

**Administrative Procedure Directive #:11-002**

**TO: DDSO Directors
Directors of Institution Human Resources Management
COLT Plus**

FROM: John A. Monteiro 
Deputy Commissioner
Workforce and Talent Management

SUBJECT: Verification of Credentials and Prior Work History

DATE: June 7, 2011

Background

This Administrative Procedure Directive (APD) sets forth actions that must be taken for the verification of credentials/references and licenses **of all candidates** being considered for employment with OPWDD and the verification of licenses for employees currently working in OPWDD in titles that require a license in order to perform the duties of the position, including a driver's license.

It is critical that Personnel Offices verify the credentials, qualifications, education and employment history of candidates prior to making a "bona fide" offer of employment to a candidate. This review will ensure that candidates are qualified and possess the necessary skills and work history that is essential to successfully performing their assigned duties. **Please note that this review must include checking NYSTEP for any prior employment with OPWDD or another state agency.**

This screening will confirm that all appointments are made in accordance with official minimum qualifications issued by the New York State Department of Civil Service and that candidates considered for employment meet the highest standards possible.

Verification Process

The Personnel Office has sole responsibility for the review of credentials and must request and inspect, prior to appointment, originals or certified copies of required credentials of all candidates for employment. Copies of these documents must be kept in employee personal history folders. Prior to any candidate being hired Personnel Offices must verify the following:

1. Proof of the experience that qualifies the candidate for the position.
2. Proof of educational qualifications. All new employees appointed to a position requiring a degree or other specialized educational credential (including High School) must produce an original diploma or a certified transcript for inspection and copying. In addition to verifying possession of required educational degrees or coursework, you should also verify that the credentials were received from an accredited institution. If necessary, consult the Department of Civil Service for guidance regarding the accreditation of educational institutions.
3. Proof of certification and/or licensure in good standing for regulated health care disciplines and other positions such as nurses, physicians, and physician's assistants, etc. This proof must be the original of such certification or license.
4. Proof of a valid Driver's License, as appropriate, based on the requirements/minimum qualifications of job title.
5. Verification of employee references provided by candidates. References should include contacting the candidate's past and current employers. This review must include contacting the candidate's previous employers in the last 10 years. You should document your attempts to confirm previous employment history in the event an employer fails to respond to reference requests. **Please see attached employment verification (Form 11-002 ADM) form that must be used to contact employers to verify employment of any candidate being considered for appointment. These forms must be kept as part of reviewable record of the interview/selection process. For those candidates who are hired, the form should be kept in the employees Personal History Folder (PHF).**

Critical Nature of Background and Reference Checks

It is critical that the hiring decisions we make result in the employment of candidates that have demonstrated a work history that is consistent with our values as an organization. To that end, background and reference checks are critical to ensuring that we hire the best possible candidates to support the individuals that we serve.

Credentials/Application Fraud

DDSO hiring managers/supervisors are to report any instances of apparent misrepresentation of work experience, education or credentials to their Personnel Offices for follow up. The Personnel Office will discuss these instances with the Employee Relations Office. Staff in the

Employee Relations Office in consultation with Legal Unit staff, will assure appropriate follow up action. This may include investigation by the New York State Department of Civil Service. Willful misrepresentation of qualifications, omission of information, or falsification of information provided will lead to disciplinary action, including possible termination, for existing employees and discontinuation of the application process for any prospective employees.

Questions

Please direct any questions to Mr. Robert Valla, Director of Personnel at 518-473-4785 or Robert.Valla@opwdd.ny.gov