

Advanced Screening Techniques

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A hiring mistake can cost 50% to 150% of the position's annual compensation, and could take many months to correct.

In severe cases, the damage could be permanent.



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Recent Data . . .

- 69% of employers say they made a bad hire in 2012
- Of those, 65% say the bad hire cost more than \$25,000

Source: CareerBuilder Study

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Reasons for Bad Hire . . .

- In a hurry to fill the job – 43%
- Insufficient talent intelligence – 22%
- Improper sourcing techniques – 13%
- Not enough time to review applications – 10%
- Didn't check references – 9%
- Lack of strong employment brand – 8%

Source: CareerBuilder Study

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Quick Review of the Basics . . .

1. Person Search
2. Criminal Record Checks
3. Employment Verification
4. Education Verification
5. Driving Record Checks (when applicable)
6. Credit Reports (when applicable and legal)
7. License Verification (when applicable)
8. Restricted Lists (when applicable)

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Today's Agenda . . .

1. Aptitude and Behavioral Assessments
2. Social Media Screening
3. Web-based Professional Reference Checks
4. Content Based Social Security Number Verification

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10 Most Critical Job Skills

- Critical Thinking
- Complex Problem Solving
- Judgment/Decisions
- Active Listening
- Computers/Electronics
- Mathematics
- Operations/Systems
- Monitoring Performance
- Sales/Marketing
- Programming

Source: CareerBuilder Study

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Assessments

- About 1/3 of tested applicants won't meet your minimum aptitude requirements
- Some applicants are very polished in the interview, but can't or won't perform at an acceptable level for your organization



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Assessments

- Statistically validated
- Non discriminatory
- More predictive than interview performance, employment history, or education achievement



Selecttech® Assessment Results

Assessment: Teller Excellence (Basic Math) Assessment
Candidate Name: Teller
Start Date and Time: May 19, 2008 11:34:58 am ET
Finish Date and Time: May 19, 2008 11:51:51 am ET

**Above
Average**

Performance Analysis Summary

	0	20	40	60	80	100	Percentile Score
Overall Performance							79.8%
Performance Area	0	20	40	60	80	100	Percentile Score
							Score Range Importance
Attention To Detail							100 High 16.7%
Basic Math							100 High 16.7%
Service							79 Above Average 16.7%
Reliability							67 Above Average 16.7%
Trustworthiness							70 Above Average 16.7%
Rules Compliance							62 Above Average 16.7%

*Recommended Score is a guide only to the hiring decision. Among candidates equal in other areas being evaluated, hires should be made among those meeting or exceeding Recommended Score.

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It's a "Social Media" world

The numbers are staggering



Nearly 60% maintain a profile on a social site



160M blogs
900K blog posts/day



100B+ photos, video, Etc...



800M users



135M users



1/3 of adults post at least once/week to social sites



200M+ Tweets per day



10% of Facebook users play

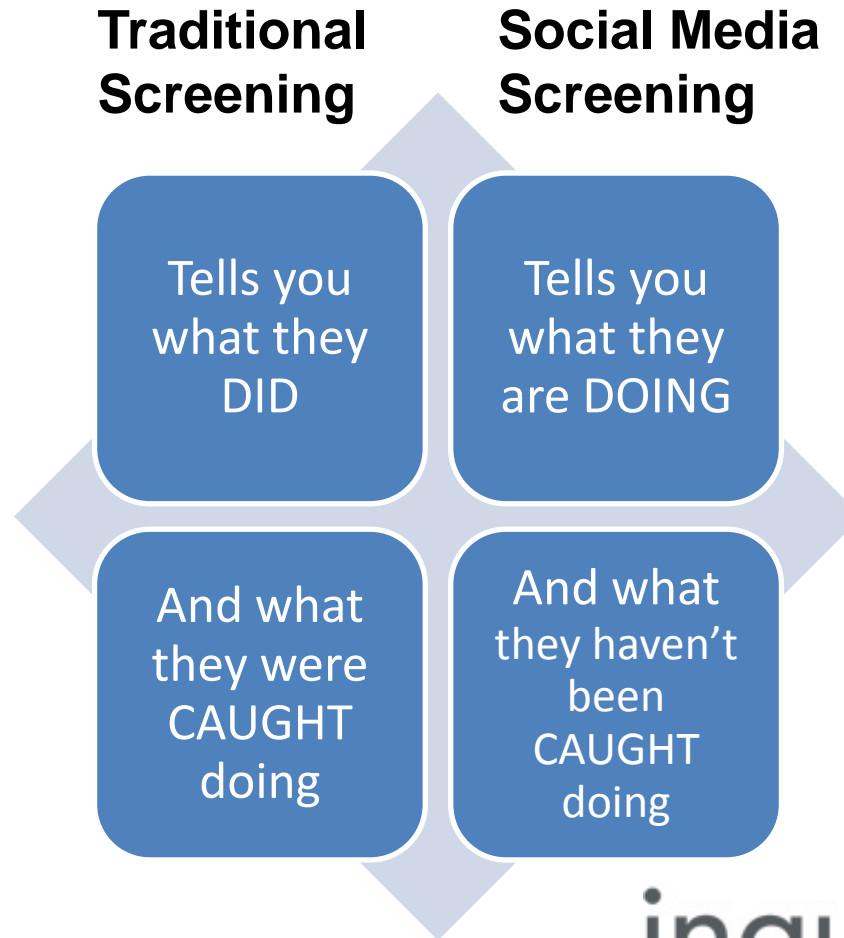


350M+ mobile FB visitors



1/4 of adults publish a blog or upload photos or videos

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The National Law Journal, Jan 11, 2010

- In making hiring decisions, employers can lawfully use information relating to an applicant's illegal drug use, poor work ethic, poor writing or communications skills, feelings about previous employers and racist or other discriminatory tendencies. Employers may also lawfully consider an applicant's general poor judgment in maintenance of his or her public online persona.
- <http://www.law.com/jsp/nlj/PubArticleNLJ.jsp?id=1202437746082&hbxlogin=1>

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The National Law Journal, Jan 11, 2010

- Employers, however, may face liability under federal, state and local law for using any information learned from social media about an applicant's protected class status — race, age, disability, religion, sexual orientation, etc. — in a hiring decision. It may be hard for the employer to prove in later litigation that it only viewed, but didn't actually use, the information obtained in a social medium when making its hiring decision.
- <http://www.law.com/jsp/nlj/PubArticleNLJ.jsp?id=1202437746082&hbxlogin=1>

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To Summarize...

Protect the Applicant

- Implement and enforce consistent hiring practices and removing all discrimination risk

Protect the Employer

- Awareness of questionable online activities improves workforce and avoids negligent hires

Avoid A Hiring Disadvantage

- Do you want to hire applicants others have rejected for good reasons?

Improve the Bottom Line

- Even slight improvements in hiring effectiveness can mean significant cost savings

Hire the Best Candidates

- Lower turnover, increased productivity, and a better fit

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Web-based Professional Reference Checks

- 40% of applicants embellish their prior work history
- Most employers prohibit providing non-neutral work history information
- Most applicants have 2 – 3 references who will backup their embellishment

Organizationally Challenged

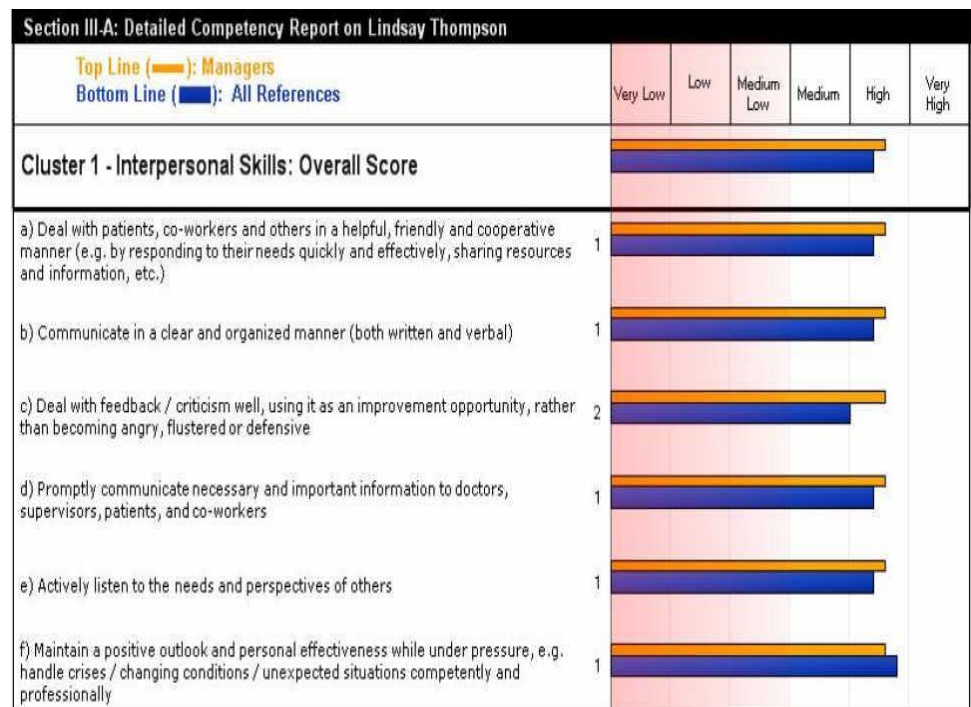


"We check references - just in case we're being fed a heap of you-know-what."

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Web-based Professional Reference Checks

- No phone calls – web-based application
- Confidential process for references leads to greater honesty – risk factors are identified in 10%-15% of candidates
- 5 or more references in 1 or 2 business days



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Identity Validation . . . Are you doing enough?

Person Search

Validates SSN, date and location of issuance

Content Based SSN Validation

Provides name, gender, date of birth, and death indicator assigned to SSN

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	CBSV	E-Verify	I-9	SSNVS	Non-government
Checks personal identifiers to official governmental source records	Yes	Yes	Yes	Yes	No
Matches Name, SSN, Date of Birth, Gender, and Death Indicator	Yes	Varies	No	No	No
Valid for pre-employment hiring	Yes	No	NA	No	Yes
Accurate results when identifiers are input correctly	Yes	Yes*	NA	Yes	Yes*
Instantaneous, online results	Yes	Yes	NA	Yes	Varies
Fee based	Yes	No	No	No	Yes
Required for employment	No	Varies by state	Yes	No	No

CBSV – Consent Based Social Security Number Verification Service – Developed and administered by Social Security Administration

- Cannot be used as a substitute for I-9 Employment Eligibility Verification
- Fee based and optional service

E-Verify - Administered by the Department of Homeland Security / USCIS – U.S. Citizenship and Immigration Service

- Used post-hire only
- Mandatory in some states and jurisdictions

I-9 Employment Eligibility Verification - Administered by Dept of Homeland Security / USCIS - U.S. Citizenship and Immigration Service

- Required for employment

SSNVS – Social Security Number Verification Service – From Social Security Administration

- Not for employment verification; limited to payroll reporting purposes
- Illegal to use for non-wage reporting purposes such as identity, credit checks, mortgage applications, etc.

Non-government – Obtained from a variety of sources

- Data/Information brokers
- Credit header information; credit bureau profiles
- SSN Trace algorithms
- Proprietary database algorithms

* Results not always accurate

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- **45 Million people in the U.S. deliberately manipulate their identities** - That's 16 Percent of U.S. population engaging in improper Identity Manipulation according to ID Analytics
- Carnegie Mellon University reports vulnerabilities of being able to **properly “guess” an SSN**
- **Over 20 million** Americans have multiple SSN's associated with their names. **40 Million** SSN's associated with multiple people, **6.1% have at least 2 SSN's** associated with their name (ID Analytics)
- FTC says **500,000 people** under the age of 18 are victims of ID theft every year - many more cases go unreported. **23% of all identity theft cases are caught** once account is charged off and sent to collection agencies (Hint: use CBSV upfront to nip it in the bud.)

Validate SSN Service

First Name*:

Middle Name (Optional):

Last Name*:

Please do not enter any suffixes (i.e. Sr., Jr., I, II, III, etc.). These are not accepted by the SSA and will cause the service to return a false negative result. For the purposes of verification please only include the surname.

Date of Birth (mmddyyyy)*:

Gender*: ☐ Female

☒ Male

SSN (###-##-####)*:

I am conducting the following business transaction*:

Identify a specific purpose. Example—seeking a mortgage from the Company—"Identify verification" or "Identify proof of confirmation" is not acceptable

Address*:

City*:

State*:

Zip Code*:

Phone Number*:

Days consent is valid*:

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Form SSA-89

Form Approved
OMB #0960-0760

**Social Security Administration
Authorization for the Social Security Administration (SSA)
To Release
Social Security Number (SSN) Verification**

Printed Name Wilma Flintstone Date of Birth 02 19 1937 SSN 123-45-6789

I am conducting the following business transaction

"Seeking employment", "Seeking a mortgage" or other business reason.

[Identify a specific purpose. Example—seeking a mortgage from the Company— “identity verification” or “identity proof or confirmation” is not acceptable.].

with the following company (“the Company”):

Company Name

Address

Your business name and address

I authorize the Social Security Administration to verify my name and SSN to the Company and/or the Company’s Agent, if applicable, for the purpose I identified.

The name and address of the Company’s Agent is:

Computer Information Development LLC, 713 W. Duarte Rd, Arcadia CA 91007

I am the individual to whom the Social Security number was issued or that person’s legal guardian. I declare and affirm under the penalty of perjury that the information contained herein is true and correct. I acknowledge that if I make any representation that I know is false to obtain information from Social Security records, I could be found guilty of a misdemeanor and fined up to \$5,000.

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Summary . . .

Assessments – validated method to predict future job performance

Social Media – legal and safe way to identify risky current behavior

Web-based Professional Reference Checks – efficient way to obtain work history information

CBSV – a method for determining identity theft

Questions?



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