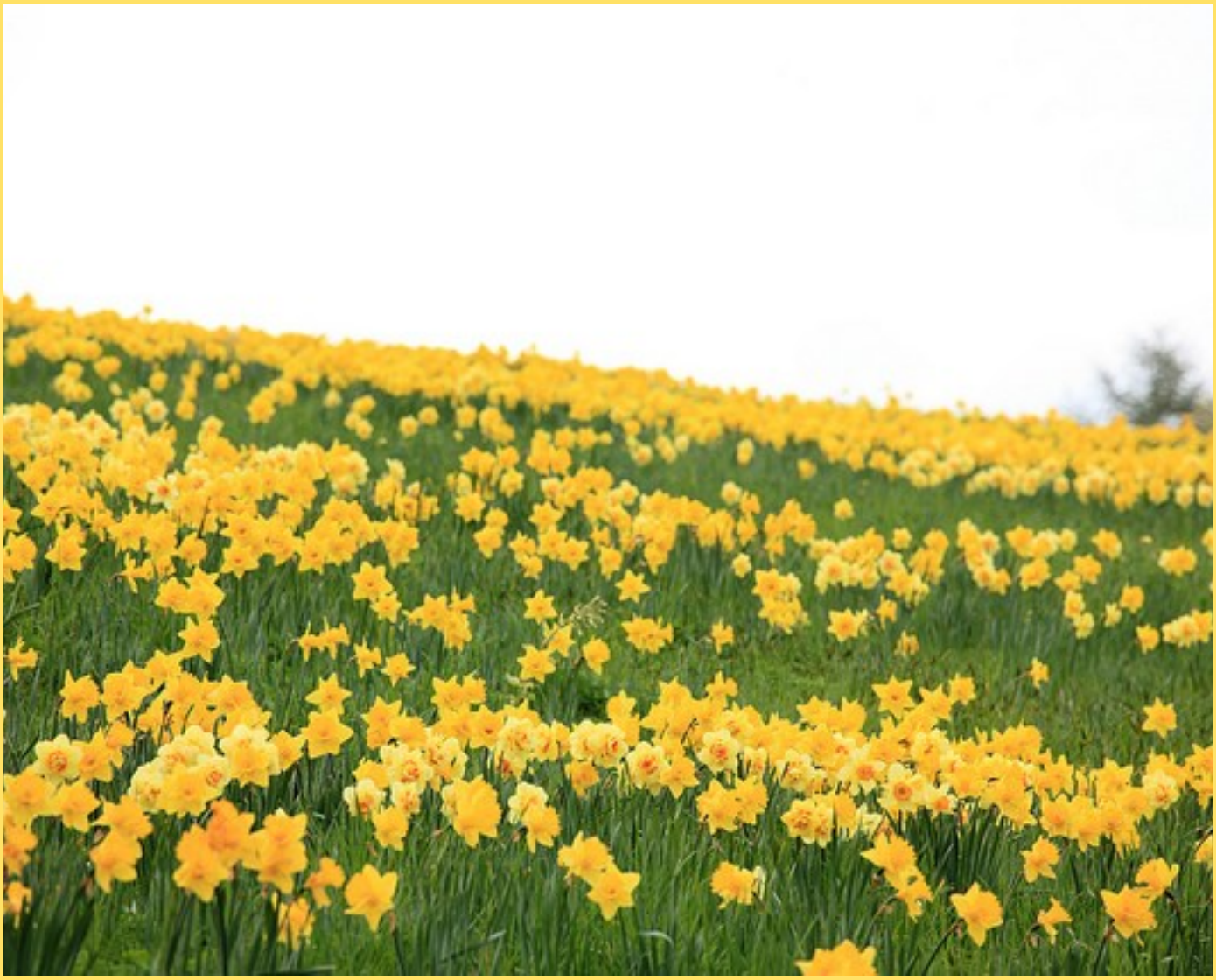
CHAPTER CONNECTION

May 2015



AFFILIATE OF SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT

SHRM EXCEL AWARD 2014 GOLD CHAPTER

SHRM Foundation Shaping the future of HR 2013 CHAPTER CHAMPIONS

HR ASSOCIATION EVANSVILLE AREA HUMAN RESOURCE ASSOCIATION, INC.

explore – cover



Welcome to the May 2015 edition of the EHRA newsletter.

meet – p.3

See information on the May Meeting

Sponsored by

VeriScreen®
COMPREHENSIVE BACKGROUND CHECKS

EHRA After Hours– p.4

May Networking Event!

Save the Dates– P. 5–6

See info on our June, July, and September Events.

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How can you obtain your SHRM certification?

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Tela Erdell, EHRA President, shares EHRA news

Member Spotlight– p. 12

See new EHRA members.

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Chapter Connection is a publication of the Evansville-Area Human Resources Association made possible by contributions from it's members and the board of directors. If you have suggestions, please email them to: newsletter@ehranet.org.

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05 12 15

Federal and State Legislative and Election Update

Southern Indiana Career and Technical Center | 1901 Lynch Rd. | Evansville, IN 47711

$15.00 EHRA Members, $30.00 Guests, $5.00 EHRA Student Member

Schedule below

Agenda

11:00 am—11:30 am CST: Registration and Networking
11:30 am—12:00 pm CST: Meeting Announcements and Lunch
12:00 pm—1:00 pm CST: Program

Description

What are they up to in Washington DC? What are the politics and how will they shape the 114th Congress? Indiana's government is held by the Republicans by a rare supermajority. What legislation can we expect from the Assembly session and how may they affect us? How much do you know about the bills and public policy efforts that may well shape our profession for the next 50 years? Do you know what to do? How to make a difference? Attend this lively and fast-paced presentation to learn what's happening in Washington DC and the Indiana State House.

Christopher Schrader



Christopher Schrader is president of Schrader and Associates, a full-service HR consulting firm focused on helping small and medium businesses excel and grow. Prior to starting his own company he worked for several firms in the publishing industry for more than 25 years, holding leadership positions in Operations, Sales, Finance & Accounting and Human Resources. He is also an Adjunct Professor of Human Resources at Indiana University. He volunteers as Director – Government Affairs for the Indiana State Council of SHRM and serves on the healthcare and labor law committees at the Indiana Chamber of Commerce. Chris grew up in a politically active family; both parents ran for office at one time or another. Both in his current role, and earlier as Chair of the Indiana State Chamber of Commerce's Labor Law Committee, he has testified many times before Indiana Legislature. Chris holds a degree in Political Science from Indiana University and is certified a Senior Professional in Human Resources by the Human Resources Certification Institute.

This program has been approved for 1.0 general recertification credit with HRCI.

The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit. All members are responsible for retaining information on each event for submission to the HR Certification Institute. A certificate of attendance will be emailed to all attendees upon the completion of the event.



Please join us for an EHRA After Hours Networking Event!

Tuesday, May 19th
5-7pm, Upstairs

RiRa's Irish Pub
701 NW Riverside Dr.

Forget the black tie, it's no formal affair. Just come as you are, for that casual flair. We'll drink and laugh, as we all network, It's a gathering for friends that have become experts. We invite you to come and network with HR specialists in the Evansville area.

Please RSVP to the event online. Appetizers and drink ticket provided. Cash bar will also be available.

06 24 15

SAVE THE DATE

What's All This Talk about Abolishing the Annual Review?

Sweetwater Event Center | 8335 Eagle Lake Drive | Evansville, IN 47715

$15.00 EHRA Members, $30.00 Guests, $5.00 EHRA Student Member

Schedule below

Agenda

11:00 am—11:30 am CST: Registration and Networking
11:30 am—12:00 pm CST: Meeting Announcements and Lunch
12:00 pm—1:00 pm CST: Program

Description

Have you or other leaders in your organization been questioning the annual performance review process? If so, you're not alone. Numerous books and articles on the topic have called into question the value of traditional performance review processes and approaches.

In this session, we'll look at the current thinking around the effectiveness of performance reviews and the arguments being made for abolishing them altogether. We'll discuss the pros and cons of making radical shifts and what to consider if you want to start down a "no-review" path. In the end it's about creating a performance-driven culture that ensures managers provide just-in-time and meaningful feedback that helps to drive organizational results.

Speakers



Megan Crowley, PHR, SHRM-CP, Associate Consultant at FlashPoint. With a background in industrial/organizational psychology, Megan Crowley offers FlashPoint's clients a unique perspective that's data drive and based on research. She investigates the root of organizational problems and the psychology behind employee behavior, applying her knowledge as she builds talent systems and processes and talent development programs for clients. Megan has provided support to clients in manufacturing, transportation, utilities, and other industries. Key projects have centered on building performance management programs, updating talent acquisition process, and developing competencies.

Megan earned a master's degree in industrial/organizational psychology from Purdue University and a bachelor's degree in business administration and psychology from Indiana Wesleyan University. She is a member of the Society of Industrial and Organization Psychology, a certified Professional in Human Resources (PHR), and a SHRM Certified Professional (SHRM-CP).



Nancy S. Alrichs, SPHR, SHRM-SCP, Consultant, Business Development for FlashPoint. Nancy Alrichs applies her extensive industry experience to help FlashPoint's clients identify their talent management needs. Nancy is a prolific author, and her works have appeared in print and online journals. Her most recent book is *Igniting Gen B and Gen V: The New Ruls of Engagement for Boomers, Veterans and Other Long-Termers on the Job*. She is also a frequent public speaker and has presented to more than 500 audiences, including management teams in a variety of industries. Before joining FlashPoint, Nancy served as vice president of talent management and diversity at the United Way of Central Indiana, helping it to become a Best Place to Work in Indiana. For more than 6 years she was president of EOC Strategies, a consulting firm specializing in intergenerational communication and management. She also opened the San Diego office of Right Management Consultants, a 300-office international management consulting firm.

Nancy has a master's degree and a bachelor's degree in anthropology, both from Purdue University. She is a board member of the Indiana Blood Center, board member of the Purdue University College of Liberal Arts Alumni Board, board adviser and past board member of the Society for Diversity, and a member of the Human Resource Professional Development Association (HRPDA), IndySHRM, the Kiwanis Club of Indianapolis, the Organization Development (OD) Network, and the Society for Human Resource Management (SHRM). She is a certified Senior Professional in Human Resources (SPHR) and a SHRM Senior Certified Professional (SHRM-SCP).

This program has been approved for 1.0 recertification credit with HRCI.

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07 16 15

SAVE THE DATE

Social Media: Building a Sustainable and Strategic Presence

Southern Indiana Career and Technical Center | 1901 Lynch Rd. | Evansville, IN 47711

$15.00 EHRA Members, $30.00 Guests, $5.00 EHRA Student Member

Schedule below

Agenda

11:00 am—11:30 am CST: Registration and Networking
11:30 am—12:00 pm CST: Meeting Announcements and Lunch
12:00 pm—1:00 pm CST: Program

Description

In this session, you will learn what social media isn't and why it's so hard, as well as the need to define your audience and objectives before you do anything else. In addition, you will explore the rules to live by so that you can develop an enduring social media presence, build a sustainable team, and foster strategic growth. Finally, you will look at tips regarding specific social media platforms.

This program has been approved for 1.0 general recertification credit with HRCI.

The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit. All members are responsible for retaining information on each event for submission to the HR Certification Institute. A certificate of attendance will be emailed to all attendees upon the completion of the event.

09 17 15

SAVE THE DATE

A Young Marine's Story of Courage, Hope, and a New Life in the NFL

Southern Indiana Career and Technical Center | 1901 Lynch Rd. | Evansville, IN 47711

$15.00 EHRA Members, $30.00 Guests, $5.00 EHRA Student Member

Schedule below

Agenda

11:00 am—11:30 am CST: Registration and Networking
11:30 am—12:00 pm CST: Meeting Announcements and Lunch
12:00 pm—1:00 pm CST: Program



Description

One Step at a Time: A Young Marine's Story of Courage, Hope, and a New Life in the NFL follows Josh Bleill's journey from his enlistment then on to active duty in Fallujah, through two years of rehab, and ultimately to his job as the community spokesman for the Indianapolis Colts. Audience members will be inspired by his undying enthusiasm, infectious joy, and sense of humor. Everyone has had that "one bad day". Josh discovered that life begins when we embrace our bad days and keep going forward, one step at a time. HR Professionals can apply what's learned towards leading companies through challenges and change.

This program has been submitted for recertification credit with HRCI.

The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit. All members are responsible for retaining information on each event for submission to the HR Certification Institute. A certificate of attendance will be emailed to all attendees upon the completion of the event.



LEGAL UPDATE

NLRB General Counsel Provides Employee Handbook Guidelines

On March 18, 2015, Richard Griffin, the National Labor Relations Board's (NLRB) General Counsel issued the 30 page Memorandum GC 15-04 entitled, "Report of the General Counsel Concerning Employer Rules." The NLRB has recently found many employers' handbook policies unlawful under the National Labor Relations Act (NLRA), and the General Counsel's purpose in writing this is to assist employers when reviewing rules and policies to determine the difference between lawful and unlawful language. The Memorandum explains that a policy is deemed unlawful by the NLRB when employees would "reasonably construe" the rule or policy to prohibit protected activity.

"When NLRB Regional Offices investigate unfair labor practice charges and determine whether those charges have merit, they are acting pursuant to the direction of the NLRB General Counsel's office. Therefore, this report is particularly helpful for employers because it explains what rules and policies NLRB investigators and Regional Offices will deem lawful, and what rules and policies they will consider to be unlawful on the grounds that they interfere with employees' rights under the NLRA."[1] Employers and HR professionals must keep in mind that this a roadmap and the examples of what is considered lawful and what is unlawful are often very similar.[2] Contextual differences can make a significant difference in what the NLRB views as lawful.

"Mr. Griffin noted that under the Board's decision in *Lutheran Heritage Village-Livonia*, 343 NLRB 646 (2004), the mere maintenance of a work rule may violate the NLRA if the rule 'has a chilling effect on employees' Section 7 activity.' Section 7 of the NLRA gives employees the right to engage in 'concerted activities for the purpose of collective bargaining or other mutual aid or protection.' Mr. Griffin explained that even if a work rule does not explicitly prohibit such activity, it still will be found unlawful if 'employees would reasonably construe the rule's language to prohibit Section 7 activity.'"[3]

The Memorandum is laid out in two sections. The first part outlines decisions based on eight areas of policy language where the NLRB has found language to be both lawful and unlawful, as well as the reasoning behind the decision. The areas covered are: 1) confidentiality 2) conduct toward supervisors 3) conduct toward fellow employees 4) interaction with the media and other third parties 5) use of company logos, copyrights and trademarks 6) photography and recording 7) leaving work 8) conflicts of interest. This area does give specific language that is considered lawful and unlawful. Employers should use caution, however, not to simply pull the language straight from the Memorandum and paste is into a rule or policy. The context of the language must also be considered before placing the language into a policy.

Do you have a topic you would like our team to get more information on? If so, contact us at info@ehranet.org.



LEGAL UPDATE CONT'D

NLRB General Counsel Provides Employee Handbook Guidelines (Continued)

In the second section of the Memorandum, the General Counsel addresses handbook policies and rules that were at issue in recently-settled unfair labor practice charges filed against Wendy's International LLC. The report discusses certain handbook rules that were deemed facially unlawful, as well as the modified "model" policies that were held to be acceptable under the settlement.[1] Both the initial policies and revised policies pursuant to an informal, bi-lateral Board settlement agreement with the employer were published. This section, further highlights that slight changes can make a difference, and context matters greatly in determining the difference between lawful and unlawful.

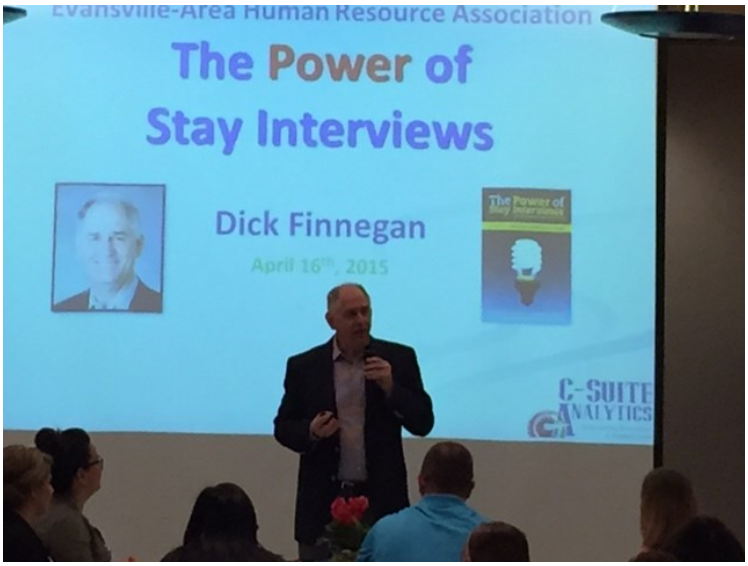
In conclusion, the General Counsel's report is intended to assist employers in drafting employee rules and policies in a manner that does not infringe upon employees' protected rights under the NLRA. Although the General Counsel Memorandum provides insight into how the NLRB and General Counsel have viewed employer policies and their potential "chilling" effect on employees, "it is important to note that simply utilizing the language, or even individual policies, referred to as lawful in the Memorandum will not ensure compliance with the NLRA. Additionally, any policy review cannot be accomplished in a vacuum and should include non-NLRA-related considerations, such as wage-and-hour and privacy issues".[3] The Memorandum is a reminder for all employers, both union and non-union, to review rules and policies to verify they are in line with current NLRB decisions.

1. http://www.faegrebd.com/22826?utm_source=exacttarget&utm_medium=updateemail&utm_content=update&utm_campaign=firmemailmarketing
2. http://www.employerlawreport.com/2015/04/articles/labor-relations/nlrb-general-counsel-provides-roadmap-for-handbook-policies/
3. http://www.jacksonlewis.com/resources.php?NewsID=5112

Do you have a topic you would like our team to get more information on? If so, contact us at info@ehranet.org.

Spring Conference 2015!

The EHRA Spring Conference, held on April 16, 2015, was a huge success! See the pictures below of keynote speaker Dick Finnegan and our valued vendors. Thanks to all who came!





Have you gotten your SHRM certification yet?

If you are a current holder of an HRCI certification (including PHR, SPHR, SPHR, HRBP, HRMP and IPMA-CP received by January 31, 2015) you are eligible for SHRM's new certification—at no cost—by completing the following three simple steps by December 31, 2015:

- **Document that your current certification is in good standing**
- **Sign the SHRM Code of Ethics**
- **Complete a brief online tutorial focusing on HR competencies.**

Once you complete this process, you will earn the new SHRM credential and begin a three-year SHRM recertification cycle. You will not lose or have to give up any of your current credentials in order to obtain the new SHRM certification. Many of your EHRA colleagues have already completed this process and have reported back how easy it was!

Jessica Bailey SHRM-SCP
Ashley Balsdon SHRM-CP
Paula Bazemore SHSRM-CP
Vickie Birchler SHRM-CP
Amanda R. Bishop SHRM-CP
Patricia Blazier SHRM-SCP
Holly Boeke SHRM-CP
Mary Bourne SHRM-SCP
Angela Brawdy SHRM-SCP
Emiley Chamberlain SHRM-CP
Jennifer Chang SHRM-SCP
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Jennifer L. Cruz SHRM-CP

Kathryn Marie Dausmann SHRM-CP
Debbie DeBaillie SHRM-CP
Lorri Deffendoll SHRM-SCP
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Lauren M. Kaiser SHRM-CP
James Kern SHRM-SCP

Kathleen Marie Lapekas SHRM-CP
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Tara Ricketts SHRM-SCP
Marci Rowland SHRM-SCP
Mary L. Scheller SHRM-CP
Wendy Summers SHRM-CP
Robyn Taylor SHRM-SCP
Amy Tenhumberg SHRM-CP
Cynthia Tremper SHRM-SCP
Deborah Tucker SHRM0SCP
Lynn Wagner SHRM-CP
Stephen A. Watson SHRM-CP
Ernest E. Weisheit SHRM-SCP
Nicole Wheeler SHRM-SCP

For more information, visit: http://www.shrm.org/certification/pathway/pages/default.aspx

If you have completed your SHRM-CP or SHRM-SCP, please let us know at certification@ehranet.org.

CALLING ALL SPEAKERS

Join the EHRA Speakers Bureau

The EHRA Speakers Bureau provides professional speakers who can address a variety of topics to assist education, business, and the community.
Members of the Speakers Bureau are available for group presentations on a variety of HR topics. Topics such as job seeking skills, interviewing tips, resume preparation, etc. for student groups along with human resource topics related to the specialty areas of the HR profession.
Need HR professions for the following topics:

- Generation Gaps (Younger vs. Older)
- Women and Competing in the Workplace
- Compensation and Benefits
- Employer Incentives
- Effective Techniques for Conflict Resolution



Please contact the Workforce Readiness Chairperson at volunteer@ehranet.org to inquire about the Speakers Bureau.

AURORA UPDATE:

Thank you for your recent donations to Aurora. Any assistance we get is greatly appreciated. As an update, we are currently in need of:

- **Food items including Beanie Weenies, Vienna Sausages, Ravioli, Beef Jerky, Potted meat, Tuna, Peanut Butter, Fruit (canned or cups), Applesauce, Protein Bars, Nuts, Soup and Ramen Noodles**
- **Pantry items needed include Canned goods, box dinners, pasta and sauce,**
- **Household items include cleaning supplies, new brooms, mops and dustpans, full and queen sheets and comforters.**

Sincerely,
Jayme Walters, MSW
Director of Development

AURORA
—Giving Light to the Homeless—

DONATIONS NEEDED



The EHRA is currently seeking donations of new or gently used work clothing to donate to many different local charities. If you are interested in donating, please bring your items to our next meeting. Our current non-for-profit company that we are accepting donations for is:

THE EVANSVILLE CHRISTIAN LIFE CENTER



Follow EHRA on Twitter @EvansvilleHR



Dear EHRA Members:

It is with great pleasure that I share with you that SHRM recently awarded the EHRA its prestigious EXCEL Gold Award for our accomplishments in 2014! The award is part of the SHRM Affiliate Program for Excellence, which aligns individual chapters and councils with SHRM's goals. The award recognizes accomplishments and strategic activities and initiatives that enhance the human resources profession. Congratulations EHRA!

The Spring Conference was a fantastic event with national, local, and regional speakers, more than 2 dozen vendors and sponsors, and nearly 100 participants. A huge 'thank you' to the Spring Conference team: Mary Thompson, Pat Kerstiens, Laura Alexander, Julie Brauser, Chad Sullivan, Bill Dyer, Josh Gessling, and Jeff Devine.

Don't miss the EHRA's upcoming events: May 12th- **Federal and State Legislative and Election Update;** May 19th- **HR After Hours at RiRa's Pub;** July 16th- **Social Media: Building a Sustainable and Strategic Presence, and** September 17th- **One Step at a Time: A Young Marine's Story of Courage, Hope, and a New Life in the NFL.**

Thanks for being a member!

Tela

Tela M. Erdell, SPHR, GPHR, SHRM-SCP
tela.erdell@oldnational.com
812.461.9743

EHRA Mission

The mission of the Evansville-Area Human Resource Association, Inc. is to promote professionalism in the area of Human Resource Management by providing opportunities for networking, comprehensive education and proactive support for its members while serving as a resource and advancing initiatives in the community through the enlistment of engaged and talented volunteer leaders.

EHRA Vision

To be the HR voice for the Tri-State.

May Nonprofit Highlight

Melanie Atwood, Executive Director for Gilda's Club is our Non-Profit that will be speaking at our May 12, 2015 EHRA Chapter Meeting. Gilda's Club of Evansville is an affiliate of the Cancer Support Community and is named after the late Gilda Radnor, who died of ovarian cancer in 1989. Gilda's dream was to create a place where people living with cancer, as well as their family and friends, could gather and have access to the same kind of emotional and social support that she received during her journey.

Gilda's Club offers a life-enriching program in a non-residential, home-like setting where FREE wellness/support groups, workshops, and social events are held for individuals and families facing all types of cancer. Men, women, children of any age and any state of cancer find strength, comfort and wisdom by sharing their experiences.

Anytime is the right time to get involved at Gilda's Club.

Ensuring all people impacted by cancer are empowered by knowledge, strengthened by action and sustained by community.

MEMBER SPOTLIGHT



Please give a big welcome to our newest members:



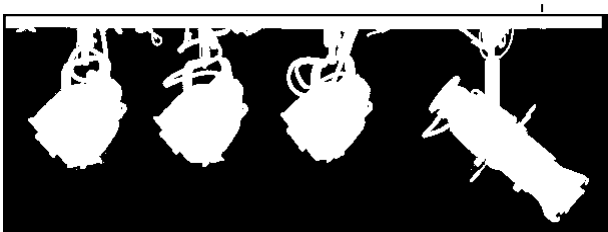
Molly Lenaburg, Recruiter for Gorman Recruiting, joined EHRA because she wanted to get involved in a group that had members with similar job related responsibilities as herself so she can connect on another level. She feels as if connecting with other like-minded individuals will result in more effective ways of conducting HR, as we all have very similar day-to-day struggles and successes.



Lindsey Hays, Human Resource Generalist for Southwestern Healthcare, Inc., enjoys being part of EHRA and uses it to network. She thinks it's a great way to stay on top of current HR topics. She gets a lot of job satisfaction from getting to know each employee and seeing what we, the company, can do to help them do their jobs better.

Please welcome these new members:

Melissa Lenaburg, HR Manager with Azteca Milling, LLP
Langley Wetzel, Professional Recruiter with True Blue Staffing Solutions
Saralyn Torrance, HR Assistant with Gibson General Hospital
James Konrath, HR Manager with Diamond Valley Credit Union
Clifford Whitehead, Attorney with Bowers, Harrison, LLP
Christina Gibson, Manager, Talent Management with Big Rivers Electric Corp.
David Tucker, Director of Career Services with ITT Technical Institute



Did you have a recent accomplishment that you want to share?

Let us put you in the spotlight.

Email our Newsletter Editor, Jennifer Chang at jchang@cresline.com

SHRM Foundation
Shaping the future of HR

Academic and Certification Scholarships
For HR Professionals

More than 100 scholarships totaling $122,500 will be awarded to SHRM members in 2015. The awards program is designed to support HR professionals working towards a college degree or SHRM certification. Individuals may apply for a $2000 education scholarship and/or a $750 certification scholarship.

Application Deadline: July 15, 2015

Eligibility

SHRM professional, general and associate members — with a valid SHRM ID number — pursuing a college degree or working toward SHRM-CP or SHRM-SCP certifications are eligible to apply. (SHRM student members and local-only members are *not* eligible for these awards.

Awards

- 110 Certification scholarships of $750 each, including

  —3M Certification Scholarship
  —Career Spa, LLC Certification Scholarship
  —Sara Rynes Certification Scholarship
  —Jim Schultz Certification Scholarship
  —Talent Connections, LLC Certification Scholarship
  —Virginia SHRM State Council Certification Scholarship

- 20 Academic scholarships of $2,000 each

Each SHRM domestic region has a total of $20,000 to distribute which means applicants compete only with others in their own area of the country. Each region will award 22 certification scholarships and 4 academic scholarships for a total of 26 awards.

How to Apply

Visit www.SHRMFoundations.org and click on "Scholarships & Awards" to learn more about the SHRM Foundation Scholarship Program.

Application period: April 1—July 15, 2015.



Getting a Master's in HR?

Susan R. Meisinger Fellowship for Graduate Study in HR

The Susan R. Meisinger Fellowship for Graduate Study in HR award is designed to support master's degree students who are either SHRM members or certified HR professionals. Sponsored jointly by SHRM, the SHRM Foundation and the HR Certification Institute, the Fellowship is for those who want to leverage significant past contributions affecting the HR management field and continue contributing to the profession by earning a master's degree in HR.

We encourage volunteer SHRM leaders and academics to share this information with HR professionals who are applying now to begin studying HR at the master's level in fall 2015 or spring 2016. Anywone who meets the eligibility requirements is encouraged to apply.

The Frequently Asked Questions (FAQs) document, available online at www.shrm.org/meisinger, details the eligibility and submission requirements. The application form is also available online.

Applications are due on Monday, August 17, 2015. Please note: Application packages will not be returned.

Questions? Please contact: Elissa Soares, Foundation Administrator
Phone: (703) 535-6020
E-mail: fellowship@shrm.org

SHRM SOCIETY FOR HUMAN RESOURCE MANAGEMENT

HR CERTIFICATION INSTITUTE™

SHRM Foundation Shaping the future of HR

VeriScreen®

COMPREHENSIVE BACKGROUND CHECKS

Since VeriScreen's beginning over 20 years ago, we have seen a lot of changes in our industry. Long ago, things were done manually and as technology improved, background screening became more automated. We're now able to search over a billion records in less than 10 seconds with ultra-high speed web servers and speed hungry programming. However, criminal data and reporting has gone backwards to some extent. Many states and jurisdictions have stopped selling their data in bulk and require quality oriented screening companies to go to the courthouses and retrieve the records, manually. One example is the state of Tennessee. They have not released criminal records in database form in 4 years. VeriScreen has hired over 50 researches in Tennessee alone to retrieve data.

A lot of the emphasis with the current trend is to give criminals another chance at a job after having a clean record for a certain amount of time. Indiana among several other states, have passed laws termed Second Chance Laws that limit the data that can be reported. The idea behind this law makes sense but also makes our job at VeriScreen more complicated. With the billions of dollars that have been spent on technology in our industry, a lot of the data now has to be retrieved manually to ensure accuracy and that expunged records are not reported. VeriScreen performs thousands of searches a week but still maintains quality, hands-on screening that gives us a distinct advantage over our competitors.

Because of the many changes in our industry, a lot of employers have become fearful of getting too much information to make well-informed hiring decisions. Veriscreen has been committed to providing the best and most comprehensive background checks for over 18 years and will continue to do so. We firmly believe that getting the most information available about an applicant is good business sense. We find that quality employers and property managers still want as much information as they can get even if that means going out to the courthouses to get it manually.

Our biggest competitor is uninformed decision makers with the misconception that criminal reports are the same regardless of who delivers them. That couldn't be further from the truth. Despite all of the achievements in technology in the past 18 years, finding all records on an applicant has become more of an art than a science especially when criminal data is only recorded by name and date of birth.