



SPRING 2005

Welcome to Screening Solutions

This is the Spring 2005 Edition of the Corporate Screening Services, Inc. e-Newsletter, *Screening Solutions*. It is designed to keep you on top of all the latest employment screening news, including legal updates, industry trends, and new product information.



Understanding JCAHO Requirements on Background Checks

Should You Screen Medical Students?

Merely mention the acronym JCAHO ("Jay-Co") to any hospital employee and you're bound to get a reaction that is nothing short of a grimace. It stands to reason, given that the only thing standing between a hospital and the coveted accreditation is the JCAHO audit. For most hospital HR departments, half the battle is understanding how the JCAHO requirements are actually defined.

Lately it seems that JCAHO auditors are focusing on background screening for hospital volunteers, contractors and students—generally seeking consistency and compliance. JCAHO requirements for background checks state that students, contractors and volunteers who provide the same patient care as general hospital employees must undergo a criminal background check when required by law, regulation or organization policy. Thus, if the hospital policy mandates criminal background checks on nursing students, the JCAHO auditors will look to verify that they have, indeed, been conducted.

It's important to remember that your company policy may supersede law or regulation. For instance, if the state law requires criminal background checks on those employees providing direct patient care, and your organization's policy states that criminal backgrounds are to be conducted on all hospital employees, then JCAHO auditors will seek to confirm that criminal backgrounds have been conducted on all employees.

Corporate Screening has created student and volunteer background screening programs for many nursing schools and hospitals nationwide. For more information on these and other screening programs, please contact your CSS representative today.

California Sex Offender Database

Good News for Communities, Bad News for Employers

On September 24, 2004, the Governor of California signed Assembly Bill 488 into law, expanding the availability of sex offender information under California's Megan's Law. Under Assembly Bill 488, detailed sex offender information is now available on the Internet.

This new law significantly increases citizens' abilities to protect themselves and their families. Previously, sex offender information was available only at police stations and sheriff offices or by calling a toll-number. The website, maintained by the office of the Attorney General of California, includes details about the type of offenses, the registrant's description (including a picture), last known address, and known aliases.

Included in the database are sex offenders convicted of a lewd acts upon a child under the age of 14, sex crimes that involved force or fear as an element, or two or more sex offenses in separate trials.

Sexually violent predators are also in that category. A sexually violent predator has been convicted of sexually violent offenses against two or more victims and has a diagnosed mental disorder that makes the person a danger to the health and safety of others. He or she is likely to engage in sexually violent criminal behavior.

Unfortunately, where the new law enables citizens to guard themselves and their families, the law does not extend this same courtesy to employers. The law strictly prohibits the use of the website for employment purposes.

Corporate Screening sought legal opinion regarding website use for lead generation only. Under this argument, CSS would conduct a search of the state's sex offender database and research (at the court where adjudicated) any results the site provides. In this scenario, CSS customers would not be making employment decisions solely on the information contained in the sexual offender website.

The opinion offered was not in favor of that argument and subsequently the website cannot and will not be used by Corporate Screening as an employment screening tool. Additionally, employers are warned not to use this website in any of their employment decisions.

The Results Are In for the 2004 Annual CSS Customer Satisfaction Survey

To ensure great customer service, the management of Corporate Screening Services annually surveys our valued customers to get a feel for how well we're doing.

For 2004 we were extremely surprised to find that a record number of you responded to our survey and our overall customer service satisfaction rating was very high. We asked you to measure your experience using CSS as your background screening service partner and you responded by showing an overall approval of our business relationship.

Our rating system was based on a scale of 1-Excellent, 2-Good, 3-Satisfactory and 4-Poor. Using this measured scale, our average rating according to our customers was a 1.5. We're extremely grateful for this feedback and it confirms that our continuing efforts to please our customers and provide a high level of customer service are paying off.

We use this annual survey to involve our customers in defining the direction of our organization. Without your input Corporate Screening would simply be a run-of-the-mill background screening firm.

Each year we receive valuable information and suggestions that help us create value-added services for our customers and enable us to outperform the industry standards.

But our work is not done. We won't rest on our laurels simply knowing that our customers receive service that meets or exceeds their expectations. We will continue to strive to be the best value for our customers, and we will continually look to you for feedback and input that helps attain this objective.

CSS Announces Organizational Changes

With the new year comes a very bright outlook for Corporate Screening Services. The new year also brings some changes to the organization. Greg Dubecky has been named General Manager and is responsible for the strategic direction and all company operations including sales, marketing, product development and investigative services.



"It is time to let two of our company leaders, Greg and Todd Feher, Operations Manager, take CSS to the next level," said President Dennis Drellishak. "These two have the industry experience, professionalism and the tenacity to get the job done, and they both possess the customer-centric personality that makes this company great."

CSS also announced the latest addition to the sales staff, Mark Spitz. (Unfortunately for the CSS swim team this is not the same Mark Spitz of Olympic fame.) Fortunately for CSS, Mark brings more than 13 years of professional sales experience and has already forged several solid customer relationships.

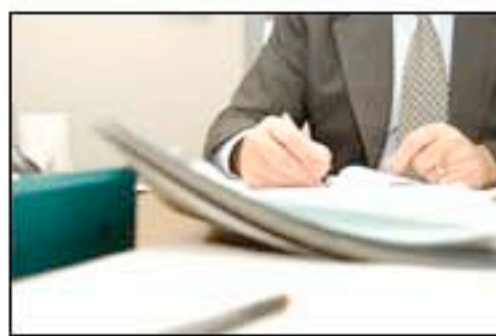
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For more information on these items or any other Corporate Screening service, contact sales@CorporateScreening.com

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