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What are You Thankful for this Holiday Season? *By Christine Cunneen, NAPBS Secretary*

As we take time to reflect on all we are grateful for during this holiday season, let's remember our association, the National Association of Professional Background Screeners (NAPBS). It seems strange when thinking about our family, friends and health to have gratitude for our professional association. But seriously, think about it; while you are focused on growing your business, providing timely and accurate background screenings and educating your customers there is an association management team and an army of volunteers who are working hard to promote and protect your profession.

Our founding members developed the first road map to enable the association to meet the mission of promoting ethical business practices, promoting compliance with FCRA and EEO Laws and to foster awareness of issues related to consumer protection and privacy rights within

the background screening industry. As our association has matured, so has our strategic plan. As Secretary of the Board of NAPBS, I am tasked with ensuring we are in alignment with our strategic plan.

The most important piece for me was to make sure our strategy was in alignment with what the members believe to be our priorities. After surveying the membership during the summer of 2011, the full board met for a day and a half at the IMI offices in North Carolina to review, discuss and develop an updated strategic plan for the association. The survey results were as follows:

1. Legislative Advocacy
2. Fiscal Responsibility
3. Membership Development
4. Outreach
5. Accreditation
6. Global Marketing Communications

An overwhelming majority of members agree that legislative advocacy is imperative to the survival of our profession. We are lucky to have a great lobbyist, Montserrat Miller of Arnall Golden Gregory LLP, on our team to help us at the federal level. We are currently reviewing a state legislative tracking software to stay ahead of the state issues. There is a lot to be done and I suspect Legislative Advocacy will always be at the top of our list.

The most important piece for me was to make sure our strategy was in alignment with what the members believe to be our priorities.

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NAPBS® Committees

- Best Practices
- Communications
- Conference
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- Tenant Screening

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What are You Thankful For?

Continued from page 1

The other categories, Fiscal Responsibility, Membership Development, Outreach, Accreditation, Global Marketing and Communications are just as important and need attention also, but members were clear in the ordering of our priorities. The Board of Directors used these survey results as the road map to our strategic planning meeting.

Under each category, the board developed the overall goals, the desired results and which committees would have the primary responsibility to achieve those goals. The board also reviewed the relevance of each committee as they fall under the desired goal. All committees were deemed relevant and important in moving our strategies forward. The only change made was to rename the

Volunteers are the engine that keeps this association moving forward. If you are not already involved in a committee I urge you to get involved.

Media Relations Committee to the Communications Committee to better reflect the tasks that committee undertakes.

All committee chairs were given a copy of the entire strategic plan along with the strategic plan goals with direct ties to their committee. It is now the responsibility of the committees to develop the tasks needed to achieve the desired results in each category. Our hard working committee chairs need your help in reaching those goals. Volunteers are the engine that keeps this association moving forward. If you are not already involved in a committee I urge you to get involved. The updated strategic plan and the committee information is listed on the NAPBS website. We make it really easy to join a committee with a 'join now' button and a calendar of when the committees meet. Please get involved, the association is only as good as what we, the members, make it.



I would like to wish all of you a very happy and healthy holiday season. When making those New Year's resolutions, make sure volunteering on an NAPBS committee is at the top of your list! ■

Update on New Credit and Criminal History Guidance Reported by Consumer Reporting Agencies

Provided by Montserrat Miller, AGG

It appears that new guidance could be issued by the Equal Employment Opportunity Commission (“EEOC” or “Commission”) as soon as December. Such guidance would impact the use of credit and criminal history records used by employers and others as a part of a background check.

At this juncture, new guidance on the use of credit in employment screening will be the first out of the gate. The thinking is that limitations on the use of credit will be first, followed by limitations on the use of criminal history records. New guidance impacting how employers will be able to use credit history for employment screening purposes has been drafted and we believe reviewed by at least some of the [Commissioners](#).

With respect to revised criminal records guidance, the issue that seems to keep popping up is the placement of a time limitation of seven years...akin to a blanket prohibition...on the use of criminal records by employers. In other words, one could not use a conviction for employment screening purposes if it occurred beyond seven years from the job application.

A September 2011 Informal Discussion [Letter](#) from the EEOC on the use of background checks by the Peace Corps states the following, “A pre-employment inquiry concerning criminal records does not in itself violate Title VII because Title VII does not regulate inquiries by employers. However, an employer’s use of criminal record information in its selection process may violate Title VII in certain circumstances. Thus, an employer must not use criminal history information to engage in unlawful disparate treatment (e.g., excluding African American applicants with certain criminal charges while accepting White applicants with the same charges). Moreover, because disproportionate numbers of African Americans and Hispanics are arrested and convicted, the use of conviction and arrest records to make employment decisions is likely to have a substantial disparate impact on those groups. Where there is such an impact, an employer must not use criminal history information in a manner that is not job related and consistent with business necessity.” Reference to a seven year timeline



follows this statement. The EEOC states, “The Peace Corps Volunteer Application asks about all convictions regardless of when they occurred. If this means that the Peace Corps is prepared to exclude applicants for any conviction, whenever it occurred and whatever it involved (even a conviction for a minor offense), we question whether the exclusion is ‘job related and consistent with business necessity.’ To ensure that applicants’ criminal history information is used in a way that is consistent with Title VII, the EEOC recommends that the Peace Corps narrow its criminal history inquiry to focus on convictions that are related to the specific positions in question, and that have taken place in the past seven years.”

As I’ve written in past columns, there will be no Federal Register notice and comment period when the Commission issues its new guidance in the case of credit or revised guidance in the case of criminal history records. It will simply be a done deal.

In August, after the Commission’s public [meeting](#) entitled “EEOC to Examine Arrest and Conviction Records as a Hiring Barrier”, 55 trade associations joined in a [letter](#) to the Commission stressing the importance of the fair and appropriate use by employers, volunteer organizations and non-profits of criminal histories when conducting background checks in order to mitigate risk and promote safety. Unfortunately, there appears to be a presumption at the EEOC that use of criminal history records is inherently bad and serve as a barrier to employment for ex-offenders. ■

*Montserrat Miller, Partner
Arnall Golden Gregory LLP*

Disclaimer: The Washington Report provides a general summary of recent legal and legislative developments and is for informational purposes only. It is not intended to be, and should not be relied upon as, legal advice. For more information please contact Montserrat Miller at montserrat.miller@agg.com.

NAPBS Hires New Management Firm

On behalf of your Board of Directors, we would like to announce that NAPBS has contracted with a new association management company.

As you may recall, in 2010, an RFP Steering Committee was formed as a part of on-going due diligence for NAPBS and in conjunction with the strategic planning effort. The Board of NAPBS has clearly recognized the significant growth our Association has enjoyed over the past eight years of its existence. Requests for proposals were sent to many Association Management companies and individuals, as well. The RFP Steering Committee reviewed all proposals and followed up with questions and presentations from all finalists. The RFP Steering committee narrowed the final selection to three. Based upon the RFP Steering Committee's recommendation, the Board voted to extend IMI's contract through 2011, and to follow up with on-site due diligence visits to the remaining finalists. These on-site visits were conducted in June and August of this year.

As the Board considered the immediate and future goals of the Association, the increasingly complex needs related to the business of the Association, as well as expanded management structure designed specifically to support the Association as it grows into the next phase of its existence, the Board, after considerable due diligence and contract negotiations, selected The Center for Association Resources located in Schaumburg, IL, with additional offices located in Washington, DC and Phoenix, AZ.

Stevie Hughes, Katee Sissler, Emily Canaday and the IMI team have done an outstanding job of bringing NAPBS to its current threshold and industry association growth. Their commitment to NAPBS has been nothing less than stellar, as well as their continuing professionalism. It has not been an easy decision for the Board to not extend our contract with IMI, which expires December 31, 2011. The personal and professional relationships with the IMI team that members have enjoyed over the past eight years are not taken lightly and we expect relationships will continue. IMI and team will be fully engaged during the transition period.

We are very excited to begin working with The Center for Association Resource Management ("The Center"). Below you'll find a few of the highlights that helped us clearly identify The Center as the association management to bring us to the next level. Additionally, we'd like to introduce you to two key team members at The Center; Robert Patterson CEO and NAPBS' Executive Director and Michelle Anderson, NAPBS Assistant Executive Director who will be our main contacts, with additional staff dedicated to NAPBS. To date, Robert, Michelle and additional staff members of The Center have engaged with IMI and the Board for the transition process and they will continue to do so through the remainder of this year and IMI's contract

- NAPBS Executive Director and Senior Management team- Robert Patterson has over 25 years of association management experience with a particular emphasis in overall governance, membership development and government relations. They will be looking to enhance NAPBS' state-based legislative and regulatory effectiveness and also prepare leaders to be "advocates in action". As new bylaws are considered, NAPBS' new executive director brings critical legal analysis to bear on this effort. In conjunction with counsel, he has also developed PAC's, foundations and various grassroots initiatives for non-profit organizations.
- Financial Management- they bring hands-on, in-house financial expertise through an accountant that includes budget analysis and development, ratio analysis as well as investment assistance. Michelle Anderson is NABPS' Associate Director.
- Website experience- they bring years of expertise to NAPBS in this area and will be suggesting and implementing several new changes to the existing website which will continue to enhance and optimize the overall member experience.
- Project Management/Research- One of their core strength areas is the overall area of project management, with particular emphasis in the area of conducting and/or managing significant research efforts. This would be very relevant in terms of the current research project and the need to build capacity for empirical data
- Media/Branding- their communications manager has over 25 years marketing experience in developing brand messaging and logo design, so that NAPBS can be recognized as the "gold-standard". One of the overall goals of The Center would be to align all communication modes to be consistent and also ensure that this is reflected within all state and federal public policy communications.

Additional areas of benefit include strengths in membership development, the use of social media strategy, the use of technology in meeting planning to attract greater numbers of attendees, strategic planning, the ability to build unique member-supported affinity programs that benefit members and NAPBS, along with the entire area of certification and accreditation. They currently manage a client extensive certification program and have had meaningful experience in working with accreditation programs as well.

We look forward to a successful transition and move to The Center and we look for the support of all NAPBS leaders and members in bringing our Association to the next level of strategic goals. ■

Respectfully,
Theresa Preg

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2011 Mid-Year Meeting Wraps Up in Orlando

Approximately 330 attendees from Canada, India, Ireland and the United States gathered in Orlando, Fla. on October 16-18 for the 2011 NAPBS Mid-Year Meeting. Attendees reconnected with colleagues, established new friendships, learned valuable marketing strategies, were educated on issues affecting the background screening industry and heard firsthand from an EEOC Commissioner.

The silent auction raised more than \$3,000 for the association to use for public policy initiatives to combat issues that pose a serious threat to the background and tenant screening industries.

NAPBS would like to thank everyone who helped make this conference a success. We look forward to seeing you in Nashville, Tenn. April 15-17. ■



EEOC Commissioner Speaks to Mid-Year Attendees

A highlight of the conference for many was the ability to hear Commissioner Victoria Lipnic, one of five commissioners for the Equal Employment Opportunity Commission, speak during Tuesday morning's (October 18) general session.

Commissioner Lipnic provided a snapshot of the current commissioners, the body that rules on EEOC decisions, including how and when the other commissioners were appointed and how their backgrounds fit their current roles.

She indicated that dialogue and open discussion are key elements to decision-making among the current commissioners and that a respectful exchange of dialogue on differing opinions is the general process toward

(hopefully) consensus.

After the program, Commissioner Lipnic joined the NAPBS Board of Directors for a luncheon during which she fielded questions and comments from board members with frank and open responses.

Commissioner Lipnic is business-friendly in her approach to decision-making while still being a strong advocate of Americans with Disabilities and opportunities for those with criminal activities in their backgrounds. ■



Resume Fraudster Sent to Jail *By Kevin Connell, AccuScreen.com*

Just when Adam Wheeler, the man convicted last year of fraud for lying his way into Harvard, thought it was safe to come out of the shadows, prosecutors in Middlesex, Massachusetts are asking that he serve his sentence as handed down by Superior Court Judge, Diane Kottmyer.

Wheeler was originally sentenced to serve 2 ½ years in jail and 10 years' probation on identity fraud and other charges, pay restitution of more than \$45,800 and continue to attend counseling for identity fraud and other charges. The 25 year old, however, appears to have forgone the lesson he learned (or should have learned) from his conviction in favor of the temptation of lying for profit once again.

Will Wheeler Ever Learn?

For those who don't recall the story, Adam Wheeler managed to weasel his way into Harvard by falsely claiming prior attendance at the prestigious Phillips Academy prep school in Andover as well as the Massachusetts Institute of Technology.

Not one to fly under the radar to avoid detection, Wheeler, decided to shoot for Rhodes and Fulbright scholarships while at Harvard, citing co-authorship of several books and by claiming to have taught numerous courses and lectures on what must have been an impressive application. He was booted from Harvard in 2009.

With a never-give-up attitude, Wheeler dusted himself off and applied for admission to Stanford after his dismissal from Harvard. Stanford accepted Wheeler but also kicked him out after being alerted to his cons.

Caught Red Handed!

With a smile at his trial, Wheeler apologized to Harvard, his teachers, other students and his friends. He also admitted to being "ashamed and embarrassed." But, obviously, Wheeler wasn't too embarrassed to give fraud another shot.

This enterprising young man now sits in jail awaiting a hearing in mid-November regarding the violation of his probation. So, did Wheeler, like so many other resume fraudsters, stretch the truth a bit about his abilities or work history? Nope. Wheeler, in what can only be called an act of sheer arrogance, cited on a resume and in a cover letter that he attended Harvard University, ignoring the strict warning against such an act that was issued as a condition of his probation.

It seems Wheeler lost his job over the summer and, in an effort to make his court-ordered restitution payments, he

lied on his resume to put himself in a better position than other applicants for the job. Just as he denied other students a position at Harvard, and then Stanford, Wheeler, once again, intended to deny someone more qualified than him the right to a position. This resume fraudster extraordinaire pulled out his pen and made some creative changes to his past.

The Lessons Wheeler Teaches

Wheeler may be a bit hard pressed to learn his own lessons, but he may serve as a shining example of why it's important to tell the truth on a resume and, for employers, he highlights the need for performing a thorough pre-employment background check on each and every employee. Potential employees lie. Not all of them, of course, but enough of them lie on job applications to warrant due diligence by employers. If Wheeler was the only individual to give resume fraud a shot, then employers wouldn't have to look so intently for applicants who lie about a criminal past, tell tales about past employment and present bogus educational credentials.

The reality for employers is this...

Resume lies aren't going to magically go away. Because of this, it's important for employers to protect themselves by partnering with a pre-employment screening agency with the experience to help employers protect themselves, and their employees, against the liability that can result from resume fraudsters. ■

Kevin Connell is Founder & CEO of AccuScreen.com

www.accuscreen.com which has been providing pre-employment background checks on prospective and current employees since 1994.

For additional Information & resources about Kevin Connell and

AccuScreen's services, please visit

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The Integrity of International Providers and the Advantages of Having an In-Country Provider

By Tim Lewis, Global Vetting

As the world's population grows, whilst the world seems to get smaller, the integrity of international vetting providers becomes increasingly more important. In the United Kingdom and Ireland, the protection of children and vulnerable adults is at the forefront of many minds as a greater number of people leave and enter countries, making it necessary for tougher protocol when it comes to employment.

The backdrop of the raised awareness of child and vulnerable adult protection lies in the Soham murders in England, when a trusted caretaker abducted and murdered two young girls who were pupils at the school where he worked.

Allegations against a Rwandan man in the UK this year also highlight the need for reliable checks.

The 60-year-old worked at a seaside care home in England before he was arrested and accused of the slaughter of over a million Tutsis and Hutus in his home country. Despite criminal record checks on the man, his employers knew nothing of the appalling crimes he was accused of. Although it might sound like a nightmare situation, had he been checked in his country of origin using an in-country provider, it could have been avoided.

The advantages of this form of vetting are endless: there is a higher integrity of information to the client, a better understanding of information given and an accountability that is placed on the provider for the reliability of any information obtained.

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There are over 200 countries with different levels of development and the need for expert handling in the field of vetting increases all the time. What many employers don't realize is that they can take advantage of a vetting provider who can source due diligence and have employment and education verification that is credible.

So many situations arise that can be averted by in-country checks that provide a safe environment for clients to work in. In Northern Ireland recently, a Slovakian man was extradited to serve a jail term for the serious sexual assault of a teenage boy in his

Continued on page 10

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The Integrity of International Providers and the Advantages of Having an In-Country Provider *Continued from page 9*

home country three years previously, however he was allowed to move to Belfast and to pursue employment without any form of background check in his home country.

It became apparent at the NAPBS Conference in Denver this year that the subject of integrity of international checks for people from overseas has become a subject which invokes a sense of anxiety. As the world gets smaller and fortunes of the global economy become increasingly intertwined, the reputation of the vetting industry in the United States in two or three years' time is becoming an increasingly obvious focal point. This will pave the way for in-country checks conducted by credible organizations with their feet on the ground as a viable option.

American companies supply a huge number of jobs internationally; in fact, there are over 100,000 jobs supplied in Ireland alone. Often European citizens have been living out of their home countries for years and more often than not, it seems that domestic companies hire international workers and only check their country of origin. Companies need to take measures to protect themselves by ensuring a thorough and full background check of all employees to avoid any problems in the future and to encourage trust amongst employees and clients. ■

Tim Lewis is founder of Global Vetting, a UK-based company providing services to Consumer Reporting Agencies in the United States. As a consequence of his background of military service



in the British Army and in recruitment, he understands the need for viable and properly developed systems that ensure the best caliber of staff possible.



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Changes in Background Screening Industry Led to Need for NAPBS Accreditation Program

By Thomas Ahearn, ESR News Editor, Employment Screening Resources (ESR)

The background screening industry in the United States has changed much in the decade since the events of September 11, 2001, placed a newfound emphasis on security in this country. Background screening has gone from a costly and time consuming luxury reserved for selected job candidates, to a business necessity in a technologically advancing global economy in which firms offer services ranging from extensive integrity checks to instant online database searches.

Other factors behind the increased use of background screening included well-publicized incidents of workplace violence, multi-million dollar negligent hiring verdicts, a sharp rise in “diploma mills” offering fake degrees and a growing national awareness of the dangers of allowing unqualified or dangerous workers access to vulnerable populations such as children and the elderly. As a result, the need for background screening industry standards arose.

When the National Association of Professional Background Screeners (NAPBS) was formed in 2003 as a professional trade association for the screening industry, “the idea of an accreditation process was a central driving force in order to demonstrate that background screening was a professional endeavor,” says Lester Rosen, the founder and CEO of Employment Screening Resources (ESR), who served as chairperson of the steering committee that founded the NAPBS.

The road to creating an official NAPBS accreditation program was not easy. “Over the years, it took a lot of hard work from many very dedicated people who put the accreditation program together on their own time, and the results have been nothing short of tremendous,” explains Rosen, who also served at first co-chair of the newly formed NAPBS. “The screening industry owes a debt of gratitude to all of those people who made the accreditation program a reality.”

In April 2009, in conjunction with its Annual Conference, the NAPBS launched the Background Screening Agency Accreditation Program (BSAAP) to serve as the industry’s primary vehicle for quality assurance, self-regulation, and public accountability. NAPBS also formed a governing body for its new accreditation program – the Background Screening Credentialing Council (BSCC) – to ensure firms seeking accreditation would meet a measurable standard of competence.

Governed by a set of 58 clauses, the BSAAP recognizes a screening company’s commitment to excellence, accountability, professional standards and institutional improvement. Beta testing for the BSAAP was completed in May 2010 and the first class of BSCC accredited companies was announced in October of the same year at the Mid-Year Meeting. To become accredited, screening firms must pass a rigorous audit of policies and procedures related to six critical areas:



- Consumer protection;
- Legal compliance;
- Client education;
- Product standards;
- Service standards; and
- General business practices.

The BSCC oversees the application process and ensures all organizations seeking accreditation meet or exceed a measurable standard of competence in these six areas. The accreditation program is open to any U.S.-based background screening company and the process takes approximately six months from submission to completion. Companies are accredited for five years and the program also includes an interim surveillance audit after three years.

“Every profession has to have standards, and NAPBS accreditation represents the standards for our industry,” Rosen concludes. “Without the accreditation program, employers have no real way of differentiating between providers of screening services. With it, employers have a level of assurance that a screening firm meets the stringent accreditation standards. It is just a matter of time before most employers will only want to deal with accredited screening firms.” ■

Five Steps to Accreditation



1. **Pre-Application.** Review the accreditation standards www.napbs.com. Determine your agency's level of readiness, and if deemed ready, submit your letter of intent.
2. **Application & Fees.** CRA submits application and fees. The accreditation fee is \$3,500 for NAPBS members and \$5,000 for non-members. Cost does not include auditor travel expenses.
3. **Submit Self-Evaluation Documentation.** Associated timelines for audit are provided by NAPBS. Agency should review standards with audit criteria located at www.napbs.com.
4. **Audit.** A 1 to 2 day onsite audit will take place and the auditor, Michael Hamm and Associates, submits findings to the Background Screening Credentialing Council (BSCC).
5. **Background Screening Credentialing Council Determination.** The BSCC reviews audit findings report and issues letter of approval/denial. ■



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Accredited Member Spotlight: Employment Screening Resources (ESR)

Attorney Lester Rosen, Founder and CEO of Employment Screening Resources (ESR), who also served as chairperson of the steering committee that founded NAPBS and served as its first co-chair. Recently shared his thoughts on the accreditation process.

Choice to Become Accredited

In ESR's view, NAPBS accreditation will become a requisite by a great number of employers when considering a screening provider, as it's the only practical means of third party verification as to the professionalism and competency of a particular firm. Without the accreditation program, employers have no real way of differentiating between providers of screening services. With accreditation as a baseline requirement, employers have a level of assurance that a background screening firm meets the stringent accreditation standards. It is just a matter of time before most employers will only want to deal with accredited screening firms.

Benefits of Accreditation

The benefits of NAPBS accreditation are two fold, both external and internal. Externally, accreditation is proof positive to an employer that a background screening firm meets the accreditation guidelines. Internally, our going through the accreditation process was educational and reinforced the standards that ESR already upheld. Also, since the NAPBS

mission relates to professionalism in the screening industry, and with most other professions having some sort of accreditation or licensing process, it is very important for our industry to show that we are self-regulating before government agencies seek to over control the industry – accreditation is a big part of demonstrating that we police ourselves.

Challenges of Accreditation

The main challenge of accreditation is that it requires a real commitment to spend the time needed to document your policies, practices, and procedures for the auditor. However, once a background screening firm makes the commitment of time and energy to undergo a third party audit though NAPBS accreditation, it is actually a very exciting process to review each standard and document compliance. It's also a tremendous training opportunity for all members of the team.

Auditor Experience

The auditor who conducted both the 'desk review' and 'onsite audit' was extremely professional and very pleasant to work with. Even though the amount of ESR's accreditation material made Tolstoy's novel "War and Peace" look like a short story, the auditor was obviously familiar with the material and all of the details giving us confidence as we went through the process.

Continued on page 16



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Accredited Member Spotlight: Employment Screening Resources (ESR) *Continued from page 15*

Accreditation Advice

Every business has a number of pressing shorter term priorities, and in addition to performing against these, it is critical to think strategically about what the future holds. In the background screening industry, ESR thinks the “writing is on the wall” so to speak that accreditation will be nothing less than a business necessity for a professional screening company competing in the current economic environment. Also, keep in mind that there is nothing about the accreditation process or standards that would prevent a professional firm from achieving accreditation. It may be a lot of work, but it’s very doable for any size firm. There are even consulting firms that will now help a background screening firm through the process.

Other Thoughts

When the NAPBS was founded back in 2002 and 2003, the idea of an accreditation process was a central driving force in order to demonstrate that background screening was a professional endeavor. The thought was that as an industry we

needed to create standards, or risk outside regulation. Every profession has to have standards, and NAPBS accreditation represents the standards for our industry. Over the years, it took a lot of hard work from many very dedicated people who put the accreditation program together on their own time, and the results have been nothing short of tremendous. The screening industry owes a debt of gratitude to all of those people who made the accreditation program a reality. ■

Employment Screening Resources (ESR) literally wrote the book on background screening with “The Safe Hiring Manual” by ESR Founder and CEO Lester Rosen. ESR is accredited by The National Association of Professional Background Screeners (NAPBS®) and employers choosing an accredited screening firm like ESR know they have selected an agency that meets the highest industry standards. For more information about ESR, visit <http://www.ESRcheck.com>.

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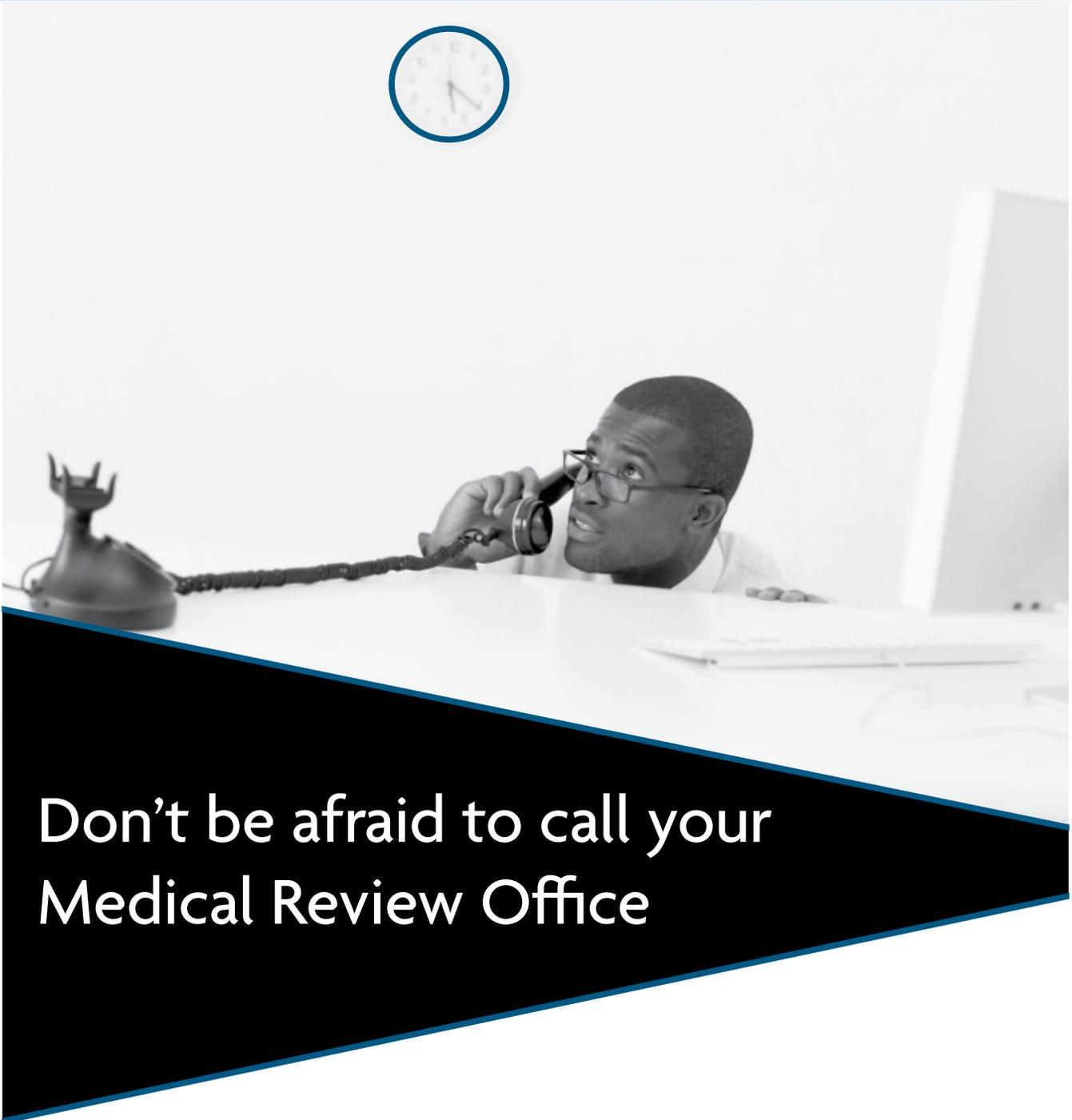
Current NAPBS Accredited Companies

- A Matter of Fact
- Accurate Background Inc.
- Acxiom
- AmericanChecked
- BackTrack Inc.
- CARCO Group Inc.
- Corporate Screening Services Inc EmployeeScreenIQ
- Employment Background Investigations Inc. (EBI)
- Employment Screening Resources (ESR)
- Employment Screening Services Inc.
- FirstPoint Information and Mortgage Resources Inc.
- Hirease
- Integrated Screening Partners
- ProMesa Co.
- IntelliCorp Records Inc.
- Merchant's Information Solutions Inc.
- OPENOnline
- Orange Tree Employment Screening
- People Trail LLC
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NAPBS Committee Focus: Provider Committee

Co-Chairs: Vince Brodt, business development manager, SJV & Associates LLC, and Scott Maloney, president, Omni Data Retrieval

Top Committee Goals:

1. Promote overall education amongst NAPBS members, as it pertains to the standards and practices of the Associate Member Base (Providers).
2. Establish Best Practices amongst the Associate Member Base, ie, the numerous Guidelines available for review.
3. Incorporate highly effective communication in a competition-free space.
4. Promote awareness to all members of NAPBS regarding the unique challenges and strategies the Associate Member Base faces.
5. Provide a unique and friendly forum that helps facilitate personal and professional growth in a 'team' environment.

Top Accomplishments:

As a committee, our accomplishments are directly related to our overall goals. The Provider Committee consistently contributes articles to the NAPBS Journal throughout the calendar year. These articles are written directly by members of our committee, for the purpose of educating all members of NAPBS on a wide variety of topics. Since this is the only dedicated space for Providers/Associate Members, the articles have been dubbed 'The Provider's Perspective'.

In working together to establish a base-level set of industry accepted best practices, the Provider Committee has produced

the Criminal Research Provider Guidelines, formally adopted and accepted by NAPBS. These guidelines represent the most basic level of service that all providers of criminal research should employ and utilize.

Coinciding with the guidelines, a formal examination has been established to determine competency of both the basic terms within the guidelines and also a situational understanding/applying of the guidelines. Through a series of questions designed to challenge the process of providing criminal research, takers of the exam will determine how to best proceed in a research-based scenario and if their choice coincides with the established guidelines.

The Provider Committee continues towards developing guidelines in the areas of International Research, Database Providers, Educational Reference Providers and many more.

Join the Provider Committee

The Provider Committee is always seeking and accepting new members that wish to contribute and learn. Membership is open to any member of NAPBS, and is not exclusive to the Associate Members. The level of commitment required by the committee is simply to attend our monthly phone calls, and if attending NAPBS Conferences, to attend the in-person committee meetings. The Provider Committee also accepts articles written by members of NAPBS that are not direct members of the committee. If you're looking for a fun committee that's full of personality and truly operates from a team perspective, this is definitely the one to join! ■

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Provider Committee Member Spotlight: Nitza Lamas

The NAPBS Committee shines the spotlight on Nitza Lamas. On behalf of the association, the Provider Committee wishes to thank Lamas for her dedication and the contributions she has made. Please take a moment to get to know Lamas.



Currently a consultant with Blackshear Consulting, LLC, Lamas began her career as an Industrial Engineer in the Methods and Procedures department with Equifax, Inc. She held several management and executive positions under ChoicePoint Workplace Solutions (now known as LexisNexis) responsible for business analysis, research, product development, system improvements and technology solutions such as integration and custom web applications. Lamas is a graduate of Southern Polytechnical State University where she received her Bachelor of Industrial Engineering Technology Degree. She has been a member of the Provider Committee since 2009.

“I believe the NAPBS Provider Committee offers great value to the industry with the committee members’ knowledge and experience of the different services and challenges faced by the background screening business today,” said Lamas. “The committee is willing to address and discuss issues openly; allowing members to gather knowledge to increase their effectiveness to better serve their clients and improve their business outcomes.”

Past project involvement or deliverables:

As a consultant, Lamas has been involved in systems improvements, operating systems reviews, program management for the development of Drug Screening systems and development

of new product offerings for the International market. At ChoicePoint (now known as LexisNexis) Lamas was responsible for migrating clients and retiring legacy production platforms. Previously, in her role as Vice President of Client Solutions, she integrated ChoicePoint systems to leading industry platforms such as Taleo, PeopleSoft/Oracle, Hodes IQ, HR-Smart and others. In addition, she led the development of customized on-line web applications for enterprise-level clients such as Deloitte, Southern Company, RadioShack, Prudential and others.

Passion within the industry:

Creating, developing and continually growing innovative solutions and processes to create the best solutions possible for every member of NAPBS.

Recent achievements:

HR-XML 3.2 - Screening Vendor Specifications – An important accomplishment, in that business representatives were involved to assist the HR-XML consortium with their process analysis and business requirements to ensure the specifications developed were applicable to our industry standards and expectations. ■

The Communications Committee will be choosing a committee member to spotlight in each issue of the 2012 NAPBS Journal. We want to spotlight the individuals who are dedicating their time to NAPBS through their involvement with a committee. If you are interested in submitting one of your committee’s members, visit the NAPBS Website and view the [Learn More tab](#).

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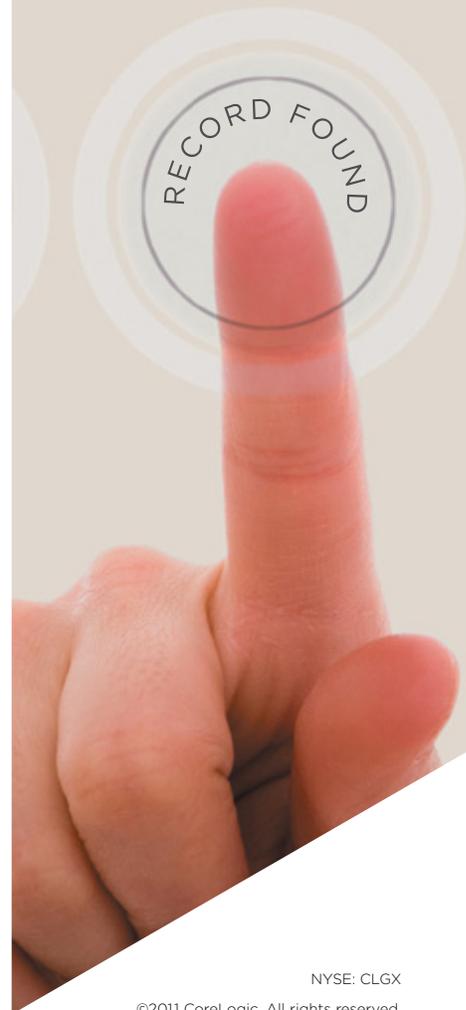
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NAPBS International Outreach Bares Great Success

NAPBS established the International Committee in 2007 as part of the effort to take NAPBS from a U.S. based professional association to a global organization. The goal of NAPBS is to be the source of industry standards, best practices and the recognized voice of the professional background screening industry worldwide. The International Committee was tasked with the goal of creating an international alliance of background screening firms and leading this initiative are Co-Chairs, W.Barry Nixon, CEO of PreemploymentDirectory.com and Robert Capwell, Chief Knowledge Officer of Employment Background Screening, Inc.



We want to foster the development of country specific business standards, as well as legal and ethical business practices that will enhance the credibility of the background screening industry and ultimately expand the marketplace and business opportunities.

The International Committee is proud to announce that Asia-Pacific Area Countries (APAC) and Canada have been approved by the NAPBS U.S. Board as official chapters of NAPBS and have started the task at hand of advancing the screening industry in their respective regions. Europe is the next region to formalize, as their application for Chapter status has already been approved.

Under the leadership of their respective Board of Directors, each chapter will have their own NAPBS identity within their regions and/or country; will elect their own leadership; set their own goals and manage their affairs under their own by-laws and align with the overall mission of NAPBS. With the chapter structure we believe each group will be able to leverage their local presence, influence local government issues, pending legislation that may have impact on the background screening industry and establish standards and best practices to further enhance the image of background screening. We also strongly believe that the chapter structure will position NAPBS members worldwide to address the challenges faced by the industry within their regions or country and to promote the awareness of the value of background screening.

In addition, the International Committee is diligently working to create alliances with background screening firms in Africa and Latin/South America. The vision for creating these alliances is to establish a worldwide network of professional background screening firms to collaborate, share information, provide resources and education. We want to foster the development of country specific business standards, as well as legal and ethical business practices that will enhance the credibility of the background screening industry and ultimately expand the marketplace and business opportunities.

It is our belief that creating a professional association presence within regions and countries will help to establish NAPBS as the representative of professional background screening firms around the globe. Robert Capwell, International Committee co-chair stated, "It has been truly gratifying to work with so many professional individuals that share the same passion and goals that benefit the background screening industry world-wide."

As Barry Nixon, Co-Chair states, "It has been an arduous journey, but one that has been very worthwhile because we are now starting to see the fruits of our labor as the chapters start to create their own history and legacies."

The next step to completing the representation of this newly founded global leadership is to create a Global Advisory Council, which will include leaders from all areas of NAPBS. This group will sit down together and discuss and act on issues, opportunities and challenges that face the entire screening industry.

The APAC Chapter, which was the first chapter to be approved by the NAPBS Board, held its inaugural Annual General Meeting in Singapore on November 24th. Stay tuned for updates on this event!

Canada is also in the planning stages for a General Meeting, which should take place sometime in 2012. ■

Affinity Program Advertorial

NAPBS Affinity Program Stays One Step Ahead of Credit Thieves and Unauthorized Workers

Vital intelligence for Background Screeners/ CRAs to educate a broad spectrum of clients - HR Departments, Operations, Security, Lending, and Compliance: Social Security Number (SSN) validation through CBSV is a key component of personal identifier verification processes for U.S. businesses.

In October 2002, the Social Security Administration (SSA) began a Pilot program called Social Security Number Verification Pilot for Private Businesses which ended in February 2005. It was replaced with the Interim Verification Process (IVP) in March 2005 and changed in November 2008 to the current Consent Based Social Security Number Verification (CBSV) program.

Credit Profile Numbers and Synthetic Name Fraud

Can your business detect if an individual is trying to conceal a questionable background or is an outright credit thief attempting to perpetrate a crime?

How does a business keep from being victimized by Synthetic Name Fraud – a stolen or fabricated SSN blended with the real name, address, and date of birth of the questionable individual or criminal? Or by the use of a Credit Profile Number (or Credit Privacy Number) known as CPN? CPN is the new terminology for a stolen or fabricated SSN.

These schemes create new falsified credit profiles in the system, called piggybacking, which are then passed between trusted authorities (Credit Bureaus, CRAs, financial institutions, proprietary databases, etc.) creating an “authentication fraud loop” which places companies in a perilous position. The Federal Trade Commission (FTC) and law enforcement report this is the fastest growing type of fraud in America with the FTC declaring there are over ten million more credit profiles in the system than there are actual consumers.

Do businesses realize they are currently dipping into polluted pools of profile information for important verification decisions?

Real Threats

Much to the dismay of the law-abiding community, buying or creating a “new credit profile” is far too easy. Posters on Craigslist and YouTube, along with hundreds of websites (such as <http://creditprofilenumbersolutions.com/>) brazenly hawk



their ability to defeat current decisioning platforms with thousands of electronic ways to obtain stolen or fabricated SSNs to create a false credit identity. Apprehending these criminals is not an easy task for law enforcement because many of these criminals are offshore.

These schemes are not detected by credit header information from the credit bureaus because false profiles do exist within their systems. The bureaus see the stolen SSN as a valid SSN and it's coupled with a valid name, birth date and address.

Furthermore, CPN and Synthetic Name Fraud might not be detected by the use of SSN Trace algorithms or other methods currently employed by the business community. CBSV absolutely stops fraud and ID theft by validating the personal identifiers of Name, Social Security Number, Date of Birth, Gender, and Death Indicator direct to the official governmental issuing authority.

Simply stated, no other method of SSN verification is as effective as CBSV nor can any other method make this claim.

Many Benefits

The advantages of CBSV are numerous and it is imperative that NABPS member companies become educated to ensure they are safeguarding their own vital interests and the interests of their clients by stopping what has become a national security issue.

CBSV is a unique service that offers:

1. Direct access to the SSA Master File and Death Index
2. Online verification of five (5) personal identifiers (Name, SSN, DOB, Gender and Death Indicator)
3. Instantaneous accurate results
4. Unsurpassed SSN verification
 - a. Employment verification (both pre- and post-hire)
 - b. Applicants of every sort (customers, clients, members, students, tenants, patients, etc.)
 - c. Loan originations
 - d. Fraud investigations / SIU / Collections

Continued on page 16

NAPBS Affinity Program Stays One Step Ahead of Credit Thieves and Unauthorized Workers *Continued from page 23*

5. Premier compliance component for internal, state and federal requirements (including CIP, FTC Red Flags Rule, Fannie Mae Loan Quality Initiative, Dodd-Frank Wall Street Reform and Consumer Protection Act, KYC, and more)
6. Uncover fraud and ID theft - stop Synthetic Name Fraud, avoid loan losses and net charge-offs, reduce bad hires
7. Verification for “SSN Randomization” which began on June 25, 2011 (State of Issuance can no longer be determined.)

CBSV: Not Optional

Every day all across the U.S., businesses are defrauded by credit thieves. Consent Based SSN Verification can spare those companies, customers, shareholders and management staffs the anguish and cost of becoming victimized.

With fraud and identity theft in the billions of dollars annually, with credit thieves continuing to exploit the system, and with a down economy that causes people to perpetrate crimes that they might not otherwise, CBSV is not optional any longer. U.S. businesses are prime targets poised to be victimized unless they take action to protect themselves.

Companies now have the power to thwart crimes aimed against them with the best verification service available.

The background screening community, specifically NAPBS members, should embrace the NAPBS Affinity program for CBSV as a means to offer the absolute validation methodology to all their clients.

Unless a business is using CBSV, the verification method being used checks against a pool of erroneous or polluted information. Or, at the very least, the data is “stale” – and criminals can use that to their advantage. Now it’s possible to garner the best and most accurate verification information from the preeminent source. CBSV is the premier tool to employ. No other method derives instantaneous results from the SSA Master File to mitigate fraud and identity theft.

Protecting Vital Interests

It has been documented that some would-be applicants planning to perpetrate fraud have actually decided not to complete

the process when they were handed the CBSV consent form to sign. They knew the caper was up because their false identity would be uncovered. The resources of time and money and the precious reputation of those businesses have been spared.

You cannot put a price tag on that kind of outcome.

If the fraudulent applicant is foolish enough to continue the application process by signing the CBSV consent form, their illegal intent is thwarted and the business is spared the loss of time and money. This is just another reason why CBSV is not optional, but should be an integral part of all verification due diligence processes.

Gain a competitive advantage and receive the ultimate benefit; peace of mind with absolute validation by verifying personal identifiers to Social Security Administration’s Master File and Death Index for all verification and compliance needs.

CBSV: Recommended and Preferred

The Comparison of Identity Verification Systems matrix below shows how CBSV is superior to all other verification methods, both government and non-government. CBSV strengthens verification processes as it mitigates risk and reduces losses. ■

Comparison of Identity Verification Systems	CBSV	E-Verify	I-9	SSNVS	Non-government methods
Verifies personal identifiers to the governmental record resource	Yes	Yes	Yes	Yes	No
Matches Name, SSN, DOB, Gender, and Death Indicator	Yes	No	No	No	No
Valid for pre-employment hiring verification	Yes	No	No	No	Yes
100% accurate results when identifiers are input correctly	Yes	No	No	Yes	No
Instant, online results	Yes	Yes	No	Yes	Varies
Fee based for the enrolled company	Yes	No	No	No	Yes
Required for employment	No	Varies	Yes	No	No

CBSV – Consent Based Social Security Number Verification Service – can not be used as a substitute for I-9 Employment Eligibility Verification. Developed and administered by the Social Security Administration.

E-Verify administered by the Department of Homeland Security / USCIS – U.S. Citizenship and Immigration Service.

I-9 (Employment Eligibility Verification) administered by the Department of Homeland Security / USCIS – U.S. Citizenship and Immigration Service.

SSNVS – Social Security Number Verification Service - administered by the Social Security Administration (SSNVS is not for employment verification; limited to payroll reporting purposes. It is not proper to use SSNVS for non-wage reporting purposes, such as identity, credit checks, mortgage applications, etc.).

Non-government - Data and Information Brokers, Credit headers, SSN Trace algorithms, etc.

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Computer Information Development, LLC is a leading provider of fraud detection, prevention and remediation services to the financial industry. CID was one of the first SSA enrolled companies and the only provider of live, web based CBSV services with a direct interface into the SSA Master File and Death Index. For further information on CBSV services, please visit www.IDValidation.net, call 888-438-8330 email/sales@idvalidation.net. Chuck Salvia, VP Sales/Marketing, is available at (956) 457-4116 and csalvia@idvalidation.net.

People, Places and Promotions

ClearStar Awarded Nationally Accredited for Administration of Drug and Alcohol Testing Programs Status

ClearStar, a leading background check technology and service provider, recently announced that the ClearStar Medical Review Office in W Melbourne, FL has been officially recognized as Nationally Accredited for Administration of Drug and Alcohol Testing Programs (NAADATP) by the Drug and Alcohol Testing Industry Association (DATIA).

“This is a great accomplishment for our company and puts us in an elite group of only 61 NAADATP certified organizations in the country, being only the second to be certified in Georgia and the fourth certified in Florida,” stated Todd Shoulberg, ClearStar Medical Review Office Director. “I am proud of the focus, time and hard work that our MRO team put into achieving certification.”

The NAADATP accreditation certifies that the ClearStar Medical Review Office facility, operations and personnel meet the highest standards in areas such as regulatory compliance, client confidentiality, accountability, company service standards, operational practices, business ethics and professional competency for drug and alcohol testing program management. A primary requirement of the NAADATP Program is comprehensive training on standards of program management and the passing of an industry-developed exam on the policies and procedures.

According to DATIA’s Executive Director, Laura Shelton, “As a Nationally Accredited for Administration of Drug and Alcohol Testing Programs facility, ClearStar’s clients can be assured that they are committed to offering superior program services while adhering to the highest professional standards. We congratulate them on this achievement.”

“It is the goal of the ClearStar Medical Review Office to be the leading provider for drug testing back office services to progressive consumer reporting agencies and third party administrators,” said Todd Shoulberg. “We have an experienced and knowledgeable team of professionals that are committed to providing excellence in service to our customers while adhering to and exceeding the standards set forth by DATIA. Our new customer growth rate is rapidly on the rise resulting in a compounding growth rate of 30% this year; a true testament to our service quality and evidence that ClearStar is the choice for full-service drug testing and medical review officer services.” ■

Merlin Information Services Celebrates 20 Year Anniversary

Merlin Information Services, a leading provider of data solutions to the collection and investigative industries, announces its 20 year anniversary. Founded in 1991, Merlin will commemorate the milestone with an employee celebration at the corporate headquarters in Kalispell, Montana.

“It doesn’t seem that long ago that we sold our first CD-ROMs to California private investigators and collection agencies out of a four-room office in Ojai, CA.” commented Merlin President and founder Mike Does. “Thanks to a great team of dedicated employees and countless loyal customers, we continue our commitment to create innovative data solutions that provide significant value to our customers.”

Merlin has recently earned industry recognition for its suite of collection solutions, most notably its Verified Place of Employment (VPOE). VPOE includes consumer employment information that enables debt collectors to realize an ROI on non-performing judgments. ■

FRS Completes Automated Integration with TALX Employment Verification Service for Streamlined and Accelerated Background Screening Capabilities

FRS™, powered by Imagination Technologies, recently announced the successful completion of an integration platform that joins FRS’ background screening technology with TALX employment verification service, The Work Number. Using this new platform, mutual clients of The Work Number and FRS can now more efficiently complete employment verifications when performing background checks for the onboarding of their HR clients’ new employees.

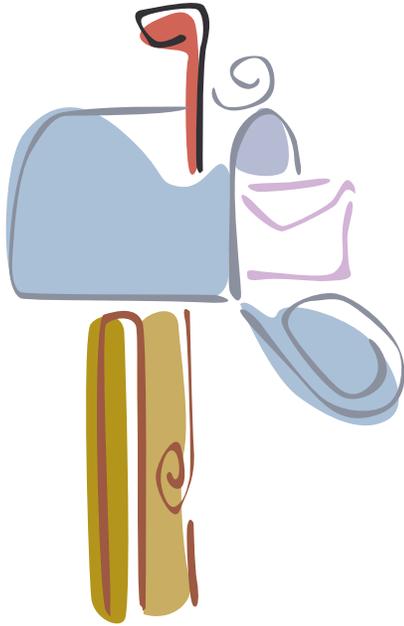
“The Work Number is the preeminent source of employment verification information for most of the major employers in the U.S. This integration represents an important new value for our clients,” said Philip Chapman, President of FRS. “The employment screening companies who utilize our technology solutions have a daily need for this information and are always looking for an edge to compete. Automation to services they use most often provides that competitive edge in the market. Our clients need to provide their customers with the most accurate information so they can make informed choices when hiring new resources, making The Work Number’s integration with our technology platform one of the most economical and sought-after options available in the background screening industry.”

“In today’s dynamic HR environment, we are seeing increased industry demand for pre-employment screening capabilities by our customers,” said Janet Ford, senior vice president, The Work Number, TALX. “Partnering with FRS effectively enhances the value of our current employment verifications offering, providing our clients with access to greater levels of functionality, boosting their overall efficiencies and maximizing benefit from their technology investments.” ■



napbs® Journal

NATIONAL ASSOCIATION OF PROFESSIONAL BACKGROUND SCREENERS



Comments or Suggestions?

We'd love to hear from you! If you have a comment, suggestion, information or an article idea that you would like included in the NAPBS® Journal, please do not hesitate to contact us at marksmonaco@comcast.net.

NAPBS® Mission Statement

The National Association of Professional Background Screeners exists to promote ethical business practices, promote compliance with the Fair Credit Reporting Act, 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.

Journal Article Submission

If you are interested in submitting an article for the NAPBS Journal, the Communications Committee has developed the following guidelines.

Articles should have certain characteristics:

- New, fresh, timely and relevant topics
- Strictly educational and informative in nature
- Second-person (instructive) or third-person (narrative) perspective
- Unbiased, objective and nonpartisan
- Factual, not opinion based
- Well balanced, addressing all points of view
- Thorough and easy to understand
- An original article you have written
- No more than 1,500 words in length

Article should NOT be:

- Promotional or self-serving to any given organization
- Written in the first person
- Taken from public domain or purchased (If you did hire a ghost writer to write your articles, you MUST have an EXCLUSIVE LICENSE that allows ONLY your name to be associated with the articles produced for you.)

Articles should include:

- Title
- Author
- Author bio, not to exceed 20 words

Articles should be submitted to:

- Mark Monaco, CAR Comm. Director at marksmonaco@comcast.net
- Articles submitted for the upcoming Journal must be received by the 15th of the month in order to be included in the next issue.

NAPBS® Journal

2011 Chair – Theresa Preg, *LexisNexis Screening Solutions, Inc.*

NAPBS Executive Director – Stevie Hughes Kernick

For additional information, contact the NAPBS office:
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