



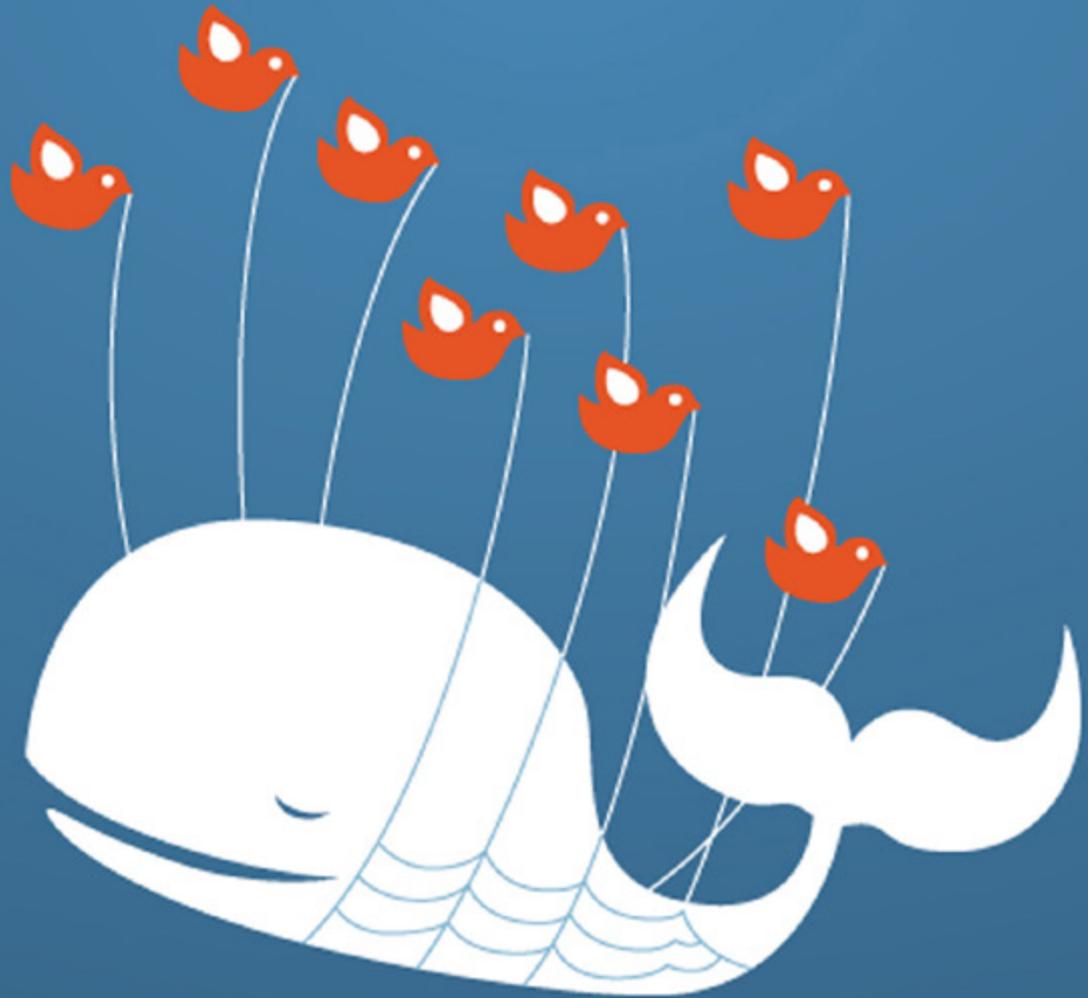
7 Massive Fails

of Background Check Companies

FAIL MUCH?

With all the superlatives and accolades used by background check companies to describe their services, you would think they were immune to failing their customers. However, industry wide surveys tell a different story, reporting that 48% of companies are barely satisfied or worse with their vendor, and only 7.9% of those polled awarded their provider the highest service rating.

So why are all these companies unhappy with their provider? Because they fail you time and time again. Here's the truth on their 7 biggest failures.



Your vendor's flaws are probably just as lovable as Twitter's FailWhale.

#PHONEFAIL

1. They don't answer the phone.

They promised you personal customer service with dedicated representatives. What you got was an automated recording answering your call. After navigating through multiple selections, you finally made it into the queue. But you probably have better things to do than be on hold. You need help determining what a disposition means so you can make a hiring decision.

Great service does still exist in the 21st century. At BIB, real people answer the phone. And they can answer your questions because they have actual knowledge of the industry and our product. In fact, we respond to our client's needs on the first call 95% of the time.

**Is everyone off at lunch
every time you call?**

#JOBFAIL

2. They sold you a database search and told you it was reliable.

They promised you a reliable search, one that was “nationwide” covering all 50 states. They put glossy marketing and branding in front of you, all attempting to convince you that a national database is a quality screen. What you got was a database search, which is anything but quality.

All background screens are not created equal, and in the case of “national” database screens, they are extremely unreliable and risky when used as primary or sole source. This is the truth about databases:

- › A complete “nationwide” database does not exist in the U.S. because criminal public record information is highly complex and not consistent from state to state.
- › Only about 50% of U.S. courts are available in a “national” database
- › Some counties do no report to any state or national repositories
- › The records in a database may not be the most current or have a final disposition - this is found often only at the court of record.
- › Database searches often return large numbers of records when using common names, resulting in false positives, which can be a liability for organizations.

A commercially available National Criminal Database should never be used *alone* or *as the primary method of discovering records*. Even if the vendor tells you they are verifying the data at the county. They are still only verifying the data they found in the database. The database itself is like a wireless provider coverage map that has holes in it everywhere. There are over 3,400 counties in the country and over 5,400 courts, and these databases include less than half of them.

It's not like their ONE JOB is to provide reliable data...

#CRIMEFAIL

3. They broke the law

They promised their background checks were legally compliant with the Fair Credit Reporting Act (FCRA), which regulates the information that can be assigned to a consumer report used for employment. What you got were reports that attributed criminal records incorrectly to your applicants.

Unfortunately, many employment screening firms have been in the defendant seat for repeated non-compliance with FCRA and its requirements of validating and verifying criminal records are those of the applicant. Because criminal records are most often found by name searches rather than a unique identifier

like a Social Security number, searches for common names return many results. That's why it so important to have multiple identification matches including complete legal name, DOB or address.

This epic fail exposes employers to significant risk but also prevents hard working citizens from gainful employment.

**Following the law is hard.
Sometimes crime is harder.**



#TECHFAIL

4. They can't automate anything

They promised the best technology that would automate functions speeding up the process. What you got on delivery just didn't meet those expectations.

Sometimes the demo looks better than the functionality actually available. But lack of automation in key areas can really bottleneck the process. Automation is critical in AKAs (Also Known As) and name variations, Adverse Action and Individualized Assessments.

Using various names potentially used by your applicant helps find records that could be overlooked. You can eliminate manually selecting AKA names by automating the selection straight from your Address History Trace.



Have you tried turning them off and turning them on again?

In addition to AKAs, there are name variations. Names can be misspelled or appear differently in case records when spaces or apostrophes are used. A Name Variation Algorithm automatically spins up all possibilities, ensuring you don't miss records.

The Adverse Action process is required when an applicant is denied a job due to their criminal history report. A pre-adverse and post-adverse action letter must be sent to the applicant advising them of their legal rights. Failure to communicate with applicants is a direct violation of FCRA. Screeners with automation capabilities can send these on your behalf, so you remain compliant but not burdened by more paperwork.

Automating Individualized Assessments, which is an investigation of an arrest or conviction taking into account the severity of the crime, the time passed since the offense and the nature of the job, is the latest function high volume screeners shouldn't be without. Employers, concerned about the EEOC's 2012 guidance and subsequent lawsuits filed demanding the use of individualized assessments, need to be able to initiate this practice in scale through automation.

#PRICEFAIL

5. They charge extra fees on top of package prices

They promised you a flat price for your searches. What you got was an invoice with lines and lines of extra charges.

In order for employers to fully understand the costs of background screening, you need a real cost per transaction so that your budget numbers don't get rewritten. Access fees are the costs associated with retrieving records at courthouses. They are the same for any organization seeking records. To get a better idea of real costs, look for a package price that includes any additional charges associated with gathering records. You should also look for a price that is inclusive of AKAs should this be a search option you desire.



**No wonder you signed up.
Those really are unbeatable prices!**

#DATAFAIL

6. They send you incomplete info

They promised you the most up-to-date and accurate reports on your applicants. What you received were reports that were incomplete.

Many vendors will send you incomplete records - arrests with no disposition information. How can you make a fair decision on employment without the full story? Should you even be making decisions based on arrest records alone?

An arrest without a disposition leads to interpretation and assumptions. If a record has a final outcome then you must have that information to determine if the offense should prevent you from hiring the applicant. If your vendor is returning unverified records to you then they most likely are only running database searches, leaving you to fill in the rest.

ITAL FLORIDA
TRIESTE

**Ooh! Your daily shipment
of fail has arrived!**

#COMMUNICATIONFAIL

7. They just don't communicate

They promised you updates on your dashboard or via email to keep you in touch with delays or other challenges. What you got was....silence.

Background screening is impacted by multiple factors relating to the accessibility of courthouse records. Inclement weather, shortened schedules and the age of the record can cause delays. Instead of you calling your vendor when you need to know the status of a report, it's much more convenient to receive messages on your dashboard when you sign in or to receive emails alerts. Proactive notifications allow for you to manage your workflow and onboarding better.



You obviously don't need to know details as long as you know the really important stuff.

#FORTHEWIN

Notice of any of these failures? Would you grade your background screener an F? There is a better way to screen. BIB focuses on what's important to you in background screening. Talk to us today about how we can help you screen better.



BIB

**BIB is not affiliated with any of the brands or likenesses contained herein.*

