



Captain Vigilant™ - Continuous Monitoring

Let's imagine that you get to work one morning and find out that one of your employees was arrested for manslaughter. You will find out about it quickly because the news outlets will be all over it. In addition, their absence from work will be noticed immediately! But what if they were charged with a DWI or petit larceny?

Perhaps on a Monday after a weekend arrest, an employee has contact with a patient after committing a lower level sex offense. Or maybe they end up with a DWI and are driving on company time for weeks or months before gossip catches up with them. These scenarios could be a disaster for a company when the information finally comes to light. All of this can be avoided with the help of Captain Vigilant™!

“By the time a case goes to court, it could realistically take many months before a decision is reached...”

There are many terms being used in the background screening industry such as infinity screening, continuous monitoring, or criminal record subscriptions. What they all have in common is that they are monitoring services designed to alert businesses continually when new adverse information becomes available.

For example, in NYS there is the DMV LENS service available. If an employee has a driving infraction, speeding ticket, DWI, or other traffic violation, you will be alerted within 24 hours. If the information only reveals a parking ticket, it may not be any cause for alarm. But if the employee drives a company vehicle, being alerted to a DWI could be a significant matter. Without continuous monitoring, it is likely that no one will know the offense has occurred.

Additionally, in New York State you can take part in CI's Vigilant NY™. This monitoring service will alert you within 24-48 hours if an employee has been arrested in NYS. Being alerted to an arrest can be extremely important. By the time a case goes to court, it could realistically take many months before a decision is reached by the court. That's very dangerous territory to be in as a business, as we all work very hard to establish and maintain a positive company image.

Another service provided by Commercial Investigations LLC is Vigilant MEDS™. This monitoring service is a medical exclusion database search, delivering healthcare related sanctions information. When an employee is hired by a healthcare facility, sanctions databases are checked for adverse information. What some entities do not realize is that it is also the responsibility of the employer to continually monitor their personnel AND vendors. This important practice helps ensure our vulnerable population is protected.

In today's litigious society, the more informed we are the safer we are. The small investment to use CI's Vigilant™ services is worth the peace of mind knowing you will be alerted to important information as it happens. Please contact Captain Vigilant™ at info@commercialinvestigationsllc.com for more information.



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Ten Out of Ten - Highly Recommend

Meet Due Diligence...

Last Scene From Due

After deciding to keep Nancy Reagan as an employee of Fancy Valley and the Four Seasons, Justin and Duey learned the hard way that you can't have your cake and eat it too. It didn't take long for their client to find out they had hired a criminal, and Justin was faced with the task of firing Nancy on the spot. Now they had to find someone to fill the position again. However, it appears the perfect candidate may have fallen into their laps...

Justin and Duey were wrapping up their interview with Truly Wright, and their spirits were lifted after the catastrophe with their last hire. The interview went off without a hitch, and they were feeling assured that they might have finally found someone who will fit with their company culture.

"Thanks so much for coming in today Truly," Duey said while shaking her hand. "We would like to move you to the next step of this process which is to have you complete our application through our online portal invitation." "I'll be sending you an email with the link shortly," Justin added. Truly thanked them, shook Justin's hand, and then left.

Immediately after receiving Truly's application back, Justin decided it was time to initiate her background investigation report. He knew that he not only wanted to check out her criminal and work history, but also wanted to make sure that her character and level of professionalism would be in line with Fancy Valley's mission, vision, and values.



Justin contacted Commercial Investigations LLC and a helpful representative suggested that they conduct a reference interview. "This will provide you with insight into the performance, attitude, and interpersonal skills of your candidate," Derek from CI informed Justin. "Fantastic!" Justin exclaimed.

Since they had not obtained references from Truly through the online application, they reached out to her to see if she could provide them with two professional references. "Of course, just let me get you their phone numbers," Truly said to Justin.

Justin jotted down the information on his notepad and then quickly emailed the CI Staff with the required reference information. An investigator at CI let Justin know that they would

get started on the references right away. Justin was impressed at how easy this process was, and waited excitedly to read the interviews once CI had them completed.

At Commercial Investigations LLC, investigator Patricia called one of Truly's references, Fran Tastic. "Hello. This is Fran," she answered. "Good Afternoon, this is Patricia calling from Commercial Investigations. The reason for my call is Truly Wright has applied for a position with Fancy Valley and the Four Seasons and has listed you as a professional reference. Do you have a few moments to speak on her behalf?" "Oh, yes! I know Truly. We worked together at the Things-R-We. She was one of my associates," Fran stated. "I can only say good things about Truly. She's wonderful!"

Patricia continued, "Thank you Fran! How would you describe her character in terms of personality and work ethic?" "Truly is very outgoing and willing to help anyone. Give her a task and she will take care of it with a smile. She's very compassionate as well, and really puts her best foot forward inside and out of the work place." Fran was enthusiastic about Truly as she continued her interview with Patricia.

At the end of the call, Patricia asked Fran if there were any other comments she would like to make. "Hire her! She will not disappoint you," Fran stated. "I give her a 10 out of 10!" Patricia couldn't help but smile after hanging up with Fran. She knew that her client would be very pleased with this reference. Truly seemed like an excellent candidate. After CI completed both of Truly's references, it was up to Justin and Duey to decide if they were going to extend her an offer for the position. The verdict was unanimous. Truly was perfect for Fancy Valley!

Duey and Justin felt even more confident that she would make a great employee after receiving her reference interview reports. "I am so relieved," Duey sighed after reading Truly's references. Duey's office intercom started to ring. "Hi Sue," Duey answered. "How can I help you?" "Sorry to interrupt, but I keep getting a series of strange prank phone calls. What should I do?" "Please take down the phone number they are calling from and I will look into it," Duey assured her. "Okay, Mr. Diligence," she replied. Then she added, "And just so you know, the calls are coming from an Ohio telephone number."

Will Truly Wright live up to her exceptional references?

Will they find out who is prank calling?

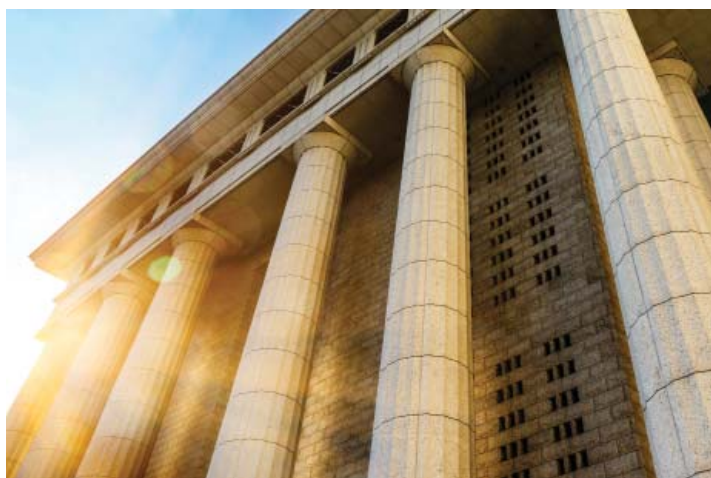
Is there a connection with the prank calls from Ohio and someone's past?

Find out in the next issue!

A Mounting Battleground: Federal Crimes

There was a time not so long ago, when the topic of federal crime conjured thoughts of international intrigue, espionage, and mysteries tracked by the FBI. Such criminals did not seem to be a lurking threat among the general population, and few employers entertained the thought of them popping up in a pool of job candidates. In fact, with the exception of a few regulated industries, a federal criminal history search was often not a standard component of an employer's background investigation. However, with the recent and rapid rise in federal crimes, it would appear that those days are gone.

In 2018, Commercial Investigations LLC saw about a 400 percent increase in federal criminal convictions when compared with data from 2016 and 2017—and the year is not over! With numbers continually on the rise, it is important to recognize and understand new trends and prepare for emerging threats in a shifting paradigm.



One of the major contributing factors to the evolution of federal crimes has been the advancement of technology. In particular, computer and internet technology has enabled a new territory of federal crimes with a host of new criminals. The distinctive characteristic of this emerging new class of “cyber-crimes” is that they are conducted “by wire,” that is, over the internet. The FBI specifically includes identity theft and computer crimes as federal crimes. But generally speaking, laws that are broken across state lines are considered a federal crime.

There are a few critical things to keep in mind when exploring federal crimes and federal criminal inquiries. Federal criminal records include offenses prosecuted at the federal level. It is important to realize that federal convictions will not show up in statewide or county level searches. It is also important to note that federal and national searches are not the same. A national, or multijurisdictional search, covers a large collection of national databases but should not be confused with a federal criminal record search.

So what does this mean for business owners, hiring managers, or any organization running background investigations? It's a great time for a policy review! At Commercial Investigations LLC, if your policy does not specifically state 'Federal Criminal' as a search, then it is not included in your background investigation. Please consider contacting a member of our business development team to explore adding federal criminal inquiries to your package at 1-800-284-0906.

Spotlight: CI Has Your Back

Commercial Investigations LLC is committed to keeping the sensitive information of our clients, subjects, and business partners as protected as possible. Prevention of a security breach is our first priority! Our team has extensive security measures in place to protect against loss or misuse of information under our control. All confidential information is encrypted during transmission, and all computers and servers within our network are protected by certified firewalls.

Not only does Commercial Investigations LLC have large amounts of preventative measures in place for protecting data, but we also invest in Cyber Liability Insurance. Cyber Liability Insurance is a type of insurance that helps identify, and notify people, in the event of a data breach. It also helps restore the identities of those affected by the breach. In addition, this insurance aids in recovering missing data while providing credit monitoring

for anyone whose personal information has been compromised. This helps to make sure no one is using the illegally acquired personal information.

Please be aware that Cyber Liability Insurance is not typically part of a General Liability policy. General Liability Insurance tends to only cover physical damage or injury. At Commercial Investigations LLC, we have taken the extra step to obtain Cyber Liability Insurance. Just as we expect to be safeguarded as a company, your safety and security is one of our top priorities! With data breaches becoming a more common occurrence, rest assured that our team is doing everything we can to promote a safe and secure environment.

We know that this is not something that all businesses invest in, but we are committed to going the extra mile. One of our company values is to do the right thing – always.





A Certified Woman-Owned Private Investigative Agency providing accurate, timely, cost-effective and fully compliant reports - delivered with exceptional client service.



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