



MRA Reference and Background Investigations



Hiring is complex.

Your reference and background investigations process shouldn't be.

Hiring the wrong candidate can cost you time and money and put your organization at risk. MRA's Reference and Background Investigation (RBI) services provide the information you need to understand who you are hiring, so you can make the right decisions.

Know Who You Are Hiring!

From education and experience, to driving records and criminal histories, we use technology and expert analysis to provide prompt and thorough response on candidates being considered for hire. Our inquiries dig deeper to give you complete, qualitative information that can help ensure against costly hiring mistakes.

- Secure online system can interface with any applicant tracking system.
- Free, easy automated ordering options.
- We verify any information discrepancies to ensure accuracy on candidates.
- We have experience with various databases and state and county repositories to ensure you don't pay for redundant information.
- No candidate data ever leaves the United States.

Services

MRA offers a full range of background and investigation services to provide you the information you need to make good hiring decisions.

IDENTITY DEVELOPMENT

Social Security Trace

A Social Security Trace provides validation of the number, checks against the master death registry, traces address history that's typically established through credit, and provides the approximate year the number was established, along with the state in which the number was issued. NOTE: This search is included if you order our National Criminal Database Search.

INVESTIGATIVE

County Criminal Records Search

A County Criminal Records Search provides information on all offenses committed within the limits of the county searched, and can be ordered as a stand-alone search or in conjunction with a database or state search. County searches contain the most updated information, and show pending cases and other offenses regardless of the level of severity, from minor infractions to serious felonies. Any records found in a county repository search will be reported within the guidelines of the Fair Credit Reporting Act.

State Criminal Records Search

A State Criminal Records Search provides criminal activity for a specific state as reported by the counties. Depending on the state, this search may not include all offenses. Criminal information obtained from a state repository, including any pending cases, can vary greatly by state. Most misdemeanors and felonies will show in a state search; however, pending cases may not show in a state search, and some states do not offer a statewide search option. All criminal history found will be reported within the guidelines of the Fair Credit Reporting Act.

Federal Criminal Records Search

The Federal Criminal Records Search provides criminal case information that has been adjudicated in federal district courts. Violations of federal laws generally involve offenses such as embezzlement, robbery, drug trafficking, crimes of the internet, and kidnapping. These cases will not show in a county or state criminal search. The difference between these cases is whether a person came into contact with the police (activity in the county or state repository) or federal government (FBI, U.S. Marshalls, etc.), which would be found in a federal district court search.

National Criminal Database Search

The National Criminal Database Search is a powerful tool that can only be used in conjunction with a state or county criminal repository search. This search is an effective tool for discovering additional jurisdictions where criminal offenses may have occurred outside of a candidate's indicated residential history. It verifies all names and addresses associated with social security numbers and checks the SSN against the master death registry. In addition, it searches all names found to a database of more than 600 million crimes. The search also checks all state and national sex offender registries, the government terrorist watch list (OFAC/SDN), Interpol's most wanted, and a wide variety of U.S. and international disbarment lists. MRA will only report activity found in this search after confirming the accuracy of it at the repository source and in compliance with the Fair Credit Reporting Act.

International Criminal Records Search

An International Criminal Records Search is conducted at the repository source within the applicable country.

Fraud and Abuse Control Information Systems (FACIS®) Check

FACIS® is a database search of adverse actions against individuals and entities sanctioned in the healthcare field. It includes Medicare and Medicaid Exclusions lists, information on disciplinary actions ranging from exclusions and debarments to letters of reprimand and probation. MRA provides all levels of this search (Level 1, Level 1M, Level 2, and Level 3).

County Civil Record Search

A County Civil Record Search provides information on a candidate's civil history within the county limits. This search is conducted at the applicable repository and provides information on civil proceedings and matters. Typically, this search shows disputes between individuals and/or organizations that involve monetary awards to the victim. These may include bankruptcy, divorce, car accidents, product liability, non-payment for goods, eviction, and other matters.

Federal Civil Record Search

A Federal Civil Record Search does not overlap with the county civil searches. Federal civil record searches are conducted at the applicable repository U.S. district court source. Information found in a federal civil search may include civil rights violations, matters related to commerce, issues involving the federal government, financial institutions and other matters.

Office of Foreign Assets Control/Specially Designated Nationals List (SDN) [Terrorist Watch List] Search

The Office of Foreign Assets Control (OFAC) of the U.S. Department of the Treasury administers and enforces economic and trade sanctions based on U.S. foreign policy and national security goals against targeted foreign countries and regimes, terrorists, international narcotics traffickers, those engaged in activities related to the proliferation of weapons of mass destruction, and other threats to the national security, foreign policy, or economy of the United States. NOTE: This search is included if you order our National Criminal Database Search.

National Sex Offender Database Search

The National Sex Offender Database Search is the only U.S. government search that links public state, territorial, and tribal sex offender registries to one location. This search presents the most up-to-date information provided by each jurisdiction and may include, but is not limited to, sexual offenses and violent crimes that are sexual in nature. Information about individuals who appear on this list is dependent on the individual state's registry requirements and the level of their sexual crime. A person may be on a state sex offender registry and not be found on the national sex offender registry. MRA will search all state and national sex offender registries when this search is ordered. NOTE: This search is included if you order our National Criminal Database Search.

Vulnerable Person/Wisconsin Caregiver Search

MRA can conduct all searches specifically required for organizations that must meet a standard for vulnerable persons (healthcare, schools, skilled care, hospitals etc.) in any state. In Wisconsin, this includes the Caregiver Search. This checks for records of financial abuse, physical abuse, emotional abuse, and neglect of vulnerable persons.

VERIFICATION

Employment Verifications

MRA will contact the correct source at a candidate's past or current employer (with permission). We verify dates of employment, position held, status or type of employment, wage or salary, and reason for leaving; however, some employers may limit the information they will provide. If an employer outsources their verifications to a third party, such as The Work Number, MRA passes those fees through at cost with no markup.

International Employment Verifications

International employment verifications can be performed in any country worldwide. If your candidate has lived overseas and claims international work history, we can verify it. We will work with a certified researcher in the applicable country to obtain the correct information.

Employment Reference Interviews

MRA conducts in-depth, one-on-one interviews with former supervisors. If requested, these can be completed electronically, through an easy-to-use, secure system interface. MRA ensures all critical areas of performance are explored to obtain detailed information. We

ask 23 standard questions covering all areas of job-related performance (communication, skills, technology, ability, leadership, relationships, etc.). Standard reference interviews are typically performed for persons being hired as managers or other upper level roles. Abbreviated reference interviews focus on seven key questions relating to past performance and are typically performed for more entry-level positions at a company.

CREDENTIALS

Education/Professional License Credential Verification

MRA contacts the institution provided by the candidate. MRA confirms dates of attendance, degree obtained (diploma, bachelor's, master's, etc.), major, and date degree was awarded. Some educational institutions outsource verifications to the National Student Clearinghouse, who will charge a fee to access the information. These fees are passed through at cost with no markups. MRA also can verify any professional credential claimed by a candidate (CPA, MD, RN, etc.).

International Education Verification

International education verification can be performed in any country worldwide. If your candidate claims a degree was obtained in any international country, we can verify it. We will work with a certified researcher in the applicable country to obtain the correct information.

Department of Motor Vehicles Driver's License Search

State Driving History Check—instant driving records (motor vehicle reports) are available for any state in the U.S. MRA's system directly interfaces with all state Department of Motor Vehicles (DMV) offices to provide up-to-the-minute license details, such as status, expiration, suspensions, revocations, violations. Our checks will also verify CDL (commercial driver's license) information with medical certifications (medical examiner's [ME] certificate).

International Driver's License Verification

International driver's license verifications are performed at the repository source in the applicable country to confirm a valid overseas driver's license, including status.

Electronic I-9 and/or E-Verify

Electronic I-9 and/or E-Verify are simple, electronic methods that replace the manual, paper process, increasing both accuracy and compliance while providing an automatic audit trail. These solutions are integrated with MRA's background check system and allow a seamless transition for I-9 and E-Verify on your candidates. A customized dashboard allows you to easily create, track, store, and purge I-9 forms. Instant E-Verify also can be performed while completing the I-9, thus reducing duplicate candidate data entry in the E-Verify site. Audits are easier to navigate since all employee data is available at the click of a button.

EMPLOYMENT CREDIT REPORT

Employment Credit Report

An Employment Credit Report provides financial information, credit summary, employer information, account history, prior inquiries, name variations, public records (tax liens, judgements, bankruptcy information), and fraud detections. An employment credit report does not reveal credit scores or account numbers, and will not adversely affect the candidate's credit score. The ability to order credit reports from MRA requires a one-time, on-site inspection in compliance with the requirements of the credit bureaus. Employers also should be aware that the use of employment credit reports in the hiring process is restricted in certain states.

International Credit Report

An International Credit Report can be performed in most countries around the world, but information may vary depending on the country of residence.

International Investigations

MRA often conducts international searches, and can perform any search in any country worldwide. If your candidate has lived overseas, or claims an international degree or work history, we can help verify it. Per our standard operating procedure, we utilize an official repository search for any overseas background investigations, including criminal records, driving history, credit, employment, education, etc. Information will be reported in compliance with the Fair Credit Reporting Act.

The MRA Difference

MRA's FCRA-certified experts have in-depth knowledge and experience with various databases and state and county agencies. This ensures you don't pay for an additional search or a report with redundant information. Our specialists take extra steps to verify information discrepancies before we release your report so you only receive the right information about the right candidate.

As a consumer reporting agency, MRA complies with the provisions of the Fair Credit Reporting Act and other laws pertaining to access of an individual's records and information.





































































- **Accuracy**—.0001% candidate dispute ratio
- **Easy set-up**—no contracts, minimum orders, or set-up fees
- **Timely** report processing
- **Secure** technology platform with easy online ordering
- **Integrates** with any Applicant Tracking System (ATS)
- **No outsourcing** overseas
- **Compliant** record retention and storage
- **Onboarding solutions**—I-9 and E-Verify
- **Rapid response** to inquiries
- **Dedicated, certified service professionals** who focus on the candidate experience
- **30+ years** of screening experience
- **Competitive pricing**
- **100% Satisfaction Guaranteed.** Absolutely.
- **Member of the National Association of Professional Background Screeners**

DRUG TESTING

Drug Testing and Health Screening

MRA partners with one of the leading online drug screening agencies. Results can be accessed directly through our reference and background investigation platform, keeping all your candidate information in one secure place. We offer a full range of testing options for DOT and non-DOT needs, as well as DOT and non-DOT physicals/health screens. Candidates can self-schedule and select any clinic they choose. The ePassport they receive offers quick, easy check-in and test processing. Negative 5-panel eCup results will be reported in less than 10 minutes. Other drug testing results are returned in the standard 72 hour window.

Standard Testing Panel Descriptions

Drug Name	5 Panel	7 Panel	9 Panel	10 Panel
Amphetamines				
Amphetamine				
Methamphetamine				
Cocaine				
Marijuana				
Opiates				
Codeine				
Morphine				
PCP				
Barbiturates				
Benzodiazepines				
Nordiazepam				
Oxazepam				
Diazepam				
Temazepam				
Ethylflurazepam (metab)				
Alprazolam (metab)				
Lorazepam				
Methadone				
Propoxyphene				
Methaqualone				

Many employers require add-on panels to a 5-10 panel screen. Common add-on panels can be included individually as required. They may include: Methaqualone, Ecstasy, Oxycodone, Alcohol, Cotinine, Fentanyl, Tramadol, and Meperidine.

In addition to the individual add-on panels listed, a Narcotics panel may also be added to any test, which include the following drugs: Oxycodone, Fentanyl, Meperidine, Nalbuphine, and Pentazocine.

CALL TODAY!

Learn how MRA's Reference & Background Investigations exceed expectations and help prevent costly mistakes, contact:

Reference & Background Investigations Team

RBI@mrnet.org

800.488.4845

www.mrnet.org

MRA Reference and Background Investigations
Easy. Accurate. Timely.



Wisconsin

N19W24400 Riverwood Drive
Waukesha, WI 53188
262.523.9090

Minnesota

9805 45th Avenue N
Plymouth, MN 55442
763.253.9100

Illinois

625 North Court, Suite 300
Palatine, IL 60067
847.963.9860

Iowa/Western Illinois

3800 Avenue of the Cities, Suite 100
Moline, IL 61265
309.764.8354