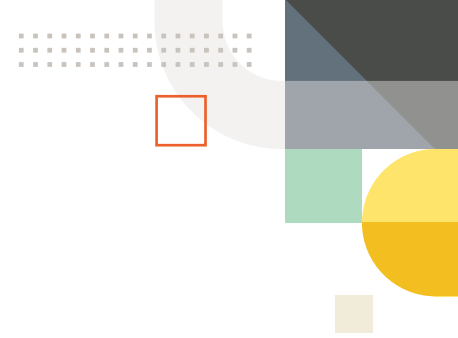# Sterling

Service Directory

Tailored to fit your industry's screening
needs and business requirements

Service Directory

Public Records

Social Security Number Trace
Sterling identifies address history associated with a Social Security Number (SSN) using an extensive database of 10,000+ sources. The results can broaden the scope of a background check to include jurisdictions (and names, if requested) beyond what the candidate has disclosed. Alias names may also be identified upon request.

County Court Record Search
County Court Record Searches are available in 3,340+ counties in the United States and identify potential criminal history, such as felony convictions, misdemeanor convictions, and pending cases in the jurisdictions provided by the candidate or identified based on Social Security Trace or other locator services (e.g. where they have lived, worked, or attended school) within the past seven years at minimum.

Department of Justice (DOJ) National Sex Offender Registry Search
Sterling searches through the United States Department of Justice (DOJ) National Sex Offender Public Website (NSOPW), which includes registered sex offenders in 49 States, US territories, the District of Columbia, and participating Indigenous tribes. Please note that reporting in Nevada is not permitted.

Federal Court Search
The Federal Court Search is for crimes that are prosecuted in federal district courts and include convictions and pending cases for charges such as international/inter-state drug trafficking, kidnapping, and other federal-level crimes. Sterling can obtain federal records from all district courts throughout the US and related territories.

Enhanced Nationwide
The Enhanced Nationwide Criminal Database searches State, County, and Corrections criminal record databases to locate additional jurisdictions where a candidate may have committed a crime. Prior to reporting, possible felony and misdemeanor convictions and pending cases are verified against primary source court records to validate the record.

Fraud Abuse Control Information System
FACIS, a search with Verisys®, pulls primary source data from federal and state sources for exclusions, sanctions, debarments, and disciplinary actions against health care professionals and businesses for published license types and publishing jurisdictions. FACIS sources include federal agencies, such as the Dept. of Health and Human Services (HHS), Office of Inspector General (OIG) List of Excluded Individuals / Entities, the System for Award Management (SAM), and Excluded Parties List System (EPLS).

Locator Select
Locator Select queries over 2,400 jurisdictions for bookings and incarcerations, covering most of the incarcerated population in the US, and locates additional jurisdictions where a candidate may have committed a crime. Prior to reporting, possible felony and misdemeanor convictions and pending cases are verified against primary source court records to validate the record.

State Search
A State Search is a search of a state's repository or state police records for criminal information and can provide an alternative source for criminal record information in a state.

TRUSTED PARTNER

Sterling is trusted by 47,000+ customers globally, who conduct 89+ million background checks annually

Sterling Corporate Stats, Q1 2022

Sterling

Extended Global Sanctions Search (formerly GLOBEX)

The Extended Global Sanctions Search examines millions of records worldwide sourced from foreign governments, courts, regulatory enforcement, law enforcement agencies, and other public and proprietary data sources around the globe. Data sources are subject to availability and applicable reporting restrictions. This search reviews restriction, sanction, and exclusion records maintained by US and international legal and regulatory enforcement organizations and public sources, and includes sources containing information from 1,700+ Watchlists and Sanctions with 4+ million records, as well as Politically Exposed Persons (PEP).

Office of Foreign Asset Control (OFAC)

The Office of Foreign Assets Control (OFAC) list of Specially Designated Nationals and Blocked Persons is commonly referred to as the terrorist watch list. OFAC administers and enforces economic sanctions programs primarily against countries and groups of individuals, such as terrorists and narcotics traffickers. The sanctions can be comprehensive or selective, using the blocking of assets and trade restrictions to accomplish foreign policy and national security goals. This is a search, and results are subject to availability and applicable reporting limitations.

Global Criminal Search

The Global Criminal Search is for records in countries and/or territories based on the candidate's self-disclosed address history, excluding US and Canadian sources, and may include various levels of courts, police records, or other sources of information. Records are reported in accordance with regional and local laws and regulations, and other restrictions that may be imposed by the source. Major coverage areas include Latin America and the Caribbean (LAC); Europe, Middle East and Africa (EMEA), and Asia Pacific (APAC).

Motor Vehicle Records (MVR) Checks

Motor Vehicle Record (MVR) checks search for state driver record information dating back a minimum of three years. The information is sourced from the state's Department of Motor Vehicles (DMV), and availability and restrictions vary by state. Information may include license status, issue date, citations/violations, and medical certificate information.

Federal Motor Carrier Safety Administration (FMCSA) Crash and Inspection

The Federal Motor Carrier Safety Administration (FMCSA) program provides electronic access to a commercial driver's crash and inspection history from the FMCSA Motor Carrier Management Information System (MCMIS). Different from the state data sources used to generate Motor Vehicle Records (MVRs), MCMIS is a federal government database. Sterling searches the database for a driver's most recent five years of crash data and the most recent three years of roadside inspection data. The database also shows the location and date that a crash or inspection occurred, as well as any additional safety details about crashes, such as injuries, fatalities, and towaways, that are included in the record. This search is only applicable to pre-employment screenings and may not be run on current employees.

Commercial Driver's License Information System (CDLIS)

Sterling uses the CDLIS search tool to locate and verify current state and commercial driver's license (CDL) number as well as up to three prior CDLs an individual may have held. To ensure that each commercial driver has only one driver's license, a person's name, date of birth, and social security number are required to run the report. The search tool will only return the license number and state of Commercial Driver's License (CDL) where someone has held a commercial license.

Social Media Searches

Sterling has partnered with Fama Technologies for a social media screening solution that proactively identifies risk-creating behaviors (e.g. bigotry, racism, sexism) using publicly available online information.

Sterling

Credit Reports

Credit reports provide an employment credit report that may contain potentially adverse account information, collections, bankruptcies, and other relevant information, subject to applicable reporting limitations. The report also provides information about the subject's financial history, including charge-offs, collections accounts, public records, trade lines, bankruptcies, and monthly payment histories. Please note that no credit score is provided.

Liens, Judgments, Bankruptcies

The Liens, Judgments, Bankruptcies (LJB) service provides a full nationwide bankruptcy search, as well as lien and judgment records at the federal, state, and county levels with coverage in over 2,000 counties in 92% of states. Prior to providing results, Sterling validates possible records at the public record source and further validates that the record falls within the applicable FCRA or, when applicable, state mandated reporting timeframe.

Verifications

Employment Verification

Employment verifications are conducted in the US and globally and are used to verify a candidate's employment history and records with HR, payroll, or third-party providers — including periods of traditional employment, as well as temp agency assignments, military history, and periods of self-employment.

Education Verification

Conducted in the US and globally, education verification is used to verify a candidate's education history and records with school registrars or third-party providers, at the collegiate, high school, GED, and home-schooling levels.

Professional Reference Verification

Personal/Professional Reference verifications are conducted in the US and globally and are used to verify a candidate's character and work proficiency.

Credential Verification

Credential verifications are conducted in the US and globally and are used to verify many types of licenses and credentials, such as financial FINRA checks, nursing licenses, medical licenses, and others.

Department of Transportation (DOT) Employment Verification

DOT Employment verification is conducted in the US and is similar in many respects to a standard employment search, but, in addition, has questions mandated by federal law specifically covering employees in the transportation (FMCSA), pipeline and hazardous materials (PHMSA), railroad (FRA), transit (FTA), and aviation industries (FAA), usually in what are deemed to be safety-sensitive positions. DOT and specific regulations and requirements may vary and determine how far back a DOT employment verification must be conducted.

Gap Verification

Gap verifications are conducted in the US and globally to identify any breaks in a candidate's employment history within a specified time frame.

Resume Comparison

Resume comparisons are conducted in the US, Canada, and the UK to check for discrepancies between the information on a resume and the information subsequently entered during the background screening process. Discrepancies between the two are highlighted and presented on the report.

OUR MISSION

Sterling provides the foundation of trust and safety our clients need to create great environments for their most essential resource, people. We believe everyone has the right to feel safe.

Drug and Health

Covid-19 Health Testing
Sterling offers flexible, end-to-end Covid-19 health testing services. We provide broad program coverage that promotes workplace safety by informing whether an employee has the active SARS CoV-2 virus. These services feature at-home and onsite active virus (PCR) testing options designed to fit evolving business needs.

Covid-19 Vaccine Documentation Collection
Sterling offers a flexible, centralized Covid-19 Vaccine Documentation Collection program that provides a simple and convenient way to help manage and track vaccine statuses. We provide broad coverage that promotes workplace safety that can be customized to fit evolving business needs.

Laboratory-Based Drug Testing
Sterling offers laboratory-based drug testing in which candidate specimens are collected at a point of care facility, sealed, and shipped to Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories for testing. An initial screen is conducted followed by Gas Chromatography/Mass Spectrometry confirmation for any results showing a presence of a drug above a specified level. Urine testing is the most common method for drug testing and is also the only method of testing currently recognized by the Department of Transportation (DOT) for employers' regulated testing needs.

Point of Collection Drug Testing
Sterling's Point of Collection Testing (POCT) services include drug and/or alcohol test devices that deliver instant test results shortly following collection. These drug and alcohol screening devices are available for purchase where the screens can be self-administered, or testing can be conducted offsite at a testing facility. Any device registering a non-negative result is shipped to a laboratory for confirmation testing. For clients self-administering the test, results can be submitted into the client portal, so all candidate/employee screening results are available in a single location.

Physical Examinations
Sterling offers a Department of Transportation (DOT) Physical Exam conducted by Nationally Registered Certified Medical Examiners, as well as non-DOT Physical Examinations that meet employer-specific job requirements. These exams are sometimes called "Fit for Duty" or "Human Performance" exams. Components of the exam may include but are not limited to review of detailed health history, vision screening, hearing evaluation, blood pressure and pulse rate check, urinalysis (protein, blood and sugar levels), and respirator clearance (if required).

Health and Medical Services
Sterling offers commonly ordered clinical services relative to occupational/workplace testing, including more than 60 different services such as physical examinations, titers, vaccines, x-rays, and wellness components. Tests are conducted through Sterling's extensive network of test sites throughout the US, making facilities conveniently accessible for candidates and employees.

Random Program Management
Random drug and alcohol testing is the best tool employers have for deterring drug and alcohol use in the workplace — while employees know they will be tested, they are never quite sure of when. Each Department of Transportation (DOT) Agency and the United States Coast Guard (USCG) have regulations that require certain employers to implement a random testing program. Sterling assists employers in meeting this requirement; as well as working with all employers (non-DOT) interested in the program. While the DOT random rates have annual minimum requirements, random selections and testing should be performed quarterly at a minimum. Sterling offers both monthly and quarterly selections. Sterling's random selection program promotes unbiased selections by utilizing a statistically valid, computer-generated selection process that randomly selects from a designated employee pool.

Post-Accident Testing
A post-accident or "post-incident" test is performed after an employee has been involved in a workplace accident. Testing is used to determine whether drugs and/or alcohol were a potential factor in the incident. This service has 6,000+ trained collectors to perform 24/7/365 emergency collections when accidents occur and includes immediate contact to a Sterling partner for direct scheduling and dispatch of a qualified technician to the worksite or to the scene of an accident.

Workforce Monitoring

Medical Sanctions and Exclusions Monitoring

Medical sanctions and exclusions monitoring provides proactive daily searches of enrolled subjects against sanctions and exclusions lists, including OIG, GSA/SAM, and state sources. Employers receive alert notifications, so they can conveniently log into the Workforce Monitoring application to view additional medical sanction and exclusion details.

Criminal Activity Monitoring

Criminal activity monitoring proactively monitors 2,000+ jails for new booking and incarceration events for the enrolled employee population. Employers receive alert notifications so they can conveniently log into the Workforce Monitoring application to view additional criminal activity details.

Medical License Status Monitoring

Our medical license status monitoring service proactively identifies license status changes. It also verifies licenses at the primary source. Employers receive alert notifications so they can conveniently log into the Workforce Monitoring application to view additional medical license status details.

SCALE GLOBALLY

Sterling has global criminal background screening capabilities in over 240+ countries and territories

Sterling Corporate Stats, Q1 2022

Technology-Enabled Tools and Processes

Client Matrix Application (CMA)

Our Client Matrix Application (CMA) can easily be configured with specific rules for different job roles. Sterling helps you apply your hiring criteria across your entire organization that supports your business and culture objectives.

Pre-Adverse and Adverse Action

Sterling offers an administrative tool that helps improve FCRA compliance and simplify processes to send pre and final adverse action notices q required under the FCRA.

Individualized Assessment

Our Individualized Assessment tool helps clients evaluate past criminal convictions in a fair, consistent way that reflects an inclusive company culture. Configured within the Adverse Action process, our Individualized Assessment tool is designed to address the EEOC's guidance on consideration of criminal records. This administrative tool provides a means for candidates to provide additional mitigating information on past criminal conduct - the candidate will immediately be taken to the individualized assessment process to complete the response form. If a candidate responds, clients can review the response and decide on next steps, and whether to proceed with or cancel the Final Notice of Adverse Action.

Fair Chance

Fair Chance laws require employers to evaluate several factors before making a hiring decision. Sterling's Fair Chance tool helps improve EEO compliance and supports hiring diversity. To simplify the Fair Chance process, Sterling provides an administrative tool that's configured within the Adverse Action process. Our tool allows employers to deliver forms to perform required tasks in New York City and Los Angeles and securely stores required documentation in one place.

Identity

Fingerprinting

Sterling offers fingerprinting services as a biometric check for identity purposes, and to screen candidates for employment and job promotion. It also allows for biometric checks to allow controlled access to classified information and special access locations. Acting as a an indirect channeler between clients and regulatory agencies, Sterling manages candidate information collection, biometric capture, and biometric report delivery to identify fingerprints linked to FBI criminal records, as well as other state and federal databases.

FINRA Fingerprinting

As FINRA's designated fingerprint services provider, Sterling processes and submits fingerprints to the Department of Justice (FBI) on behalf of FINRA for broker-dealer firms and funding portals. We offer state-of-the art fingerprinting technology and processing efficiencies. We also integrate fingerprint processing and submission service into the processes that firms, and fingerprint service providers rely on for identity firmographics.

Identity Verification

Sterling's Identity Verification is powered by ID.me and designed to improve background checks by collecting more accurate candidate data before initiating a background check. Sterling offers multiple, customizable paths to verify identity using one or more of these options, including Telecom and Device Verification, ID Document Verification, Facial Recognition and Biometric Matching, and Live Video Chat ID Proofing.

Onboarding

Sterling I-9

Our modern, end-to-end and integrated Sterling I-9 service helps address the complexity of US employment eligibility with ease and efficiency. We help reduce time to onboard with configurable features – including the optional addition of E-Verify, remote hire capability, and digital data migration – to fit specific business needs and requirements.

SPEED AND ACCURACY

Sterling's powerful cloud-based platforms and proprietary technology delivers industry-leading turnaround times, with high levels of quality controls.

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PROFESSIONAL BACKGROUND
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