

# Background Screening Checklist



## Compliance with Legal and Regulatory Standards



- Is the provider PBSA-accredited?
- Do they conduct annual FCRA compliance audits?
- Are they knowledgeable about state and local laws, such as "Ban the Box"?

## Unwavering Commitment to Accuracy and Quality



- Do they access comprehensive, reliable databases (local, national, and international)?
- What is their dispute rate, and how do they resolve inaccuracies?
- Do they have processes to verify criminal records and other data points?
- Can they provide sample reports to evaluate clarity and detail?

## Technology and Integration Capabilities



- Does the platform integrate with your ATS/HRIS?
- Is the interface mobile-friendly and paperless?
- Can you track screening progress in real-time?
- Is the software intuitive and cutting-edge?
- Integrated features like an Adverse Action manager are crucial. This tool should be built into software for ease of use and permanent documentation, ensuring you follow legally mandated procedures when making hiring decisions based on screening results.
- Request a demonstration of the software.

## Candidate Experience



- Does the provider offer a mobile-friendly candidate portal?
- Are disclosures and consent forms clear and easy to complete?
- Can candidates easily contact support for questions or disputes?
- Does the provider provide candidates with report copies upon request?

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## Customizability and Industry-Specific Expertise



- Can the provider tailor screening packages to your industry or roles?
- Do they have expertise in your industry's regulations (e.g., DOT, HIPAA)?
- Are add-on services like drug testing or social media checks available?
- Can you design role-specific screening packages?

## Customer Support and Dedicated Account Management



- Is support U.S.-based?
- Is the support team in-house or outsourced?
- Do they assign dedicated account managers?
- How quickly do they respond to inquiries?
- Are resources like compliance guides or webinars available?
- Can they provide client testimonials to support their claims?

## Cost and Value



- Is pricing transparent and aligned with service scope?
- Are volume discounts available for high-volume hiring?
- Do they offer customizable packages to avoid unnecessary costs?
- Are there hidden fees for add-ons or integrations?

Disclaimer: The information provided is for educational purposes only and does not constitute legal advice. Consult your legal counsel for specific compliance questions.