



Turnaround Time: Why Isn't My Background Done?

Presented By:

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Agenda – Common Causes for Delays

- **Candidate Metadata**
 - Incorrect SSN
 - Incomplete info (no DOB, limited/no contact info for candidate, etc.)
 - Providing a signed release
- **Criminal Record Searches**
 - Court Record Searches
 - Database searches
 - Fingerprint databases
- **Verifications**
 - Employment
 - Education
- **Interviews (references / supervisor)**

Candidate Metadata

- **Why/What is important to provide?**
- **Available CS Tools**
 - CS Bridge
 - Reaching out to candidates (but not an efficient option)
 - They don't recognize our name
 - Afraid of phishing schemes
 - Phone tag

Criminal Record Searches

- **Court record searches**

- The process
- Differences between courts / how info is made available
- Dealing with older info
- Reducing TAT
 - Set parameters on search protocol
 - All name/addresses
 - Current name all addresses
 - Use CS EASE when ordering
 - Set parameters when possible hits are found
 - Only 7 years
 - Not interested in city (muni) info
 - Not interested in misdemeanors
 - Provide all metadata – we need identifiers especially with common names
 - Grassroots movements – write your County Commissioners

Criminal Record Searches

- **Database record searches**
 - Source of data
 - The process
 - Database searches impact
 - Reducing TAT
 - All of the same from Court Searches Section
- **Fingerprint Searches (not as common as the other two)**
 - Source of data
 - The process
 - Fingerprint searches impact
 - Reducing TAT
 - Not a lot you can do

Verifications

- **Employment**

- The verification process
- Automated systems trends
- Reducing TATs
 - Supplying complete info
 - Minimum city/state
 - Which branch office (street address?)
 - Don't accept resumes
 - Ferret out listing for wrong employers
 - Adecco Temps vs. ABC Co.
 - New grads listing externships and/or clinical rotations as employments
 - Other "agency" employments – traveling nurses vs XYZ Hospital

Verifications

- **Education**

- The verification process
- Automated systems trends
- Reducing TATs
 - GED vs HS diploma
 - Supplying complete info
 - Minimum city/state, which campus
 - Name attended under
 - Year (if possible)

- **References**

- Provide: name, phone and email if possible
- How they know them (i.e. former supervisor, professional peer, Uncle Joe, etc.)
- Candidate should tell references to expect a call and ask them to reply quickly

General Information

- **Common sense**
- **Provide good/complete information**
- **Use the tools available thru our EASE site**
 - Order options (online order, invite, upload, etc)
 - Real-time viewing
 - Messaging
- **Set expectations for candidates & hiring managers**
 - Candidate:
 - Be responsive
 - Contact references
 - Complete info
 - Hiring Managers:
 - Just because 10 comeback fast, the next one might be slower
 - Build-in time



Questions?

Thank you for joining the webinar!

For more information, contact:

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