

CI TIMES



CI Staff Speaks: All About Drug Screenings

Behind the Scenes of a Drug Screening

What really goes on behind the scenes of a drug screening? I sat down with our resident drug-screening expert Yvette to ask her a few questions.

I took a seat in Yvette’s office taking advantage of the afternoon sunlight pouring through her windows. She has left her mesh office chair in the corner and sits in a red leather wing back at her desk, which fits Yvette’s personality better. She types away on her computer, no doubt completing a rush file for one of our clients. Yvette has never been one to slack on work, or give up when faced with more stubborn verifications. I watched the steam from her coffee rise up and encircle her computer monitor, and patiently waited for Yvette to turn around and roll her eyes at me over her red framed glasses. I began our interview on a serious note:

1. *What is one thing that you wish people knew about the drug screening process?*
A 48 hour window to complete the test gives us the most conclusive results, and does not allow a subject time to clean their system of any substance being tested for.
2. *Please describe basic set up of the average drug test.*
 - First, we determine which lab the client uses, LabCorp or Quest, and fill out the required test form.
 - Select the correct type of drug screen, a five panel, a nine panel, or a ten panel, with or without the test for oxycodone, and determine what type of sample is needed for the test.
 - Make sure you have the subject’s correct social security number, date of birth, email, and phone number.
 - Once you complete the form, send it to both the client and subject.
 - Using the subject’s current address, look up locations of the lab closest to the subject via zip code.
 - For LabCorp, you can go to any location.
 - For Quest, specify the location on the form; the subject can complete the test at any Quest location, regardless of what the form designates as the closest location to the subject.

Note: The subject should call ahead and schedule an appointment, to double check that the lab performs the appropriate test at the chosen location, and the hours the pre-employment screens are performed between (only limited hours are offered for pre-employment urine tests, and only certain loca-

tions do drug testing with a hair sample). If the drug test comes back negative, we will get an email within two business days alerting us to the results.

After mocking me for how seriously I am taking this interview, Yvette continued to answer my questions.

3. *What happens if a subject tests positive for some sort of drug?* This is why having the subject’s phone number is critical. In the case of a positive result, the Medical Review Officer who is testing the sample will contact the subject for clarification and confirm whether the subject is taking any prescription drugs or if they consumed a substance that would give false positive results.

The drug screening labs conduct their own investigations, with a built-in dispute system. Within about a week (depending on the subject’s responsiveness), we will receive an email with the results. We have little to no contact with the subject throughout the process. This puts the responsibility on the subject, and it’s helpful to assess how responsive and reliable the subject is.

4. *How can you check the status of a report?*
If a client contacts Yvette, she can request an estimated time of response for a status check. The easiest way to check status on a screening is to set up and access your own LabCorp or Quest account. Then the client will have the ability to set up appointments and check on the status whenever needed. The client simply adds a drug screening to the subject’s report; we will provide the results when they come in.

A subject might forget their appointment. Sometimes, a subject cannot perform the necessary task to complete the drug screening. In this case, the subject cannot leave the building - it’s best to drink up and wait, as most sites provide water and some provide coffee. If the subject does decide to leave, the whole process must be restarted. We then reach out to the client to see if they want to initiate another drug screening.

Drug tests protect your company from certain liabilities. To me, it’s like six different tests in one and that makes this an invaluable screening process.

Thanks to Derek and Yvette for this contribution!

Inside this Issue

- CI Staff Speaks: All About Drug Screenings 1
- Reimagine CI’s New Website 1
- Due Diligence: Vindictive Vandals Victimize Clean 2
- Last Scene from Due 2
- A Look Behind the Curtain at Disputes 3
- Inquiry Spotlight: Drug Testing 3

Reimagine CI’s New Website!

Announcing our New Website!

This is an exciting time for all of us here at Commercial Investigations! We have been working hard over the past year to update our website with a clean and fresh new design!

You will experience simple and easy to use navigation, reflecting our enhanced branding. As an added bonus, client portal pages will get a fresh new look.

There is nothing you need to do except watch for the update sometime around the New Year!



Due Diligence: Vindictive Vandals Victimize Clean Cut Clippings

In our last edition of CI Times, Due's lawn care company Clean Cut Clippings was able to close a contract with the Corporation of Philanthropic Services (COPS). Due's employee, Rob Berry, passed his background investigation, thanks to an efficient re-investigation by Commercial Investigations LLC. Due was once again hopeful that his luck was turning around. Given Patty Larceny's maxing out Clean Cut Clippings credit, and Due's subsequent run in with the cops, the question is: How will Due deal with his double dose of cops dilemmas?

Once Due pulls over, the police officer walks up to Due's window and asks for his license and registration. Due reluctantly hands them over, knowing this could be the end of Clean Cut Clippings and everything he's worked for. The cop mumbles, "Do you know how fast you were going?" before he carefully looks over Due's information, and shines his flashlight directly in Due's face. "No way, it's you!" the police officer exclaims. Puzzled, Due realizes it's Corey Uption, an old friend of Due's from his racy past. Corey certainly isn't the most law abiding police officer, which is why he and Due got along so well.

"Wow, Corey. I sure am glad to see you," Due tells him. "You're telling me," Corey says, "I haven't seen you since you were busted with that gal, Coco Caine. How's she doing?" Due laughs, remembering some great times. "I actually haven't seen Coco in years! Had to let her take the fall for that one," Due winks. "Now, what can we do about that speeding ticket?" Corey agrees to let Due off with a warning. Due thanks him, explaining that any points on his license now would be really unfortunate. Just then, a call comes over the dispatch requesting immediate backup. Due watches Corey drive off into the night, after they both promise to keep in touch.

Due lets out a huge sigh of relief. What a lucky break! He turns his attention back to his phone and the many missed calls from his client, Rick Mitigation. Due listens intently to the several voicemails from Rick, in which he describes how someone has vandalized the COPS premises. Rick has reason to believe the perpetrator is Paul Pinchpenney. Paul is the owner of the previous company who held the lawn care contract at COPS prior to Clean Cut Clippings. Rick states that while he's busy taking care of Paul, he needs Due to get his boys to clean up the damage before morning! Rick tells Due that his boss can absolutely not find out their property was vandalized. If he does, it could be the end of the contract for Clean Cut Clippings, and Rick's job as well. Rick tells Due that he is counting on him to take care of this for him, and if he does there could very well be a large cash bonus in his future.

Due races to the homes of Justin Justice and Rob Berry to wake them, given the extra incentive. After the news he received from Patty Larceny last night about her maxing out his company's credit, Due knows he needs this bonus now more than

ever. Justin wakes up easily, but is a little concerned about how Due got into his apartment. Due makes some half-hearted excuse about the window being open, before telling him that the priority is cleaning up the mess at COPS before daylight. Rob doesn't answer the doorbell or any of the calls from Due or Justin. Due begins to get impatient and angry, when a car pulls up and drops Rob off. Due quickly explains to Rob their situation and that all of their jobs are on the line, but stops short when he realizes Rob reeks of booze. Rob insists that he is fine to work, and although Due is hesitant to send Rob to the job site in his intoxicated state, he realizes he doesn't have much of a choice. Due is still not allowed to work on the premises (given his previous convictions) and there's no way Justin could finish the work in time on his own. Due sends them on their way, tells Justin to notify them as soon as they have finished, and requests that he keep a close eye on Rob.

It's 8:45am and Due has heard no word from Justin or Rob. He's parked his car a mile away from the job site and is anxiously pacing on the side of the road. Minutes before 9am, Due's phone rings. Justin Justice cheerfully lets Due know that they just finished the work, and as they were putting the finishing touches on the property, they were greeted by Rick's boss on his way into work. He complimented their commitment to being on the property so early, and told them everything looks great!

Due asks Justin about Rob's state and Justin informs him that Rob kept it together pretty well – aside from puking in the freshly trimmed hedges a few times. Justin also states he spoke with Rick as they were leaving, who told them that he needs to see Due right away. Due drives over to Rick's office, where Rick presents him with that large cash bonus. Rick thanks Due, and tells him that this reward should be kept just between them (along with the details of this whole ordeal). Due readily agrees.

Due heads home newly confident with this extra influx of unexpected income. He's decided that he must tell Patty she needs to pack her bags, as she's been more of a burden on him than a blessing. Although the apartment does belong to Patty, Due is fairly sure that Patty will agree to leave if he threatens to expose her fraud. Especially once he mentions his reunion with his old police officer friend, Cory Uption. Due is certain he can sort out his finances without her, now that he's got the contract secured and the extra bonus money to bail him out. As he unlocks the door to his apartment, Due hears Patty speaking with someone that sounds very familiar but it's a voice that he can't place. Then Due hears a laugh, almost identical to his own.

Who are these mystery guests in Due's home?
Will Patty leave in peace?

Stay tuned...



Meet Due Diligence Last Scene from Due

In the latest edition, Commercial Investigations ran background reports on two of Due's employees, Justin Justice and Rob Berry. While Justin's report came back clean (no surprise there), Rob's report came back with some criminal history.

Due is worried about Rob's background report. Due is informed that if this whole thing with Rob doesn't get cleared up, Due will have to find a new employee or he loses the Lawn Care Contract he worked so hard to get.

Due learns that Rob is disputing the criminal information against him, so that gives Due some hope. Due meets with Rick Mitigation the next day and is informed that the charges against him have been dismissed. Due is instantly relieved as it looks like he is back on track with the contract.

Things seem to be turning around for Due, until he finds out news that Patty went on a little shopping spree and charged it all to the company credit card. Due is angered by this and leaves to take a drive. Due is driving and notices several missed calls from Rick. Due, who is driving pretty erratically, looks at the missed messages on his phone. Just as soon as he picks up his phone, Due sees flashing red lights in his rear view mirror. . .

To see Due's past reports, visit:
www.commercialinvestigationssl.com/duespage.

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



A Look Behind the Curtain at Disputes

Disputes are a serious matter. The most frequently occurring disputes pertain to credit reports, eligibility for rehire, and criminal records.

During an investigation, information is revealed that may be adverse to what our clients (the employers) may be seeking in an employee. Under the Fair Credit Reporting Act (FCRA), once this occurs, the employer must notify the subject and send them a copy of their rights, and a pre-adverse action letter if they are going to base their hiring decision on the background investigation. This letter states that something was discovered during the background investigation that could potentially lead to the employer deciding against offering the subject a position. Upon receipt of the pre-adverse action letter, the subject has seven (7) days to begin the dispute process by contacting either Commercial Investigations, as the Consumer Reporting Agency, or the potential employer, our client. For Credit Report issues, the subject can go directly to the Credit Reporting Agency to dispute any inaccurate information. Clients can talk to the subjects about the report, but in order to open a reinvestigation, they must still go through Commercial Investigations.

Disputes actually make up less than one-tenth of one percent of the work we do, but generate the most questions. It is the right of the consumer to dispute any information that they believe to be inaccurate. The subject states that something revealed during our investigation is incorrect and they would like to correct it to continue the pre-employment process. In the case of Credit Reports, they are disputing incorrect information that may affect them negatively. Once we are notified that the subject would like to open a dispute, we do it immediately at no cost to our clients, and it's resolved within a rea-

sonable timeframe. Even if the clients tell us not to, we must reinvestigate, it is simply the law. There is a thirty (30) day window to complete the dispute, and a fifteen (15) day extension is possible in certain cases. Most of the time, we are able to resolve them within a week. We often end up confirming what we had already verified the first time, but we treat these reinvestigations seriously, either way.

After our research is complete, and we have either confirmed our previous information or resolved what was incorrect, we notify both our clients and the subjects with an updated report. However, if the client wishes to obtain an updated credit report, they must open a new background investigation and pay the fee once more, per credit bureau requirements. If the information we originally discovered is inaccurate or unverifiable, we remove it from the file, and bring the change to the attention of both subject and client. This does not guarantee that the subject will be hired, but it corrects the misinformation to allow the client to come to a well-informed and more accurate conclusion on the basis of hiring.

Sometimes, though, the dispute may reveal the possibility of Identity Theft. To help the consumer/subject effectively deal with the repercussions of this crime, there's an article on our website called "Remedying the Effects of Identity Theft". This outlines what you can do in these situations, e.g. contact the three Credit Reporting Agencies directly and add fraud alerts, request any information pertaining to the fraudulent transactions, and obtain a free yearly credit report at www.AnnualCreditReport.com to ensure the three agencies are keeping accurate information. To see our webinar "Disputes: Behind the Scenes", please visit: <http://commercialinvestigationsllc.com/CIWebinarSeries.html>

Commercial Investigations LLC

A Licensed Private Investigative Agency

Providing the proactive truth with 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)

www.commercialinvestigationsllc.com

info@commercialinvestigationsllc.com

Cohoes NY & Harmony FL, USA

Phone: (800) 284-0906

Fax: (212) 937-3858

Inquiry Spotlight: Drug Testing

Over time, a drug testing policy can reduce turnover and increase both productivity and employee morale. Following are examples of situations that may warrant drug testing and could be outlined in your drug free workplace program:

Pre-Employment: A proactive approach to your applicant screening process and an effective means for deterring undesirables from applying.

Pre-Promotion: An effective means to maintain a drug free workplace and decrease the chance of promoting someone who is using or abusing drugs.

Annual Physical: Test employees during annual physicals to refer current users for assistance or disciplinary action as stated in your drug free workplace policy.

Random: An effective way to promote employee safety and security, and to protect property and equipment.

Post-Accident: Test to determine whether accidents are drug or alcohol related, deterring workers' compensation claims and increasing safety.

CI's Drug Test inquiry is an effective and necessary component of a thorough background investigation. CI has access to over 12,000 drug testing labs throughout the US. CI's standard drug test consists of a nine panel screen which identifies amphetamines, cocaine metabolites, marijuana metabolites, opiates, phenacyclidine, barbiturates, benzodiazepines, methadone and propoxyphene.

If your organization would like to establish a drug testing policy, contact CI to help you implement a program that is consistent, compliant, effective, and affordable.

Contact CI at (800) 284-0906

or

info@commercialinvestigationsllc.com
for more information

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.