

RHR Information Services, Inc.

SelectSmart News

Editor's Note



What is Earth Day?

Celebrated every April 22, Earth Day is the largest and most celebrated environmental event worldwide. Earth Day was first launched as an environmental awareness event in the United States in 1970, and is now celebrated as the birth of the environmental movement.

The spring is here and so are the warmer temperatures. Your business may be hiring additional help this summer. Don't hesitate to call us with any questions because we will

be happy to help you with all your screening needs.

We hope you will enjoy the April issue of the newsletter. We brought you up to date background screening information as well as information on a criminal product that may enhance your applicant background screening process.

Please contact me with any questions, concerns and/or suggestions.

Thank you, Jana Castillon

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Criminal Super Search

Many of our clients have offices nationwide and they often hire employees from different parts of the country.

The first step to hire a good employee is to conduct a thorough background check. In order to obtain a comprehensive criminal background check just checking the places of residency may not be sufficient in some cases. Therefore

another product in combination with a single county and/or statewide criminal search may be the best option.

Most of our current clients feel our criminal super search is the best value. The search conducts an instant multi-state search of criminal records. The Super search accesses criminal information from 50 states.

Each report contains a wealth of information, including felony and misdemeanor records, sex offender records, inmate records, and arrest information.

Records do vary by state so please ask your RHR Representative for a list of product components by state.

888-389-4023 or
952-545-3953

Boom time for Personnel and Temp Services



A healthy economy and a continued demand for both long and short term employees is driving personnel agencies and temporary employment services.

Staffing services is one of the fastest growing industries in the country. In 2004, the staffing industry generated more than \$63 billion in revenues, with temporary staffing accounting for approximately 90 percent and permanent placement contributing the remainder.

Temporary employment and staffing has become an integral part of corporate America as a way of companies

can increase scale while mitigating employment costs and employment related risks.

According to the American Staffing Association, staffing companies are an increasing source of employment because they offer flexibility and access to a more extensive channel of talented workers.

According to the U.S. Bureau of Labor Statistics, the staffing industry is expected to create more jobs than any other industry from 2000 to 2010.

Here are the statistics:

- More than 90 percent of U.S. businesses use staffing services
- 71 percent of employers cite labor force flexibility as the number one reason for using temporary services
- 79 percent of temporary employees work full time, virtually the same percentage as the rest of the workforce
- 72 percent of temporary employees obtain permanent jobs while working for a staffing company

Screening Applicants for Temporary Positions

Without due diligence employers may be held liable for misconduct.

Outsourced and temporary employees have become a major presence in many companies in recent years, and they have their own set of security risks.

Companies are basically keeping a core staff and getting rid of the rest of their employees. In particular, smaller businesses want as little in the direct payroll as possible, keeping only what is necessary to run the business.

But while most major companies tend to run background checks on in-house staffs, many don't consider taking the same precautions with their extended work force.

In some cases less desirable employees—those who don't make it through screenings—are more likely to become independent contractors or work for temp agencies.

If the company fails to conduct a routine background check on

all employees in case of work force violence by either a permanent or a temporary or a contracted employee may result in a company liability.

Without due diligence employers may be held liable for misconduct so do not hesitate and contact your RHR Representative to get started. Tailored product packages are available.

888-389-4023 or 952-545-3953

NAPBS Conference in Austin, Texas

This year's conference of the National Association of Professional Background Screeners was held in Austin, TX.

The focus of the conference was current issues in the screening process—obtaining criminal information from various sources, how to disclose criminal history as well as an overview of the Fair Credit Reporting Act. You can obtain a copy of the Summary of the Fair Credit Reporting Act by going to our website.

Here is an excerpt from the NAPBS conference presentation on why we need to screen applicants.

WHY SCREEN?

An effective background check is an excellent return on your small investment because one negative workplace incident can cripple your business.

An effective applicant screening program will:

- Reduce company turnover
- Discourage applicants with something to hide or a reason to falsify credentials
- Protect your employees and customers alike
- Send a message to your employees that you are committed to providing a

safe workplace environment

- Decrease your exposure to internal theft and/or fraud
- Reduce liability-negligent hiring or retention greatly increases a company's exposure to large lawsuits
- Eliminate uncertainty in the hiring process by allowing you to base decisions on factual information.

If you have any questions please contact your RHR Representative.

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Criminal Background Check in UK

Article from London CNSNews.com

As Britain moves towards running criminal checks on everyone who volunteers with children, a civil liberties group has warned that the step could strangle the nation's youth groups.

From late 2008, every adult who volunteers in any sort of youth-related activity— such as coaching sports teams or after-school clubs—will be compelled to undergo a

criminal records check. The government is already encouraging this practice, and when the new regulation goes into force, anyone found working with children without having been checked will face a \$10,000 fine. Across the country, dozens of organizations that work with children are currently vetting their members, including the Football Association, which is reportedly checking around 20,000 coaches and referees in youth soccer leagues.

Passed two years ago as a reaction to a number of child care scandals rocking the country, the Safeguarding Vulnerable Groups Act has been hailed by supporters as a law that will make parents feel more secure.

But opponents say it will chill interaction between adults and children. It will also mean that up to one-third of British citizens will have to be vetted by the government.



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The Right Path to the Right People



Disclaimer: This newsletter has been developed for informational purposes only for use by the customers of RHR Information Services, Inc., and should not be relied upon as definitively accurate. Due to the complex nature of employment law, we strongly suggest that you work closely with legal council when making employment related decisions.

Hiring Call Center Employees

Article from call center magazine

In order to fill your call centers with the most qualified agents, you need to conduct assessments and simulations before the interview process even begins. Tossing a coin may be a good way to start a football game, but it's a lousy way to select new employees.

Yet, tossing a coin is comparable to the hiring practices of most call centers.

Many companies' processes for screening applicants may seem thorough, but they tend to suffer from a serious flaw, which is that companies don't see candidates in action before they hire them

When a company extends a job offer, the

fundamental question remains unanswered: How will this person perform?

Performance is only one uncertainty. Other questions persist. How does the candidate handle stress? Hiring practices seldom include observations of call center candidates under job-related conditions.

With one company we worked with, the performance of the call centers was critical to the overall company's success.

Faced with the continuing need to provide better services at lower costs in the call centers, they used us to help them rewrite their approach to screening, assessing and observing applicants. The success achieved was measurably greater

than it was with the previous method of hiring agents, which was probably about as good as tossing a coin.

For more information go to:
<http://www.callcentermagazine.com/shared/article/showArticle.jhtml?articleId=198001486&classroom=>

RHR offers quality assessment products, please contact your RHR Representative to obtain more information.

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