

COMMERCIAL INVESTIGATIONS LLC

CI TIMES



RCRCC PARTNERS WITH CI

Commercial Investigations is pleased to have been chosen by the Rensselaer County Regional Chamber of Commerce to supply its members with our background investigations services. As one of two new Chamber member benefits for 2007 CI's background investigations will provide Chamber members with special discounted packages to assist them in enhancing the quality of their new hires.

The Chamber announced the new member benefit: significant discounts on employee background checks and investigations in its January 2007 issue of INSIGHT, which stated, "Commercial Investigations (CI), LLC, a fully licensed private investigative agency located in Troy, is offering Chamber members exclusive packages featuring discounts from 18 to 20% on a wide range of services. CI provides thorough, affordable and fully compliant background investigations supported by professional customer service. 'We've tailored these discount packages to be beneficial to small and medium-sized businesses', said CI President Michelle Pyan. The firm also offers consulting services to assist businesses with reviewing their own inhouse processes for compliance and effectiveness."

Forty-two percent of small business failures are due to some type of em-



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ployee impropriety, such as theft, fraud, accident or injury. No business, regardless of its size, can afford to ignore the need for thorough background checks. CI can provide the services needed to protect their business.

CI will conduct free informational sessions for Chamber members to introduce its services. The sessions, held at the Chamber, will be announced in upcoming issues of INSIGHT and on the RCRCC website at www.renscochamber.com.

CI is available to meet with you today to discuss your background investigations needs and our services. Call today to start enhancing the quality of your new hires, reducing turnover and mitigating risk.

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CLIENT CLUE

BLOG

CI is excited about its recently released blog—Our Background Investigator Blog. You can access it from the link on our website (look for the gray word Blog in the upper right of the homepage) or at <http://commercialinvestigationllc.com/blog.html>.

We are using our blog to relay interesting stories about our day-to-day experiences with background investigations. We most recently posted a few entries about identity theft and background investigations. Coming soon is information about reference checks based upon some recent experiences.

Please visit our blog often and contribute your comments, questions, suggestions and stories.

For further assistance contact a CI representative.

EXERCISE DUE DILIGENCE: DO THE DUE

This years New Year's Resolution: Exercise . . . Due Diligence. CI urges you to consider all available options to make sure you're hiring the best candidates. Many managers and CEOs would agree that one of the primary challenges for their business is hiring the right people. It is important to review your background investigation policy yearly to make sure you are using all available resources to hire the best candidates.

Just as you wouldn't hire someone without seeing their resume, or interviewing them, you should not hire someone without a sufficient background investigation. Consider that hiring based on an application, resume and interview alone is hiring based only on applicant supplied information. It is vital to verify applicant supplied information through a third party.

Sometimes it's more important what's not on an applicant's resume. Candidates are not going to include their poor credit, suspended drivers license and criminal convictions on their resume. Anyone can look good on paper, interview well and falsify an application. If your goal is to not only hire the best people but the right people for your organization, background screening can help provide the Proactive Truth™ regarding applicants.

The cost of recruiting and hiring, let alone turnover, is significant. Why wait until a new hire has gone through orientation and training to find out they are not the individual they appeared to be during the interview process? Or find out in 6 months or a year that they did not have the experience or education they indicated and seemingly talked knowledgably about. Many small businesses fail due to some sort of employee impropriety including theft and embezzlement. The smaller the organization, the more difficult it is to absorb the cost associated with an incident of theft or violence.

Exercising due diligence means doing more than just criminal background inquiries. Education and Employment verifications are important to verify the information supplied by an applicant on a resume and application. They can also lead to additional information which would be important for other inquiries, such as an alias that should be checked for criminal records. CI uses an investigative approach and human intervention to assure that each subject's background is investigated fully.

Adding a DMV or credit report to a background investigation can help create a more accurate and complete picture of an applicant. Because criminal records are searched by exact name and date of birth match, it is important to run a SSN search as well as confirm a subject's date of birth through a DMV inquiry. The Department of Motor Vehicles requires drivers to supply a copy of their birth certificate when first applying for a license in the issuing state. The DMV then verifies that document directly with the issuing authority. Applicants who are well versed in background checks, perhaps because they have been denied employment previously, have often changed their name or falsified their date of birth in an attempt to avoid the discovery of criminal records during their background check.

Driving records and credit history also can provide a more complete picture of an applicant. If they are not responsible in paying their bills, how responsible will they be at work? If they do not pay their creditors, are they more likely to steal from their employer? If they do not pay their fines or show up in court, will they show up for work? Patterns can emerge that might contradict the image an applicant portrays in an interview.

When hiring for a position it can be critical to screen your top 2 or 3 candidates. The decision can become much clearer who is right for the position and your organization. Consider the possibility that all three final candidates for a position are somewhat equal. Perhaps you are favoring one of them because they seemed to interview the best. But also consider the possibility that the candidate you thought was the strongest has poor credit or did not pay their traffic fines. Would you take a closer look at the next candidate in line?

In addition to reviewing your background policy yearly, some inquiries are important or required to be run annually. In 2006, Mr. Due Diligence began volunteering at a youth center. He has been driving several of the kids and using the center's vans. The youth center does annual DMV checks for any volunteer who drives their vehicles. Upon review of the DMV report, the youth center learned that Due did not have a valid drivers license and failed to answer summons, pay fines and also got a ticket for failure to use a child restraint device. This illustrates the importance of doing all annual checks prior to employment or granting volunteer status as well as annually.

Other important annual inquiries include Drug Testing, Office of Inspector General exclusion, General Services Administration exclusion, Nurse Aid Registries and other professional licensing boards where there maybe disciplinary actions taken or where licenses must be renewed.

If your company does not perform pre-employment background investigations, it is possible that you will employ a disproportionate amount of convicted criminals, registered sex offenders and previously denied applicants. Consider that the New York State Department of Corrections releases nearly 30,000 inmates yearly, many of whom will be looking for employment. According to the DOC, two thirds of released inmates will commit another serious crime within 3 years. As the number of organizations performing due diligence when hiring increases, the undesirables who were denied employment elsewhere will eventual gravitate towards a company that does not screen.

As your trusted advisor and Proactive Truth™ Partner, CI is always reviewing client policies and looking for ways to utilize any new tools and products available. CI is available to consult with you on your policy and look for ways to improve value and help you hire only the best candidates and right people for your organization. Contact a CI representative to discuss further.

EXERCISE DUE DILIGENCE



DO THE DUE

MEET DUE DILIGENCE

Last "Scene" from Due

Mr. Due Diligence is still seeking employment. In the last two editions of CI Times we reviewed Due's resume and some common red flags.

This month Due is still seeking employment and continues to volunteer at a youth center where he drives children between facilities. The center runs annual DMV checks but does not run them before taking on new volunteers.

The center discovers during the annual check that Due is not the best option to be driving children and does not currently hold a valid license. The lesson here is that any annual checks, such as DMV, OIG or GSA must also be run pre-employment or prior to allowing someone to volunteer.

To see Due's results, view his Reports at www.commercialinvestigationllc.com/duespage. Read previous issues of CI Times to see the full details of Due's life at www.commercialinvestigationllc.com/Newsletter.

Next Issue: Follow Due in 2007 and find out how his prospective employers get to know about Due and his personal life.

Disclaimer: This information is based on actual fictional characters and real events. Only the names, locations and events have changed. These changes are for the sole purpose of protecting the identity of the actual fictional characters. Any resemblance to any other fictional characters and actual made-up events is purely coincidental.

CI STAFF PROFILE: JESSICA WASKO

From the first time I met the team at Commercial Investigations LLC, I knew that I would be fortunate to work with professional, intelligent and motivated people who care about providing their clients with quality service. I'm glad to have been given the opportunity to work here with Michelle and her team. At CI I can take that same passion and enthusiasm for investigations and put it into action assisting our clients by providing the most researched and accurate information available, best customer care and the individual attention that we strive to provide.

As a Pennsylvania native, I received an Associates degree from Keystone College and a Bachelor of Science from Temple University. I was a student athlete and earned several athletic and academic honors awards. I gained valuable marketing and customer service experience working as an intern for the Scranton/Wilkes-Barre Red Barons AAA baseball team and minor league affiliate of the Philadelphia Phillies. I then attended the Pennsylvania State Police academy for a short time before having to resign due to injury. There, I learned valuable life lessons and the importance of high attention to detail. In 2002, I relocated to the Capital Region where I was the manager of a fitness facility and intramural sports program for a local college. My responsibilities included

student training, scheduling and daily operations. While there, I strengthened my interpersonal communication skills and developed better management practices. I am also a certified American Red Cross Health and Safety Instructor and have been an active volunteer for the American Red Cross.



My education, experience and high attention to detail makes me a perfect fit for the team at CI. We strive to provide fast turnaround on subject inquiries by efficiently and effectively gathering requested information. We pride ourselves on our excellent reputation within the background investigations industry. I enjoy working in this fast-paced environment, training new staff and the interaction I have with our clients and subjects. The Commercial Investigations pre-employment and background screening process is fast, accurate and thorough. I was hired here through the CI process, and I can attest to the professionalism of CI's efforts and the accuracy of their results.

COMMERCIAL INVESTIGATIONS LLC

A LICENSED PRIVATE INVESTIGATIVE AGENCY

Dedicated to providing innovative Private Investigative solutions to its clients and working with them to develop tailored services that meet their needs.

Services provided include:

BACKGROUND INVESTIGATIONS

CI provides accurate, timely, cost-effective and fully compliant reports delivered with exceptional client service.

CONSULTING SERVICES

CI assists you in implementing a compliant background investigation process as well as providing assistance in implementing in-house procedures.

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∞ INQUIRY SPOTLIGHT ∞

MOTOR VEHICLE

Employers should consider doing a Motor Vehicle inquiry on any applicant that will be assuming a position which requires them to drive a vehicle to perform their work duties. A MOTOR VEHICLE inquiry should be done regardless of whether the applicant will be driving a facility-owned vehicle, their own vehicle or a rental vehicle. The information available through a MOTOR VEHICLE inquiry also provides a more complete integrity verification and understanding of the applicant, even if they are not assuming a position that requires them to drive a vehicle.

The MOTOR VEHICLE inquiry contains the licensee's address, license class, date of birth, Social Security Number (in some states), driving violations, accidents, suspensions/revocations and more. Most states also include gender, height, weight, eye color and/or hair color. The identifying data revealed by the MOTOR VEHICLE inquiry provides a means to verify applicant supplied data, especially the date of birth. An applicant's date of birth is very important to verify, as it is a key piece of information used to determine if an applicant has any prior criminal convictions.

A MOTOR VEHICLE inquiry will reveal a suspended / revoked license, patterns of reckless behavior, insurance risks and/or substance abuse. If your employee is irresponsible or negligent with a motor vehicle, or otherwise, your organization may be held responsible for any accidents or incidents that occur as a result. Therefore, motor vehicle information can be very beneficial to obtain on all applicants.

To add CI's MOTOR VEHICLE inquiry to your requests contact a CI representative.

This publication is designed to provide accurate and authoritative information with respect to the subject matters covered. It is distributed with the understanding that CI is not engaged in rendering accounting or legal services.