



Case Study:
**Delivering Compassionate Care:
National Hospice Network
Ensures Mission With Help from
EmployeeScreenIQ**



With more than 1,500 annual background checks that span all 50 states and cover candidates in 14 U.S. office locations, Hospice Compassus needed a quality provider that understood the complicated needs of a company that cares for people in their last stages of life.

Opened in 1979, Hospice Compassus is a family of community-based hospices backed by a vast nationwide network. The company prides itself on a common culture based on three core values: compassion, integrity, and excellence, all of which factor into the hiring process.

In addition to hiring caregiver staff, the company brings in hundreds of volunteers nationwide annually who each must pass stringent background checks based on guidelines that differ from state to state. Recruiter Michele Hinton was not only seeking a provider that could manage their complicated employment screening program, but one that also exemplified the Hospice culture of strong values, reliable service and accountability.

“With companies I have worked with in the past, we had trouble understanding the background check reports,” Hinton explained. “If there was a criminal record, we didn’t know what that meant, or what was wrong. Customer service was a real problem.”

The problem, she explained, was that it would be difficult to know when an employee or volunteer could start work. When there was a delay, she would not know about it, or would not understand the nature of the delay.

Looking for a better solution, Hospice Compassus brought in EmployeeScreenIQ to manage their background screening program in 2010.

"I have worked with several different background screening providers, and this is by far the best experience," says Hinton. She notes that background checks are completed in a timely fashion and the process is always handled professionally. "Because EmployeeScreenIQ always lets me know how each background check is progressing, I can get that information right back to our teams all over the country and they can update new hires on when they will be starting."

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The improvements were startling, immediate, and deeply appreciated, she adds. Thanks to the EmployeeScreenIQ team, Hinton now understands which counties throughout the U.S. may cause delays, or what records are legally reportable and which are not. Delays are usually due to searches that can only be performed by court clerks in specific areas or those with archaic research methods. So for instance, if a candidate has lived in several states, Hinton knows that the check may be delayed for several days as opposed to the normal two- to three-day turnaround time. She can then communicate with the hiring manager so that everyone understands when to expect results.

The basic background check is a comprehensive county criminal search in every location the candidate has lived, worked, and attended school. Each candidate's known counties of residence will determine how many counties are searched.

While background checks for employees are critical, Hinton explains that the process used to check volunteer backgrounds is equally important. The background checks on over 1,000 volunteer applicants per year are critical to how Hospice Compassus runs its business.

Hinton cites the exhaustive research that's accomplished by the EmployeeScreenIQ team – and specifically their account representative, Danielle Gilchrist. "Danielle does all of the research for the various states and county records that need to be checked," says Hinton. "She picks up the phone and calls me if there is a discrepancy or problem. I can also go online to keep myself apprised. I like the portal that the team set up for us, but Danielle gives me personal assistance that I very much appreciate."

A Full Menu of Background Check Services

The online portal provided by EmployeeScreenIQ gives Hinton an on-demand snapshot of the progress of all checks that are underway at any given time – ranging in number from dozens to hundreds.

EmployeeScreenIQ clients may pick and choose from the different background check services offered. Hospice Compassus can order a basic check for certain employees and a different level of background checks for volunteers; however, Hinton may easily expand the screening parameters when hiring for an executive position or a specialized role.

“I really like the screening portal that EmployeeScreenIQ provides,” says Hinton. “They offer a flexible approach. I can pick and choose based on our diverse hiring needs.”

“I recommend EmployeeScreenIQ 150 percent!” she adds. “If you want to help your team work smart, then go with EmployeeScreenIQ. They will handle the background work from start to finish and keep you in the loop with any check. You are always kept up-to-date. You don’t have to spin your wheels to get information. I would absolutely recommend them to anyone who needs to have background checks conducted.”

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About Hospice Compassus

Opening its first hospice in 1979, Hospice Compassus is a family of community-based hospices. Their nationwide network is a vast resource benefiting both patients and families. Hospice Compassus has a common culture around three core values: compassion, integrity, and excellence. Their primary goals are to provide the highest quality hospice care and service in every community in which they operate, and to be both the hospice provider of choice and hospice employer of choice. At the heart of who they are stands compassion. For more information, please visit www.HospiceCompassus.com.

About EmployeeScreenIQ

EmployeeScreenIQ helps employers make smart hiring decisions. We do this through a comprehensive suite of employment background screening services including the industry’s most thorough and accurate criminal background checks, resume verification services and substance abuse screening. EmployeeScreenIQ is accredited by the National Association of Professional Background Screeners (NAPBS), a distinction earned by less than two percent of all employment screening companies. For more information, visit <http://www.employeescreen.com>.



16
YEARS
IN BUSINESS

21%
CRIMINAL
HIT RATE

52%
RESUME
DISCREPANCY

2%
ARE
ACCREDITED

With EmployeeScreenIQ, you'll never worry about the quality, accuracy and comprehensiveness of your criminal background searches. And you'll enjoy all of these critical benefits:

- ✓ Strict Oversight and Reporting Accuracy
- ✓ Data Protection and Security
- ✓ Rigorous Compliance and Best Practices
- ✓ A Better Candidate Experience
- ✓ Flexibility and Customization
- ✓ Award-Winning Client Service

Learn more about **EmployeeScreenIQ**:

See our
comprehensive
list of
SERVICES.

Review our
**PLANS &
PRICING.**

Discover what
makes our
TECHNOLOGY
so unique.

Discover the
plan that's
right for you.

**CLICK
HERE**

With EmployeeScreenIQ, there is no such thing as a “one size fits all” program. We tailor a plan just for you based on your individual background screening requirements including your company size, the number of screens you conduct per year and the types of positions you hire.

Learn More About the EmployeeScreenIQ Difference:

- Millions of background checks completed since 1999
- 21% criminal hit rate on all candidates screened—more than double what is publicly reported by our competitors
- 52% discrepancy rate between what candidates claim on their resumes and verified information from academic institutions and employers
- Easy sign-up and integration with our partners

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