



Diet Background Investigations

January 2023
Volume 19, Issue 4

The Current Hiring Environment

Hiring and retaining employees this year has been challenging to say the least. Employers are facing one of the most historically tight labor markets ever. It was already hard enough to hire people, now add on a tightening economy and spending has become more difficult. In response, employers are looking for places to cut costs while streamlining their applicant onboarding process. Unfortunately, one of the methods they are looking to accomplish this is by scaling back their background investigations.

Some employers are taking off education, employment, or reference verifications, stating they know people in the industry and can ask around. Others are opting for fewer criminal inquiries since they are satisfied with a National Criminal search. While we understand the need to streamline expenses, we cannot over-stress the importance of not forsaking a quality background investigation. Cutting costs now could result in even greater losses in the future.

Missing Information

As employers eliminate different sections of their investigations, they sacrifice valuable data that would otherwise protect them from hiring someone that wasn't a good fit. For example, a lot of employers believe that a National Criminal search is the be-all, end-all of criminal searches. However, the name itself is misleading. At CI, we call our "National" criminal search a multijurisdictional instead, because the search is only retrieving information that is available to be pulled into a large searchable database, and does not have consistent coverage throughout the United States.

The main issue with that is the courts do not have any guidelines regarding when they need to update their records. When an employer only does a multijurisdictional, they cannot be sure that the information is up-to-date, it could be two days old, or 18 months old. It all depends on when the court information has been updated. Employers need more than just a multijurisdictional criminal search to be compliant.

Another main section of a background investigation that employers are cutting out is the verifications; primarily education, employment, and references. It's true, these inquiries take the most time, but eliminating them completely isn't a viable option either. Education verifications are the most commonly falsified inquiry in a background investigation. It's so easy in fact, you can go on Amazon right now and buy a diploma that could look real. Many employers accept these documents at face value and don't actually verify all the information. Although this will speed up the process at the start, it could lead to major issues for the business later.

Finding a Balanced Solution



Employers need to streamline their applicant process, but none of them really want to completely get rid of their background investigations. There has to be some balance between employer, applicant, and Consumer Reporting Agency (CRA). Partnering with a background investigation professional will allow you to continue to receive high-quality data on your applicants in a reasonable time.

No one wants to lose applicants because their process took too long, but they want trusted people working for them too. Don't sacrifice the quality of your background investigation for speed. Partner with a professional that will help you make better informed hiring decisions in a timely manner.

INSIDE THIS ISSUE

- Diet Background Investigations 1
- Due Diligence: Is It Worth It? 2
- Guardians Quality Control 3
- Spotlight: 2022 PBSA Conference 3
- About CI 4



Due Diligence: Is It Worth It?

Meet Due Diligence... Last Scene From Due

Duey and Prue were almost on the plane home when they got some bad news from Dueys friend, Lou. He had been fired from his mechanic job for pictures Prue posted of him with a joint. Now the Fancy Valley is calling Duey with a problem...

Is It Worth It?

Duey and Prue finally arrive back home, although they wish they were still celebrating their honeymoon, not worrying about anything else. Looking back on it, Duey realized that even though Prue and him spent a lot of time together and really enjoyed themselves, they did nothing but answer one phone call after another.

"Shoot!" Duey shouted from the living room.

"What is it, Duey?" Asked a worried Prue.

"Oh nothing, sorry for my overreaction," Duey said. "I just remembered that Fancy Valley called me while we were waiting at the airport. I had to let it go to voicemail because they were calling our section to board the plane!"

Duey ran over to grab his phone off the charger and dialed the number to Fancy Valley and The Four Seasons. Justin picked up the phone immediately.



"Hey Justin! Sorry I didn't get a chance to return your call until now. What's going on over there?" Replied Duey.

"Oh that's okay! I can't wait to hear about your trip. I'm calling to ask if you remembered what was going on with that applicant we wanted to hire? I could use some advice." Justin said.

"Sure thing!" Duey said excitedly.

"So we really really like this applicant, but certain inquiries are just taking way too long to come back. We are scared of losing him to somewhere else or that we are going to regret spending this much time on him when we could have continued our search.

We have encouraged him to try to provide Commercial Investigations LLC with the extra information they need from him to continue, but it's still taking longer than expected. Is it worth it to wait?" Justin asked hopelessly.

"Well that is a loaded question! In my personal experience, of course it is worth it to get all of the information and diligently review it, but I do understand your concern with the timing."

Duey replied, "However, I would take a look at the specific inquiries that are taking this extra time and discuss the importance of waiting for the results. Is this still regarding the Michigan statewide criminal search Sue told Prue about?"

"That is one of two inquiries. The other is a Direct Report professional reference. The applicant keeps providing professional references, and they all say terrific things, but none of them have directly reported to our applicant," said Justin.

"The criminal search is not something I would advise skipping out on, because you never know what could come back," explained Duey.

"Well what if nothing comes back?" Asked Justin.

"Well then you would know for sure and could make a decision having the most accurate information. As for the reference, if you are comfortable with the information you have received so far, then you can discuss moving forward after the other inquiries are complete.

However, just remember that it is important to keep these things consistent, meaning make the same decision for other applicants from here on out. Do not pick and choose, and keep in mind that you once set these requirements for a reason!" Duey exclaimed with confidence.

"Thank you, Duey! You give the best advice! See you Sunday for the big game!" Justin said.

Will the Fancy Valley and Four Seasons have to change their hiring process?

Will Sue and Justin adjust their requirements?

Isn't Coco's court date soon?

Find out in the next issue!

**For more about the Dangers of
conducting investigations yourself,
Scan The QR Code Below**



Guardian's Quality Control

"We don't need to pay someone to do a Sex Offender Registry search for us," a Human Resource professional said, "we can do that on our own".

Miles away, Guardian heard the distress call and sprang into action. "I have to let them know they won't be getting all the information possible!" Guardian exclaimed.

The business in question is Big Blue Hospital System, and they're looking to cut costs and streamline their applicant onboarding process just like everyone else is. Guardian knows that they can't just go chopping off pieces of their investigation without thinking about the information they will be missing first.

As the HR team discussed their options, they soon realized that a bird was staring at them while pecking through their office window.

"Who or what are you!?" The team said as they opened the window.

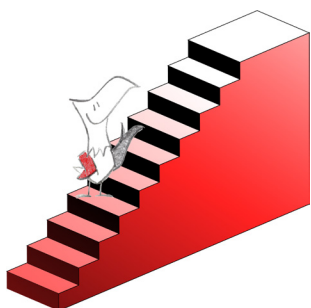
"Guardian's the name, protecting employers is my game. I overheard you talking about performing a Sex Offender Registry search yourself, and I'm here to tell you why that's a bad idea," Guardian explained.

"What do you mean a bad idea?" The team leader asked. "It's public information, so we can just look it up ourselves during the process."

"Yes, it is public information. However, which registry were you going to use? The national or a state specific? Most businesses just start with a National search, but they don't know that they aren't getting all the information. Some states have 3 levels of offender, with level 3 being the worst. When you search the National database though, you are only getting high levels, not all levels. Yes it's the worst offenders, but there are many more offenders, and you still may not want to hire them," Guardian explained with a smile.

The team looked at Guardian perplexed, "Wait, so the National registry doesn't have all the data. What's the point of it then?"

"A national search is a good starting point to find anything obvious, but that registry won't even tell you the details of the conviction, only the level and state. To get all the information, you have to contact the specific state's registry," Guardian said.



"Well we can't spend that much time on these searches. How do we streamline this while still getting accurate data?" The team asked.

"Partner with an investigation professional. Companies like Commercial Investigations LLC have relationships with the registries and can get your subject's data faster than an internal team could. It also saves you on any liability that might fall on your hiring team's shoulders if they see any protected information while searching," Guardian explained.

With that, Guardian helped another Human Resources team make smarter hiring decisions. Hearing "Thank You's" in the distance, Guardian moves on to his next great adventure.

Spotlight: 2022 PBSA Conference

From September 11th to 13th of 2022 members of our team attended the Professional Background Screening Association (PBSA) Annual Conference held at the Gaylord Rockies Resort in Denver Colorado.

The PBSA hosts annual and mid-year conferences each year giving those in the industry the opportunity to network and gain further education in order to better serve their clients.



The PBSA offered a wide variety of seminars to attend, including but not limited to: How to Grow Relationships between Consumer Reporting Agencies and Their Provider Partners, Improving Compliance Functions, Benefits of Fair Chance Hiring Practices, and Exploring End User Agreements. All together, the conference was made up of 874 attendees, 61 exhibit booths, and 35 educational sessions.

In the end, members of our team were able to learn more about the industry and took away many important points that can help us better ourselves as a company. Scan the QR Code below to see more from this year's PBSA Conference!





A Certified Woman-Owned Private Investigative Agency providing accurate, timely, cost-effective and fully compliant reports - delivered with exceptional client service.



Latham, NY & Harmony, FL USA
Phone: (800) 284-0906
Fax: (212) 937-3858
info@commercialinvestigationsllc.com
www.commercialinvestigationsllc.com

Your Proactive Truth Partner™



This publication is designed to provide accurate and authoritative information with respect to the subject matters covered. It is distributed with the understanding that CI is not engaged in rendering accounting or legal services.