

# Temporary/Seasonal Branch APPLICANT CONTACT FORM

This form must be completed by the Selecting Official or HR POC, and uploaded to the respective Certificate of Eligibles with appropriate documentation (e.g., email, letter sent, additional phone calls, etc.) Please refer to the SOP: **Consideration of Applicants** (web link) and the **Applicant Contact Form Instructions** (below) for further information.

**Applicant's Full Name:** \_\_\_\_\_  
**Certificate Number:** \_\_\_\_\_ **Announcement #:** \_\_\_\_\_  
**Duty Location:** \_\_\_\_\_ **Grade Level:** \_\_\_\_\_

## Declined/Withdrawn OR Not selected

Annotate the reason for declination. Be as specific as possible. Please note the date/time the applicant declined AND the method of contact used. The **Declined/Withdrawn** code must have supporting documentation which includes the full string of dialog with the specific date applicants must respond by. Reference timelines below in the *Applicant Contact Form Instructions*. **Note:** Only the applicant may decline. The **Not Selected** code must have a valid justification if the list is being cleared to 2 or less applicants for a potential re-announcement or additional certificate request.

1. **Applicant Code (select one):**  Declined/Withdrawn **OR**  Not Selected
2. **Method of contact (select one):**  Phone  Email  Text
3. **Date/Time applicant was contacted:** \_\_\_\_\_
4. **Reason applicant declined or Justification for Not Selecting an applicant:**

## Failed to Reply Applicants

If an applicant is contacted once via email and once via phone, please provide documentation of both attempts. Otherwise, please follow the processes below for each method of contact. Insert the date/time the applicant was contacted and the result of the phone call. **Note:** There must be a **minimum of 2 calls** made and they **MUST** be made at different times of the day (such as one in the morning and one in the afternoon), on at least two separate days.

### Phone Call - First Attempt:

<b>Date:</b>		<b>Result:</b>	
<b>Time:</b>			

### Phone Call - Second Attempt:

<b>Date:</b>		<b>Result:</b>	
<b>Time:</b>			

## POC Information

\_\_\_\_\_  
Signature of Selecting Official or HR POC

\_\_\_\_\_  
Selecting Official or HR POC Title

## Applicant Contact Form Instructions

### Naming Convention

With the switch to USA Staffing, documentation is no longer able to be uploaded to specific applicants within each certificate. To assist our office in being more efficient at reviewing documentation and the Temporary/Seasonal Branch Applicant Contact Forms, please use the following naming convention when naming files for uploading:

#### Last name-First name-Filetype

(Filetype examples include Contact Form, or Email)

**Methods of Contact** – Please see the criteria below for each contact method used.

#### A: Email and Text

Correspondence must instruct applicants to respond by a specific date if they wish to be considered for the position and must state that failure to respond by a given date will result in their name being removed from consideration. A timely response to a notice from the agency is considered to have been met if the applicant responds within the following timeframes:

- **3 business days** if sent by email or text.

#### B: Telephone

If applicants are being contacted by phone, there should be a “good faith effort” made to speak with the applicant by making a **minimum of 2 calls** which **MUST** be made at different times of the day (such as one in the morning and one in the afternoon), on at least two separate days. Be sure to call all numbers listed on the application. Document specific instances below, showing results. Family member(s) or other(s) may not speak on behalf of any applicant.

#### Justification for “Not Selected”

If an applicant is coded as “Not Selected”, please add documentation in the box as to why the applicant is not being selected. Examples of documentation include bad references, unable to meet the desired start date, etc.

#### Uploading Email / Text Documentation

When uploading an email or a text message for documentation purposes for a declination or failure to reply, please consider the following:

- Include identifying information in the email or text as to the position the applicant is being contacted for such as:
  - Announcement number
  - Location
  - GS Level
- Include a deadline that was given to the applicant that can be used to show a failure to reply.
- Include both the email that was originally sent to the applicant and the email with their reply, if applicable.
- Include the addresses which the email was sent/received from.
- Consider “printing emails to PDF.” This feature allows email addresses to be visible, even if sent via BCC.
- Avoid uploading documentation that was copy/pasted to a word document. Word documents are editable, and information could be changed/added/removed easily. This kind of documentation is not accepted for that reason.

Feel free to contact the Temporary/Seasonal Branch with any questions.

888-364-6432

or

OHCNSPS\_temporary\_seasonal@ios.doi.gov

Thank you!