

USA Hockey
Recommended Screening Vendors

Acxiom (www.acxiom.com)

- Acxiom Sales Representative, call (888) 322-9466 or send email to salesinquiry@acxiom.com.
- 35 years in business; based out of Little Rock, Arkansas.
- 6500 associates; offices throughout U.S.
- Uses state of the art servers; TI lines to insure instant connectivity.
- Applicant Information can be sent via fax, online software, internet or custom link.
- Results are displayed to provide quick convenient reference of those applicants that are not clear for the background check versus those that are. Any derogatory report that contains a criminal record is highlighted in red.
- Is a single source provider; does not broker services.
- Acxiom will provide indemnification for gross negligence.
- To improve the level of due diligence that USA Hockey applies, Acxiom will perform a batch re-screening of all subjects on a semi-annual basis evaluating against certain databases and generating a report of any individuals who do not successfully complete.
- Recommendations: TRUSST - Tracking residences, using social security number trace -include a criminal record search on all county courts, department of corrections, state repositories and sex offender registries.
- Acxiom maintains over 497 million criminal records and unique sex offender files and is a great supplement to the criminal record watch. Acxiom's Global Terrorist Watchlist has over 15 public database sources, including exclusion lists and terrorist lists.
- Results communication: Acxiom, as a CRA, is involved with consumer disputes directly with applicants as a requirement under federal law. Consumer department is under direction of attorney and administered by paralegals. Acxiom will provide scoring and adverse action processing (for a fee) that may involve interaction with applicants.
- Customization charges: Acxiom can provide ID cards and does not charge customization charges. Acxiom employs very large systems and IT staff that is well versed in data exchange and methodology.
- Turn around: 2 - 5 days in most jurisdictions.
- ID cards - Acxiom has the capability of creating ID cards with unique USA Hockey specific identity numbers that authenticate volunteers as successfully having passed the background check.
- Cost: \$18.50 flat except for New York - add \$52.00.

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CIS (www.cisonline.com)

- CIS sales rep in Pittsburgh, PA, call (800) 537-3003 or send email to sales@cisonline.com.
- Privately held; 15 yrs experience; subsidiary of Comprehensive Information Services, Inc.
- Internet based request system; paperless web solution; various levels of user security; sort by name, date, requestor, and reference number.
- Policy Assistance: “Volunteer Risk Assessment” based on Safe Steps by Volunteer Canada; risk value from 1 to 5.
- Canadian records: field contractor uses wide array of contacts and methods via telecommunication, email or postal service; \$28 per name for each province searched.
- Result notification: can accommodate high volume screening and decentralized locations including different security access; can provide various levels of user security and can share across numerous decentralized locations.
- Registration: each registrant first registers online including user name and password; if forgotten can be retrieved from system; individual can select leagues/affiliates in which he/she would like to be approved; once screen completed; letter available for download including card for wallet carry; record remains available online.
- Litigation indemnification: Yes, CIS will provide reciprocal indemnification as stated in End-User Agreement.
- SS# discrepancies - compared using algorithm designed by SS Administration for valid sequence, state of issue and date range.
- General workflow: request submitted, completeness ascertained, case number assigned, automated records research undertaken in IP gateway, batch downloads and XML. Reports are delivered via the web, fax or mail.
- Recommendation: social security trace, National Sex Offender Registry, National Criminal Database search, county criminal search for names and addresses for 5 years of applicant’s residence; MV record search.
- Turn around time: 3 - 5 day turnaround for most jurisdictions. Be aware instant searches are not always accurate and may not be update. Additionally, they are not all inclusive and do not provide due diligence screening.
- Recheck or follow up: Any re-investigations will be conducted using a different researcher and at NO additional charge.
- Cos: \$36.75 and additional discounts are available for large volumes; no charge for file retention, maintenance and training.
- Process of activating new accounts: Each user will be trained via web, email, conference call or regional meeting depending on the mode of rollout for each account. Set up, rollout, and proper training would take approximately 30 days.

NCSI (www.ncsisafe.com)

- NCSI sales rep in Ohio, call (866) 833-7100 or send email to info@ncsisafe.com.
- NCSI is owned and governed to a significant degree through its legal partnership with National Council of Youth Sports. Remaining shares are closely and privately held by those in leadership on day to day operations.
- System: NCSI's web based system can be accessed using Microsoft Internet Explorer 6.0 or higher. The web system is written in ASP.net and operates on a Windows 2003 server.
- Distinction in screening community: NCSI offers a ground breaking approach that focuses on 7 identified risk factors: 1) organizational policies; 2) selection of data sources; 3) establishment of youth industry standards; 4) interpretation of screening results and issuance of Red Light/Green light determinations; 6) FCRA and other legally required compliance; 7) confidentiality protocol & secure records storage.
- Indemnification - Yes, The Center works in conjunction with the insurance industry and shared in the indemnification process. We take legal responsibility for the work we perform and provide appropriate contractual agreement accordingly.
- SS# discrepancies: Two separate data sources for SS trace and address verification will be used. Cross-referencing. NCSI will validate identification based upon date of birth, address history, financial history, and a variety of identifiers.
- Workflow: Self service clients will have access to the complete background screening report via www.safetvinitatives.com. NCSI has created a simple easy to read report that offers clear information concerning records associated with an applicant.
- Follow up with law enforcement - Yes, NCSI works directly with law enforcement in the SOR investigation process as well as in validating criminal records. NCSI notified law enforcement in instances where a restricted/registered sex offender is seeking entrée into a youth organization.
- Contact with applicant: NCSI engages directly with applicants throughout the process whenever necessary. This will include discussions concerning background screening records and confirmation of results.
- Turn around: Check it twice results are available in 3 - 5 business days. Express check w/in 1 business day; full service w/in 10 days.
- Cost: \$5-\$25
- Account activation: Account application; organization authentication; establish client profile; payment billing method; application registration process; establish client specific criteria; assist in development administrative policies; system and staff training; account activation.

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USIS (www.usis.com)

- USIS sales rep in Tulsa, OK, call (866) 205-6129 or send email to sales@usis.com.
- History: Has been in business since 1981 in present form; indirectly wholly owned subsidiary of US Investigations; company dates back to 1883.
- Experience: Each year USIS provides more than 20 million screening reports and drug tests to 3 0,000+ commercial clients worldwide.
- USIS currently processes over 60,000 searches through its site every day.
- Reports: Process management reports can be generated for virtually any piece of information entered into the USIS platform and can be customized to be client specific as well as user specific.
- Numerous products available including: Trac to Crim which is a time saving process that automatically submits county criminal record requests based on names and addresses reports on an Experian TRAC report.
- Rechecks: Rechecks are available based upon criteria provided by USA Hockey. Charges will be commensurate with process.
- USIS is a federally regulated consumer reporting agency which meets or exceeds all laws pertaining to distribution of information on individuals and businesses.
- Training: USIS provides training via one on one telephone training sessions as well as guide books and group web conferencing.
- Any breaches of security: No, our security policies are audited quarterly. We divide them into three areas: application and data security, network security, and overall system security.
- USIS provides county searches in all counties in all 50 states. Certain counties incur additional expense.
- Canadian - Canadian provinces available for \$5 - \$22.00 per province; most provinces do not provide for express service.
- New clients: A typical implementation plan requires 4 weeks.
- Recommendation: 7 year TRAC to Criminal Search; SSN Verification; Motor Vehicle Report; USIS Guardian National Sex Offender Search; County Civil Record; Personal Reference Check; Employment Check; USIS 20/20 National Criminal Database Search.
- Cost: \$49.50

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