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Employment Screening Decision Guide

**DON'T SETTLE FOR “GOOD ENOUGH”**

Find Out If Your Background Check Provider  
Is Helping Or Hurting You

# Most major background check providers are highly accurate and FCRA compliant—but is that really good enough?

In today's complex hiring environment, a provider that isn't going above and beyond to help you maintain a competitive edge may actually be *hurting* you. This guide helps you understand where your current background check provider may be falling short, and what to look for instead.

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## INTRODUCTION

A full **95% of employers conduct background checks**, and 86% do so to protect employees, customers, and others. A National Criminal Databases Search, for instance, may uncover a candidate's repeatedly aggressive behavior toward minority groups. Or, a Professional License Verification can ensure that your candidate has the skills and qualifications they need to perform their job functions. Running the right types of checks for a given position can help employers make the best possible hiring decisions.

But, in protecting employees and customers, many employers may be hurting themselves by using the wrong background check provider. Of course, accuracy is a key consideration—as **98% of employers agree**—but that alone isn't good enough.

A slow, outdated background check process, poor customer service, poor candidate experience, and compliance concerns can all have a detrimental impact on your business. Every day your position remains open increases your cost of vacancy and the risk that your top-choice candidate will accept an offer elsewhere. The wrong background check provider can also increase your risk of litigation, provide a poor candidate experience, and hurt your employer brand—making it more difficult to attract talent in the future.

**If your background check provider isn't meeting your current needs, it's time to consider switching.** This guide will review the most common reasons employers switch their background check providers, and what features and benefits to look for in a new solution.

**95%** OF EMPLOYERS  
CONDUCT BACKGROUND  
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EMPLOYEES, CUSTOMERS,  
AND OTHERS

# NOT GOOD ENOUGH **Slow Background Check Process**

The average **time to hire** is **between three to four weeks** and any additional barrier or roadblocks, including slow background checks, could further delay hiring your top candidate.

**65% of employers** say the length of time to get results is the most significant challenge facing their organization when conducting background checks. The process may be slowed down by paper-based workflows, or even by a digital process that doesn't allow candidates to complete forms and provide e-consent on mobile devices. Delays can also occur to no fault of the background check provider, but a general lack of transparency around the reason for delays is frustrating for hiring managers and candidates alike. Finally, many background check providers don't notify candidates when background check results are available, causing delays in the dispute process.

## WHAT YOU DESERVE

Speed up your process with a background check provider that offers:

### ❑ **Faster Turnaround Times**

A provider that works to reduce turnaround times by finding new data sources and automating access to them will speed the process.

### ❑ **Integrations**

Reduce manual workflows through seamless integrations with your ATS and HRIS.

### ❑ **Mobile Optimized Processes**

Let candidates use any device to start their background check and provide e-consent. You can easily view updates and results on mobile devices to improve transparency and avoid hiring delays.

### ❑ **Flexible Packages**

Avoid overscreening candidates and reduce processing times with the right level of background check for your industry, position type, and county.

### ❑ **Bulk Ordering**

Request screens for multiple candidates at once to quickly kick off the screening process for group hiring.

### ❑ **Hosted Data**

Improve turnaround times with instant access to high quality, accurate hosted data from local, state, and federal sources.

### ❑ **Custom Record Filtering**

Set filters based on company policies, so reports are customized to remove less important record types, such as minor traffic offenses, in order to surface the most relevant data necessary.

### ❑ **Automated, Scalable Workflow**

Set customized rules to determine whether candidates meet hiring criteria, automatically process records, and trigger

**LONG RESPONSE TIMES** **OFTEN PUSH BACK YOUR START DATE, AND**  
**MAY EVEN CAUSE YOU TO LOSE YOUR CANDIDATE TO A COMPETITOR**



## NOT GOOD ENOUGH **Poor Customer Service**

Things happen: A candidate misses a drug test, a prior employer doesn't respond to the verifications process, or an employer needs more documentation from the candidate. Most background check providers leave their candidates and customers in the dark about what's going on, or make them fend for themselves with a self-service platform or a frustrating offshore phone tree.

When you have a problem, you loathe reaching out to the customer support team. You know it will take up far too much of your valuable time, and may even leave you without the answers you need.

If support for candidates when they have concerns about their background check is just as painful, you may be losing top talent and damaging your employer brand as a result.

**YOUR BACKGROUND CHECK PROVIDER IS  
AN EXTENSION OF YOUR BRAND, BRIDGING  
THE JOURNEY A CANDIDATE TAKES TO  
BECOME A NEW HIRE**

### WHAT YOU DESERVE

Get better customer service with a background check provider that offers:

#### ■ US-Based Support Team

Get answers to your questions and resolve your most pressing issues by speaking with a US-based team that will provide the exceptional service you and your candidates deserve. With a support team that is also FCRA trained and certified, you'll get expert recommendations on which screening packages you should use to ensure trust and safety, while also saving money by not paying for screens you don't need.

#### ■ Various Communication Channels

You need the ability to contact your background check provider when you need them through your preferred channels, whether that's phone, chat, or email.

#### ■ Customer Success Manager

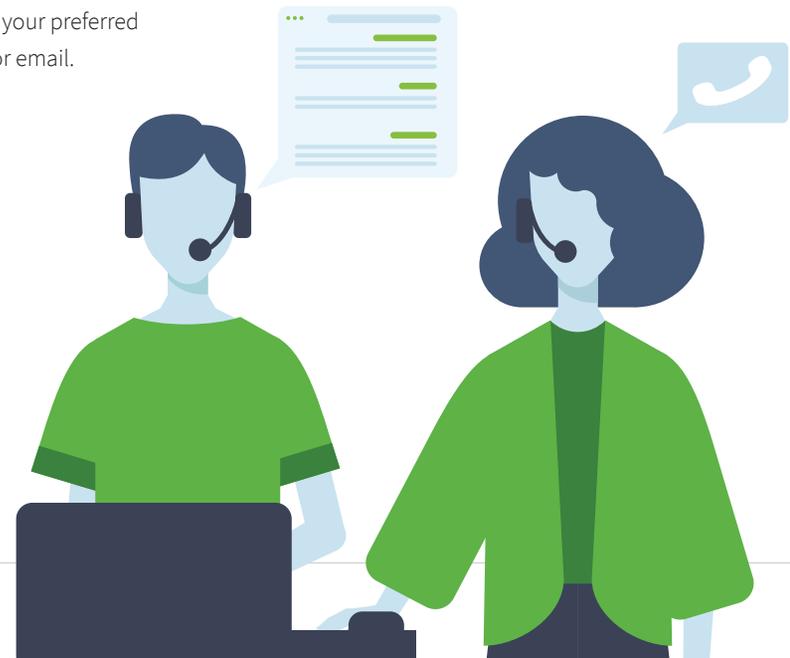
Work with a dedicated customer success manager who you can call for personalized support.

#### ■ Client Dashboard

You and your team can log in to easily view status updates and alerts for all of your background checks.

#### ■ Candidate Login

Make the process transparent for candidates, too, with the ability to log in and see their own background check status and report at any time.



# NOT GOOD ENOUGH **Poor Candidate Experience**

Nearly **two-thirds (62%) of employers** wait to conduct background checks until after a conditional job offer is made. By then, you've invested a lot in building a strong relationship with your candidate, and you don't want anything to jeopardize your chance of closing them. But far too often, the background check process does just that.

The candidate's once seamless recruitment process turns into a clunky, tedious background check nightmare. Their consistent communication with their recruiter has ceased, and they no longer know their status, or the timing of next steps. They're curious to know what their potential future employer has learned about them, if it's accurate, and whether it will impact their chances of an offer for employment. Perhaps they're even wondering if they should accept another job offer that's recently come through.

You should never have to hear that a negative background check experience changed a top candidate's mind or, worse, made you lose a customer. **64% of job seekers** said that a poor candidate experience would make them less likely to purchase goods and services from that employer.

## WHAT YOU DESERVE

Make a great first impression with a background check provider that offers:

### ■ Mobile Optimized Processes

Let candidates use any device to enter information, provide identity verification, digitally sign consent forms, and access results.

### ■ Instant Notifications

Alert candidates if more information is needed and when their results are ready.

### ■ Transparency

Provide candidates with full copies of background check results, along with source information, to maintain transparency and trust.

### ■ Easy Access

Provide candidates with access to their results in the same simple, interactive online format available to you, so they clearly understand their results.

### ■ Candidate Comments

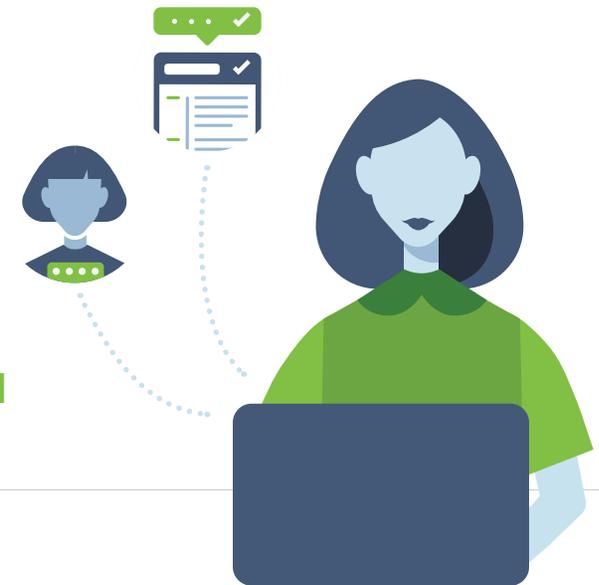
Make it easy for candidates with criminal records to add context for individualized assessments, to give you a clearer picture of what happened and what steps have been taken since the offense.

### ■ Online Disputes

Allow candidates to file a dispute online if they spot inaccuracies, and alert them to any updates.

### ■ Support

Provide resources and US-based support to answer candidate questions and put them at ease.



**FOR MANY COMPANIES, CANDIDATES ARE ALSO CUSTOMERS, AND IT'S IMPORTANT TO TREAT THEM AS SUCH**

# NOT GOOD ENOUGH Compliance Concerns

Between the FCRA, EEOC, ban the box, and other local regulations, background check compliance can quickly become a headache. Lawsuits from FCRA non-compliance have increased steadily each year since 2010, and the EEOC has increased discrimination claims against employers whose screening policies disproportionately affect a protected group.

Employers need to factor in more than 180 state, county, and local ban-the-box laws that govern how employers can ask about criminal records—as well as new drug laws and legalization efforts. Depending on where you hire and where the candidate will work, you may have to research and understand the requirements of two, three, four, or more sets of laws—which can be confusing and time consuming.

Moreover, simply following the federal FCRA adverse action process is no longer enough. An adverse action process that doesn't include EEOC and state and local requirements leaves you exposed.

## WHAT YOU DESERVE

Settle your compliance concerns with a background check provider that offers:

### FCRA, EEOC, Ban-The-Box And Local Regulation Compliance

Go beyond FCRA compliance to avoid unfair hiring practices, as well as lawsuits and penalties related to EEOC, ban the box, and local regulations.

### Law-Based Record Filtering

Mitigate potential legal risk with automatic federal, state, and local law compliance filters that remove records from applicant reports that cannot be used legally by employers to make hiring decisions.

### Adverse Action Workflows

Use built-in, localized adverse action workflows to guide you through the federal, state, and local laws that apply based on your location and your candidate's location.

### Individualized Assessments

Get alerts when individualized assessments are recommended to reduce lawsuit risk—and when they're required by law. Allow candidate comments to make individualized assessments easy and quick.

**FEW BACKGROUND CHECK PROVIDERS GO BEYOND FCRA REQUIREMENTS, LEAVING YOU TO SORT OUT ADDITIONAL FAIR HIRING LEGALITIES ON YOUR OWN**



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## DON'T SETTLE FOR “GOOD ENOUGH”

If your current background check provider is leaving you with a **slow process, poor customer service, a poor candidate experience, or compliance concerns, it's time to switch**. The wrong provider could be hurting your chances of hiring and retaining the talent you need.

The right background check partner can **help you scale, streamline, automate, optimize, and modernize your screening process**. It will help you land the right candidates faster, so you can reduce your cost of vacancy. It will help you provide a stronger candidate experience, so you can close more of your top choice candidates and protect your employer brand. It will account for your compliance concerns, so you can truly commit to fair hiring and reduce risk of litigation. And, if you come across any issues, a great background check partner will provide excellent customer support—for you and your candidates—so you can both get the help you need, when you need it.

If your current background check provider isn't helping you maintain a competitive edge, it's hurting you. **Improve your hiring outcomes by switching to a provider that will make your job—and your candidate's experience—easier.**





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