

What to Ask a Background Check Provider

QUESTIONS	VALIDITY	VENDOR 1	VENDOR 2
1. Does your firm conduct live criminal record searches? (Going directly to the courthouses) If yes, skip to question 9	Yes, Always		
2. Does your firm conduct criminal database searches? If yes, please see questions 3-8	No, outdated not accurate		
3. How do you obtain conviction records from various jurisdictions across the country?			
4. How often is the data updated? Example is Ada County Idaho updated as often as Broward County Florida?			
5. If a Diversion or Suspended Adjudication case is entered into the database, how often do you follow-up with the court to determine whether the case becomes a conviction or not?			
6. Does your database include all convictions filed in every county nationwide for a period of at least seven (7) years?			
7. Does your database contain felony and misdemeanor records from every jurisdiction?			
8. Was your database compiled using state Department of Corrections records? (If so, how does it account for the convictions which resulted in probation and no prison time?)			
9. Do you test and audit your researchers to make sure they meet industry standards?	Yes		
10. Do the convictions you send me have at least two matching identifiers to my subject in order to ensure that I have received the right data on the right person?	Yes		
11. Do you provide cases that resulted in dismissals or acquittals that I cannot use in a hiring decision according to the Fair Credit Reporting Act (FCRA)?	No		
12. Do you have an extensive Quality Assurance Program ensuring accuracy, Fair Credit Reporting Act (FCRA) compliance and state compliance?	Yes		
13. Do you educate your clients on the FCRA and provide all of the necessary FCRA forms and procedures?	Yes		
14. Do you provide free consultation for clients on standards, applications and policies?	Yes		
15. Will I be assigned an Account Executive that understands my business, its regulations and requirements?	Yes		

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16. Do you flag your background reports that contain convictions or discrepancies from information that the applicant reported and the findings, so that I can see immediately that I need to review the report?	Yes		
17. Do you have a program in place for applicant disputes?	Yes		
18. Are your employees experts in state and federal legislation, Human Resources policies and procedures and record research processes?	Yes		
19. Do you have an online account management system through which I can view my account summary, review reports in real time, print preliminary reports and retrieve archived reports?	Yes		
20. Does your online management system allow me to customize user access levels?	Yes		
21. Can I have multiple accounts at no extra charge?	Yes		
22. Can I archive all reports so that we can have a paper-less system?	Yes		
23. Does your system have the capability to assign accounting or cost codes to an order which will be listed on my invoice?	Yes		
24. Can you integrate your services with my ATS or HRIS systems?	Yes		
25. Do you offer an electronic chain of custody form for your drug screening services?	Yes		
26. Do you have a customizable online job application?	Yes		
27. Do you offer an electronic compliance utility that records all activity according to federal regulations?	Yes		
28. Do you have a Customer Care guarantee?	Yes		
29. Do you have at least 10 years of experience?	Yes,		
30. Is your company a member of the National Association of Professional Background Screeners (NAPBS)?	Yes, founding member		

Go directly to the source ■ ■ ■