



**REFERENCE SERVICES INC**

The Professional Background Screening Company

# 30 minute Lunch & Learn Webinar Series

## Turn- Around Times for reports

AUGUST 24, 2023

# Legal Disclaimer

- The information and opinions expressed are for educational purposes only and are based on current practice, industry related knowledge and business expertise. The information provided shall not be construed as legal advice, express or implied.



# Presenters



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# Agenda



## Turn-Around Times

Sample TAT by State

State Issues

Best practice for order entry

Applicant entry precautions

Sample SSN Mismatch alert

Automation vs Clerk Assisted

RSI Quality Assurance steps

3 Personal Identifiers needed

Drug Screening



## Closing

Questions and Answers

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# Turn-Around Time

TAT – The time reported in hours / minutes RSI returns a completed report

1. Completed report means all the searches ordered within a “package” of services
2. County Criminal searches - average 24 hours
3. Verification orders - 80% return in 48 hours
4. Drug Screening
  - Lab based – Negative 24-48 hours
  - Lab based – Positive 5-7 business days
  - Instant Panels – Negative, 15 minutes
  - Instant Panels – Positive, 5-7 business days

# Turn-Around Time

## Causes for delay – County Criminal

- All records found on Nationwide Criminal and Patriot search are verified at the county level (original source) by RSI
- Clerk assisted – manual process
  - not enough help at the courthouse
- Natural disasters / illness shut down the courts
- Verification of records, not enough identifiers – (RSI reports from 3 PII)
- Automated State loses electronic connection – South Carolina and Texas this spring

Hi Brad:

Below is a listing of known court delays and closures exclusively from today, Thursday, August 17, 2023.

For a complete list of all known court delays and closures, please visit the link below. We suggest saving this link for future reference relating to court delays. The link is updated in real-time.

### Court Delays

**All Counties, MA:** Public access terminals are unavailable. Court clerks have notified their IT team but have not received a restoration ETA. Our researchers will continue to check for updates daily.

**All Counties, PA:** We are experiencing connectivity issues. Our team is working to resolve these issues. We will provide updates as they are available.

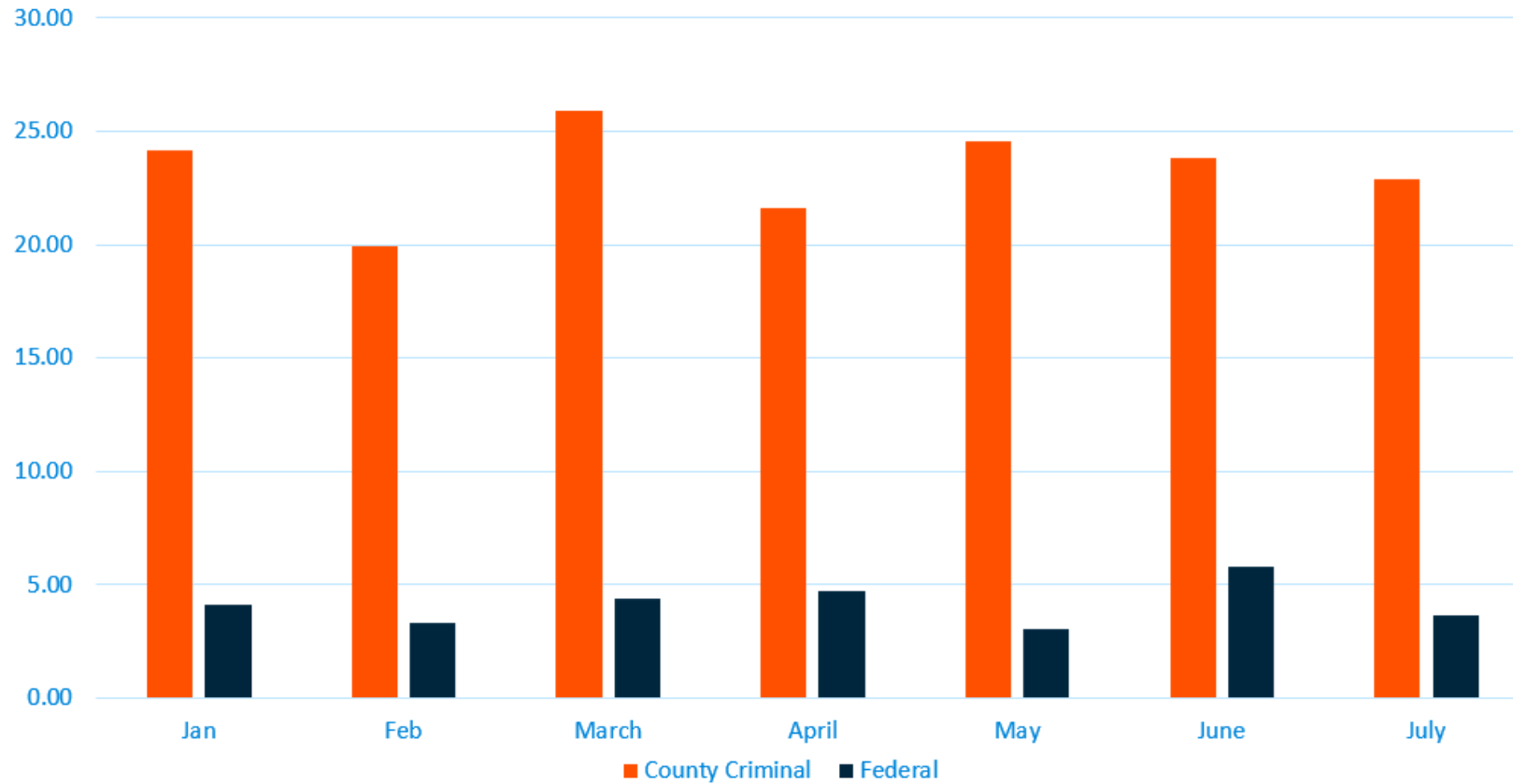
# State Issues – criminal searches

- Georgia, Kentucky, Louisiana, Michigan, Texas, West Virginia
  - Clerk assisted
  - 30-50 hours
  - Not entire list...not always a state issue, some states are a mix of automation & clerk assisted
- Michigan / California – “Clean Slate Laws” reduce PII
- Mississippi / New Hampshire – clerk assisted, huge backlogs, staffing issues
- KY and MISS have an All-Inclusive Statewide report that could reduce TAT.
  - KY - \$25 Statewide access fee while most Counties are \$0. Anderson Co. just announced \$27
  - MS - \$10 Statewide access fee. Various county fees (7 out of 82) from \$0-\$15



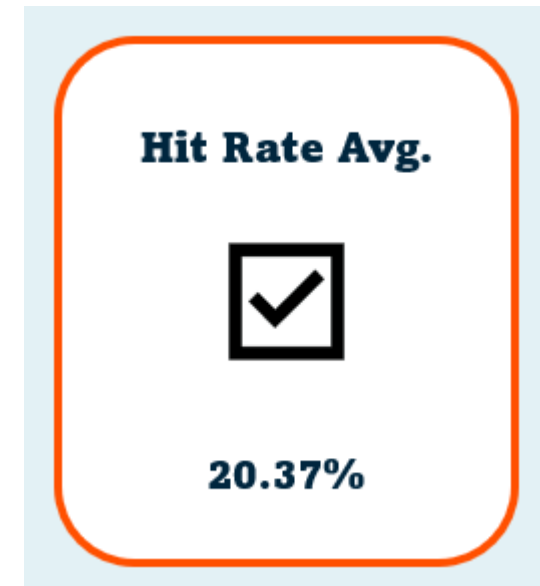
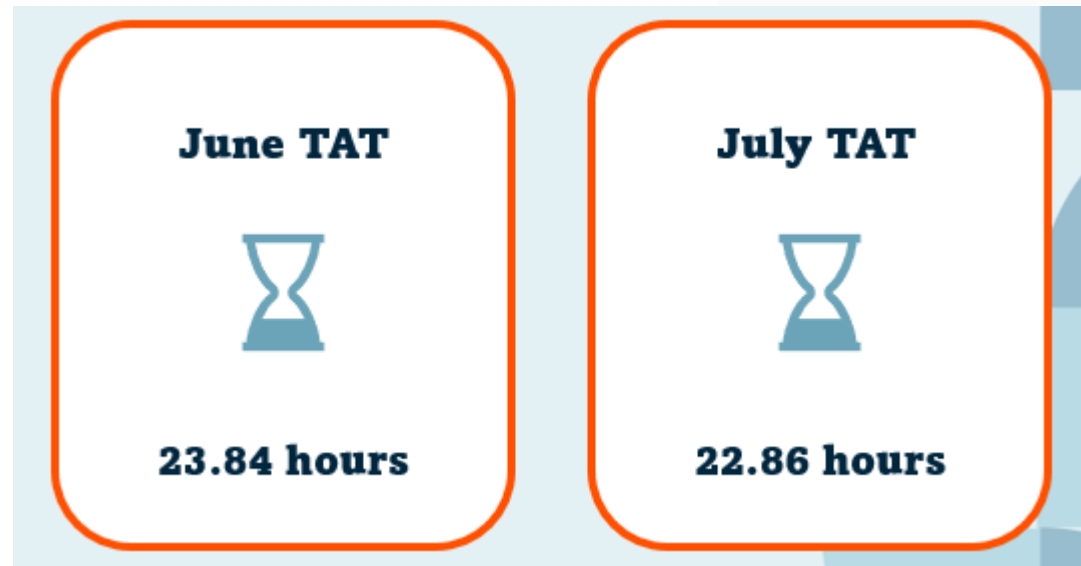
# Turn-Around Time

Reference Services TAT (hours) YTD



# Turn-Around Time

## County Criminal Snapshot



# May - July

State	Hit Ratio	TAT Average (Hours)	State	Hit Ratio	TAT Average (Hours)
AK	21.05%	4.00	MT	14.53%	53.80
AL	12.99%	6.32	NC	26.88%	3.92
AR	12.26%	53.10	ND	18.28%	16.18
AZ	27.64%	48.48	NE	14.58%	4.24
CA	10.70%	15.75	NH	6.90%	182.12
CO	14.52%	3.07	NJ	6.51%	7.72
CT	6.25%	7.27	NM	10.48%	3.69
DC	16.65%	5.25	NV	17.86%	33.73
DE	7.46%	26.55	NY	2.24%	22.66
FL	20.77%	8.44	OH	34.84%	28.54
GA	10.00%	28.07	OK	15.15%	5.03
HI	14.29%	8.06	OR	6.82%	2.43
IA	27.31%	13.72	PA	16.52%	4.01
ID	15.30%	5.85	PR	0.00%	85.56
IL	22.63%	25.10	RI	26.32%	7.85
IN	29.88%	10.29	SC	9.92%	4.76
KS	10.73%	10.92	SD	8.57%	12.71
KY	21.88%	48.50	TN	14.77%	21.55
LA	23.15%	33.92	TX	16.89%	43.28
MA	12.34%	29.39	UT	30.28%	3.86
MD	16.96%	48.20	VA	20.60%	16.58
ME	0.00%	32.97	VT	0.00%	9.90
MI	14.44%	138.35	WA	6.66%	4.92
MN	11.95%	8.03	WI	10.98%	4.47
MO	12.17%	5.62	WV	19.75%	56.40
MS	13.72%	90.04	WY	26.05%	50.25

Michigan –  
Clean Slate  
Law

Miss / NH –  
Clerk assisted  
with heavy  
backlog

# Turn-Around Time

## Causes for delay - Verifications

- Employment Verification – not on The Work Number, Waiting for employers to return calls
- Education Verification – Schools closed
- Reference Checks – waiting on reference to return call
- Waiting on Applicant response – Need for additional Releases, proof of education, W2
- RSI makes daily attempts to capture all of the above

# Turn-Around Time

## Causes for delay – Drug Screening

- Applicant slow to respond
- Poor specimen
- Labs closed
- Delivery service (UPS / FedEx) delays
- MRO review
- Natural disasters shut down labs or affect deliveries

# Drug Screening

- Consider Instant Urine Panels - return within 15 minutes for negative test
  - Fewer clinic options
- Standard 5-10 Panel's are available
- Custom Panels are available
- All use the same Escreen network and electronic chain of custody forms

# Best Practice for Order Entry

- **Manual Entry**
- Review Alias names that auto-populate prior to finalizing order to RSI
  - This will reduce cost
- Double check SSN and DOB
  - Can be reviewed before order is completed
- **Applicant Entry**
- Encourage applicant to use full, legal name
  - Platform does not require middle name, however, very helpful to RSI
  - Some applicants will check the box that says no middle name when in fact the SSN trace will show one
  - Please note that there are risks associated with using the applicant entry service. There could be data entry errors that will cause issues with obtaining an accurate screening report

# Best Practice

- **Submit Client Compliance Notes to RSI**
- Make Sure RSI is aware of any special instructions or compliance request so we can document
  - Criminal Scope reporting
  - Ex: How Many references?
  - Ex: How many attempts to process a verification before calling client or applicant?
  - Ex: How many days to set applicant response to drug screening invitation?
    - Default expiration setting for drug testing invitation is set to 14 days
- RSI post ETA weekly to orders
- RSI also has extended client service hours for help
- Check RSI portal for daily court delay updates



# Social Security Trace

- Digital Delve Platform only
- Look for a SSN Trace message
  - DOB Mismatch found.
  - No reportable address history found.
  - SSN was issued before applicants DOB.
- A message could indicate some data was entered incorrectly
  - SSN should NOT be used for any hiring decision
  - If found call RSI at 812-474-9000 to verify Social Security #
- Tazworks platform – less errors due to double entry SSN requirement

## Applicant Screened

Date of Birth:  
SSN: XXX-XX-  
Address:

SSN, NW w/Alias, 7 Yr Counties*		
Search ID	Service	Status
7089211	SSN Trace - <b>DOB Mismatch found.</b>	PROCESSED
7089368	County Criminal Search - PRINCE WILLIAM, VA	PENDING
7089376	County Criminal Search - FALLS CHURCH CITY, VA	PENDING
7089212	Nationwide Criminal (PS)	NO RECORD
7089213	Nationwide Criminal w/Alias including Sex Offender	<b>ALERT</b>

The SSN Trace was processed in order to capture address history, however the results of the SSN Trace are not displayed due to FCRA compliance restrictions.

## Disclaimer

Based on the information provided, Reference Services, Inc. searched for public records in the sources referenced herein for criminal history information as permitted by federal and state law. 'No Record' means that our researchers could not locate a reportable record that matched at least two personal identifiers (i.e., Name, SSN, Date of Birth, Address) for the subject in that jurisdiction. Further investigation into additional jurisdictions, or utilization of additional identifying information, may be warranted. "County Criminal 7 Years" or "7 Yr Counties" refers to the number of years RSI looks back at an applicant's address history. Criminal records are reported using Federal and State laws. Standard guidelines are to report Felony records for lifetime, Misdemeanors for 10 years, and pending cases for 7 years. State laws and RSI client guidelines can change reporting periods. Please call for assistance.

# Key Takeaway



- Make sure the RSI team is aware of any special instructions you have for reporting.
- All criminal records are verified at the County Courthouse and TAT vary greatly depending on automation or clerk assistance
- Always enter full legal name of applicant
- Consider Instant Drug Panels for immediate negative responses
- [Compliance@referenceservices.com](mailto:Compliance@referenceservices.com)



Thank you

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