

CI TIMES



Behold: Volunteer Screening Solutions

Odds are that every week you or a loved one comes in contact with a volunteer. Almost 100% of the time that contact is positive and extremely beneficial. Perhaps you yourself may be a volunteer.

Volunteers are an integral part of society. Unfortunately there is that small percent of volunteer contact that is actually harmful. Savvy volunteer organizations realize that there are ways to mitigate the risk of letting the wrong person be a volunteer; in turn mitigating the risk of fraud, abuse, illegal activity, and negative influence. Volunteer background investigations are one of the best ways to mitigate those risks.

Savvy volunteer organizations also realize that a properly implemented background investigations policy and procedure carries with it the concerns of being time consuming, requires the gathering of sensitive data, is paper heavy, and can be costly.

After years of working with nonprofit volunteer organizations, we sought out to develop a full service solution to eliminate those concerns. CI's Volunteer Screening Solutions is an industry leading, fully customizable solution

for volunteer background investigations. Some of its features include:

- ✓ Secure, online, completely paperless, input directly by the volunteer themself.
- ✓ Option available for organization's staff to enter data from paper for those uncomfortable with the technology.
- ✓ Sensitive volunteer data, such as date of birth, is masked and not available to the nonprofit volunteer organization.
- ✓ An option for the volunteer to pay via credit card for their own background investigation.
- ✓ Hardship case situations where the organization can pay for those volunteers who do not have the financial means to pay for their own background investigation.

We didn't set out to create one solution and push all nonprofit volunteer organizations into that model; we created a *portal* technology system with all these options mentioned and more. Since we've had the technology available we've used it in many situations. It has become apparent that this is truly a customizable solution for each organization's needs.

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Client Clue

OCA Storm Update

CI would like to take this opportunity to thank each organization who conducts the New York Statewide searches via the Office of Court Administration (OCA), for their continued patience as we await the results of these inquiries.

As you may already know, the OCA headquarters is located in the heart of Manhattan, which was one of the hardest hit areas by Hurricane Sandy. We have received word that the OCA offices are running on generators and their staff is working very hard on completing the many requests that they have received while being out of commission.

The staff at CI would like to wish our friends in New York City, as well as all those affected by Hurricane Sandy a speedy recovery. Our thoughts are with you.

Due Diligence: Another Failed Volunteer Attempt

Mr. Due Diligence has been hard at work since hitting the campaign trail with *We the People Political Party*. Due was able to obtain a position as the Campaign Manager after a background check that was provided by Second Rate Screening failed to uncover Due's lengthy criminal record. Second Rate Screening only searched Due's current name through a local county court, therefore *We the People Political Party* was unaware of Due's extensive record.

Through some deceitful scheming and a little hard work Due was able to get his party elected and has set his sights on using his political success as leverage for obtaining a high level volunteer position. Due has been looking for a volunteer position for quite some time. With a renewed spirit Due wanted to focus on giving back to his community; therefore, he chose to apply for a volunteer position with the *Giving Thanks City Mission*. The City Mission's focus was on providing food and services to the poor.

The City Mission has been using Commercial Investigations new Volunteer Screening Solutions (VSS) service. The organization was provided with a unique secure *portal* that can be used for background investigations. The portal allows for a secure and seamless flow of information thus reducing costs and saving valuable time. Further-

more, the *Giving Thanks City Mission* had the option of allowing the volunteer to pay for the cost of the background investigation.

Commercial Investigations completed the background investigation and the *Giving Thanks City Mission* was able to eliminate Due Diligence from consideration based on his extensive criminal record. Commercial Investigations discovered that Due was convicted of Criminal Possession of a Controlled Substance and Failure to Register as a Sex Offender.

Thankfully, the City Mission investigated Due Diligence before he came into contact with their vulnerable clientele. The *Giving Thanks City Mission* was able to protect those who need help while using CI's services, all at a minimal cost.

In order to learn more about these services and other products offered by Commercial Investigations please contact a CI representative at (800) 284-0906 or info@commercialinvestigationllc.com.

Stay tuned to find out what Due is up to next!

You can see Due's Background Investigations Report that CI ran for The City Mission here:

<http://www.commercialinvestigationllc.com/files/duesreportjuly2012.pdf>

To be continued...



Behold: Volunteer Screening Solutions (contd.)



Volunteer Screening Solutions

In addition to the benefits of the portal technology, our clients receive timely reports prepared by licensed private investigators. Unlike data brokers in the industry, we have human intervention with an investigative approach. Every result is looked at and compared to personal identifiers received from the subject. We also comply with the Federal Fair Credit Reporting Act *primary source verification* option instead of *simultaneous notice* that data brokers use.

What this means for the subjects of our background investigations and for our clients is that we've searched the *primary source* of any data that may appear in a database search. This leads to nearly 100% positive identification of the subject to any adverse information relayed. There is no comparison of this method to *simultaneous notice* used by other companies wherein database

information is relayed to the end user at the same time that the subject gets the information. This means mere name matches are relayed as criminal records to the end users. How embarrassing for someone volunteering to coach their child's sport team only to have a "name twin" with a criminal record wrongfully identified as them by a data broker using *simultaneous notice*. Not to mention the time and effort required to clear their name when all they wanted to do was coach their child and their child's friends.

We are proud to offer our high level investigative background services to volunteer nonprofit organizations wanting more than a mere database search while also wanting positive identification and *primary source verification*.

Should you or a nonprofit volunteer organization you are affiliated with want the new industry leading Volunteer Screening Solutions, contact us at (800) 284-0906 or info@commercialinvestigationllc.com

Meet Due Diligence

Last Scene from Due

When we last met Due he schemed his way into becoming involved with the *We the People Political Party*. Due slithered through the parties screening process because Second Rate Screening only conducted a local level criminal records search.

We the People Political Party assigned Due Diligence to become the Campaign Manager, a long awaited opportunity for Due Diligence. Unfortunately, *We the People Political Party* would have no knowledge of Due's checkered past.

To see Due's past reports, view his page online at: www.commercialinvestigationllc.com/duespage

Read previous issues of CI Times to see the full details of Due's life at www.commercialinvestigationllc.com/newsolder



Ask CI

Q: I work at an organization where volunteers pay for their background investigation and our organization is not invoiced for the services. Can Commercial Investigations handle this type of screening?

A: Yes, Commercial Investigations works with our clients to create a client specific Volunteer Screening Solutions (VSS) web page. From the client webpage the volunteer can be directed to the VSS portal. The volunteer will be prompted through the process, completing the necessary information and paying for the screening with their credit card.

The completed report is then available to the client and the applicant will receive a report number. CI can set up your personalized portal for payment by the volunteer or payment by the client; whatever works best for your situation.

Q: Our organization has different levels of volunteer background investigations depending on the volunteer's interaction in the organization. Can Commercial Investigations help me automate these screenings?

A: Yes, your customized portal can be set up with the multiple levels used by your organiza-

tion. When the volunteer is directed to the site one of the first choices they can be asked to make is the level of volunteer background investigation they need.

CI's Compliance Department works closely with your organization to determine the best practices used in the screening process.

Q: I am a volunteer and I like to work with multiple volunteer organizations. Is there a way I can do my own volunteer background investigation?

A: Yes, Commercial Investigations has a VSS portal available to all volunteers with eight levels of Volunteer Screening. You can decide on the level you require and then provide the necessary personal and credit card information. Your report will be completed and you will be able to access the background investigation report.

Should you wish to present your volunteer background investigation report to an organization, you need only provide them your report number, and a few other identifiers and they can access your results.

Have any questions for our expert staff? Ask on our Facebook page at [facebook.com/CommercialInvestigationsLLC](https://www.facebook.com/CommercialInvestigationsLLC) or send them to info@commercialinvestigationsllc.com and we'll answer them in future editions of CI Times.

Package Spotlight

Volunteer Screening Solutions Breakdown

There are many benefits to performing background investigations on your volunteers, especially if they work with vulnerable populations such as youth and the disabled. Commercial Investigations has created Volunteer Screening Solutions (VSS), a package designed specifically for organizations that utilize volunteers.

As an example, for residents of the State of New York VSS contains three of our most versatile inquiries:

- ✓ Origin
- ✓ Cursory Indicator New York
- ✓ Sex Offender Registry

Origin

An advanced inquiry that combines our Multijurisdictional Criminal inquiry and our SSN & Address Information inquiry. This inquiry also covers high level sex offender information. All aliases revealed are also searched.

Cursory Indicator New York

This inquiry is only available through CI and allows our clients to quickly assess when additional criminal record research is needed in New York. This tiered search saves time and money by automatically proceeding to a higher tier if Cursory Indicator New York indicates that it is necessary to perform more comprehensive inquiries.

Sex Offender Registry

Although some sex offender registry data is part of the Multijurisdictional Criminal inquiry of Origin, a state specific sex offender registry inquiry is important to cover all levels of sex offender data publicly available. CI's Sex Offender Registry inquiry helps mitigate risk of workplace violence and potential negligent hiring or retention lawsuits.

There are many benefits of performing background investigations on your volunteers:

- ✓ Volunteer Enters Personal Information
- ✓ Eliminates Organization Data Entry for Volunteer Screenings
- ✓ Volunteer Owns the Information
- ✓ Reduces Duplication
- ✓ Protects Sensitive Volunteer Data
- ✓ Volunteer Donation Option
- ✓ Volunteer Handles Dispute of Adverse Data
- ✓ Ensures Compliance with FCRA

Contact CI at (800) 284-0906 or info@commercialinvestigationsllc.com for more information on CI's VSS package.

Commercial Investigations LLC

A Licensed Private Investigative Agency

Providing the Proactive Truth in high quality Background Investigations through human intervention with an investigative approach.

Background Investigations

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

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Department of Economic Development
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www.commercialinvestigationsllc.com
info@commercialinvestigationsllc.com
Cohoes NY, Harmony FL & Margate NJ

Phone: (800) 284-0906

Fax: (212) 937-3858

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