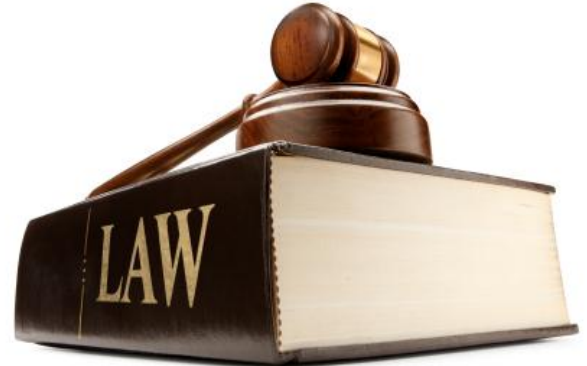




## Feature Story

# Assessing Your Background Screening Program: Are You in Compliance?



An ancient Roman legal principle holds that ignorance is no excuse for breaking a law. This applies to individuals and corporations. One particular organization learned just how vulnerable it had been after reassessing its background screening program with Corporate Screening Services, Inc.

The background screening provider they had been using sent them reports that contained information it had obtained by searching databases, which the organization used as part of its hiring decision-making process. After assessing the program, they discovered some serious gaps: first, the adverse action process was not in compliance with the Fair Credit Reporting Act (FCRA); and second, the reports it had received contained information that should have been restricted, as mandated by certain federal and state laws.

Tim Isabella, Sales Consultant at Corporate Screening, worked with the organization to repair the gaps. "They didn't really know what information they could and

couldn't use, and what they had," he said, speaking about the company's background screening program. "And alarmingly, they didn't understand that they were in violation of federal law."

There are a number of steps involved in maintaining a strong and compliant background screening program. Evaluating your background screening program regularly

is one of the key components to this. A sound program helps to ensure you hire the right people, as well as remain in compliance with laws and regulations.

### Compliance under Scrutiny

The FCRA regulates the collection, dissemination and use of consumer information, but there are many other laws and regulations of which employers need to be aware, and they vary by state and industry. Some industries, such as healthcare and transportation, are highly regulated. In these cases, employers need to comply with additional industry rules and directives in addition to state and federal laws. Whatever the industry, though, consumer rights and protection remains a hot issue, and regulators have been scrutinizing employer compliance.

Recently, background screening has been targeted by various parties: from the U.S. Equal Employment Opportunity Commission (EEOC) and the Federal Trade Commission (FTC), which enforces the FCRA, to plaintiff's attorneys.

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# Assessing Your Background Screening Program (cont. from page 1)

In 2009, the EEOC filed a hiring discrimination lawsuit against Freeman Companies, alleging that they refused to hire minority job applicants based on credit history and if they had certain types of criminal charges or convictions. It charges that this violates the Civil Rights Act and as of the time this was written, lawyers on both sides are watching closely for the results. Additionally, public meetings held by the EEOC last summer focused on the disparate effects of background screening on minorities, based on statistics showing that certain races are convicted at a rate disproportionately greater than their representation in the population.

Plaintiff's attorneys have jumped on the bandwagon, as well. At the 2011 National Association of Professional Background Screeners (NAPBS) meeting, it was reported that during the period of January to October 2011, 1,200 FCRA cases were brought against employers and consumer reporting agencies (CRAs). Two recent class-action lawsuits have resulted in million dollar settlements made by employers. First Transit and First Student settled a lawsuit for \$5.9 million that alleged they violated the FCRA by not disclosing to applicants that background checks would be conducted, not obtaining written authorization, as well as not providing a copy of the background report and summary of rights under the FCRA. Vitran Express settled a lawsuit that claimed the company improperly obtained background checks on job applicants. The amount of the settlement? 2.6 million dollars.

**Assessing Your Screening Program**  
With employer background screening programs under a microscope, it the importance of ensuring

your program is compliant with all laws and regulations that apply becomes even more significant. Fines and penalties, not to mention lawsuits, can make non-compliance extremely costly. Regularly assessing your program is the first step in keeping it strong.

How often should an organization evaluate its background screening program? While the answer varies, as a general rule, employers should assess their programs at least annually and large employers should do so even more frequently.

How does your organization conduct its background screening? Do you conduct your screening in-house or do you outsource the work? Either way, during the evaluation, take a hard look at the process and results to determine if you are getting a good return on your investment. The work should be thorough, results should be received in a timely manner, and if you are working with a background screening firm, that organization should operate as your professional screening partner, not just an information peddler.

When you're assessing your program, examine its strengths and weaknesses. While you are assessing weaknesses, look for gaps in your program – what can work

better and what isn't working well. Use this opportunity to close the gaps you find.

Whether or not you perform your own background checks, do you have a team in place that monitors and keeps abreast of current laws and regulations? Employers are responsible for ensuring that their practices, forms and procedures are in compliance with all applicable laws. A good background screening company should assist you with this ongoing process, and also provide counsel about the FCRA and your responsibilities under it. But ultimately employers are held responsible for knowing the rules and regulations in their business environment, so remaining informed is vital.

## Screening Program Assessment (SPA)

Corporate Screening Services offers a unique service called Screening Program Assessment (SPA) that can help employers assess their current background screening program. This tool takes a 360 degree view of the program and measures it against industry standards, best practice and legal compliance.

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# Assessing Your Background Screening Program

(cont. from page 2)

“At Corporate Screening, we believe that assessing a background screening program regularly is vital. The landscape constantly changes and staying up-to-date with regulations is not easy to do unless you have a dedicated staff,” said Greg Dubecky, President of Corporate Screening. “The SPA tool gives employers a complete understanding of the current state of their background screening program. It provides them with industry insight, improves their knowledge, and can help them mitigate the risk associated with a deficient background screening program.”



Corporate Screening’s SPA identifies the weaknesses in a screening program that have a direct impact on a business. From there, an organization can begin implementing solutions for improvement. SPA is just one component of the many innovative solutions Corporate Screening offers in our customized approach to background screening.

Questions? Call 800-229-8606

CS News

## Center of Service: Continuing the Tradition of Delivering Quality Background Screening



Over a year ago, Corporate Screening Services, Inc. (CS) took a hard look at its operations. Analysts were working hard, but the workload was heavy and it took a long time to train a newly hired analyst and bring them up to speed. The quality of work the employees were producing was good, but there had to be a better way to deliver a high quality product, reduce turnaround, and efficiently train and retain the high caliber employees necessary to do the job. So a new service model was developed, called Center of Service.

So what exactly is Center of Service? It is a reorganization of roles and responsibilities, intended to promote a culture of ownership and accountability. Employees have specialized responsibilities within the background screening process, with the analyst in the pivotal role of ensuring all information has been acquired and assembling it for

delivery. Corporate Screening also invested in and developed new technology that aids in streamlining the process.

“We’ve been moving toward this model for over a year now,” said Todd Feher, Operations Manager at Corporate Screening. “It has resulted in more clearly defined roles and responsibilities for our operations staff, with the analyst at the heart of everything.” Todd noted that reorganizing and restructuring has already made a difference. One of the notable results is faster turnaround time.

“For example, we know turnaround time is very significant to our customers. With Center of Service, we have significantly reduced turnaround time, yet significantly increased the integrity and quality of our report.”





## CS Product News

# VerifyStudents.com Undergoing Major Redevelopment



Corporate Screening recently launched a redevelopment project of the VerifyStudents.com product. Marketed to the higher education segment, new features on the website will simplify the background screening process for students.

One enhancement is that students will be able to leave the site,

then return later to complete the process. They will also be able to view and forward results on their mobile phone. Additionally, clients will also see a newly designed website, with expanded capabilities, and simplified navigation.

“VerifyStudents has proven to be a revolutionary student background product, and this new release includes enhancements and new

that increase functionality and facilitate ease of use,” reported Tom Drellishak, Chief Technology Officer at Corporate Screening. “The technology we use is already state-of-the-art, and we committed to improving on that platform.”

Stay tuned. The new release will be rolling out soon!

## CS Product News

# Are You Using ImmuniTrax™?

Healthcare college program administrators, how are you tracking your students’ immunizations? Many programs do so manually, which is both time consuming and expensive in an age where budget constraints necessitate that people often do the jobs of two or more employees.

You can eliminate your manual process with ImmuniTrax™. Part of the VerifyStudents toolkit, ImmuniTrax™ is customized to your needs. Tracking immunizations and compliance with ImmuniTrax™ is easy and secure, and far less time-consuming than older manual procedures.

“ImmuniTrax™ offers program administrators a unique solution that can help them reduce the time-consuming administrative challenges of tracking student immunizations,” says Matt Jaye, Sales Manager. “It’s a state-of-the-art technology that reduces paperwork, streamlines the administrative process and can reduce the amount of time administrators spend on this process by 25 to

30 percent. And students appreciate its convenience in helping them comply with their clinical site requirements.”

Students upload their immunization documents and information to ImmuniTrax™ via a secure system. Both students and school staff can view records online. Administrators can easily track their students’ immunizations, submission status

and compliance, well as send receive secure messages to students or groups of students. And ImmuniTrax™ exceeds HIPAA and FERPA requirements.

If you are a VerifiedStudents customer and interested in finding out more about ImmuniTrax™, contact your account representative or a CS sales consultant at 800-229-8606.



## CS Product News

# March 1, 2012: Launching the Enhanced EASE

It's right around the bend – the anticipated launch of the Corporate Screening's enhanced EASE will take place on March 1, 2012! We're excited about rolling out this updated version of EASE, which includes features such as:

- Enhanced online ordering capabilities
- Customizable background packages
- One-of-a-kind public records search builder
- Enhanced messaging system
- Customizable case views

To learn more about the new EASE platform and how it can help you streamline your background screening system, sign up for one of our webinars. The webinar dates and links are posted on our current EASE login page. Join us and find out what the new EASE has to offer!

## Industry News

# Are You in FCRA Compliance?



It's in the news again: a major employer is facing charges that it violated the Fair Credit Reporting Act (FCRA) by improperly performing background checks. A recent press release by the law firm Nichols Kaster PLLP, which represents the plaintiffs in a class action lawsuit against Domino's Pizza, reported that a judge has ruled that the case may proceed. The lawsuit alleges that Domino's did not get proper authorization prior to running background checks, and "systematically" failed to provide copies of background checks to employees before taking adverse action.

As a reminder to all employers, you must comply with the FCRA when you use consumer reports to make employment decisions. Now would be a good time to review your adverse action procedures and make sure that all of your forms and documentation is in order. To read the press release, visit [http://www.prweb.com/releases/Dominos/FCRA\\_lawsuit/prweb9141109.htm](http://www.prweb.com/releases/Dominos/FCRA_lawsuit/prweb9141109.htm).

If you have any questions, please contact Corporate Screening at 800-229-8606

## CS News

# We Did it Again! Corporate Screening Wins HRO Today's Baker's Dozen Award for the 4th Consecutive Year

For the fourth consecutive year, Corporate Screening earned recognition as one of HRO Today's top 13 employee screening firms. The listing appeared in the November 2011 edition of HRO Today's 2011 Baker's Dozen Customer Satisfaction Ratings. This is a unique distinction, as no other screening company located in Ohio has done this as many times in a row.

Customers are the key to this award, since all feedback came from verified clients. HRO Today surveyed them to find out what they thought about the services provided, the scope and scale of services, and the quality and satisfaction with the services.

"The award we received from HRO Today is something we are very proud of," said Greg Dubecky,

**HRO** TODAY Baker's Dozen  
Customer Satisfaction Ratings  
*Top Screening Providers*

President. "It reflects our customer's satisfaction with the high quality work that we do, and also validates our position as an industry leader. HRO Today is a leading publication for human resource professionals, and we are honored to have been selected once again as a top employee screening provider."

In addition to being named as a top screening firm, Corporate Screening appeared in the November issue of HRO Today's cover story, which addresses the economy's impact on how organizations screen their workforces.



16530 Commerce Court | Cleveland, OH 44130-6305 | P: 800-229-8606 | F: 440-243-4204

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