

# CI TIMES



## Helping Our Clients Save Time and Go Green

In the past six months, in CI Times and other communications from Commercial Investigations, we talked about our Volunteer Screening Solutions (VSS). Along with VSS we also introduced our Portal Technology.

Our Portal Technology allows clients to automate their process. One of the benefits of automating your background investigation process is saving valuable time in a secured online storage space.

The implementation of a background investigations policy can be time consuming and paper driven. It can also bring concerns about compliance with current regulations and the securing of sensitive data. Some of the steps involved to initiate background investigations without Portal Technology included:

- Obtaining a hand written consent form from the applicant.
- Entering the applicant information into a website by an authorized person; which includes applicant name, address, Social Security Number, date of birth and other sensitive information.
- Securing the consent form of the applicant to protect the sensitive information.

Handwritten forms also bring the difficulty of reading the information, potentially inputting incorrect information and going back to the applicant for correct information.

Commercial Investigations' Portal Technology enhanced background investigations allow our client to have a customized solution for their background investigations. Some features of using the Portal Technology include:

- Secure, online, completely paperless process with data input directly by the applicant.
- Consent form is digital, eliminating the need to store in a secured environment in house, while being totally available online to any authorized user as needed.
- Since the data is entered directly by the applicant, this eliminates the need for the authorized user to enter information from the consent form.
- The authorized user can immediately view the data entered by the applicant on CI's website and initiate the background investigation.

Portal Technology uses several different methods to protect your information. All information within Portal Technology uses the SSL (Secure Socket Layer) protocol for transferring data. SSL is encryption that creates a secure environment for the information being transferred between your browser and CI's online solution, CIware.

At a high level, SSL uses public key cryptography to secure transmissions over the Internet. In practice, your browser will send a message via SSL to the serv-

ers at CI. CI then responds by sending a certificate, which contains CI's public key. Your browser authenticates the certificate (agrees that the server is in fact CI), then generates a random session key which is used to encrypt data traveling between your browser and the CI server. This session key is encrypted using the CI public key and sent back to the server. CI decrypts this message using its private key, and then uses the session key for the remainder of the communication.

Secure Socket Layer (SSL) protects data in three key ways:

- **Authentication** ensures that you are communicating with the correct server. This prevents another computer from impersonating CI.
- **Encryption** scrambles transferred data.
- **Data integrity** verifies that the information sent by you to CI wasn't altered during the transfer. The system detects if data was added or deleted after you sent the message. If any tampering has occurred, the connection is dropped.

Once the background investigation is initiated, our clients receive timely reports, prepared by licensed private investigators. Unlike the 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 applicant via portal entry. We also comply with the Federal Fair Credit Reporting Act by using the *primary source verification* option instead of *simultaneous notice* that the data brokers use.

What that means for the subject of CI's background investigations and for our clients is that we have searched the *primary source* of any data that appears in any search. This leads to nearly 100% positive identification of the applicant to any adverse information relayed. There is no comparison of this method to *simultaneous notice* used by other companies. Simultaneous notice is when database information is relayed to the end user at the same time it is also relayed to the subject. Thus, CI's clients do not have to do any additional research once they get the background investigations report. It also protects the subject's reputation from being damaged by false positives that are merely only name matches.

Commercial Investigations is proud to offer our high level investigative background searches to all our clients which can now be enhanced by our Portal Technology. We urge our current clients to upgrade their account with Portal Technology, which is currently available at no additional charge.

If you have an interest to learn more about our Portal Technology or to simply upgrade your account, please contact us at 800-284-0906 or [info@commercialinvestigationsllc.com](mailto:info@commercialinvestigationsllc.com).

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## CI Exhibits

Events that Commercial Investigations will be exhibiting at during Spring 2013:

**Capital Region Human Resource Association (CRHRA) Conference**  
Thursday March 28th  
Hilton Garden Inn - Troy NY

**New York State Association for Medical Staff Services (NYSAMSS) Conference**  
Wednesday April 24th through Friday April 26th  
Desmond Hotel Conference Center - Albany NY

**New York State Association of Volunteer Services Administrators, Inc. (NYSAVSA) Conference**  
Wednesday May 29th,  
Holiday Inn - Saratoga Springs NY

**Points of Light - National Conference on Volunteering**  
June 19th through 22nd  
Walter E. Washington Convention Center - Washington DC

If you happen to be attending any of these events, please pay us a visit at our exhibit booth and learn more about our latest offerings.

## Due Diligence: Camp Runamuck

The adventures of Due Diligence led us to the slopes in our last issue of CI Times. We met up with Due as he was applying for a position with Blizzard Mountain. Due is an avid skier and has a passion for the outdoors making him an excellent candidate for the position of Ski Instructor. Due excelled in the interview process and was a top contender for the job. Blizzard Mountain recently began using CI's Origin search and luckily uncovered many things from Due's checkered past. Since Origin searches all names, Blizzard Mountain was able to uncover numerous criminal records that other searches could have potentially missed.

Now, Spring time is upon us and the snow is melting, the birds are chirping, and the days are getting warmer. Animals are stirring and waking from hibernation and Due Diligence is actively searching for yet another job that has evaded him up to this point. Due Diligence has succumbed to what is affectionately called cabin fever in the Northeast and he's spent a lot of time pondering where his career path would lead. Due Diligence was ready to get in touch with nature and get a fresh start. As such, he decided to apply for a position with Camp Runamuck.

Camp Runamuck is a highly successful organization and their mission is to help young people make ethical choices, and create a lasting bond with the outdoors. Camp Runamuck is held in high regard and considered one of the best summer camps in the Northeast. Last summer, the Camp contacted CI and began using the all-new Employee Screening Solution (ESS) Portal Technology. The service provides the Camp with an effective solution by streamlining the screening process thereby eliminating the need for painstaking data entry. CI even designed a custom portal with a unique URL and Camp Runamuck's logo!

Camp Runamuck was overwhelmed with Due's charismatic personality and his enthusiasm to lead youngsters toward a brighter future. Due laid out an elaborate plan for the Camp and had great ideas for many new programs that could be implemented. He even seemed to be a positive role model that campers could aspire toward. Due Diligence seemed to be the perfect fit and so Human Resources decided to send him through CI's ESS portal.

Due Diligence arrived at the portal and began entering his information into the secure portal. The portal captures the applicants name, DOB, SSN, address, drivers license number, prior criminal records, and an Authorization Form thereby informing the applicant of their rights under the Fair Credit Reporting Act. View Due's Authorization Form here: <http://commercialinvestigationllc.com/files/Due Auth Form 03 15 2013.pdf>.

Due's background check was processed immediately and Camp Runamuck was flabbergasted with the findings. View Due's report here: <http://commercialinvestigationllc.com/files/Camp Runamuck BI Report.pdf>.

How could such a kind and charismatic person such as Due have such a lengthy criminal record? Furthermore, why did Due try to deceive the Camp on his application? The report revealed that Due has a pending case in the Albany County Court and is to appear back in court on 05/16/2013 for Welfare Fraud in the Third Degree, a Class D Felony. The report also revealed that Due Failed to Register as a Sex Offender in 2012. Last but not least, the report revealed a Class A Misdemeanor conviction for Possession of a Controlled Substance in the 7<sup>th</sup> Degree in 2005. With a pending court date, a failure to register charge, and a prior drug conviction it had become readily apparent that Due Diligence was not fit for employment with Camp Runamuck.

The Camp made the decision to send Due the Preadverse Action notice along with his report and a copy of the FCRA thereby removing Due from any further consideration for the position. Camp Runamuck decided that it would be best to find another candidate to lead their youngsters.

What will deceitful Due attempt next? Stay tuned to find out. To learn more about CI's all-new Employee Screening Solution Portal Technology contact a CI representative today at (800) 284-0906 or

[info@commercialinvestigationllc.com](mailto:info@commercialinvestigationllc.com).

*To be continued...*



### Meet Due Diligence Last Scene from Due

In the last edition of CI Times, Due hit the slopes in an attempt to gain employment at The Blizzard Mountain Resort. The Resort switched from CI's Protection Plus to Origin and found numerous criminal records on Due's alias, Bad Diligence. Origin, provided Blizzard Mountain with a search that combines SSN verification, address verification, criminal record, sex offender, and anti terrorist searches into one search for one price.

Blizzard Mountain was able to keep Due off the slopes thereby protecting their customers and their organization from coming into contact with a known criminal

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

Read previous issues of CI Times to see the full details of Due's life at [www.commercialinvestigationllc.com/newsolder](http://www.commercialinvestigationllc.com/newsolder)



## Happy 9th Birthday CI!

March 8<sup>th</sup> 2013, was Commercial Investigations 9<sup>th</sup> Birthday! On that day, I reflected with my colleagues on all that is Commercial Investigations LLC (CI). This means we are heading into our tenth year of existence and, to quote my niece Taylor, one year from “double digits”, yes, ten.

My colleagues and I celebrated together with cake and ice cream. This year, it was Villa Italia cake, and, as always, Stewart’s Ice Cream.

We are our clients’ Proactive Truth Partner. We are reminded throughout the day, as every day, of the effects of what we do in terms of our clients and their clientele. As well as the effects on their prospective employees, tenants, business partners and others who are subjected to the background investigations we conduct.

Over the past year we’ve released our refined Volunteer Screening Solutions, enhanced our Cursory Indicator New York proprietary criminal record inquiry, and grown dramatically. Mike Menges, Managing Investigator, was promoted to his position. Patricia DeCerbo, Manager of Finance and Administration, was also promoted. We added Dale Smith as our Director of Business Development, Gregory Cramer as Business Development Associate and Robyn O’Brien as Business Development Associate. We also added Jessica Paulsen to our investigative team.

As we reflect, we are thankful for our current and future clients. We wanted to extend our good fortune back to our clients by making special contributions to the following nine non-profit organizations in recognition of our 9<sup>th</sup> birthday:

- I Am I Can
- Capital Region Sponsor A Scholar
- St Paul’s Center
- Stakeholders Inc.
- St Joseph’s Provincial House
- Woodland Hill Montessori School
- Equinox Inc.
- Big Brothers Big Sisters of the Capital Region
- Boys and Girls Club of Schenectady

Thank you to our clients, my colleagues and friends and family.

Here’s to year 10!!

Michelle Pyan



## Inquiry Spotlight

### MOTOR VEHICLE

Employers should consider performing 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.

Contact CI at (800) 284-0906 or [info@commercialinvestigationsllc.com](mailto:info@commercialinvestigationsllc.com) for more information on CI’s Motor Vehicle inquiry.

# 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.

New York State  
Department of Economic Development  
Certified Woman Owned Business Enterprise  
(Certification # 49494)

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