



No organization can afford to cut corners when it comes to background screening. The people you hire are the future of your organization. The right ones can take it to new heights; however, the wrong ones can bring it to new lows in today's litigious landscape. You can't risk the safety of your employees, customers and products with a bad hire who brings liability risks. However, there is lots of misinformation in the area of background screening, so we set out to debunk the top myths we hear every day.

Screening is just one part of the hiring process that can be managed from our single TalentWise Hire dashboard. Whether you need just screening, or screening plus onboarding, TalentWise has a package that is right for you.



### MYTH 1

We are 100% covered!



### REALITY

Nope. Sorry. No screening is 100% foolproof.



### MYTH 2

We ordered a multi-state search, so you know, we're good.



### REALITY

A multi-state search is a great enhancement to a solid screening program, which starts with a county criminal search in the county where the candidate resides. The multi-state search is NOT designed to be the sole basis of a responsible background search. The multi-state

database of convictions is a patchwork of data from multiple jurisdictions, and the quality of the data can vary from state to state, and even county by county. In some jurisdictions, actual court records may be fed into the database providing a very comprehensive criminal search, while in other jurisdictions there may be no records or only a small subset of the possible criminal records that may be available in a more traditional county criminal search. Another point: to reveal a hit in the multi-state database, you need the exact name and date of birth match. Any deviation from that name won't turn up records.



### MYTH 3

Fingerprinting is foolproof.



### REALITY

See Myth #1. While many people think fingerprinting is the gold standard, it has several limitations. First, all

fingerprints go through the FBI lab, which can sometimes see backlogs as long as 6 months. If your candidate commits a crime and applies for a job before those prints are processed, they will get a clean report. Second, the FBI will not accept fingerprints on all criminal charges. For example, solicitation of a prostitute is a charge for which the FBI will not accept fingerprints. You have to decide if this is relevant to your business. Third, and this one usually comes as a surprise, not every person that gets convicted of a crime gets arrested by the police. Police officers are not the only people that can charge an individual with a crime. In many jurisdictions, if the police officer did not actually witness the crime then the ordinary citizen that witnessed the crime can go before a judge or a magistrate and swear out criminal charges. In these cases, the defendant may not ever be arrested, but rather they may simply get a notice to appear in the mail. The defendant may go to court and be convicted without ever having interfaced with a law enforcement officer. Thus, there is a conviction without fingerprints.



#### MYTH 4

We ran a total nationwide search, so we are covered.



#### REALITY

There is no such thing. Screeners are just piecing together the best data available from discrete jurisdictions. There is no “magic bullet” screen that covers the whole country.



#### MYTH 5

Corrections department data is sufficient for a search.



#### REALITY

Many multi-state database type searches will contain records from various state departments of correction. Corrections department records are another good tool to use in your screening program, but not a comprehensive one. A potential new hire can commit hundreds of crimes that will never show up in corrections data.

### TRUE STORY:

A global distribution and delivery company hired an employee in their distribution center. They ordered a minimal background screening, which checked state databases for any relevant convictions. It returned no flags, and the employee started work, having access to the company distribution channels. Less than a month into his employment, officers came to arrest the employee for a parole violation, placed him in handcuffs and escorted him out.

The employer went back to the screening company to see why the conviction never appeared on the report. The answer: the employee had been convicted of a federal crime – sending explosive devices through the mail. This very serious conviction would not appear in a search of state courts. The employer was extremely lucky – the cost of a federal search is pretty slim next to the potential liability associated with this employee committing a similar crime through his employer’s distribution channels.



In order to show up in a department of corrections database, a defendant would normally need to be sentenced to a prison term. It is possible to have many convictions without ever receiving a prison term– but that doesn't mean you don't want to know about them.

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### MYTH 6

All federal searches are created equal.



### REALITY

Sure, and all football teams are created equal. (Go Seahawks!) On a serious note, there are over 90 federal districts in the United States. While no federal district crosses a state line, most states have more than one federal district. While some providers only search records in the single district where the candidate lives, TalentWise searches records in every federal district in the state where the candidate lives. There are four separate federal district courts in the state of Texas alone, so if we ran a federal search for an applicant that lived in Texas, we would run all four federal districts in the state of Texas.

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### MYTH 7

We don't need to check for different names. One should be plenty!



### REALITY

There are lots of reasons people go by different names during their lives, and that's why it's important to run checks on "AKAs" or "Also Known As" names. From name changes resulting from marriage to nicknames to data entry or "Fat finger" errors, it's important to run a thorough search. For example, records for "Jonathan" might be filed under "John" and Suzy Smith could have been Suzy Jones before she was married. Find out if other names hold the key to previous criminal convictions.



### MYTH 8

We've consolidated paperwork and included our Disclosure and Authorization for screening in our offer letter to our candidates. Only one form to be signed by the candidate accepts the job offer and meets our FCRA requirements!



### REALITY

Actually, you're in violation of one of the clearest sections of FCRA. The Disclosure for background screening **MUST** be a document that consists solely of the Disclosure. It should only communicate a single message – that the candidate is being asked to consent to a background screen. Under the FCRA, the Authorization by the candidate to the background screen may be made on the Disclosure document.

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### MYTH 9

We don't need to run a separate sex offender search, as a county or multi-state search will catch any sex offenses.



### REALITY

A sex offender search is a very inexpensive way to get a little peace of mind. Our sex offender search is a nationwide search. That's good because sex offenders can be a very transient population. They commit a crime in one state and get convicted, then move to another state. Sex offender data is also the easiest data for the general public to pull for themselves. No business owner wants to find out from their clients that they hired a sex offender. Protect your employees, protect your clients and protect your business by ensuring that you are running a sex offender search on each and every applicant.



### MYTH 10

We want our screening history to go back in time as far as possible to be extra careful!



### REALITY

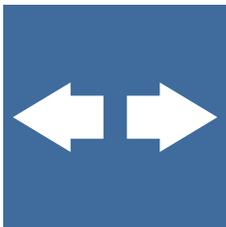
The EEOC is tasked with making sure that employers are using fair practices when it comes to hiring, and that screening data is relevant to the hiring decision.

We all know that a driving under the influence conviction is relevant to your delivery driver but maybe not for your accountant. So how relevant is that 30 year old shoplifting conviction your candidate had when she was 18? Maybe not so much. We don't recommend making a hiring decision based on data that old. That's why we cut it off at 10 years. Increasing litigation in this area indicates this is a smart call.

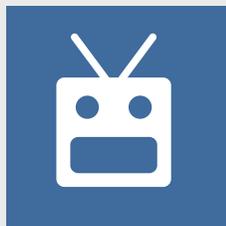
## WHY TALENTWISE PROVIDES SUPERIOR SCREENING SERVICES



**Our error rate is unmatched in the business.** Accuracy is the number one quality you want in your screening provider. What's the point of screening quickly and cheaply if you are getting inaccurate results? Quality does not happen by accident. TalentWise is constantly making changes to our extensive network of court researchers to ensure that we are providing our clients with the highest possible quality in the shortest possible time. All criminal convictions are reviewed by a member of our Quality Assurance Team. That team of domestic employees has been thoroughly trained in the Fair Credit Reporting Act and the many state laws that can impact the reporting of criminal records. We will help you to build a screening program that is designed to be thorough and compliant with local, state and federal laws.



**We want to give your candidates the best experience possible.** In the event that a candidate disputes anything on a TalentWise report, we will handle that dispute as quickly as possible. Our average turnaround time on a dispute (with the exception of credit disputes) is under three days. The Fair Credit Reporting Act allows for reinvestigations to take 30 days, but that is simply too long to leave a candidate in limbo in our opinion, so we make every effort to complete the reinvestigations as quickly as possible. That helps to minimize the risk of litigation for our customers.



**Automation isn't always the answer.** There are many online sources for criminal records available throughout the United States. Screening companies love to rely on these sources as they tend to be inexpensive and usually allow the screening company to return information very quickly. However there is a downside to the overuse of these online sources. Not all of them provide complete information. Many of them maybe missing records that would be readily available if your search included records in the courthouse. TalentWise thoroughly tests all of our sources of information to ensure that we are providing the highest quality of information to our clients. Speed and cost are not the primary drivers of our business but quality is.



**Our customer service is second to none.** If our customers need help, they know we are just a phone call away. Our U.S. based customer service team will answer the phone by the third ring, with an average speed to answer of 10-12 seconds, which keeps your hiring process running smoothly.



**We are nationally recognized for our screening services.** Don't just take it from us. Our screening services have won awards from organizations such as HRO Today and Workforce magazine. HRO Today has named TalentWise a "leading provider" and "best choice" of outsourced background screening services for 7 consecutive years, earning a top spot for Overall Best Background Screening Providers in 2014. HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services. We've also been on Workforce magazine's Hotlist of Background Checking Providers for more than 7 years.

## ABOUT TALENTWISE

To simplify an overly complex hiring process, we've built solutions from the ground up that address the hiring process end-to-end—from the time a candidate is identified and you begin to draft the offer letter, through screening and onboarding to the time your new hire is fully engaged in your organization. HR professionals can now offer, screen, and onboard new hires from a secure cloud-based platform with just one login—accessible anytime, anywhere from nearly any device with an Internet connection.

