

INTERAGENCY REFERENCE OPERATING PROCEDURE (OP)

DHR-STW-OP #: DHR-STW-OP-225.1	Authority: 29 Del. C. § 9003D
Effective Date: January 1, 2025	Revision Date: N/A
Supersedes: N/A	Signature: N/A
Application: Executive Branch Agencies	

1. Eligibility/Application

Executive Branch Agencies who are seeking to hire an applicant who is or has been employed by a state agency.

2. Definitions and Acronyms

- **Applicant** – Current, previous, or future state employee applying for a position within a State Executive Branch Agency.
- **Authorized Personnel Records Staff (APRS)** - DHR staff supporting State Agencies who have been authorized and designated to access Employee Personnel Records and to request and receive interagency references.
- **Employee Benefits Services – (C-EBS)** Centralized function at the Department of Human Resources (DHR) where employee/s assigned to an Agency provide New Hires pre-hire guidance, preboarding and onboarding assistance including selection and administration of benefits and payroll, assists with work and benefit effects of employee life changes during the employee’s work life cycle through to the employee’s separation of employment. (At non-Talent Management-centralized agencies, these responsibilities are under the DHR/Benefits Representative (Agency DHR/Ben Rep) at Department of Human Resources).
- **Employing (Losing) Agency** – the agency for whom an applicant currently works for, or previously worked for, who is applying for a position in another agency.
- **Hiring (Gaining) Agency** – the agency who is considering hiring an applicant who currently works or previously worked for another agency.
- **Interagency Reference (IAR)** – A reference, conducted by a state agency, of an applicant who previously worked or currently works at another state agency.

3. Policy/Regulation

- a) Agencies will be responsible for maintaining a list of Authorized Employee Personnel Records representative (APRS) at their supported agency, updating this list with the Talent Management’s Employee Engagement section, C-EBS section, and with DHR’s electronic personnel records system administrators (OnBase, as of issuance of this OP).
- b) Per the State of Delaware Department of Human Resources [Merit System Hiring Policy](#) and [Employee Personnel Records Policy](#), the Hiring (Gaining) Agency’s Human Resources shall request from the Employing (Losing) Agency APRS a reference check of the applicant who was previously or who is currently employed with a State agency, as soon as a selection is made.
- c) The information authorized to be requested includes Current/Former Job Title; Dates of employment; Job performance (Performance Evaluations; recognition awards; or other

documentation addressing performance); Attendance (Recent Personal Leave history records); Active Discipline within 2 years of the disciplinary action being administered for non-union employees and for unionized merit employees, unless the position is part of a collective bargaining agreement with a different time frame negotiated.

- d) If a current or former employee has filed a grievance, complaint, charge, or lawsuit, no information about this should be disclosed to any outside employer or State agency.
- e) Employing (Losing) Agencies shall accommodate such requests and respond in a time period that facilitates the Hiring (Gaining) Agency's ability to expedite applicant assessment and the hiring process. The required response time is within 3 business days from the date requested.

4. Operating Procedures

a) Interagency Reference Check

1. Following a request from the Hiring Manager at a Hiring (Gaining) Agency through the Authorized Employee Personnel Records staff (APRS), the Employing (Losing) Agency APRS searches PHRST for the employee or former employee and if the applicant is found to have worked for the State Agency, reviews the information to complete the reference.
2. The Employing (Losing) Agency APRS provides information per the [Merit System Hiring Policy](#), [Employee Personnel Records Policy](#), and standards in this document by responding through the email request using information from the personnel file and PHRST records within three (3) business days.
3. Salary information is not to be provided unless an offer of employment has been extended and accepted.
4. In accordance with the [Merit System Hiring Policy](#), the [Employee Personnel Records Policy](#), and this OP, the Hiring (Gaining) Agency APRS requests an IAR by creating an email message with the following subject line, "Interagency Reference Check – Applicant Name" and using the template below. The email request is to be sent to the Employing (Losing) Agency's APRS and will contain the name of the applicant whose reference is being checked.
5. The Hiring (Gaining) Agency APRS is responsible for monitoring the response from the Employing (Losing) Agency.
6. Upon receipt of the response, the Hiring (Gaining) Agency's APRS forwards the reference information to the Hiring Manager listed in the email response. The email should not include agency contact information.
7. If there are negative issues reported or concerns with the reference, the Agency Lead will be copied, and the Hiring Manager will consult with the Agency Lead on whether the hire can continue.

b) Interagency Reference Template

If making a request, the Hiring (Gaining) Agency is to include the following terms in bold in the email request: **The applicant has applied for a position with [DEPT NAME] department and is being considered for hire. The information and descriptions of what we are seeking are:**

1. Date of Employment with the Agency

- Dates of employment with current agency. If the employee is no longer active, provide start and end dates. If the employee was employed during multiple periods, provide all dates.

2. Current/Former classification

- Job title of Class Specifications and Working title, if applicable.

3. Current/Former Status

- (Merit or non-Merit position) - Appointment status is provided.

4. Job Performance (date of the most recent rating and overall rating)

- Provide date and rating for the most recent Performance Review. An actual Performance Review may be provided.

5. Attendance

- For the most recent two years of work at your agency, leave records, excluding FMLA-covered, leave balances, and if there are any documented attendance concerns. If providing a leave report, FMLA information is to be redacted.

6. Active Disciplinary Actions

- From the personnel file provide any documented infraction(s), type(s), date(s) and penalty. APRS shall only provide Active Discipline, which is within 2 years of the action being administered. Union employees may have CBA with different time frames. If the employee is no longer active, only provide discipline within two years of the action being administered.

7. Recommended for re-hire? If the employee is not eligible, please state the reason, if known.

- This response will be carefully weighed as there are no agency-wide standards for what constitutes not eligible for re-hire.

8. Salary information

- Is not to be provided unless an offer of employment has been extended and accepted.

5. Exclusions or Exceptions

- An Interagency reference is not required by an applicant who is a current employee employed by the hiring division and already reports directly to the Hiring Manager. (Example: C/S HR Associate working in Labor Relations and moving to a Merit job in Labor Relations.)

6. Dissemination and Training

- All DHR employees are to acknowledge their review of this Operating Procedure within 30 days of receiving the request from the Delaware Learning Center.
- All Agency Supervisors are to acknowledge their review of this Operating Procedure within 30 days of receiving the request from the Delaware Learning Center.

7. Data Reporting

- None.

8. Associated Policy/Regulation/Information

- [Merit System Hiring Policy and Procedures](#)
- [Employee Personnel Records Policy and Procedures](#)

9. Appendices and Forms Associated with this Operating Procedure

- None.

10. Policy Owner

- Division Name: Division of Talent Acquisition
- Policy Owner: Talent Acquisition Administrator
- Website: [DHR – Talent Acquisition \(delaware.gov\)](#)