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## Resources

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## Metro Info

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## Need e-Help?

Call the Help Desk  
at 2-4357

[Contact myMetro.net](#)

Employment records and Verification Specialist Claudia Kwon handles requests for information in the busy record center located on the plaza level of Metro Headquarters. Standard response time is listed as 3 to 5 days but most responses are mailed out within 24 hours.

*Photos: Gayle Anderson*

## Legal firewall around HR's employment verification procedure safeguards employee information

(Oct. 29, 2009) Metro receives many calls from prospective employers, financial institutions, and other businesses seeking verification of employment-related information regarding current and former Metro employees.

While the majority of these calls are received and responded to by the Human Resources Department, occasionally Metro employees outside of HR are directly contacted to provide employment verification or references.

Because there are legal implications with regard to what is protected employee information, the Human Resources Dept is providing Metro managers, supervisors, and employees with guidelines on this matter, reported Carmen Mayor, Human Resource supervisor.

### Let HR do the work

All inquiries or requests to verify employment and/or provide reference information, whether received by telephone or in writing, should be directed to the Human Resources,



Employment records and Verification Specialist Mary Lou Hernandez processes one of many reference checks that pour into the record center by telephone, mail, e-mail and hand delivery.

### take note:

- All inquiries or requests to verify employment and/or provide reference information, whether received by telephone or in writing, should be directed to the Human Resources, Employment Verification Desk at (213)

Employment Verification Desk at (213) 680-1110. Requests are processed by HR Records staff. Written requests should be forwarded to HR Records, MS: 99-PL-1.

680-1110.

- Do not use Metro letterhead stationery to write a personal reference. A personal reference is personal, and not a reference on behalf of Metro.

**Employees must authorize request for additional information**

Once the request is received, Human Resources provides only the employee's job title and dates of employment. If the employee has authorized the request for employment verification or reference information with a signed release, then HR provides additional information as required such as salary, etc.

**Keep personal references personal and not on Metro letterhead**

"We realize there may be times when Metro managers, supervisors and/or employees would like to provide a personal reference for a current or former employee," said Stefan Chasnov, DEO, Human Resources. Those who choose to respond personally to a request for a reference are advised that a personal reference should never be written on Metro letterhead stationery. It should be clearly understood that the personal reference provided is in fact personal, and not a reference on behalf of Metro.

"Metro could be legally liable for providing false or inaccurate information about Metro employment, if an employee knowingly provides false information about another Metro employee in response to an employment verification or reference request," said Chasnov. In that case, the employee could be subject to disciplinary action, he noted.

If you have additional questions, contact Carmen Mayor, 213.922.5214.

*--from staff reports*