



- Action Required for Massachusetts Employers - Important Changes to Massachusetts iCORI System (iCORI)

On April 27, 2015, the Massachusetts Department of Criminal Justice Information Services (DCJIS) implemented changes to the Massachusetts Criminal Offender Record Information (iCORI) on-line system.

The Following Changes Affect All iCORI Users:

- The Terms and Conditions and Terms of Use for account registration and submission of requests have been updated *and must be reviewed by each iCORI user*.
- Users can now submit *up to four additional last names on any single request*. No extra fee (beyond the initial name entered into a single request, up to four). Previously, fees were required for each additional name submitted.
- The iCORI Acknowledgement Form will now include additional fields for multiple last names.
- **Click [here](#) to read the full update from DCJIS**

Key Points and Next Steps for Employers

- For those of our clients using the HR Knowledge/Creative Services platform, Creative Services will provide you with the new form once it is available.
- For all clients currently using iCORI, these changes will result in significant savings on requests containing alias names. You will potentially begin to see these savings as soon as your May invoice.
- For our clients who do not currently use iCORI, this represents an opportunity to set up a more comprehensive criminal search process without the potential for significant additional costs in state fees.
- A Creative Services analysis shows that in 2014, 12.8% of criminal searches contained aliases and that of those searches the average number of aliases per request was 1.3. This indicates that iCORI users will see a *minimum savings of \$25 per file* where aliases are present, all while getting the most comprehensive criminal search results available in the state.
- We encourage those of our clients who do not currently use iCORI as part of their program with Creative Services to re-evaluate that decision in light of these changes.

About Creative Services

Our partner, Creative Services, Inc. (CSI), is a full-service company providing pre-employment screening, background investigations, and security consulting. Established in 1976, CSI provides comprehensive corporate screenings, drug and alcohol screenings, nuclear utility screenings for access authorization and fitness for duty, and security consulting to regulated and non-regulated industries. By combining advanced technologies with superior investigative, interviewing, and analytical skills, CSI identifies areas of vulnerability and establishes customized strategies that mitigate risk, improve workplace safety, and achieve regulatory compliance. A founding member of the National Association of Professional Background Screeners (NAPBS), CSI is at the forefront of the background screening and security industry.

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