



Essential Questions to Ask When Switching Employment Background Check Providers

Background checking has become an integral part of the hiring process in most firms. The Professional Background Screening Association (PBSA) reported in their most recent annual survey of employers that more than 94% of employers reporting they conduct some form of background checks on new hires.

The business environment for hiring has changed drastically in the last several years:

- the pandemic caused remote work to move towards the norm and firms have had to learn how to recruit remotely,
- the great resignation has caused a continuous flow of open jobs along with new jobs continuing to be added regularly, and
- the technologies associated with hiring continues to evolve including mobile devices surpassing PCs as the major interface for applicants, video interviews, ATS, social media screening to name a few.

You have been working with your current background screening provider for a while, however, they are not keeping up with current realities and you are losing faith in their ability to continue to meet your needs. You have decided to explore switching to a new provider despite knowing you don't have a lot of time to devote to this initiative.

As you develop your plan to switch providers here are some questions you should ask potential providers to help you make an informed choice?

- What is their background screening process? Have them walk you through their process and identify how they measure the effectiveness of each major component of the process.
- What is the full array of background checks that they offer?
- How do they gather the information? What are their sources of information?
- What is their turnaround time for the primary types of checks you want?
- Review an actual report with personal identifier redacted?
- Who will your team interact with at the provider? Can you meet them as part of the selection process?
- What steps does the provider take to ensure a positive candidate experience?

- What happens when there is a negative hit or the need to take an adverse action? Have them walk you through their process in detail.
- What is the average uptime for their systems? Do they have back-up systems for when their system is down?
- How are issues resolved and what percentage of those issues can be resolved in a single call?
- What quality control processes do they use? What quality certifications do they have?
- Is their firm accredited by the PBSA or following the accreditation process?
- Are their systems and processes compliant with the federal and state laws, the Fair Credit Reporting Act (FCRA) and Equal Employment Opportunity Commission (EEOC)? How do they ensure their processes are compliant and up to date?
- How do they keep clients informed about compliance information and issues?
- Are they up-to-date and compliant with I-9 and E-Verify requirements? How do they keep them current?
- Do they offer integration with companies' existing ATS/HRIS systems? How do they handle new integrations?
- Do they conduct global background screenings? What is their process? Are global background checks conducted by their own staff or is this activity outsourced? If outsourced, what firm(s) are they using?
- Do they offer continuous background screening services and how does their process work?
- Is the firm able to handle your volume of background checks?
- If your firm supports specialized industries does the provider have experience in these industries?

It is very important to apply a thorough and thoughtful process to selecting a background screening provider. Selecting the right provider can be a tremendous asset to your hiring process, while selecting the wrong provider can impair your hiring process and get you into a lot of legal hot water.

If you want to save some time you may want to consider PreemploymentDirectory.com as a service that can significantly reduce your time to select.

For limited time, background screening expert, W. Barry Nixon, founder of PreemploymentDirectory.com, publisher of the leading newsletter for the background screening industry, *The Background Buzz* and co-author of 'Background Investigations: Managing Hiring Risk from a HR and Security Perspective' will assess your requirements and recommend a select few providers that specifically meet your needs.

Choose wisely!

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