

RHR Information Services, Inc

SelectSmart News

Editor's Note

As the summer draws to a close we want to thank you all for your continued business. August is shaping up to be our busiest month this year. If we're busy you must be busy, too and that can't be a bad thing!!

I want to thank everyone that responded to the Client Satisfaction Survey. We got great feedback and are looking into everyone's suggestions. If you missed the survey but have a suggestion, request or improvement don't hesitate to contact your RHR Representative.

In this issue you'll find more information regarding assessment tools and how much help employers

think they are. If you have more questions or would like to try an assessment tool, please feel free to contact us.

There's also good information on the do's and don'ts of interviewing potential employees. With stricter regulations regarding hiring, interviewing and background screening we'll always try to keep you informed.

We have featured a system upgrade this month that helps our clients keep better track of their billing and payments. Don't miss it!

Elizabeth Army

Client Relation Coordinator



If you have any suggestions or questions please email me at earmy@rhris.com.

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System Upgrade: Online Account Activity

Now you can view your account activity online. Find up to the date information on activity on your account.

You can find this feature under Reports, by clicking on Billing Statements and Invoices. There

you can view everything from invoice numbers to amounts paid to actual invoices. Further, if you have a question regarding billing of a specific report you can pull it up here. Reprint invoices, view credits and paid amounts and more.

If you have questions regarding this new feature or billing issues please contact your RHR Information Services Representative

Assessment Tools: Help in Hiring



Pre-employment assessments are designed to predict the likelihood that an applicant will be a good “fit” in the job—and they are sweeping through the work world.

Assessments can be used in many ways, sometimes as a first step to reduce the size of the applicant pool and sometimes as a backup to reinforce or overrule an interviewer’s instincts. Whatever way they are used, they are

gaining favor among employers.

About 30% of all companies use assessments to help make hiring decisions. A spokesman from one of the major cell phone companies says a pre employment personality test is the efficiency tool the company needs to improve the odds of hiring successful workers in its store.

RHR Information Services, Inc offers many types of assessment tests to cover all positions for all

different types of employers. A low cost addition to your hiring process that can make a big impact on your bottom line. If you are interested in discussing the assessment options available to you, please contact your RHR Representative.

Appropriate Interviews

“Often, interviewers get caught up in friendly conversation and momentarily abandon their role as an interviewer and representative of the company.”

Today, in order to comply with state and federal anti-discrimination laws, employers must carefully consider the method in which they seek out and employ job applicants. Job postings and interview questions, as well as any observations made during the hiring process must be carefully crafted to avoid legal liability for al-

leged discrimination.

Employment decisions must be based only on factors which are related to qualifications for and performance of the job, such as skills and licensure, work experience, references, wage and salary history, education, academic and personal achievement, cooperation in the recruitment process, attitude towards work and co-workers, and

generally accepted job-related personal habits such as timeliness, courtesy, grooming and dress, responsibility, discipline, energy and similar factors.

During an interview, interviewers may feel that the “tone” of the interview and the personality of the applicant would permit

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Understanding Your Credit Score



Despite the credit scores growing importance in so many aspects of Americans’ lives, only a fraction of consumers know their score and what they may be doing to help or hurt it, or how it could be used against them. Only 33 percent of consumers

have obtained their scores, according to a survey of about 1,600 consumers published this year by the Government Accountability Office. Another 2005 survey of 1,013 people by the Consumer Federation of America, an advocacy group,

and Fair Isaac Corp., which created the credit score formula, found that 49 percent of consumers do not understand that scores measure credit risk.

The proprietary formula behind

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State Criminal Repositories Lag in Record Keeping

In 2001 states maintained criminal history records on some 64 million people, but some of those records had reduced usefulness because they were missing crucial information. Bureau of Justice Statistics surveys find that in nearly every state, a proportion of criminal history records lack a final disposition, which indicates the outcome of an arrest. The most significant factor affecting the timely transmission of information to the repository is the volume of work.

This may not mean that state

criminal repositories are without value, its just that they need to be properly understood and used in conjunction with other screening tools to have maximum value. A statewide search could be described as a mile wide search that goes an inch deep. Statewide repositories cover a much larger geographic area than a single county search can. But counties are where the records originate and that is why a single county search is like a mile deep and only an inch wide.

A search of a state repository

may need to be supplemented by other screening tools such as a county search, a review of the application for occupancy, a face-to-face interview and/or a review of references.

If you have any questions regarding the criminal search you currently use please contact your RHR Information Services, Inc. Representative.



Employers Facing Negligent Hiring Suits

Newspaper articles from around the country continue to underscore the dangers faced when employers fail to exercise a Smart Hiring Program. Here are a few examples:

July 16, 2005-A convicted and registered child sex offender was arrested at the Orange County Fair in Southern California, working for a carnival firm. The offender was on probation with a condition that he is not allowed

in areas that attract children. The offender was hired through a temporary agency that did not check the Megan's Law database.

May 11, 2005-A recently paroled murderer was hired as a janitor in a nursing home in Peoria, IL. According to a news article, the employee was released from prison after serving 12 years of a 28 year sentence. He was arrested at the nursing home while

attempting to retrieve a package addressed to a patient that contained crack cocaine. There was no indication that a background check was completed.

These news reports highlight the dangers that can be experienced by employers that hire without doing their due diligence.

Employee problems are caused by problem employees that can be avoided in the first place with a Smart Hiring Program.

*“Employee problems are caused by problem employees that can be avoided in the first place with a **Smart Hiring Program.**”*

Interviews, cont.

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them to ask questions that are generally considered impermissible. Often, interviewers get caught up in friendly conversation and momentarily abandon their role as an interviewer and representative of the company.

Impermissible observations and questions can result in legal liability for alleged discrimination.

Consult your Human Resources Department or a lawyer if you are unsure of appropriate interview observations and questions.



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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.

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this all-important number is largely a mystery and the data on which it's based are often inaccurate. 25% of credit reports had an error serious enough to cause consumers to be turned down for a loan or a job, according to a 2004 survey by the US Public Interest Research Group. There are steps you can take to manage your credit score so that it's as accurate and as high as it can be.

Review your FICO scores and credit reports once a year, or several months before applying for a loan, to check for errors, negative data, or any suspicious activity that may signal identity theft. You can get a free copy from each of the bureaus but it won't contain your score. For all three reports and scores, try www.myfico.com and order the \$44.85 package. Get all 3 because they most cer-

tainly will be different. A 2002 study of the credit scores of more than 500,000 people conducted by the Consumer Federation of America and the National Credit Reporting Association found that 29% of consumers had scores that varied by at least 50 points.

To clear up mistakes you can contact the bureaus online or in writing. Experts suggest using regular mail and sending it certified mail. That way you have proof that the bureau received it. Dispute errors directly with lenders if a credit bureau has decided that a complaint is without merit.

Once you have fixed errors, start trying to up your score. #1 Sign up for automatic bill pay. This will ensure you never send a late payment again. If you are 30 days or more overdue on a bill your score can drop as much as 100 points. #2 If you are applying for a loan,

reduce your spending. The lower the balance on any current credit cards, the better. #3 Don't apply for any new credit cards. Every time a lender checks your credit, it can reduce your score. #4 Don't cancel old credit cards. You gain points by keeping your available credit percentage high. So by closing those accounts you will have less available credit.

Once you've decided to work on your credit don't assume it's a quick fix. Often these things can take months. For help deciphering your credit report go to ConsumerReports.org and click on Personal Finance.