



feature story:

Taking Data at Face Value

Exercise Caution When Applicant Provides Documentation Conflicting With Screening Results



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By Kevin Neudecker
Corporate Screening Quality and Compliance Manager

Recently Corporate Screening conducted background screenings in which some of the data from our results did not corroborate with what the job applicant provided. We provided our clients with the results, the clients shared this information with their job applicants, and the applicants responded with documentation that seemingly refuted our results.

Corporate Screening conducted a re-investigation of the disputed information, not just as a service, but under our legal obligation to adhere to the federal Fair Credit Reporting Act.

Corporate Screening goes to great lengths to ensure that any discrepancy or derogatory information included in our reports is truthful and accurate. We may obtain the information in writing from the source and/or reconfirm with the source that the information supplied is accurate. Derogatory information and discrepancies are reviewed by a supervisor before it is included in our final report. So, if an applicant provides documentation that specifically contradicts our report, this information should be treated with a healthy dose of skepticism.

A re-investigation benefits and protects not only our client, but also the applicant. Notifying Corporate Screening that the applicant disputes the
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result of our report ensures the re-investigation will be conducted within the parameters of the Fair Credit Reporting Act and the applicant is afforded all the rights that fall under it. A client is protected as the onus for verifying the document supplied by the applicant falls squarely on Corporate Screening.

One of two outcomes will occur through re-investigation. Either the documentation will prove to be accurate and Corporate Screening was initially supplied incorrect information by the source, or the original information supplied will be re-confirmed. Either way, the client is relying on a third-party to

verify the information, rather than simply accepting information supplied by the applicant. Furthermore, the source of the information may update their records to ensure incorrect information is not supplied on the applicant in the future.

So, what happened during the re-investigation of each verification mentioned at the beginning of this article? In each instance, the document supplied by the applicant was proven to be fraudulent.

Think of Corporate Screening as an extension of your Human Resources department. If you are ever questioning data from a job candidate

that conflicts with our results, by all means let us know about it. We will proceed with due diligence in re-investigating the claim so that you are armed with the information you need in order to make a qualified hiring decision. It is human nature to want to trust in others by assuming that they are telling the truth; however, this is not always the case. That is why you have Corporate Screening to vet any questionable or conflicting documentation.

Questions? Please contact Corporate Screening Support at 800-229-8606 and select option 3, or contact your Account Representative.

cs news:

Corporate Screening Named a Top Outsourced Screening Services Provider by *HRO Today* Magazine

Corporate Screening has earned national recognition by being named as one of *HRO Today* Magazine's "Top Screening Service Providers" for 2010. The magazine determined Corporate Screening's ranking by gauging a number of pivotal metrics, including client satisfaction ratings, account size and breadth of services offered.

HRO Today employed a multi-step process involving the selection of top firms, then the surveying of those firms' clients, alongside *HRO Today* database buyers of outsourced employment screening services.

"We are grateful to our clients for their overwhelmingly positive feedback, which has enabled us to be recognized by one of the leading HR industry publications for our commitment to the background screening industry," said Greg Dubecky, President of Corporate Screening. "Our continued inclusion among this list of top providers

serves as a testament to our ability to provide customized solutions designed to maintain a higher degree of compliance for our clients."

In addition to their ranking, Corporate Screening was also featured as part of the November issue of *HRO Today's* cover story addressing the unique screening needs of the biopharmaceutical industry.

HRO Today is the only publication dedicated to covering the outsourced HR services market and is read by senior HR managers and executives involved in the selection, procurement, and delivery of services such as screening, payroll, benefits administration, recruitment, relocation and others.

Questions? Please contact CS Support at 800-229-8606 and select option 3, or contact your Account Representative.

Industry news:

FTC Unveils New Web Site Providing Compliance Tools

The FTC recently launched a new web site offering various compliance tools. Business.ftc.gov provides business owners, attorneys and marketing professionals information and reference tools in order to understand and comply with consumer protection laws and rules that the FTC enforces.

The Business Center provides straightforward guidance about advertising, credit, telemarketing, privacy, and a number of other topics through videos, blogs and other sources.

To visit the site, go to <http://business.ftc.gov/>.

Questions? Please contact Corporate Screening Support at 800-229-8606 and select option 3, or contact your Account Representative.

Industry news:

California Enacts First Law Regulating Offshoring of Personal Data



Governor Arnold Schwarzenegger signed into law the end of September what appears to be the first law in the nation that

addresses the issue of personal information being sent outside the United States or its territories, otherwise “offshore”.

SB 909 amends the California Investigative Consumer Reporting Agencies Act that regulates background checks in California. The bill requires that consumers must be notified as part of a disclosure before the background check of the web address where a consumer “may find information about the investigative reporting agency’s privacy practices, including whether the consumer’s personal information will be sent outside the United States or its territories.”

If a background screening firm does not have a web site, then they must provide the consumer a phone number where the consumer can obtain the same information. Also, the background screening firm’s privacy policy must contain “information describing

its privacy practices with respect to its preparation and processing of investigative consumer reports.”

Specifically what this means is that any background screening firm that does business in California must have a statement in their privacy policy entitled “Personal Information Disclosure: United States or Overseas” that indicates whether the personal information will be transferred to third parties outside the United States or its territories.

Corporate Screening does not offshore work as a general business practice. All Consumer Reports or Investigative Consumer Reports completed by Corporate Screening are compiled and retained within the United States. Information sources outside of the United States may be contacted, at the client’s request, in order verify information claimed by an applicant which took place outside of the United States.

To view a copy of the bill, visit http://www.leginfo.ca.gov/pub/09-10/bill/sen/sb_0901-0950/sb_909_bill_20100929_chaptered.pdf.

Questions? Please contact Corporate Screening Support at 800-229-8606 and select option 3, or contact your Account Representative.

Helping Those in Need

Corporate Screening is giving back to its community again this year by supporting SCAN, the Southwest Community Access Network Hunger Center Pantry. Their donation of food, along with incremental monetary support, will help feed people in need from six area suburbs.

"SCAN is an essential charity supporting low and fixed-income households in our community," said Greg Dubecky, President of Corporate Screening. "Their provisions genuinely help families forced to curtail their food expenditures in order to compensate for the rising costs of healthcare, housing and other necessities."

SCAN serves clients in Berea, Brook Park, Columbia Township, Middleburg Heights, Olmsted Falls and Strongsville. If you are interested in donating to SCAN, contact the SCAN Hunger Center Pantry Director at (440) 260-7226.



UPCOMING EVENTS

March 11, 2011

**NOHRC:
Northern Ohio Human
Resources Conference**

IX Center
Cleveland, OH

Holiday Office Hours

Friday, Dec. 17th:
Office closes at 2pm EST

Friday, Dec. 24th:
Office closed

Friday, Dec. 31st:
Office closed



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