



United States Department of the Interior
BUREAU OF LAND MANAGEMENT

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In Reply Refer To:
1400-711 (CA 945) P

EMS TRANSMISSION: 4/8/14
Instruction Memorandum No. CA-2014-014
Expires: 9/30/15

To: California Managers and Supervisors
From: Deputy State Director, Support Services
Subject: Providing References and Verifying Employment

Program Area: Human Resources

Purpose: The purpose of this policy is to provide updated guidance on responding to requests to provide references or verify employment.

Background: First level supervisors should honor their responsibility to applicants and provide the requesting parties only with information they need to make a sound hiring decision. To do so, supervisors must be aware of the legal constraints on reference checking and ensure they only answer questions that satisfy a legitimate business need.

Policy/Action: Providing references and verifying employment are distinct actions carried out by different entities. Upon receipt of a request for either type of information, the Bureau of Land Management (BLM), California (CA) employee receiving the request should determine if the request is to provide verification of employment or a reference, and refer the request to the appropriate office or person for response.

Verification of employment (past or present) includes providing information such as name, title, and dates of employment. All employment verification requests should be summited directly to the Interior Business Center. Employment verification forms may be faxed to Payroll Operations Branch at (303) 969-7186. If a third party vendor needs further assistance or wishes to check on the status of a verification request, they can contact the Customer Support Center at (303) 969-7736. Additionally, forms can be mailed to: The Department of the Interior, Interior Business Center, P.O. Box 272030 D2660, Denver, CO 80227.

Providing references is the responsibility of the first level supervisor of the employee in question. The duty of the supervisor who is providing a reference is to share information related only to the following:

1. General description of duties related to the position description, and the expectations and responsibilities within the scope of the position; and
2. Performance which has been documented in the Employee Performance Appraisal Plan (EPAP) or other formal documents.

Upon receiving a request for a reference, the first level supervisor must:

- Identify the caller to satisfy the legitimacy of the inquiry.
- Ensure the questions being asked satisfy a legitimate business need, e.g. performance, achievements, and abilities relative to the employee's position description and past performance ratings.
- If there are questions beyond the scope of the prior bullet, refer the caller to the California State Office (CASO), Human Resources (HR) Office.

Contact: For questions regarding this IM, please contact Margaret O'Keeffe, Workforce Relations Chief, at 916-978-4482.

Signed by:
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Records Management