



The Lynx Link

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Employer Lynx, Inc.

**Private Investigation
Pre-Employment Screening**

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**Background checking is
our only business.**

Great Year Ahead for Employer Lynx Clients

**By K.J. Smith
Director of Operations**

What a year! Employer Lynx continues to grow in numbers served and services we offer. This year we have tried several new things, and most have worked very well.

We've added some new searches including sex offender files and prison records, and we've upgraded the questions to meet the needs of the DOT requirements for the Transportation group. Also, we enhanced our "Client-Vendor Report," which is the business-to-business report.

And, there is still more to come! We have been testing several companies to find one that does a good job nationwide on criminal record searches. At this time, criminal record searches can only be used as an added tool to assist in finding the correct county or counties to check for criminal activities. A big problem with nationwide information is that hundreds of counties do not report, but that is slowly changing. The best results at this time still come from sending court recorders to each court. This program should be rolling out after the first of the year.

If you have any services that pertain to background checks that we do not offer, please let me know so we can start researching them.

This year has really been exciting for me as I was involved with the starting of a new organization called the National Association of Professional Background Screeners, or NAPBS. Our goal is to promote ethical business practices, promote compliance with the Fair Credit Reporting Act and foster awareness of issues related to consumer protection and privacy rights within this industry. Our next large gathering will be in November, and I look forward to bringing back many new ideas, thoughts and information to enhance our services and our knowledge base so we can continue to be the best resource for our clients.

I wish to express my appreciation for every client who sent us a referral; I strongly feel that is how business really grows. For each and everyone that uses our services, thank you!

Now, back to the drawing board to prepare for year ending and new budgets. Have a wonderful holiday.



Hi everyone-

This is the last issue of the LYNX LINK for the year 2004, and we want to take this time to thank each and everyone of our customers for letting us serve you in the last year.

Here's wishing everyone a wonderful holiday season and the very best 2005. See you in the news next year!

Sincerely,

*The Staff of
Employer Lynx*



Employer Lynx, Inc.

Background checking
is our only business.

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Questions for the staff are invited.

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Hiring? Be Careful What You Ask in the Interview

It's the end of the year, that busy time when everyone is gearing up for the holiday season. Even so, businesses still need to be vigilant about protecting themselves from fraud that can hurt the bottom line. In this year's issues of the Employer Lynx newsletter, we've covered a number of matters that business owners need to be aware of and offer a recap here of some of those.

1. **Phishing**

Unfortunately, there has been an increase in this Internet scam over the last months. Phishing is a scam where computer hackers use email to trick you into giving them your logins, passwords and/or credit card information. It's so successful because the email almost exactly

resembles email that you might receive from a legitimate company such as your Internet service provider, a financial institution or an auction site you visit.

Many private and government agencies and groups have included free information on how you can protect yourself. The Federal Trade Commission (FTC) has archived information about the scams and releases updated information on its website, www.ftc.gov. The FTC says the latest phishing scam involves email that claims to be from regulations.gov, a website where consumers can participate in government rulemaking by

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From the Desk of Lori

Some Reminders on Filing Requests

Hello, this is Lori at the Processing Order Desk. I have some information that will help us in processing your order in a timely and thorough manner.

Before sending in your order, please see the following checklist:

1. Make sure each order has your company name on it before sending. We have a few orders that we cannot process because we do not know to whom they belong.
2. Attach an order form to each order. This form must be filled out with your company name and the service requested for that individual.
3. If available, please send a copy of the individual's driver's license and Social Security card.

Finally, when you make changes in personnel and the person is a key contact for us, please be sure to notify us of the change. Due to privacy issues, we will only give out information to the contact name listed on your account.



Conducting Background Checks

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submitting comments. The subject line typically reads “Official information” or Urgent information to all credit card holders!” The email includes a link that mimics the real regulations.gov site and says that law now requires all Internet users to identify themselves by providing personal and financial information at the site. The FTC warns that regulations.gov does not collect financial information and does not require Internet users to register.

Unfortunately, it’s a buyer beware world, so Internet users must protect themselves. Here are some tips:

- If you get an email or pop-up message that asks for personal or financial information, do not reply or click on the link in the message. Legitimate companies do not ask for this information via email.
- Do not email personal or financial information. Email is not a secure method for transmitting such information. If you do want to transmit that information to an Internet site, go directly to the site, check for its security status and make sure that you know the site is legitimate.

For information on phishing and other scams or to file a complaint, go to the FTC website, www.ftc.gov, or call them toll free at 877-382-4357 or TTY-877-382-4357.

2. Criminal Background Screening

Every employer wants to hire the best person for the job, a person who can be trusted. Knowing if a potential employee has ever been convicted of a crime can help you make a decision. But the federal Fair Credit Reporting Act (FCRA) sets the rules for investigations, and employers can be held liable for actions if they aren’t conducted by the regulations.

There are very clear and specific rules about what you can ask and how you can use the information you receive.

For example:

- You may not ask about or consider information about arrests or detention that did not result in a conviction. Only convictions and pending cases may be considered.
- Crimes that have been sealed or expunged, or where the applicant participated in a special pretrial alternative program are off limits.
- Even if there is a criminal conviction or pending case, you cannot automatically use that to eliminate the applicant. Before making a non-hire decision, an employer must look at the nature of the offense and must consider whether it was job-related, when it occurred, what the person has done since and other matters.

- An applicant must give his or her consent, in writing, before you can conduct a criminal background check.

3. Credit Reports

It’s often useful for an employer to investigate an applicant’s credit history or that of someone you would like to promote or reassign.

A consumer report will give you information about the personal and credit characteristics, general reputation, lifestyle, etc. of an applicant.

How do you get a credit report and what are the rules? Like criminal background checking, credit reporting is regulated by the FCRA. For example, an employer must get express permission, in writing, from the applicant before requesting a credit history report.

Credit reporting and criminal background checks are only two of the many services that Employer Lynx offers its clients.

If you are unsure about how to ask an applicant about this information, remember that Employer Lynx is regulated by the FCRA and conducts these searches with the highest standards.

For more information on how Employer Lynx can help you, call them at 775-883-3733 or 800-909-5969. You can also find information at Employer Lynx’s interactive website, www.employerlynx.com.

Final Thoughts

Rewarding & Reinforcing Employee Performance

Your employees represent your company in the eyes of your customers. To ensure you're keeping those all-important front line people happy, find creative ways to let them know you appreciate their contributions.

Do Reward–

- Real solutions to problems
- Risk taking
- Creativity
- Decisive action
- Smart work
- Simplification
- Quiet efficiency
- Quality work

Don't Reward–

- Quick fixes that don't really solve problems
- Avoiding risk

- Mindless conformity
- Paralysis by over-analysis
- Busy work
- Unnecessary complications
- Employees who complain instead of produce

You can provide positive reinforcement by giving awards for good performance. Offer different awards in separate categories.

For Example–

- A letter of commendation for improved performance
- A cash bonus for a money-saving suggestion
- Restaurant gift certificates for most sales in a month.

Be consistent with your rewards and present them as promptly as possible.

*Source: "The Greatest Management Principals in the World,"
by Michael Leboeuf*

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