



## No Shortcuts: Why Smarter Screening Matters

An Illinois man is suing both his former employer and their background screening provider because they errantly reported that he was a registered sex offender, and didn't take the time to ensure that the record actually belonged to him. The background check misidentified the individual, a male in his twenties, as a man in his fifties who had been convicted of sex crimes in states where he had never lived.

Unfortunately, stories like this fuel the perception that employment screeners don't care whether they report accurate information or not—and that employers blindly make hiring decisions without allowing candidates to refute the information. Here at EmployeeScreenIQ, it further validates our core belief that smarter screening means intelligent hiring.

Over the years we have developed a best in class screening process which focuses on delivering the most comprehensive, accurate and compliant background checks in the industry. And it's no secret as to how we've gotten here. In fact, we can sum it up in two words: No Shortcuts.

"No Shortcuts" is more than just a tagline or fancy marketing campaign. It is the foundation for how we operate our business. This mantra is employed at every level of our organization so that employers have everything they need to make an informed hiring decision.

### Finding the Records You Need to Protect Your Organization

Did you know that EmployeeScreenIQ finds that 23% of all candidates we screen have some type of criminal record—more than *double* what is publicly reported by other providers? This



distinction is no accident. It starts with thoroughly vetting our court researchers and blindly testing them throughout the year. We determine the most comprehensive resource for identifying records in each county throughout the U.S. (most often directly at the county courthouse). And instead of just performing research at the Upper Court—which usually houses only felony records—we take the added step of checking the Lower Court for misdemeanors and infractions. If we find a record, we'll report it, regardless of age, unless the law precludes us from doing so. We also encourage our clients to couple this in-depth county research with a National Criminal Record Database search, in order to identify convictions that might have occurred in counties where the person may not have lived.

Those who take advantage of this service find 20% more records than those who do not. Let's face it: the vast majority of the folks who are screened don't have anything to hide. A screening program is designed to highlight any piece of information that might give you pause. The goal is to gather everything possible to make an accurate decision.

## Providing Accurate and Updated Information—the First Time

One of the worst things you can do in your background screening process is to make a hiring decision based on inaccurate data. Rather than just reporting information as it appears, EmployeeScreenIQ takes the necessary steps to ensure you can rely on the results we provide. Before reporting criminal records, our Public Records department confirms that the information we've found actually belongs to your applicant. They also consult our 50-state compliance guide to ensure that the record is legally reportable.

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The same applies to our methods for verifying other pieces of adverse information such as those found when conducting employment and education verifications. Our research team will review for depth of detail and to ensure there isn't any misleading or inconclusive information.

We're all for streamlining the process and reducing turnaround time, but it shouldn't come at the expense of a quality product. Want proof that our methods work? Only .017% of all reports produced by EmployeeScreenIQ are disputed by applicants.

## Good Verification Work Demands Patience

When it comes to employment and education verifications and reference interviews, avoid any provider that makes three phone calls and bails when they don't get a response. In fact, we only close 4% of all verifications due to a lack of cooperation. That means we are able to complete them 96% of the time!

Our philosophy is to exhaust all reasonable efforts to successfully complete the work. Why else would you hire us to perform this service? First, we ensure that we are contacting the right



person or department. Once we have done so, we will reach out to them via phone, email and, or fax. If they tell us they will get to it, we continue to follow up until completion. If we don't hear back we will make every reasonable attempt to gain their cooperation, varying from the time of day we call to asking the phone attendant if anyone else can help.

## The Candidate Experience Is Paramount

Employers spend a lot of time, money and effort identifying the perfect candidate for each position to be filled. A background screening provider shouldn't jeopardize that hard work by alienating your candidates. How does this apply to No Shortcuts? We've already mentioned our efforts to ensure the accuracy and timeliness of the information we report, and that our reports are disputed only .017% of the time. What we haven't talked about is the time and resources we dedicate to treating your candidates with the same respect that you do.

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In the event that a candidate does dispute a record, we will work with them to determine the nature of the dispute, investigate and ensure a timely resolution. By law, background screening providers have 30 days to complete the process. EmployeeScreenIQ resolves 50% of all disputes within a matter of days. Disputes not resolved in this time period are typically delayed due to the source of information—not because we know we have 30 days. These are real people, looking for real jobs. We owe it to our clients and their candidates to leave no stone unturned. Ironically, in this case our accelerated timeline is anything but a shortcut.

## No Off-Shoring, No Home-Based Workers

In any business, the best way to improve profitability is to cut costs. Many in our industry have done so by outsourcing and offshoring key components of the process such as data processing, customer service, research, etc. and by employing the use of home-based workers. This often leads to a lackluster or inconsistent product and diminished client experience; not to mention the loss of control of your candidate's personal information.

At EmployeeScreenIQ, we control the process. Our team members are trained at the onset with our best practice methods and that training is reinforced throughout the year. We maintain strict control of your candidate's data. Our dedicated team of Client Relations Managers and Associates is employed at our headquarters in Cleveland, Ohio. And we treat our staff the same way we treat our clients.

We all know that most customer service positions are an endless cycle of new people, which can lead to inconsistent and unknowledgeable service. Not here. The average tenure of our associates is just over five years and our managers over nine years. Our client-first philosophy has led to us being named a 2010 World Class Customer Service organization.



## The Bottom Line

As you can see, No Shortcuts defines EmployeeScreenIQ as an organization and helps to protect you and your employment brand. Let the folks who have defined smarter screening and intelligent hiring demonstrate why our services offer you the ROI and peace of mind you need to make the most informed hiring decisions.

### About EmployeeScreenIQ

EmployeeScreenIQ is an industry leading global employment screening resource, providing clients with the information they need to make smart hiring decisions through the use of background checks and substance abuse screening. EmployeeScreenIQ employs in-house verifications and criminal research staff and maintains a nationwide network of over 3,500 professional court researchers as well as a syndicate of thousands of Patient Service Centers for substance abuse screening. The company offers an unparalleled user experience at competitive rates and delivers excellent value based on the unique needs of each client. It uses its own EmployeeScreen University to educate clients and the marketplace on issues related to compliance and legislation in relation to the use of employment background checks.

EmployeeScreenIQ is accredited by the National Association of Professional Background Screeners (NAPBS), a distinction earned by less than two percent of all employment screening companies. For more information, visit [www.EmployeeScreen.com](http://www.EmployeeScreen.com) or follow on [LinkedIn](#), [Facebook](#) and [Twitter](#).