



Employer Verification in Connecting Colorado Guide

1. *Business Development Representative (BDR) Relationship or Professional Knowledge Clause:*

If a BDR has professional knowledge of an employer's information, the BDR can attest to verifying the employer's information through professional knowledge and can skip to process step 2. This attestation must occur in the notes screen.

Professional Knowledge is defined as knowledge gathered through current or previous professional experiences, relationships, and activities including Workforce Board activities, Chambers of Commerce activities, business development activities, and community partner activities and includes recognition of phone numbers, email addresses and physical addresses.

If no relationship or professional knowledge exists, follow these steps:

2. Data Verification of Information in Employer Account/Job Order

- a. Verify Address from employer account is actual employer address using third party sources. Third party sources include the following:
 - i. Google Map/Bing Map the address on the employer account (satellite imagery on third party websites may not be current and may not reflect business or entity)
 1. If using Google Street View, Bing Streetside, or Bing Bird's eye, look for business signage or store front.
 - ii. Alternative methods for verifying address may be used if Google Maps/Bing Maps does not verify address. Alternative methods to verify address include a standard Google search, business license, and Secretary of State Business Database Search.
- b. Verify Federal Employer ID Number (FEIN)
 - i. Use Colorado Automated Tax System (CATS) to verify FEIN matches employer information submitted on the employer account.
 - ii. If a BDR cannot verify FEIN using CATS, the FEIN may be verified with the actual employer via phone in step 3 of this process.

- c. Verify Phone Number from employer account is actual employer number using a third party source. Third party sources include the following:
 - i. Search the phone number in Reverse Lookup databases on www.whitepages.com or www.anywho.com. Note the business or entity associated with the number on the employer account.
 - ii. If the number was not verified using a Reverse Lookup database, search the Employer Website/Google/DEX/Bing/Phonebook for the employer's public number.
 - iii. ONLY CONTACT VERIFIED NUMBER
- d. Check job order and/or other submitted information for "Red Flags" - inconsistent with LMI data, Grammar, etc.
 - i. See "Potential Red Flags" section for examples and tips.

3. Call Employer using only a VERIFIED NUMBER

- a. Do not use the phone number submitted by the employer on the employer account unless the phone number is verified by following step 1(c) of this process.
- b. Verify the employer's FEIN with the employer, if not previously verified by following step 2(b).
- c. Verify UI and Workers Comp (WC) info from the employer if not previously verified.
- d. If an employer's verified number is not functional:
 - i. Verify submitted contact name from employer account through Google/Bing/other data.
 - ii. Once a BDR verifies an employer submitted contact name from the employer account, search Google, Bing, or other third party sources for a phone number associated with the employer submitted contact name.
 - iii. Using the phone number associated through third party sources with the verified employer submitted contact name, contact the employer or employer submitted contact name via phone and 1) Verify the employer's FEIN, 2) Verify UI and WC information, and 3) Verify any other information needed by the BDR.
Step 3(d) of this process should be used as a LAST RESORT.
- e. If no successful contact is made after 3 documented attempts (the first contact attempt made within 24 hours), deactivate the employer account.

4. Required Service Code Entry for Approval/Refusal of Employer Accounts

- a. After verification of information and phone contact.
 - i. IC - Initial Contact New Employer (required)
 - 1. Describe the results of verifying employer information and first contact with employer in service screen.
- b. Indicate approval of an employer account.
 - i. AE - Approved Web Employer (required).
- c. Indicate refusal of an employer account.
 - i. FC - Follow-up Contact (required).
 - 1. Describe reason for refusal in service and notes screen,
 - 2. Describe reason for refusal in service and notes screen, such as
 - a. “failed to contact after 3 attempts” or
 - b. “could not verify required information”
 - ii. FE - Flagged Employer - Identify/Flag potentially fraudulent employer
 - 1. Identify reason for identifying potentially fraudulent employer in service and notes screen

DO NOT Contact identified Fraudulent Employer to explain reason for refusal

- d. If a real employer’s information is being fraudulently used, contact by another entity, contact the actual employer to report the event and offer assistance as appropriate.

5. Workforce Participant Reported Fraud

It is possible that a workforce participant or customer using Connecting Colorado will report to Workforce Staff a potentially fraudulent employer or job posting. When this occurs, report the incident to Tom Morgan, Business Services Coordinator, CDLE at tom.morgan@state.co.us and include the following information:

- a. Describe exactly how the participant or customer experienced potential fraud.
- b. Review the employer record, notes, and services. Ensure all steps in part 1, 2, and 3 of this process were followed and documented. Indicate any steps in the process that were not documented or not followed.
- c. Contact all participants or customers referred to the job posting/employer to report their interaction with a potentially fraudulent job posting/employer. Indicate completion or progress of this outreach.

Potential Red Flags

Employer Entered Data

- a. Company name is misspelled
- b. Can only apply via email (yahoo, gmail, msn, etc.)
- c. Email address doesn't match the employer's website or company email address
- d. Contact name and/or email address often includes Mr. or Mrs.
- e. Contact phone number listed on account is messaging number
- f. Contact phone number listed on account is out of service
- g. Contact employer via text, Skype, chat room, Google Hangouts, etc.
- h. Employer requires check, money order, or some form of payment/bank account information
- i. Job description or title contains bad grammar
- j. Holiday and vacation hours are exceptionally high
- k. High wages, e.g. basic entry level job paying \$35 per hour
- l. Wage/age/hours do not comply with legal requirements
- m. Too many job openings for a specific job
- n. Many of the same job title postings entered all over the state
- o. Someone answers phone with "Hello" - not a business greeting
- p. Voicemail is not a company voicemail, but a personal voicemail
- q. Phone just goes dead after a number of rings - there is no voicemail system