

# The Verifier

The Quarterly Publication of Background Information Services Inc.

## BIS To Testify in Favor of Nan's Law in Pennsylvania

BIS president, Jason Morris, has been invited to speak before the Pennsylvania State Legislature about a pending law that would require background checks for employees in the hotel industry.

The proposed legislation, "Nan's Law," is named after a Miami woman who was murdered in an Illinois hotel by the building's maintenance manager, a 27 year-old man who had been arrested more than once and was hired without a criminal background check. "We're looking forward to testifying to the state legislature on the importance of doing criminal background checks to ensure the safety and security of customers in the hotel industry," said Morris. "It is unfortunate that it took the life of a young woman to bring this issue to the forefront of public debate."

Introduced in the General Assembly of Pennsylvania, H.R. 1350 has 30 co-sponsors and would require all employees with access to guest room keys to have a criminal background check conducted. The exact "scope" of what type of background check has not yet been defined, but BIS considers a hand search of felony and misdemeanor records at the county level to be among the most comprehensive types of background checks available.

If passed, the legislation will take effect 60 days after it is signed into law and will be an amendment to the 1996 Pennsylvania Innkeepers' Rights Act. Morris will testify January 21st, 2004.



Nan Toder—Murdered at the age of 33

More information on Nan's law can be found at [www.nanslaw.org](http://www.nanslaw.org)

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## BIS seeks prestigious ISO certification

BIS has begun an intensive effort to achieve ISO 9001:2000 Certification through the American Society for Quality. This decision was made after reviewing the qualifications and recognizing virtually all the necessary criteria is currently being performed.

ISO 9001:2000 certification is a stringent set of requirements and documented procedures outlining numerous procedures aimed at measuring and increasing customer satisfaction, which is of the utmost impor-

tance to our organization.

Only a select few companies undertake this process to verify what many of our clients already know: a disciplined customer relations commitment to quality and performance is the benchmark of a mutually beneficial client relationship. Our clients expect comprehensive, accurate background checks. This effort is more a recognition of current performance than an attempt to create systems that are not yet in place.

Recognition from the International Organization for Standardization is a prestigious honor for companies that combine a process-oriented approach and internal controls with measurable companywide goals. The process will move through the American Society for Quality and falls within the latest standards update, which was last revised on December 13, 2000. BIS hopes to complete this process and achieve certification by May 2004.

## 2003 Client Survey Results

The 2003 survey results are in and the results are clear. According to you, our clients, customer satisfaction is at its highest level in three years.

Of the 17 questions that directly pertain to our performance as your pre-employment screener, BIS scored higher than last year on 16 of them. On average, our clients gave us marks approximately 10 percent better than in 2002.

The highest marks went to the following four questions:

***"BIS delivers what is promised and expected."***

***"Even though BIS does screening for companies of all sizes, I receive as much personal contact and attention as I need."***

***"When I call BIS, I know I am going to talk to a knowledgeable person who can help me."***

***"BIS delivers what I need."***

The survey found that our clients rank accuracy, quality and turnaround time as the highest priorities.

We found that our reports, relative to your needs, are finished 17 percent faster than last year, but still, it's not soon enough for our tastes. Only 31 percent of you say our reports are finished "before" you need them. We know that this is often the final step in your recruitment process and we are continually striving to build more flexibility into your processes. This is one of our top priorities for the coming year.

Many more of you have said, compared to last year you do not mind us reaching out to you, but it's important for us to

ensure that you have the reports before you need them.

Internally, we try to answer every inquiry in real time. However, if we are away from our desks or on the other line, we have a one hour goal of returning E-mails or phone messages. And for good reason. Last year, the speed at which we answered your questions ranked eight of nine qualities we surveyed. This year, it jumped four spots.

An applicant's reason for leaving was considered the most important part of an employment verification. Their title was considered the least important.

***"You rated BIS better than last year in 94 percent of categories"***

***-Kevin Bachman***

**As mentioned, according your feedback, BIS fell short in one service area compared to our 2002 results.**

*"BIS reports are easy to read and understand," was down 4% from last year*

We agree with your feedback, and here's why:

*Negative feedback from clients regarding motor vehicle reports, credit reports, the SSN Trace, and criminal record information is never a surprise. We'd love to format these reports to make them user friendly, however we are uncomfortable altering the format of public record information and the data provided. Doing so would require editorial privilege that we do not feel entitled to. We feel that the reports should be viewed as they are provided without any editing. We recognize that sometimes it can get confusing, and we are always available at 800.235.3954 to answer any questions you may have in these instances.*



BIS Staff reviewing the 2003 Client Survey Results

## Morris Named to Inaugural Board of Background Screeners Association (NAPBS)

Jason Morris, president of Cleveland-based Background Information Services, Inc., has been named a member of the inaugural Board of Directors for the National Association of Professional Background Screeners (NAPBS). Serving in this capacity, Morris will help in the organizational setup while at the same time actively pursue new membership enrollment.

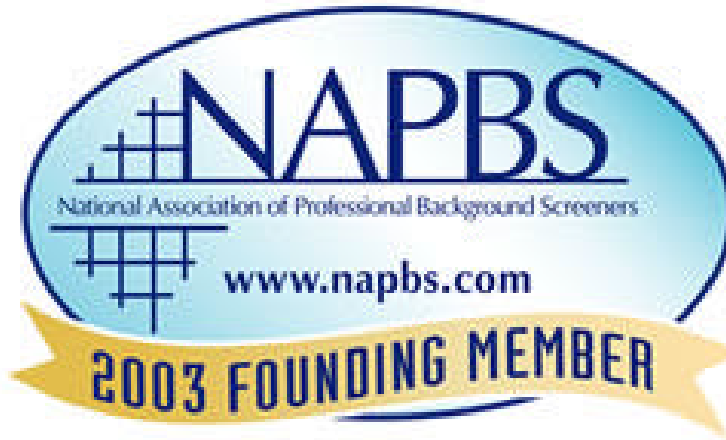
Morris founded Background Information Services, Inc. in 1999 and currently serves as chief operating officer and president for the company. Aiding businesses and organizations in reaching recruitment, retention, safety and financial goals, Background Information Services, Inc. is one of the country's leading companies in the pre-employment screening and background check industry.

"Being selected to the NAPBS Board is a goal I have had since helping form the

association," Morris said. "I have been working hard for several years on gaining cohesiveness among industry professionals for upcoming legislation such as the Fair Credit

Report (FCRA) renewal. This is a great opportunity to bring pre-employment screening to the forefront of every human resource executive and security director's agenda."

Founded in 2003 as a non-profit trade association, NAPBS serves to represent the interest of companies that make up the \$2 billion background screening industry. NAPBS exists to promote ethical business practices, promote compliance with the FCRA and foster awareness of issues related to consumer protection and privacy rights within the background screening industry. The Association provides relevant programs and training aimed at empowering members to better serve clients and to maintain standards of excellence in the background screening industry. The Association is active in public affairs and provides a unified voice on behalf of members to local, state and national lawmakers about issues impacting the background screening industry.



Reporting Act (FCRA) renewal. This is a great opportunity to bring pre-employment screening to the forefront of every human resource executive and security director's agenda."

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## BIS Invited to Publish Article on Employment Screening

*This article will be published in the National Mortgage Brokers Association Publication in February*

by Nick Fishman, Executive Vice President

The practice of conducting effective pre-employment screening on prospective employees has exploded in the workforce over the last ten years. The need to hire the most qualified candidates has never been greater as has the inherent risk in hiring the wrong applicant. Employers owe it to themselves and their customers to know everything that they can about their employees. The most effective method that an employer has available to address this responsibility is to conduct a background check.

Workplace crime and immoral business practices are on rise in this country. The cost of internal employee theft is bleeding businesses large and small, and has become a multi-billion dollar boon to our economy. Negative publicity, especially as the result of a less-than-thorough background check can devastate the very foundation of a trusted company.

And it is no different within the mortgage lending industry. Like every in-

dustry, there are opportunities for criminal, fraudulent and immoral behavior among loan originators. We have all heard stories about work place violence and theft. But to bring the issue home, there have never been more reports of predatory lending practices and accusations of fraudulent lending schemes. An effective background check can limit the opportunity for these instances. By addressing an applicant's past, an employer can determine if they are predisposed to engage in some of these activities.

But what is an effective method of conducting a relevant check?

Contrary to popular belief, an applicant does not have to supply you with all of this information in order to find it. Once an applicant has agreed to submit to a check and provides their social security number, a search can be done to determine past and present names and addresses. While the criminal check seems to be the sexy component of a background check, there are other

equally important elements. In the case of a loan originator, an employer might wish to conduct a credit check as well as check to verify education, employment and/or professional licenses.

Once all of the information is obtained, it is up to the discretion of the hiring party (broker) to decide if the applicant is qualified for employment. A negative incident does not necessarily disqualify a potential employee. However, the employer is armed with all of the information necessary to make an informed decision.

Professionals in the pre-employment screening industry realize that mandated checks are likely to be met with skepticism and anger, but you should view them as a blessing in disguise for your business. Remember, your liability and personal injury insurance can cover any damages resulting in occurrence. What it cannot recover is your reputation. The last thing that any company needs is negative publicity in the form of media or word of mouth. Conducting a background check does not guarantee that such incidents cannot occur. However, it can limit the risks inherent in owning a business.

## Frequently Asked Questions

by Kevin Bachman

**My applicant says he was convicted of several driving related violations but nothing came up on the background check. Why?**

Generally speaking, the best way to obtain driving related information is through a motor vehicle report. Traffic violations in most counties are handled through Traffic Courts, and are not made available to us in countywide felony and misdemeanor searches. This is not necessarily bad news. The sheer volume of speeding tickets, moving violations, etc. would significantly slow down the speed of background searches, plus, there is no way to link that conviction to the applicant's license status. An MVR report gives you all of that information and puts it in context with their individual driving status. If an applicant's driving record is important to you, we recommend going with the MVR to ensure that you get the information you want.

**My applicant says he was convicted of disorderly conduct outside a local bar, but nothing came up on the background check. Why?**

Many minor infractions are handled through local town courts. There are

3,200 counties in America, and each county may have 30 to 40 local towns, each with its own local court. Charges are commonly brought in these town courts, then sent up to county courts for trials, hearings, dispositions, etc. Minor infractions however, can be pled guilty to in these town courts. Rest assured, significant violation, arrest, and conviction information is handled through the county courts. It is generally only the minor infractions that may be disposed of at the local level.

**The criminal hit information is difficult to read. Why?**

Again, there are 3,200 counties in America and each has its own way of providing public record information. We are available to help you decipher these reports, and we encourage you to call with any questions that will help you make a better decision.

Sometimes, the only way to provide additional information is to order copies of the case. In these instances we are looking for the actual pieces of paper that contain additional information. This could cause a considerable delay. When we need the help of court employees to get additional information, we're looking for

information that is not readily available to the general public. We are then at their mercy, but will continue to provide you with updates as needed. We want to provide you with information quickly, but it is as important to be accurate and thorough.

**I tried to enter an order on the website but it says there was an error when I tried to submit it. Why?**

Chances are, your connection "timed out." Because the information you are sending us is so confidential, and the completed reports already on the Web are so sensitive, we have put a time limit on the Website. It is for our client's protection, but we understand that it can be frustrating.

Basically, we do not want to put you or your company at risk by allowing an unauthorized employee to sit down at your computer if you step away get up and go to the coffee machine, etc. Logging back in is the easiest way to fix it. If you find this is happening frequently because of ringing phones, people walking into your office, etc., give us a call and we'll figure out the best way for you to order! We are more than willing to work with you to make this process as easy as possible.



### What do you think?

Are there any stories you would like to see in The Verifier?

What topics about the pre-employment screening industry would you like to address?

Contact us:

Background Information Services 24500 Chagrin Blvd. Cleveland, OH 44122

1-800-235-3954

customerservices@employeescreen.com

### MOVIN' ON UP.....

#### New Faces

- Amanda Stuczynski has joined BIS as a Background Specialist and is a graduate of Baldwin Wallace College with a degree in Political Science. She has previously worked in the travel and tourism industry.
- Steve Dando has joined BIS as a Background Specialist. He is a graduate of Wilmington College with a degree in Criminal Justice. Previously Steve worked as an intern for a local Congressman.

#### New Positions

- Kelly Lucha has joined the customer relations department. She has been with BIS for seven months and was previously a background specialist.
- Natalie Beck has moved into the customer relations department. She has been with BIS for five months and was previously a background specialist.
- Pam Narduzzi has joined the BIS sales staff. She was formerly a customer relations associate and has been with BIS for seven months.