SHAN S. TSUTSUI LIEUTENANT GOVERNOR



LINDA CHU TAKAYAMA DIRECTOR

LEONARD HOSHIJO DEPUTY DIRECTOR

ELAINE YOUNG ADMINISTRATOR

STATE OF HAWAII DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

830 PUNCHBOWL STREET, ROOM 329 HONOLULU, HAWAII 96813 www.labor.hawaii.gov Phone: (808) 586-8877 / Fax: (808) 586-8822

Email: dlir.workforce.develop@hawaii.gov

March 23, 2017

(SN 10)

HIRENET HAWAII BULLETIN NO. 01-17, Change 1

TO:

All Branch Managers

Workforce Development Division

FROM:

Elaine Young, Administrator

Workforce Development Division

SUBJECT:

HireNet Hawaii Employer Verifications

PURPOSE

The purpose of this Bulletin is to correct a term used in HireNet Hawaii Bulletin No. 01-17, issued on March 22, 2017 for employers who fail verification. In PROCEDURES section, item #4, the term, "Locked-Out- SCAM", is replaced by the term, "Locked-Out."

To facilitate staff's reference, this Bulletin, Change 1, replaces HireNet Bulletin No. 01-17 in its entirety.

BACKGROUND

The HireNet Hawaii employer verification procedure set forth on February 28, 2012 in HireNet Bulletin No. 01-12 required WDD offices to check the office's HireNet Hawaii email for new employer registrations on a daily basis. If there were any new employer registrations, staff have been required to verify the authenticity of the registration and employer through other agencies such as Unemployment Insurance, Department of Taxation, and Department of Commerce and Consumer Affairs. Once staff verified status of the employer with one or more of these agencies, they either enabled or locked out the new employer registration. The verification should have been completed by staff within two business days after the new employer registration notification date.

POLICY

The procedures contained in HireNet Hawaii Bulletin No. 01-12 are superseded by the PROCEDURES listed below. These revised procedures are necessary to provide more protection against unauthorized access to candidate files and to align with new system requirements of version 17 for HireNet Hawaii. WDD Managers are required to ensure that all staff members follow the new verification procedures.

PROCEDURES

- 1. To verify new employer registrations, WDD offices should utilize at least one or more of the following agencies for verification of the employer:
 - a. Unemployment Insurance,
 - b. State of Hawaii Department of Taxation (https://hitax.hawaii.gov/);
 - c. State of Hawaii Department of Commerce and Consumer Affairs (https://hbe.ehawaii.gov/documents/search.html).

 When checking with these agencies, the employer name, Federal Employer Identification Number (FEIN) and/or General Excise Tax Number should be registered/listed and/or in good standing.
- 2. Next, staff should call the employer contact to verify authenticity of the employer. This is an important additional step to prevent unauthorized individuals from posing as representatives of legitimate businesses. Without this step, a reputable business may be verified but an unauthorized individual may gain access to job seeker information.
- 3. Finally, an active job order should be placed online by all new employer registrations. With HNH Version 17, employers are not able to search for candidates without an active job order.
- 4. Once verification is completed for new employer registrations, current access rights for employer should be changed from "Pending" to "Enabled." For employers who fail to meet verification requirements, current access rights should be changed to "Locked Out."
- 5. If information is still pending on a new employer for verification, current access rights should be changed to "Not Verified." Once the new employer account is verified, current access rights can then be changed to "Enabled." This will prevent verifications who are pending to be displayed in the pending verification report.
- 6. All information should be notated in Case Notes in HNH.
- 7. WDD Managers will determine how they assign new employer registrations to staff in their respective offices. A work request must be submitted if the staff assigned need access to their office HNH email from Outlook.

Weekly Monitoring

To ensure all new employer registrations are verified, each office shall use the *My Reports* feature under the Reports section in HireNet Hawaii on a weekly basis.

- 1. Click *Update Filters* and *specify the Region/LWIA* and *One-Stop Location* for the specific office report.
- 2. **Date Range** can be changed to meet the needs of the office.

- 3. The report will display all employer registrations with a Pending Verification status.
- 4. Any listing(s) shall be verified by staff and the appropriate action taken on the new registration within **two business days** after the new employer registration notification date.

Detailed Instructions

The attached instructions provide additional details for entering information in HireNet Hawaii for new employer verifications:

- 1. HireNet Hawaii New Employer Verification Instructions
- 2. Instructions for Pending Verification Reports

EFFECTIVE DATE

The policy and procedures in this Bulletin are effective immediately.

INQUIRIES

Questions regarding this bulletin should be directed to Joni Heatherly at 586-8815.

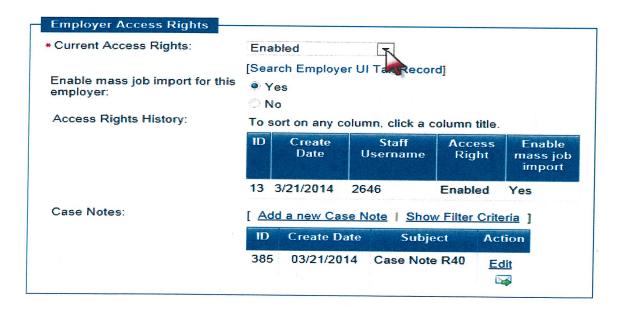
Attachments (2)



New Employer Verification Instructions



 Manage Employers > Assist an Employer > General Information Tab or Manage Employers > Employer Access Rights



2. The Employer Information screen will open. Select the employer's access rights from the Current Access Rights drop-down list. The options include: Pending Verification, Revoked/Suspended, Locked Out, Revoked-SCAM, Not Verified, Locked Out – SCAM, Alert-SCAM, Pending Email Verification.

- 3. Choose appropriate Access Rights for employer and press SAVE. Remember to record information in Employer Case Notes. Add a New Case Note link appears below the Access Rights History.
- 4. When new employer registration has been verified > Enabled (will be selected)
- 5. Employers who are verified to be a SCAM or fraudulent > Locked out-SCAM
- 6. Employers who have been contacted by staff and still pending > Not Verified

Access Rights Options:

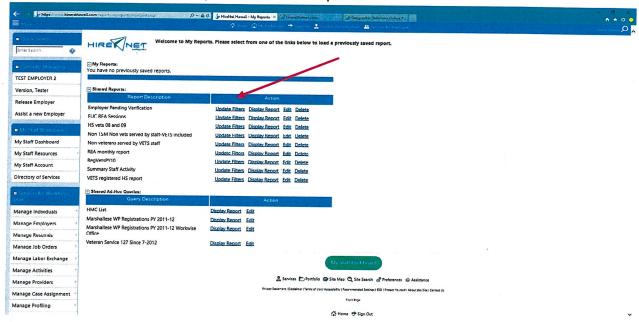
The system contains the following access levels that can be assigned to an employer's account:

- <u>Pending Verification</u>: This is the default setting given to newly-registered employer accounts. This setting allows newly registered employers to create job orders, although cannot search for candidates.
- Enabled: This setting provides the employer full access rights to the system.
- Revoked/Suspended: This setting prevents the employer from posting or viewing jobs, or searching for and viewing candidates, rendering any information or functions accessed through the Recruitment Plan Profile off limits. However, the employer can still log in and view and/or reply to messages. The Revoked setting often is used to remove access privileges from an employer because something has changed since the time of initial registration (e.g., EEO violations or address/contact data that is no longer valid or no longer exists). Status can be changed to "Enabled" from "Revoked" if information has been updated or verified of changes made.
- <u>Locked Out</u>: This setting removes the employer's system access, including the ability to login. Once an employer is locked out, their access rights can only be changed by staff who have the privilege right to change a locked out ER status.
- <u>Locked Out- SCAM</u>: This setting is the same as "Locked Out" while additionally providing the reason why the account was revoked.
- Revoked Scam: This setting is the same as "Revoked" while additionally providing the reason why the account was revoked.
- <u>Not Verified</u>: This setting functions the same as "Pending Verification" but can be used by staff who have tried to contact an employer and have not been successful in doing so. <u>Utilize for new employer registrations that staff have made contact</u> with and still awaiting verification from.
- <u>Alert SCAM</u>: Employers automatically are set to Alert-Scam if an employer has a high number of messages or if an employer is accessing a high volume of

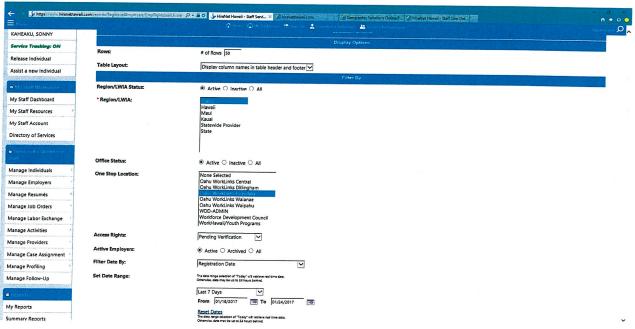


Instructions for Pending Verification Report

- 1. Go to Reports > My Reports
- 2. Go to Employer Pending Verification > Update Filters > Specify Region/LWIA > One-Stop Location for specific Office Report.



3. Specify Region/LWIA > One-Stop Location > Date Range for specific Office Report. Click on Display Report.



Page 1 of 2 1/24/17

4. Report will be displayed according to parameters chosen

