

# CI TIMES



## CI Attends NAPBS Conference

In April, Commercial Investigations LLC sent our President, Michelle Pyan, and one of our Investigators, Melissa Ramsey, to Arlington, Virginia to attend the 2014 Mid-Year NAPBS (National Association of Professional Background Screeners) Legislative and Regulatory Conference. While there, Michelle and Melissa were able to get more insight on the ever evolving compliance requirements for background investigations. They had the opportunity to sit in many seminars, even one that included Jacqueline Berrien, the chair of the EEOC (Equal Employment Opportunity Commission). Berrien emphasized that background screeners need to understand that criminals who are convicted of a crime are getting discriminated against when they are applying for jobs. The EEOC is trying to enforce its guidelines to the point where they will sue employers based on discrimination. Recently the EEOC issued new guidance for hiring convicts. These guidelines closely resemble New York's Article 23-A requirements. This is where the law suits will stem from.

Michelle and Melissa were also able to sit in a seminar with a panel of individuals from the FTC (Federal Trade Commission), one of the organizations that enforce the FCRA (Fair Credit Reporting Act). This panel helped review various scenarios and answered questions providing an understanding of how background screening companies and their clientele need to be in compliance with the FCRA. Michelle and Melissa's greatest take away was that, in the scheme of things, make sure your clientele follow the Pre-adverse/Adverse action FCRA requirements, or they will be asking for the FTC to be knocking on their door

(see CI's February Webinar Series recording on its website for more information).

Following the FTC was Georgia Attorney General, Sam Owens. Sam argued against the EEOC's guidelines. He believes the EEOC tries to enforce the guidelines to the point where they are authority; however, the EEOC guidelines are not the law and can be tricky when individual states have certain laws you have to follow with background investigations. Note: New York's Article 23-A is law and needs to be complied with, regardless of your take on the EEOC guidelines if you are a New York employer.

One of Michelle and Melissa's favorite sessions was with Pam Devata Esq., who spoke about case settlements, adjudication, obtaining user certification, consumer disputes, profile disclosure and failure to delete, all within 90 minutes. Pam was very insightful and is a great contact to have in the background screening industry. Commercial Investigations learned a lot from Pam when it came to compliance in today's FCRA environment and current interpretation of the regulations.

The final meeting was the Town Hall meeting where Melissa Ramsey found out that she had received her FCRA Advanced Certification. The CI staff is proud of Melissa and excited to have our first FCRA Advanced Certified team member.

On the final day of the conference Michelle and Melissa were able to go to Capitol Hill and meet with legislators in their area to inform them on background screening in upstate New York. It was an interesting and thrilling experience to be able to put Commercial Investigations LLC in the minds of our legislature officials.

## Inside this issue:

<b>CI Attends NAPBS Conference</b>	<b>1</b>
<b>CI Webinar Series</b>	<b>1</b>
<b>Due Diligence:</b>	<b>2</b>
<b>The Long Road to Redemption</b>	
<b>Meet Due Diligence:</b>	<b>2</b>
<b>Last Scene From Due</b>	
<b>CI's Birthday Celebration Continues...</b>	<b>3</b>
<b>Inquiry Spotlight:</b>	<b>3</b>
<b>Vigilant New York</b>	

## CI Webinar Series

In 2014 we are bringing monthly educational webinars to our clients. Here is a preliminary schedule:

January: Securing Confidential Data

February: The Pre-adverse/Adverse Action Process

March: Origin vs Protection Plus

April: NY Article 23-A

May: CI Portal/Electronic Consent Forms

June 26 11:00 AM ET: Health Care Comply Plus

July 24 11:00 AM ET: Primary Source Verification vs Simultaneous Notice

August 28 11:00 AM ET: Cursory Indicator New York

September 25 11:00 AM ET: VolChecked

October 16 11:00 AM ET: TBD

November 20 11:00 AM ET: TBD

December 18 11:00 AM ET: TBD

To make sure you get our email notifications please contact us at 800-284-0906 or [info@commercialinvestigationsllc.com](mailto:info@commercialinvestigationsllc.com).

See you online!

## Due Diligence: The Long Road to Redemption

In our March addition of CI Times, Due was arrested and facing some serious consequences after being caught driving a stolen truck. Since Due used Commercial Investigations' VolChecked, the company he was volunteering with, Clean Slate Disaster Relief was going to find out about this arrest. What- ever will Due do?

Due's bail was set at \$20,000 dollars. Due asked his friend, Hot Rod, to pay the bail and when he got out, explain why he had lent Due a truck that got him arrested and could very well jeopardize his future.

Hot Rod said that it wasn't his fault! Hot Rod's father, Ray Robinson, asked him to detail his truck, the truck Due had been driving. However, Hot Rod had a lot of business at his mechanic shop recently so he had been procrastinated on detailing the truck. Three weeks passed and Hot Rod was remiss to call his father to let him know why it was taking so long. The day that Due borrowed the truck was the same day Ray came looking for his truck. Hot Rod was not there to let his father know where his truck ran off to. When the mechanics at the shop couldn't tell Ray where his truck was he called the police and reported it stolen. By the time Hot Rod explained the situation to his father the damage was done and Due was al- ready in jail.

Due asked if the charges were going to be dropped since it was just a misunderstanding. Hot Rod said they weren't going to be dropped, due to Due and Hot Rod's criminal history Ray didn't believe it was just a misunderstanding. He didn't give his son permission to loan the truck out nor did he give Due permission to use the truck. It seemed as if there was only one course of action Due could take. Due grabbed the phone and prayed that Clean Slate Disaster Relief would give him a chance to prove his innocence. Due knew that Clean Slate would know about his arrest, after all he did get his background check done through Commercial Investigations' Platinum Level VolChecked. Platinum Level VolChecked has the Vigilant New York component which in- cludes a twenty four hour arrest alert. When Due was arrested CI received an email alerting them of his arrest. CI then reviewed which organizations had access to Due's background report; they then notified the organizations about the arrest.

While all this is going on with Due, Clean Slate Disaster Relief was dealing with the fact that they might have made a mistake in bringing on Due. Was it true that everything he had said about turning his life around was a lie? How could it be when he seemed so sincere? Clean Slate was a big proponent of second chances, so they really wanted Due to succeed. They were pleased that Due had utilized the Platinum Level VolChecked through Commercial Investigations. Since they were notified of the event, they knew how to proceed before finding out about the incident from Due himself. VolChecked Platinum level was one of the main reasons that Clean Slate Disaster relief gave Due the chance. It was some

extra security added to a high risk volunteer candi- date.

Clean Slate Disaster Relief explained to Due that until he got the situation sorted out they were putting him on a suspension of duties. Clean Slate said that if Due was able to prove his innocence to the courts they would lift his suspension. Due was appreciative that they didn't terminate him, but this situation he found himself in might do some serious damage to his ability to keep his lawn care contract with the park. If Due couldn't get in all his volunteer hours the park could end his contract and where would that leave him? Due decided that the first thing he had to do was to move. He didn't need any more trouble following him. Where was he supposed to go?

A few days later Due was at the supermarket still wondering how on earth he was supposed to find another place to stay and how he could prove his innocence? Due ran into his once close friend, Cryst- al Glass. Both Due and Crystal had nothing better to do so they found themselves chatting over coffee and lunch. Due felt, after their talk, that Crystal was trying to stay on the straight and narrow as well. After some consideration, Due truly felt that he and Crystal could be good for each other and keep each other in check. Conveniently Crystal said her roommate had recently moved to Saskatchewan and now she needed some- one to help pay the rent. To Due this seemed like a good sign. Before Due knew it, he was moved in and working on defending his reputation.

Crystal and Due enjoyed living together, they had a good camaraderie. Due was suddenly not feel- ing so bad about the possibility of losing his contract. He could always move back to New York perma- nently. Starting over wouldn't be so bad, not if he could prove his innocence and get Clean Slate back on his side, and especially if he could have a comfort- able home to come back to every evening. If he didn't sort this thing out with Ray Robinson, Due would not have a chance to start over. This little misunderstanding with Ray and the truck could really cost him.

What is going to happen to Due? Will he prove his innocence in time to finish his volunteer hours and go back to work at the park? Or will the park drop the contract because he was unable to finish his required volunteer hours? Will he stay with Crystal in New York? Will Due fail and end up back in jail for a miscalculation? Find out in our next issue...

To learn more about VolChecked and other products offered by Commercial Investigations please contact a CI representative at:

(800)284-0906 or [info@commercialinvestigationllc.com](mailto:info@commercialinvestigationllc.com)

Stay tuned to find out what Due is up to next!



### Meet Due Diligence Last Scene from Due

In our March edition of CI Times, Due was doing very well and was very happy with the way things were going in his life. His lawn care company, Clean Cut Clippings, was growing and Clean Slate Disaster Relief was very impressed with his volunteer work thus far. Due was staying with his old pal, Hot Rod Robinson who had all of the luxuries that Due could ever ask for. Due should have investigated into why Hot Rod was doing so well financially given that Hot Rod was not one of the hardest working people.

When Due decided to borrow Hot Rod's new truck he ended up in some trouble with the law once again. Due was arrested and he eventually discovered that the truck he borrowed from his "pal" Hot Rod was reported stolen. Clean Slate Disaster Relief used Commercial Investigation's platinum level VolChecked service and therefore quickly became aware of Due's arrest. For obvious reasons Clean Slate Disaster Relief wanted to talk to Due about what happened and they were hoping that this was all just a misunderstanding. After working so hard to turn his life around Due is now unsure of what the future will bring in regards to his volun- teer work and his growing lawn care company. Will Due be able to clean up this mess or will he face more issues with the law?

To see Due's past reports, view his page online at: [www.commercialinvestigationllc.com/duespage](http://www.commercialinvestigationllc.com/duespage)

Read previous issues of CI Times to see the full details of Due's life at [www.commercialinvestigationllc.com/newsolder](http://www.commercialinvestigationllc.com/newsolder)



## CI's Birthday Celebration Continues...

Commercial Investigations LLC is continuing to celebrate its 10<sup>th</sup> Birthday by giving back to the community. CI donated to three wonderful organizations during the months of April and May to celebrate.

On April 4<sup>th</sup> five CI staff members participated in the Capital District Big Brothers Big Sisters Bowl for Kids' Sake at Spare Time in Latham, NY. CI was able to raise money to benefit the children in our community while enjoying a fun night out with each other. Investigators Craig and Melissa were the high scorers of the night with a total of 10 strikes between the two!!

Also in April, CI donated to the YMCA of Buffalo Niagara's annual campaign. The money CI donated will ensure that four children will have the opportunity to participate in youth sports leagues where they will learn techniques, be active, and have fun with their peers. The money donated will also provide one week of quality after-school child care for a child in need.

On May 20<sup>th</sup> another five staff members from CI attended the SEFCU Annual Monopoly Tournament to benefit the Center for Disability Services. CI donated to become part of the Monopoly Mogul Challenge. This was a great way for us to share a little of our competitive sides while raising money for a great cause. Congratulations to Lundy, CI's winner, who ended the game with a grand total \$4,972.00!!

It's been so much fun celebrating our 10<sup>th</sup> birthday with the community that we don't want it to end.....so it is not over yet!! Continue to look for more community events CI will be participating in during 2014!



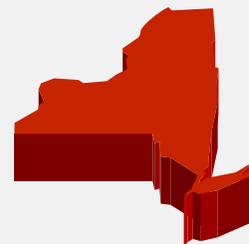
### Inquiry Spotlight

#### VIGILANT NEW YORK

Vigilant New York is a monitoring service which will alert you within 24 to 48 hours of an employee, volunteer, tenant, or board member's arrest within New York State.

Once an employee is hired, or volunteer brought on, most organizations no longer look into an individuals' background. Now, New York employers and volunteer organizations have a way to monitor individuals. CI's proprietary data allows organizations a continued peace of mind.

Continuously monitoring individuals for criminal activity is a prudent way to protect clientele and organizations after an individual is brought on as an employee, volunteer, tenant, board member, etc. CI's Vigilant New York inquiry is the only way for New York employers to find out within 24 to 48 hours if an employee has been arrested. Vigilant New York is also available for volunteers, board members, tenants, and other individuals you would run a background investigation on before bringing into your organization.



Contact CI at (800) 284-0906 or [info@commercialinvestigationllc.com](mailto:info@commercialinvestigationllc.com) for more information on CI's Vigilant New York inquiry.

## Commercial Investigations LLC

A Licensed Private Investigative Agency

Providing the proactive truth with high quality background investigations through human intervention with an investigative approach.

### Background Investigations

CI provides accurate, timely, cost-effective and fully compliant reports delivered with exceptional client service.

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