

Positive Adjudication Matrix

Zero-in What Truly Matters
to Your Organization

Business Impact

↑ INCREASES

- HR Team Productivity
- Overall Qualified Talent Pool
- Consistency in Adjudication Process
- Compliance with Company Policies

↓ DECREASES

- Time-to-Fill
- Onboarding Time
- Bias in Hiring Process
- Admin Time to Issue Adjudication

Challenge

When running background checks, organizations must decide which charges they will and will not consider in the hiring process. In the case of contact centers and other business process outsourcers (BPOs), these criteria are heavily dictated by the request of each of their individual clients. Increased pressure is added by the need to hire in high volumes rapidly and start hiring classes on time—all while supporting the unique needs of multiple different clients.

Background checks can return a wide array of charges from minor traffic violations and misdemeanors to

more serious felonies. Typically, a charge's severity and recency are taken into consideration along with the nature of the role, to determine whether or not to adjudicate based on that charge. This puts HR teams and in a predicament where they must painstakingly review each reported charge and reference adjudication criteria buried within the rows of various spreadsheet or take on risk by cutting corners to keep up: creating a 'Catch-22' between taking up entire work weeks and putting the organization at risk.

The Checkr Solution

Checkr has developed a feature that allows customers to readily configure adjudication criteria directly into our Positive Adjudication Matrix. This capability allows you to determine by charge category, subcategory and recency, the charges that your organization wishes to review. For example, if you indicate that your organization does not adjudicate on moving traffic violations, Checkr's solution will no longer show you reports with those particular charges. The matrix only "positively adjudicates"—as in, it will only pass forward charges your organization doesn't adjudicate

on, but never automatically disqualifies candidates with charges that you do consider. This promotes EEOC compliance, individualized review and fair hiring practices—while also helping organizations manage high report volumes, reduce unnecessary work and focus on the criteria that matter to them. HR loves it because it helps reclaim their work-week from unnecessary report review; Operations loves it because it helps great candidates start faster; Compliance loves it because it helps reduce litigation risk and promotes consistency.

Key Capabilities

- ▶ **Account-level Adjudication** provides one master positive adjudication matrix for the entire organization
- ▶ **Program-level Adjudication** allows for individualized matrices to be created on a client-by-client basis
- ▶ **Self-Service** allows authorized admins to create and update the matrix as your organization's criteria change
- ▶ **Permissions** ensure only admins can update the matrix, allowing the criteria applied to be controlled by your in-house experts
- ▶ **Report-level drill downs** allow you to see exactly which charges on a report were filtered by the Positive Adjudication Matrix
- ▶ **Automation** ensures that the defined adjudication criteria are applied accurately and consistently based on the criteria set by your in-house experts

