



Cost Effective Pre-Employment Background Screening



Carla Mowery - CEO

About Gallant Background Checks, LLC

Gallant Background Checks LLC: Founded September 01, 2009 by Carla & Stephanie combined 14 plus years in the background checks service industry & law enforcement field. Gallant Background Checks is built on the foundation of a Kingdom Minded Company & our name a Brave, High Spirited, Courageous & Honorable Company that strives to provide the resources needed to Shield your Trusted Organization. We have one of the highest retention rates in our industry.

Interview conducted by: Lynn Fosse, Senior Editor, CEOCFO Magazine

CEOCFO: Ms. Mowery, what is the concept behind Gallant Background Checks?

Ms. Mowery: We provide cost effective pre-employment background screening for all types of organizations, such as churches, non-profits, regular companies, and landlords.

CEOCFO: Are most companies doing background checks these days?

Ms. Mowery: It is a standard now with most organizations. What we are seeing is that more of them are doing drug testing as a standard, and we provide that service also. We have a vast array of different services, but the main thing Gallant does is a comprehensive background checks for all types of organizations and drug testing.

CEOCFO: What is involved in a background check? What might surprise people?

Ms. Mowery: The one that we do is a national, state-wide criminal search because we do not want to check just one state, because what we find is that applicants tend to have records in other states besides the ones that they live in. One thing that surprises many of our customers is when we do a background check, many of the applicants will tell them, "We've always lived in Texas," for example, and "I've never lived anywhere else." When we do a background check, we tend to find criminal records not only in the state the applicant resides in, but we find the applicants in states other than the state the applicant resides in. That shocks many of our clients, a lot of it is that people do not realize the comprehensiveness of the search that we do, and that we can catch these criminal records in other states that these applicants have gone to. That is why we always recommend our clients to do the national search. It is more cost effective than just doing one state, and as a whole it is more comprehensive.

CEOCFO: Do you tend to have long-term contracts with your customers, or is it more of a case by case basis?

Ms. Mowery: Well, 99% of our clients stay with us. We do not have a contract that keeps them locked in for a year or more, but once they have used our service, they do not leave. They are very satisfied with the service that they receive. We have excellent customer service and we find that is what many people are craving. As you know, just going to the store or going about your daily business you can see where that is lacking. Many of the customer service values are not there anymore. You see people that do not seem to care about their job, and you feel that. We always make our clients feel like they are part of our team. We get many referrals from our clients because they are very impressed with our service and customer service, and so far, we have a very high retention rate. We have not lost a client in 5 years this is due to giving quality information at a reasonable cost and just making people feel and understand that we care. We get to know them on a first-name basis and establish a friendship along the way.

CEOCFO: How do you conduct the checks? What are the steps you need to take and what needs to be in place for this to be accomplished?

Ms. Mowery: When they set up an account with us, which involves getting the companies name, their billing address, which package they want to go with, who needs to have access to our online system to order background checks and review results. We provide them with an employee form and a volunteer form for clients that have volunteers. When an applicant fills out one of those forms, they can then go to our online system, enter that person's information, then we process it within 24-72 hours, they can go back and review their results online. It is a very easy setup and a very easy system to navigate.

CEOCFO: *How do you have access to the records you need to do the checks?*

Ms. Mowery: We have contracts with vendors. We have a vendor I have used for many years that gives us access to that national criminal database, which is the most comprehensive nationally because it is updated monthly and have court clerk access. For anything that is not covered within that database, let us say if there is a state or a county that does not report their criminal records to that database, we have contracts with other vendors that have researchers who can go into the courthouse to physically get that information. That is how we retrieve all of the information.

CEOCFO: *How do you conduct the drug testing?*

Ms. Mowery: There are several options for our drug testing. We have an oral fluid drug test that we can set our clients up with. They basically order however many oral fluid devices that they would need, and it comes with all the shipping supplies, the chain of custody form that needs to be filled out, and the FedEx shipping labels where, once they do the drug test, they can ship it off to the lab. We set them up to have access with our medical review officer (MRO) where the results are stored, where they can login and see if it is a positive or negative result. We can also set them up with urine drug testing if they require it, such as your Department of Transportation, which requires urine. We also have a sister company that is a mobile drug testing company, where we can actually go out on site to do the drug tests or any other test the employer needs.

CEOCFO: *Is the mobile drug test normally used?*

Ms. Mowery: Once they see the value in the service of how it can save them money rather than just sending someone to the lab, because sometimes that can take an hour or two hours if the lab is busy, then that is downtime, whereas if we just come on site and do it, it is an instant drug test, and in 5 minutes, we know if it is a positive or a negative. It can save them money, and it is about the same cost as if they send them to the lab. Many of our clients really like the oral fluid drug test because it is a gender-friendly test because it is not urine, so the supervisor does not have to worry about the employee's gender because it can be performed right there in front of them and only takes 5 minutes to administer.

“We are doing things differently, and our clients are seeing that. We are keeping up with technology. We educate ourselves all the time with laws that are changing, and that is going to put us at the top of our industry – good, hard work protecting and educating our clients and keeping costs reasonable for our people so they can afford it.” - Carla Mowery

CEOCFO: *You mentioned non-profits more than once. Is that a focus for you, or is it just opportunistic?*

Ms. Mowery: Actually, one of our biggest clients is all sizes of churches, and it surprises many people when we say that. They do not seem to realize that churches have many kids, volunteers and employees that work with kids that they actually have to do a large volume of background checks. Then you have your non-profits, such as your YMCA or big brother or big sister type of organizations. Once again, there are many children involved in some of those, or they work with seniors, which some of our seniors can be just as vulnerable as our children, so they require background checks. Those two areas are actually two of our biggest clients because the safety sensitive measure there is a lot higher because many of these people are working with children, whereas in a company, they do it to protect themselves and to create a safe environment and they do not want to get a bad hire, which is a whole different story. We provide background checks to anyone who needs them to protect their organization. Doing this is not opportunistic it is the service we provide and these organizations need.

CEOCFO: *What has surprised you as Gallant has grown and developed over the years?*

Ms. Mowery: Gallant Background Checks was started in a recession to help organizations get a cost effective background check. We have just really grown in the last 5 years, and as time goes more people, will understand the urgency and demand to do background checks. We see more people being more educated, and we love to educate our clients on why it is important to do background checks and drug testing. One of the issues on the news all the time is the legalization of pot, and that is causing some problems within the workplace where the companies are wondering how to handle it. There are ways still for companies to say that they have a drug-free workplace, and they can still put that policy in place. We are seeing much more need – many more people wanting to do it than a couple of years ago, and I think it is because of our society today. Unfortunately, you see more violence as time has gone on. Companies can spend an excessive amount of money on bad hires, and they are starting to see repercussions of a bad hire and they say, “Hey, if I just pay this little amount, it can save me thousands down the road, and I can retain quality employees.” That is one of the things that we have really focused on with companies, especially in your manufacturing jobs, janitorial, things of that nature. One of the biggest things that you hear is, “Oh, if I do drug testing or background checks, we will not have any employees.” We tell them it does not have to be that way. We actually came in and cleaned up a company to where that was their fear. However, once we put the policy in place of drug testing and background checks, they were amazed over a 6 month period. Did they lose some employees? Sure they did, but there are many quality people out there that are looking for jobs, that want a good job. What we were telling them is, “If you create a drug-free workplace, you have employees that are taking up the slack of these other employees out there that are not doing their job because they are

impaired or abusing prescription drugs and you are not getting the quality.” That has totally changed the whole atmosphere of that workplace, and they do not have that fear anymore. They could not believe the change. They did not lose all their employees, and now they have quality employees, they know that they are going to be drug tested, and it created a much happier environment for those employees that were previously taking up the slack.

CEOCFO: Are you more of a value-add company?

Ms. Mowery: Definitely. We have done some research on what it can cost a company on even your lowest job position, whether it was twenty-something thousand dollars a year, one bad hire, what it could cost them, and the numbers tell the story. Some people think that they cannot afford a background check, but how can they not afford to. Once you give them the chart with the facts and the numbers, it is amazing how much they can save. It is exciting for us to be able to save people and companies money, give them a good service and a safer environment.

CEOCFO: How might Gallant Background Checks be different a year from now?

Ms. Mowery: I believe that we are becoming more known, more people are hearing about Gallant Background Checks and what we are about. We get feedback weekly about how happy they are with us and that even resonates with our vendors. We have been called “the bomb.com company”. We are going to take the industry more by storm. What makes us different, we stand out with educating our clients, and like I said, just creating that good, old-fashioned customer service like it used to be. They do not have to go through 15 people to get a hold of somebody, and you know how those stories go. I truly believe we will be one company that is going to lead the industry and be an example for others. We see it and hear it every day. We are doing things differently, and our clients are seeing that. We are keeping up with technology. We educate ourselves all the time with laws that are changing, and that is going to put us at the top of our industry – good, hard work protecting and educating our clients and keeping costs reasonable for our people so they can afford it.

BIO: Carla Mowery is the Chief Executive Officer of Gallant Background Checks, she has been the CEO since the start of Gallant Background

Carla has 14 plus years of experience in the Pre-Employment Background Screening Industry.

Carla started Gallant Background Checks in September 01, 2009 with her business partner Stephanie Elder Who is the COO of Gallant Background Checks.

Carla and Stephanie has established their company as a value within the Indian Community and is TERO certified within local and nationwide tribes. In October of 2011 Carla and her business partner was awarded the Certified Indian Woman Owned Business Award.

Carla and her business partner set this as a goal in 2010 that the company would achieve in 2011. In 2013 they received the U.S Chamber of Commerce Blue Ribbon Award. Every year we received awards.



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