.03, Wis. Adm. Code.
5. “If any applicant is unable to complete an evaluation that is used in the selection process in the form presented to the applicant due to a disability, the bureau shall provide necessary accommodations to ensure equal opportunity in the selection process.” s. 230.16(6), Wis. Stats.
6. “The director may, under s. 230.08(7), Stats., certify additional names to supplement those certified under s. ER-MRS 12.06. The additional names shall be those of disabled candidates for whom the director has waived the competitive procedure requirement. The director may waive the competitive procedure requirement for a disabled person under this section if the director determines that the disability precludes the person from equitably participating in the competitive procedure used to evaluate candidates certified under s. 230.24(1) or 230.25, Stats., because of impaired sensory, manual, reading or speaking skills not related to the tasks to be performed after reasonable accommodations have been made on the job.” s. ER-MRS 12.07, Wis. Adm. Code.

### Sec. 164.030 Definitions

1. **Accommodation:** To provide for or supply an adaptation or adjustment to the assessment process for the purpose of taking an assessment.
2. **Competitive Procedure Waiver:** A disabled applicant is not evaluated by standard means of competitive procedures because evaluation would result in measurement of the individual's disability and not his or her ability to perform a job
3. **Disabled:** An individual under s. 111.32(8), Wis. Stats., who: (a) has a physical or mental impairment which makes achievement unusually difficult or limits the capacity to work, (b) has a record of such an impairment, or (c) is perceived as having an impairment.
4. **Disabled Eligible (DEL):** A disabled applicant is added to a register as "disabled eligible" when the individual is waived from completing the competitive procedure.
5. **Disabled Expanded Certification (DEC):** A special Affirmative Action program that allows for certification of additional registrants based on their inclusion in the Disabled Expanded Certification program, giving them an increased opportunity to be interviewed for jobs in state government. To be eligible, a candidate must have a permanent physical or mental impairment that substantially limits the major life activity of working. This has a limit of three.
6. **Disabled veteran:** "means a veteran who has a service-connected disability." s. 230.03(9m), Wis. Stats
7. **Vacancy:** " Means a classified position to which a permanent appointment may be made after the appointing authority has initiated an action to fill that position." s. ER-MRS 1.02(47), Wis. Adm. Code

### Sec. 164.040 The Application

1. The official method for applying for the State of Wisconsin job positions is online at <http://Wisc.Jobs>. Application requirements vary for each job; specific application instructions are included in the job announcement. Detailed instructions on completing the *Application* are published on the Wisc.Jobs website. Applicants apply by completing the online application and uploading or attaching a resume as noted in the announcement. The job announcement will indicate whether additional information is needed as part of the competitive selection procedure. The applicant may make updates to personal information at any time by logging into their Wisc.Jobs Job Cart. However application materials including resumes may not be altered once the submission deadline has passed.
2. Applicants are encouraged to provide the last four digits of their social security number. The number is not mandatory, but it is the most reliable identification. If the applicant does not provide a social security number, ("0000" is the alternative number HR staff can use) other information in *Wisc.Jobs* will be used to distinguish applicants (address, telephone number, and mother's maiden name).
3. The application includes the following mandatory fields: job announcement code; mother's maiden name or another name/word that will serve as an additional identifier to make the applicant record unique; last name; first name; mailing address; city; state; zip code; type of employment; county(ies) where the applicant is willing to work; and the applicant signature (applicable only for offline applications).
4. Occasionally applicants will fail to complete critical areas of the application form. It is **imperative** that these areas are completed, because they affect whether or not the individual will be certified for future positions. A default has been set for those critical areas. For example, if the type of employment (FT, PT, SE, EH, Night-3<sup>rd</sup> shift) is not checked or county codes (1-72) are left blank, the system will default to "all" codes. **Failure to submit a complete application and resume will result in disqualification of the applicant.**

5. Applicants are asked not to submit any information regarding religious, protective status, political affiliations, or other personally identifiable information in the resume or other required materials beyond the application itself. The State's objective is to conduct a competitive, merit-based selection process in which discrimination or bias for any reason is prohibited.

#### **Sec. 164.050 Veteran Status**

An applicant may identify or claim veteran status either online as part of the application process or by completing the [Veteran Status Form](#) (DOA-15529). The *form* may be submitted at the time of application or any time thereafter. The applicant needs to submit a completed form only once because the information will remain in the system and will be applied to future applications.

Agencies must verify a candidate's eligibility for veteran status, if certified as a result of that status, prior to making an appointment. (See Chapter 212—Certification Procedures and Chapter 246—Verifying Applicant Information and Securing Applicant Background Checks, of the *Wisconsin Human Resources Handbook*.)

#### **Sec. 164.060 Disability Verification**

Some applicants may be eligible for the Disabled Expanded Certification (DEC) program. For applicants to be eligible, a qualified professional must verify the disability and eligibility for the program by completing the [Disabled Expanded Certification Verification](#) form (DOA-15521) and submitting it to BMRS prior to certification. The information on the completed form is confidential and may be viewed by BMRS staff on a need-to-know basis. The verification is valid for all positions for which the person applies for five years after the date BMRS receives the verification. Applicants are notified when approaching the end of their five-year eligibility period so they may re-submit a verification after expiration. (See s. ER-MRS-12.06(3), Wis. Adm. Code and Chapter 212—Certification Procedures, of the *Wisconsin Human Resources Handbook*.)

#### **Sec. 164.070 Accommodations**

Classified civil service positions require an objective and reliable assessment of job qualifications and the State of Wisconsin may use different assessments in the selection process to fill vacancies. Depending on the type of assessment, applicants with physical or mental disabilities may need an accommodation to complete an assessment. For example, someone with dyslexia or a visual impairment may need a reader and/or writer or large print assessment materials. Professional interpreters may be used to ensure hearing impaired applicants are able to fully understand communications, such as competitive procedure instructions, which cannot be received aurally. Both interpreting and transliterating are permitted methods of interpretation depending on the needs of the applicant and the assessment method. Certain types of orthopedic impairments may require an accommodation such as a table or chair for the person's physical comfort. Other types of requests may be considered as needed. However, the state does not provide foreign language interpretation for competitive procedure accommodation purposes.

**Note:** The State Department of Health Services, Office for the Deaf and Hard of Hearing provides additional information on interpretation services, including a directory of Wisconsin ASL Interpreters at <https://www.dhs.wisconsin.gov/odhh/interpreting/index.htm>

The Wisc.Jobs *Frequently Asked Questions* section provides information to applicants regarding requests for accommodation to participate in the selection process. The applicant requests the accommodations directly with the agency HR Contact announcing the vacancy. Assistance may be provided to the agency by the Bureau of Equity and Inclusion (BEI) or BMRS.

### Sec. 164.080 Competitive Procedure Waivers

Section ER-MRS 12.07, Wis. Adm. Code, states “. . . The director may waive the competitive procedure requirement for a disabled person under this section if the director determines that the disability precludes the person from equitably participating in the competitive procedure used to evaluate candidates certified under s. 230.24(1) or 230.25, Stats., because of impaired sensory, manual, reading or speaking skills not related to the tasks to be performed after reasonable accommodations have been made on the job.”

Most persons with disabilities can be accommodated when completing civil service competitive procedures to eliminate any effect of their disability, which might otherwise lower their civil service score. However, some conditions may affect scores without regard to ability to perform a job. Evaluation of such persons results in a measure of their disability and not a measure of their ability to perform a job. This is a violation of the law, which protects persons with disabilities from employment discrimination. Consequently, such persons are not evaluated by the standard means of competitive procedures. Instead, the applicant may request a competitive procedure waiver by submitting two documents to the BMRS staffing specialist:

1. A letter from a rehabilitation professional such as a Division of Vocational Rehabilitation (DVR) counselor or other medical professional who can attest to the nature, degree and extent of the disability and why the standard evaluation process would be inappropriate.
2. A letter from a former or present supervisor stating that the applicant has the knowledge and skills required to perform the job. This letter should provide descriptions of the tasks performed on the job as verification that the applicant has attained an acceptable skill level. If the applicant has relevant training or education to supplement work experience or to serve as an equivalency for a lack of work experience, a letter from a teacher or instructor will be accepted. The letter should state that the knowledge and skills required to perform the job have been acquired through training and a listing of the relevant course(s) and/or degree(s) should be provided.

**Note:** The supervisor/instructor may need additional information from the staffing specialist regarding essential job duties, which will help him or her make an informed decision on the applicant’s ability to perform those tasks.

If the waiver is approved, the applicant will be added to the register as “Disabled Eligible.” Contact the appropriate BMRS staffing specialist for assistance with placing the DEL candidate on the register. The certification list will include all persons who are waived from completing the competitive procedures.

### Sec. 164.090 Records Retention

Paper applications must be maintained one year past the deadline date for each position. If entered into an electronic format, the paper records can be destroyed after verification of the electronic information. The electronic version must be retained as per the paper retention period, which is one year. (Follow the [General Records Schedule: Human Resources and Related Records](#) for retention and management of records generated by the staffing process)

**Note:** When hand-entering applications into *Wisc.Jobs*, the paper copy should be maintained for one year past the deadline date.

### Sec. 164.100 Administrative Information

This handbook chapter was originally issued in October 2002. Bulletin MRS-128, dated July 31, 1991, is obsolete.

It was revised in June 2003 to reflect changes in website addresses, references to other handbook chapters, and the policy to accept applicant record changes by telephone.

In August 2018, Chapter 164 was updated pursuant to changes introduced by 2015 Wisconsin Act 55 and by 2015 Wisconsin Act 150 and Administrative Rules changes to ER-MRS 6 & 12 as well. In July 2015, the Office of State Employment Relations was eliminated and the functions were transferred into the newly created Department of Administration, Division of Personnel Management. This chapter was updated to reflect the changes in terminology that resulted from the organizational restructuring. This chapter was also updated to address changes in procedural guidance and provide policy clarification. With the publication of this chapter, WHRH Chapter 184 – Examination Accommodation is obsolete. Major modifications include the following:

- Removed reference to misdirected applications
- Remove reference to reuse of scores using the application as this is handled in the applicant’s job cart.
- Changed the reference to veterans preference to be veteran status.
- Added specific instructions on how to request accommodations.
- Added information on waivers for competitive procedures and Disabled Expanded Certification