

# SCREENING

# SOLUTIONS



A NEWSLETTER FOR CLIENTS OF

CORPORATE SCREENING SERVICES, INC

Summer 2004

## Welcome to Screening Solutions

This is the Summer 2004 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.

### Helpful Hints for Quick Results and Quality Reports

*More is better for background investigations.*

Chances are, if your company has a position to be filled, it needed to be filled yesterday. Corporate Screening Services, Inc., recognizes the need for speedy background results and maintains turnaround times that are at or better than the industry standard.

What you may not know is that you and your hiring managers can affect the turnaround time. Here are some helpful hints to consider when making a background request, which, more often than not, help us return more thorough reports in less time.

### Applications

For one reason or another, applicants always seem to be in a hurry when filling out an employment application.

**Make sure the applicant fills in every blank.** Incomplete information, of course, produces a misstated information form. It is important for an applicant to fill out the application form completely. If there are blanks, encourage the applicant to fill them in.

Many applicants wish to keep their job search confidential for obvious reasons. Ask the applicant for authorization to contact their current employer if they did not already authorize this on the application form. Also, if they are currently employed by two companies, you may want to ask if both can be contacted.

### General Information

Name changes are very common and sometimes the applicant has been employed or educated under these different names

**Have the applicants list all of the names they have used.** It can be difficult to verify information if the applicant fails to indicate previous names. If the correct pronunciation of a difficult name is known, you may want to include a phonetic spelling of the name as well.

Be certain the applicant includes his or her full address, including number, street, city, state and zip code.

### Employment Information

A general rule of thumb: **The more information provided about a previous employer the better.**

### In this issue:

- ➔ Helpful Hints for Quick Results and Quality Reports
- ➔ The Fair and Accurate Credit Transaction Act (FACTA)
- ➔ Do Not Contact My Employer: Save the Headache. Save the Embarrassment
- ➔ Product Spotlight: Screening Services for Drug-Free Workplace and Wellness Programs

### Product Spotlight: Screening Services for Drug-Free Workplace

Did you know that CSS offers a full line of screening services to assist customers with **Drug-Free Workplace and Wellness Programs**? CSS provides the expertise, clinics, testing laboratories, medical review personnel and reporting mechanisms you need to conduct, track and enforce a cost-effective drug-free workplace and wellness program.

Through Corporate Screening you have access to a global network of SAMHSA-certified drug and alcohol testing labs for both DOT-regulated and non-federal workplace programs.

You will also have access to a global network of medical facilities and clinics for facilitating convenient

If a complete phone number is not known, include the portion of that number that is known (i.e., the area code). The applicant may have been employed at a branch office, but will list the number at headquarters. Include both of these numbers if they're known. The same goes for addresses. The time it takes one of our investigators to complete a background screening is drastically reduced if the information regarding a previous employer's address is complete.

Avoid abbreviations and also general locations (i.e., "at the corner of 1st and 2nd street") of the former employer's address. City and state are most helpful.

Corporate Screening should be notified if a company is out of business, closed or operating under a new name. The full name of a supervisor should be included. Avoid listing merely the first initial with last name for a supervisor or a reference. Include additional information on the supervisor such as the supervisor's city and state of residence or if they transferred to a different department in the same company.

### Education

*The more the merrier* is the ongoing theme here. **And more information on the applicant's education history is also helpful.** If the applicant graduated from high school have them list the correct/current name of the school and city/state, at least. If a GED was obtained, include the city and state where the certification was obtained.

Information that is helpful in verifying degrees obtained at college and universities include: the institution's name, appropriate campus, city, state and phone number, if available. Dates of attendance and degree obtained should also be included.

Corporate Screening should be informed if a school or university is defunct or if the school has merged or is operating under a different name.

### Public Record Searches

Matching a found record to the subject of a record search is what causes the biggest delay in receiving your results from a public record search. Often there is a need to peruse a case file to make a match if the proper identifying information is not provided. Obtaining detailed information on a subject will assist us in matching records to the subject and ultimately expedite our record search.

**The more thorough the applicant can be, the quicker we can provide the information you need.** Full names, including first (birth and nickname), middle, last, as well as any previous names or aliases, are of utmost importance. Social Security Numbers, addresses, license numbers and any other personal information available under applicable laws should also be included.

We understand that all this information may not be available. Even with limited information, we have the resources to complete the background report with the highest degree of quality available in this industry. However, the more thorough the applicant can be on the application, the quicker we can provide the information you need to make intelligent hiring decisions.

---

### The Fair and Accurate Credit Transaction Act (FACTA)

*Get your free credit report.....no strings attached this time!*

On December 4, 2003, President Bush signed into law the Fair and Accurate Credit Transactions Act of 2003, ensuring that all citizens are treated fairly when they apply for a mortgage or other forms of credit, and to offer protection from identity theft to all consumers.

employment physical examinations.

And with a variety of reporting mechanisms that include the Internet, e-Mail, fax and direct remote download, you can rest easy knowing that your information is just a click, fax or phone call away.

Contact your sales rep to learn more about these services available through the **CSS Background Screening Program:**

- Drug and Alcohol Testing
- Random Testing Programs
- 24/7 Post Accident Testing
- Medical Review Officer (MRO)
- Employment Physical Exams

Visit [www.CorporateScreening.com](http://www.CorporateScreening.com)

### CHANGES IN THE LAW

EMPLOYERS HIRING  
CMV DRIVERS:  
Changes in the Federal Motor  
Carrier Law may affect YOU.

**CLICK HERE  
TO REQUEST MORE  
INFORMATION ABOUT  
THESE LAW CHANGES**

FACTA, which amends the federal Fair Credit Reporting Act, will require, among other things, that the three nationwide consumer reporting agencies (Equifax, Experian and TransUnion) provide to consumers, upon request, a free copy of their credit reports once every 12 months. FACTA also provides for the ability through a centralized system to obtain your copy of a report from all three bureaus simultaneously. Additionally, the reports must be made available via the Internet Web site, a toll free number and a U.S. Postal address.

As you can imagine, this looks to be a logistical nightmare for the consumer reporting agencies involved. The Federal Trade Commission, which is the agency responsible for enforcing the FCRA and subsequently rolling out the plan for consumers to access their reports, has developed an orderly transition to the centralized system over a nine month period. Rollout will follow this schedule:

Under this plan, consumers will become eligible on the following schedule:

**12/01/04:** Western states (Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and Wyoming).

**03/01/05:** Midwestern states (Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin).

**06/01/05:** Southern states (Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee, and Texas).

**09/01/05:** Eastern states (Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, Vermont, Virginia, and West Virginia), Puerto Rico, and all U.S. territories.

Therefore, the entire transition would be complete by September 1, 2005.

This law provides consumers many other tools with which to fight and protect against identity theft. For additional information on FACTA and how it effects you as a consumer please call your CSS representative or visit the Federal Trade Commission Internet Website at [www.ftc.gov](http://www.ftc.gov).



### **Do Not Contact My Current Employer**

*Save the headache. Save the embarrassment.*

The issue of contacting the current employer is a very serious concern for both our customers and CSS. There is liability on both parts: Our customers are liable if we contact the candidate's current employer (not to mention embarrassed), and CSS may be as well.

**On all request forms we require our customers to answer the question "Authorized to contact current employer".** The reason that we require the questions to be answered by our customers -- as opposed to the candidate -- is to simply act as a checks and balances, as well as a time saver. We know from the thousands of background investigations we conduct that many applicants answer "yes" on the application form, but don't really mean it. Others don't answer the questions at all. Many candidates may want us to contact the current employer, yet while they were completing the application they marked "do not contact."

There are three reasons for this requirement:

1. The policy is intended to protect our customer from liability.
2. The policy is also intended to protect CSS from liability.
3. The policy is intended to expedite background investigations. (If we are uncertain how to proceed we must call our customer to ask. By answering this question at the time of request we have possibly reduced the turnaround time by a few days)

As part of the policy we will not call the candidate for our customers and ask how to proceed. We feel that this detracts from the intended reasons for the policy.

If you have any questions or comments regarding CSS's policy on contacting current employers please contact one of our customer service representatives.

---

For more information on these items or any other Corporate Screening service, contact [sales@CorporateScreening.com](mailto:sales@CorporateScreening.com)

Corporate Screening Services, Inc. respects your privacy. You have been sent this email because you are an existing or prospective client of CSS. If you would like to unsubscribe, please click [here](#).

**Corporate Screening Services, Inc.**

ph: 800.229.8606

e: [sales@CorporateScreening.com](mailto:sales@CorporateScreening.com)

w: [www.CorporateScreening.com](http://www.CorporateScreening.com)

Information in this document is intended only as a service to inform or to be educational in nature. Nothing herein should never be construed as legal advice or opinion, nor as the offer of such. You should always consult legal counsel.