



Helping Mitigate Risk: What you Need to Know About Volunteer Background Screening

November 11, 2016



Today's Presenter



Kim Chochon

VP, Partnerships

Verified Volunteers

kimberly@verifiedvolunteers.com

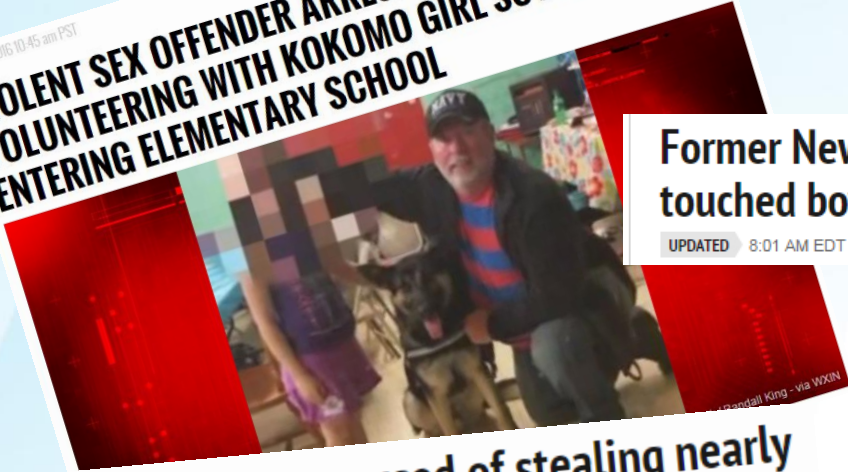
Agenda

- Helping Mitigate Risk-What You Need to Know about Volunteer Background Screening
- 2016 Faith-based Survey Results
- About Verified Volunteers
- Key Differentiators
- Q & A

In The News...It's Happening Now!

02/03/2016 10:45 am PST

VIOLENT SEX OFFENDER ARRESTED AFTER VOLUNTEERING WITH KOKOMO GIRL SCOUTS, ENTERING ELEMENTARY SCHOOL



Former NewSpring Church volunteer inappropriately touched boy, officials say

UPDATED 8:01 AM EDT May 12, 2016

Volunteered arrested for stealing from Las Vegas non-profit



LAS VEGAS, N.M. (KRQE) – A volunteer with the Zoe Pregnancy Center in Las Vegas was arrested Friday for burglary after staff say he made off with a major donation.

Former volunteer accused of stealing nearly \$30K from Red Cross

Karen Grayson charged with theft

UPDATED 7:07 PM CST Jan 14, 2016

Hotline Checks Com

By SHEELA NIMISHAKAVI | June 8, 2016

SHARE TWEET

Detroit Free P

Nonprofit Background

When 'Everyone's Grandma' Is the Town's Little League Thief

By BILL PENNINGTON | JULY 20, 2016



Church volunteer arrested on child molestation charges

Posted: Jan 25, 2016 12:26 PM PST

... is under fire for allowing three re... in a leadership capacity. W... noting all individuals... ing to its medi... ude a backgro

with...

A 47-year-old nu... sex offenders to serve... organization, *The Listening L...* they are now, and not who they hav... Carly Geraci, they are now adopting "best p... all volunteers.



These headlines are concerning!
What do I need to know?!



7 Important Things

7. Screening is not just for Vulnerable Populations

6. Perception doesn't Always Match Reality

5. When it Comes to Screening – More is Smarter

4. Outsourcing Gets Better Results

3. THE FCRA Applies to Volunteers

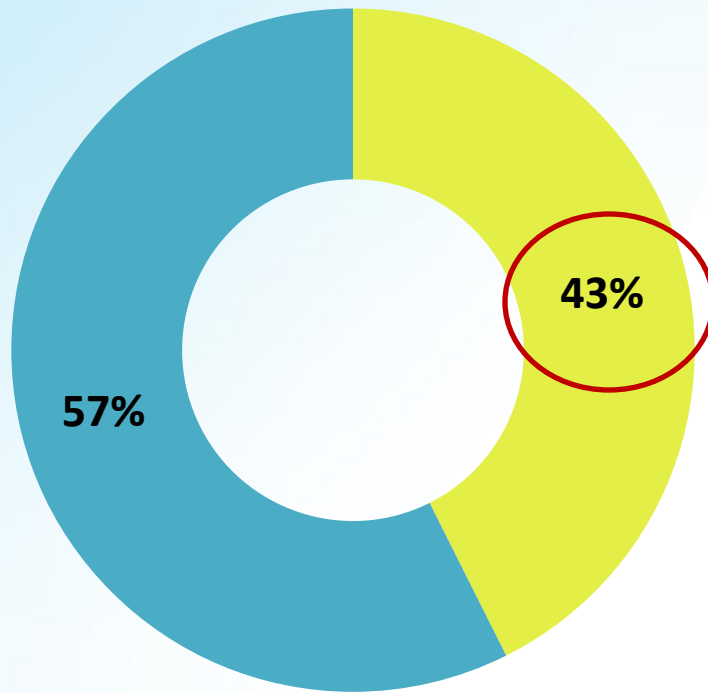
2. Screening Affects Your Insurance Premiums

1. Ways to Save Money & Increase your ROI

7. Screening is not just for Vulnerable Populations

Screening Not Just For Vulnerable Populations

57.4% organizations conduct background checks on **all** volunteers before they are brought on board



■ Some ■ All

78%

of Youth Development/
Mentoring
Organizations conduct
background checks on
all volunteers

They lead the pack
when it comes to
setting a higher
screening standard

6. Perception doesn't Always Match Reality

Perception Doesn't Always Match Reality

Perception: The Nationwide and other multistate databases are good enough for a criminal background check.

Reality: There is no comprehensive, up-to-date criminal database in the U.S. Every national database has lack of coverage in entire states and across major cities – leaving you exposed to greater risk.

- For example, almost no coverage in California, New York, Colorado, Georgia and the Chicago area are just a few examples

Perception Doesn't Always Match Reality

Nationwide / Multistate Database Searches are great and cast a wide net, however should never be used on a stand-alone basis. . .

- Inaccurate
- Stale
- Incomplete



Fingerprinting

Perception: The FBI's National Crime Information Center (NCIC) fingerprint database is the gold standard and captures the majority of criminal records.

Reality: The NCIC is outdated due to backlogs and errors and contains only **50% - 55%** of all available criminal records

- FBI relies on states (and thus underlying jurisdictions) to provide records and keep them current – not all submit
- As a result, the database has only a 1-2% “hit” rate

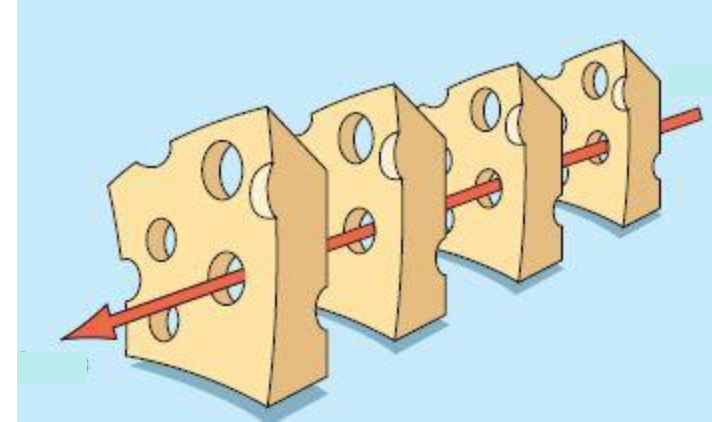


5. When it Comes to Screening – More is Smarter

Never Rely on only One Source of Information!

QUALITY IS KEY...Fill in the gaps!

By layering multiple databases, you are covering the areas that previously were not being checked:



- Always check **Primary Source** – Current county, state and local arrest records and sheriffs' offices
At the core of safe screening
- **Nationwide** – Represents a good national foundation, but still has limitations

What Else? Other Important Searches

- **NSOPW:** (Dru Sjodin) Real Time Sex Offender – All 50 states – Straight from the Department of Justice (DOJ)
- **SSN Trace:** Reveals prior addresses in last 7 years
- **Advanced Authentication:** Confirm Identity - Is he/she really who they say they are?
- **References:** Personal/Professional
- **MVRs** (driving records) - when applicable
- **Office of Foreign Assets Control (OFAC):** Government Watchlist

Importance of Multiple Screening Sources

Conducting a background check?

Start where a volunteer lives – that's where the majority of crimes take place



80% of Crime Where they LIVE



Search the courthouse in their current county or state of residence



But don't stop with *current* residence....

28%

More than a quarter of the crimes found occurred in *prior* counties/states of residence

Your Current Screening Program

Ask the Tough ?'s!

- What is actually searched in my background check?
- Why do my results come back so quickly?
- What jurisdictions does your database cover in my region, specifically my county and state?
- Are you going to the primary source – the courthouse?
- Are my results compliant with the FCRA?

Rescreen a Minimum of 1x/Year

Never consider screening one and done...In today's world, the need to mitigate risk is at an all time high!

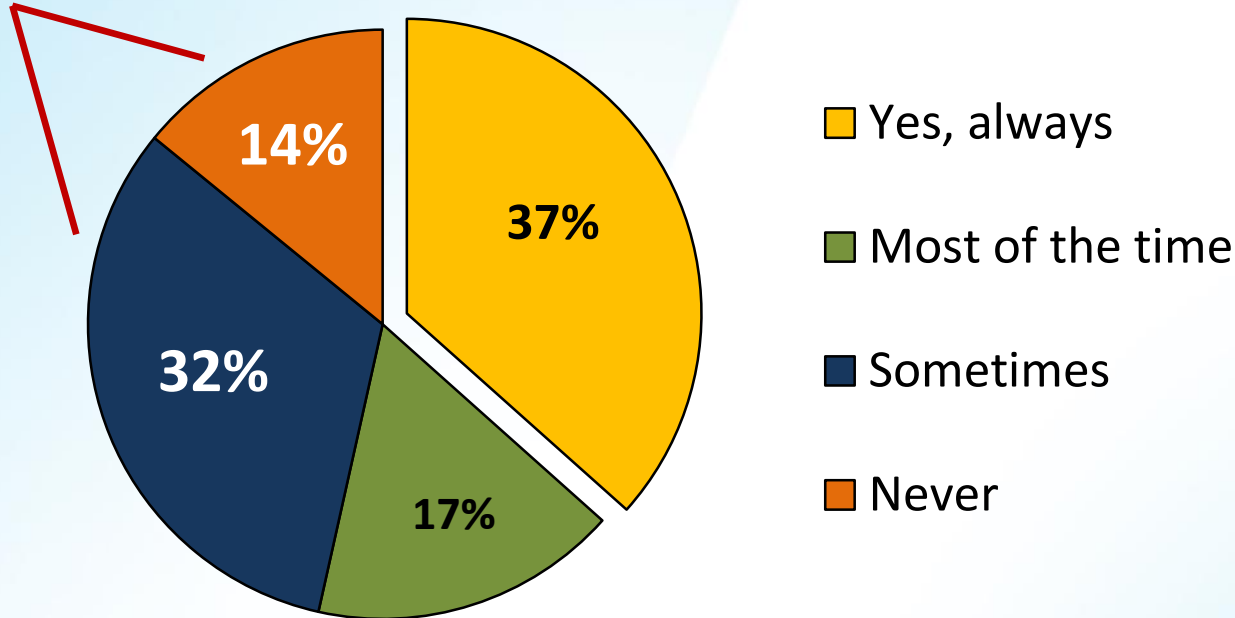
- What's your rescreening policy?



Faith-based Survey: Volunteer Background Screening

After Initial background check, do you rescreen your Volunteers?

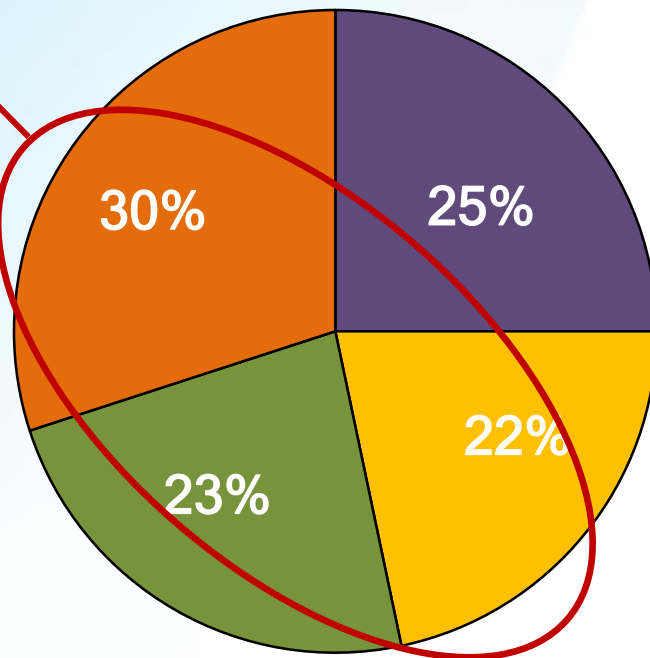
46% - Sometimes or Never



Even if a volunteer clears a background check the first time, that doesn't mean they will have a clean record forever. Rescreening is important to protect your organization, giving you peace of mind. Annual rescreening is highly recommended as a best practice.

How often do you rescreen your Volunteers?

75%!

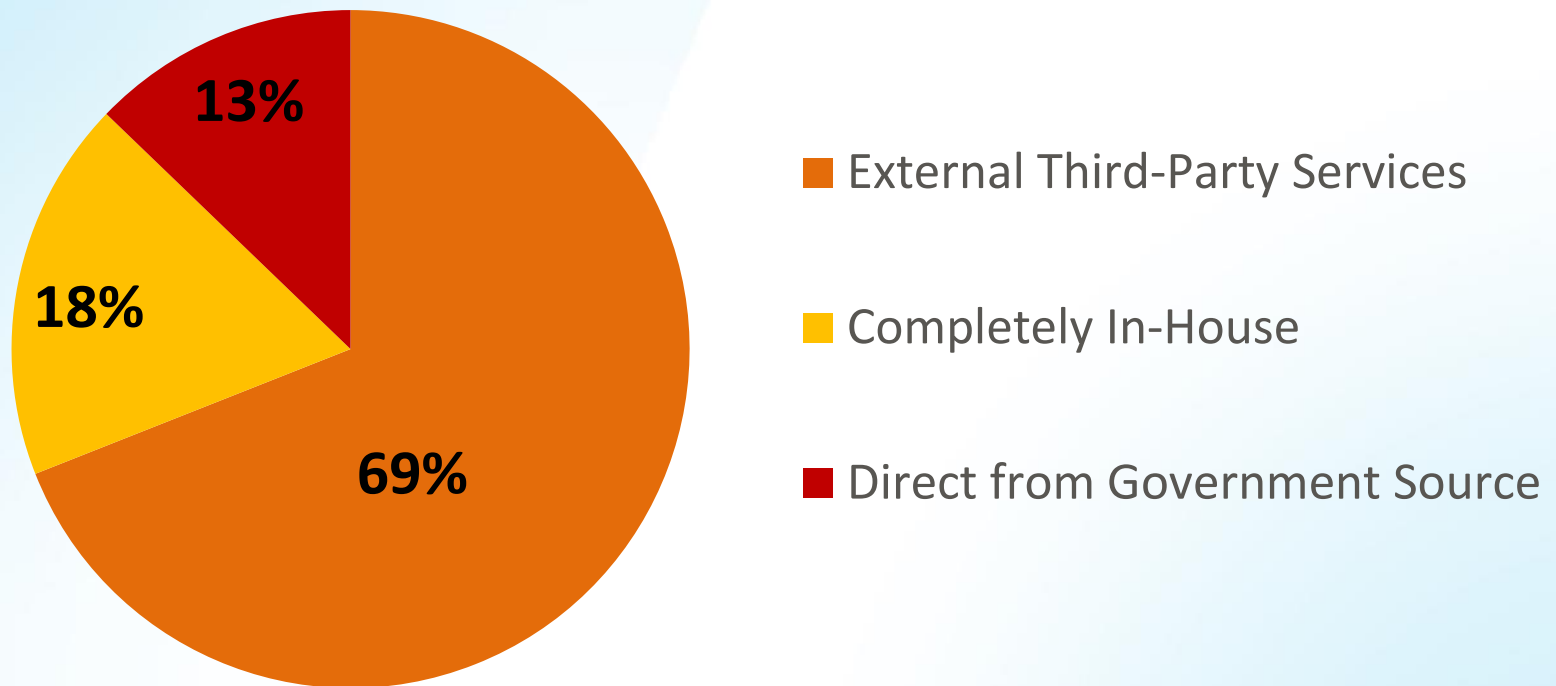


- Annually
- Every 2 years
- Every 3 years
- Other

4. Outsourcing Gets Better Results

Outsourcing Is The Way To Go

How are your background checks conducted?



Outsourcing Is The Way To Go

Why?

- Relieves administrative burden
- Gets the job done more quickly and without as much stress, red tape and bureaucracy
- Reduce liability should something go wrong
- Feel confident that you are FCRA compliant – and compliant with constantly changing state legislation

3. THE FCRA Applies to Volunteers

What is the FCRA?

Fair Credit Reporting Act - Federal Trade Commission (FTC)

- Passed in 1970 - foundation of consumer rights law in the United States
- Federal government legislation enacted to promote the accuracy, fairness, and privacy of consumer information contained in the files of Consumer Reporting Agencies (CRA = 3rd party vendor)
- Most background search queries fall under the FCRA

What does all this all mean?

It means...the FCRA Applies to Volunteers too!

Volunteers should be treated as employees for purposes of the FCRA

To receive background information from a company in the business of compiling background information, keeping compliant is key and you need:

- Consent & Disclosure Statements – FCRA rules & regulations require signed documents for every individual who receives a background check
- Pre-Adverse Action Notification
- Post-Adverse Action Notification
- Permissible Purpose (i.e. volunteer background check, employee screening)

The FCRA Applies to Volunteers

- Don't get hit with a lawsuit...
- Virginia little league volunteer, Robert Taylor vs. Westmoreland County Little League
- Countless companies...just last week \$3.6m lawsuit
- Consult legal counsel for further information



2. Screening Affects Your Insurance Premiums

Insurance Is No Longer “Check the Box”

Changes in the umbrella liability insurance market...



Insurance Is No Longer “Check the Box”

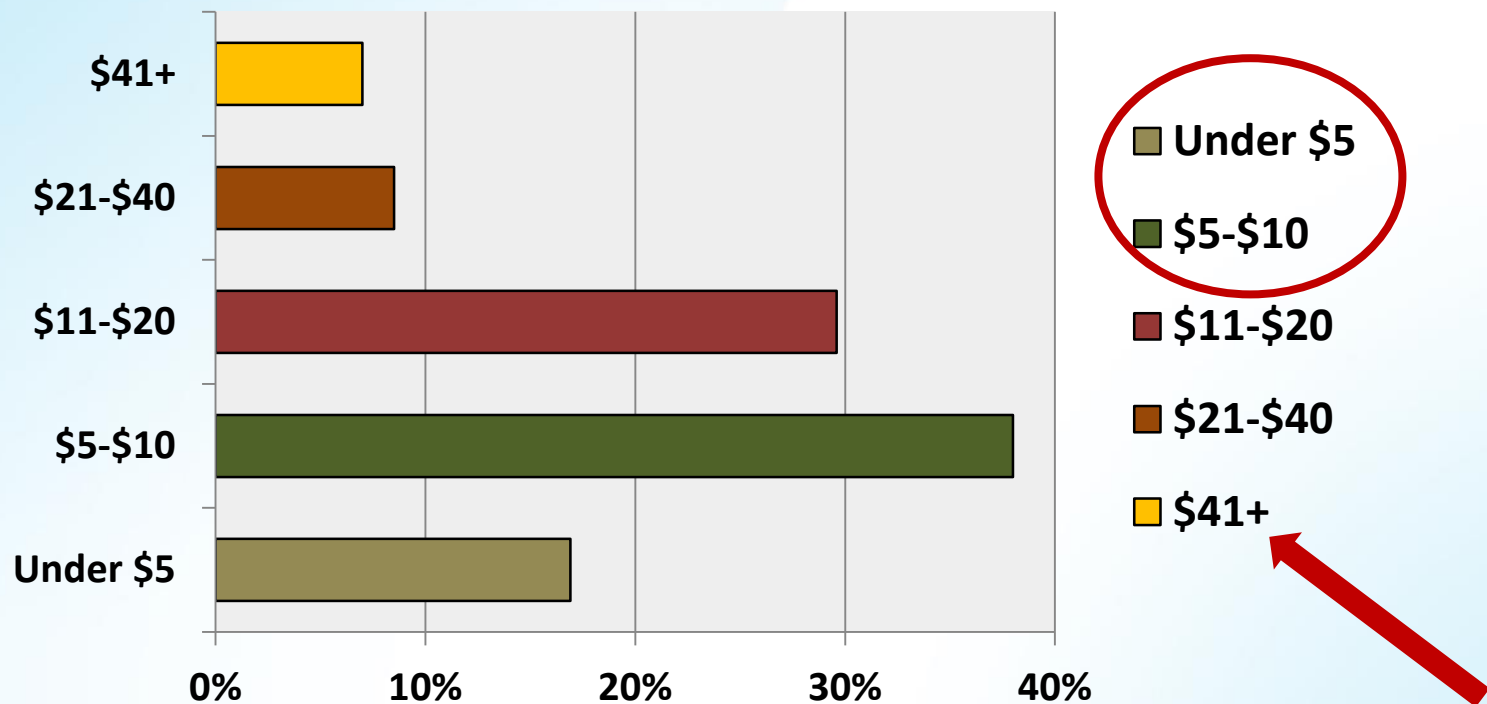
Clients report the following on insurers:

- Newly required background screening
- New and expanded questions in underwriting forms around volunteer background screening
- Higher premiums without strong volunteer background screening practices
- Some specialty liability coverages denied at any price without volunteer background screening

1. Ways to Save Money & Increase your ROI

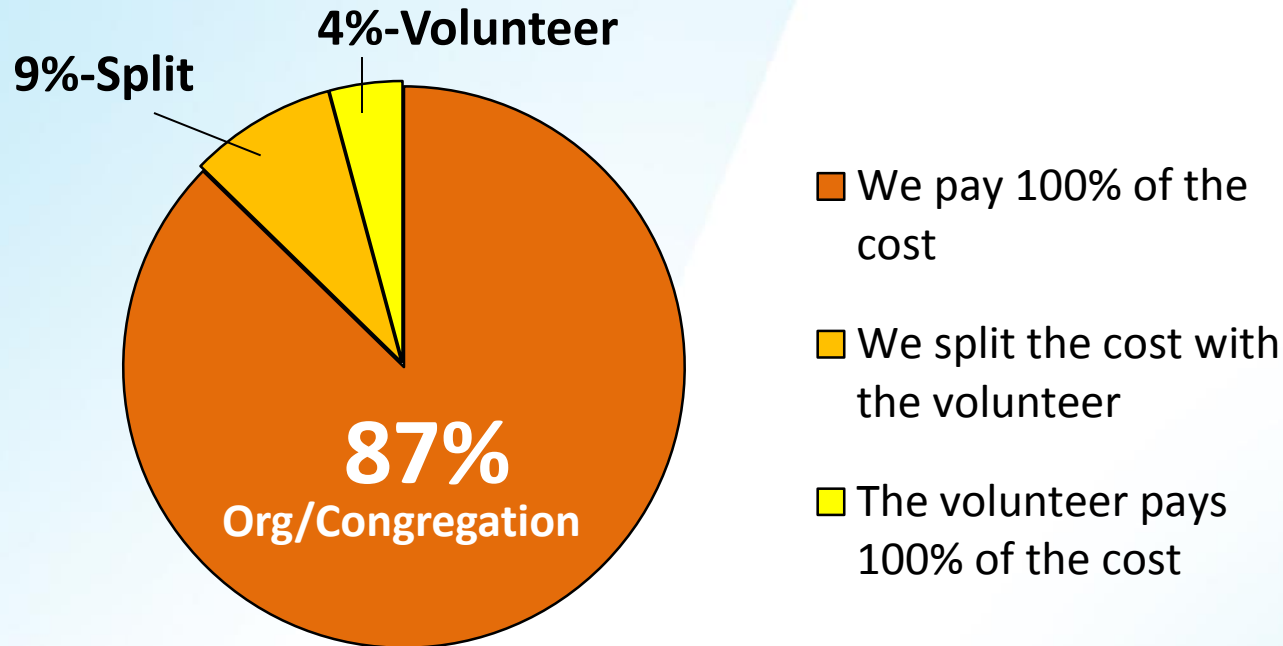
Faith-based Survey: How Much?

How much are you paying for volunteer background checks?



Faith-based Survey: Who Pays?

Who pays for the volunteer background check?



Many volunteers are happy to contribute to the cost of their background check. In most cases, volunteers care deeply about the organization or congregation they devote their time to...Covering the cost of a background check isn't going to deter them from volunteering.

There's A Budget Solution

Budget is a challenge:

- Causing organizations to get low quality checks or skip rescreening

Consider these facts:

- Screening saves your organization in terms of insurance premiums, fraud, theft and more
- Volunteers are usually willing to help
 - Take a look at volunteer contributions
- Your volunteer ROI



Helping Mitigate Risk

- Rules and regulations surrounding background screening are constantly changing – Each state has different jurisdiction requirements - Outsourcing helps monitor and track to ensure compliancy
- Know what you are getting and don't be afraid to ask those tough questions if you have a current provider – Quality of background checks is important - Safety is on the line
- Cutting corners on screening will not necessarily save you money, and in the long run, could end up costing you more
- Without a solid volunteer screening program in place, **your Assets, Reputation, People & Safety are all at risk!**

Volunteer Background Screening Faith-Based Survey



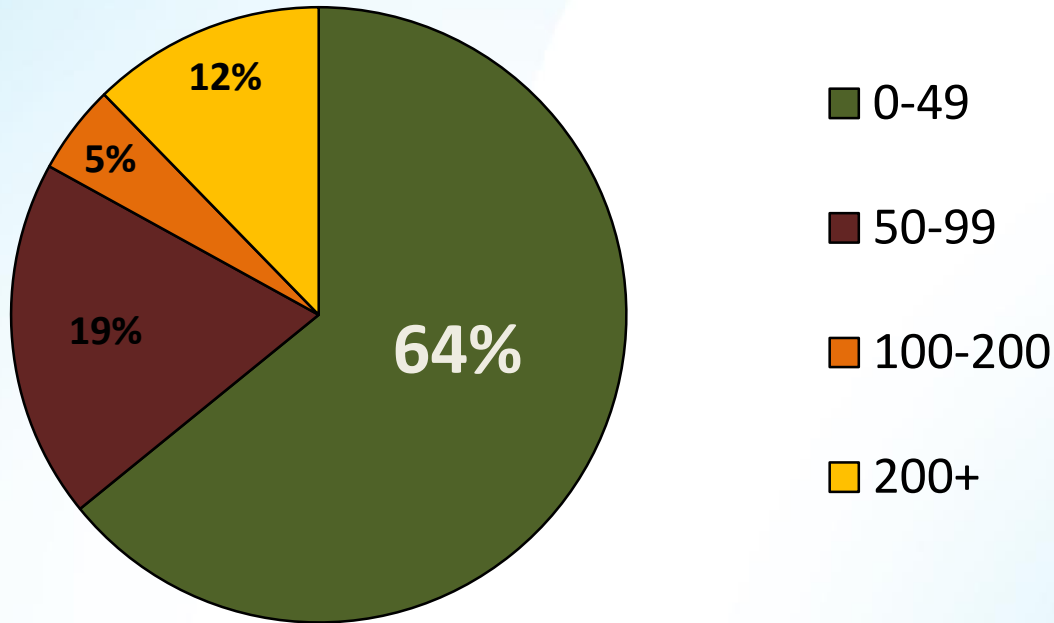
About the Survey

- The survey was designed to provide insights into Faith communities regarding:
 - ✓ **Volunteer Background Screening**
 - ✓ **Abuse Prevention/Protection**
- Survey included 20 Questions (10-Volunteer background screening | 10-Abuse Prevention)
- Over 115 responses from faith-based organizations/congregations
- Collected and analyzed over a 4-week period



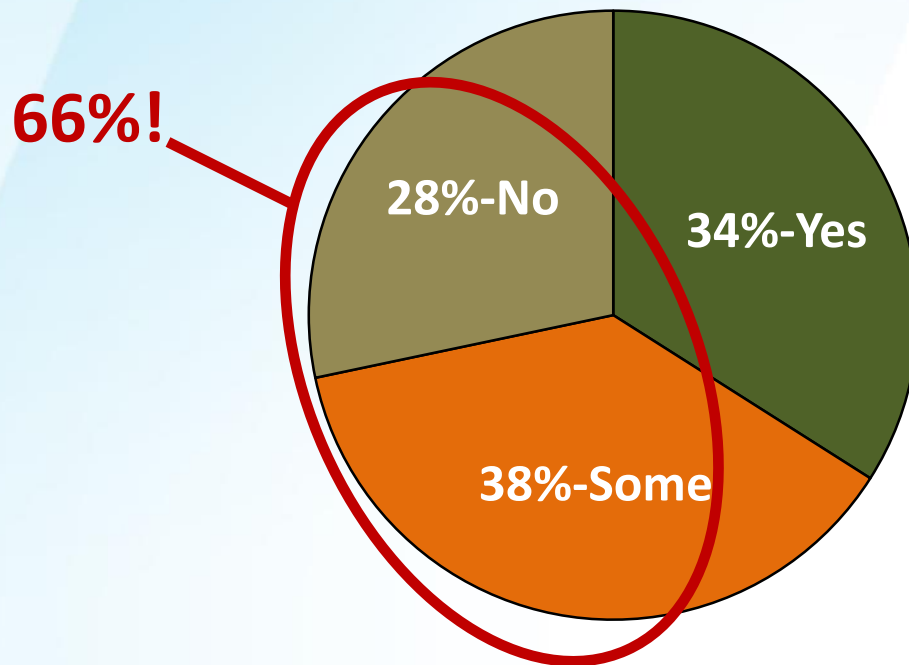
Survey Results – Volunteer Background Screening

Estimated number of total volunteers you have in your organization/congregation?



Survey Results: Volunteer Background Screening

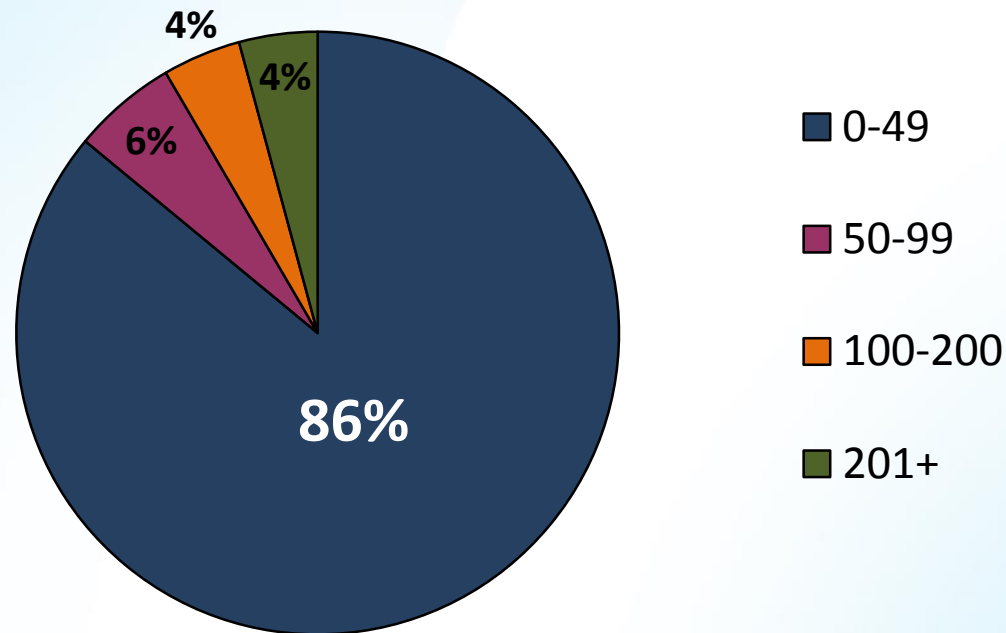
Does your organization/congregation run background checks on your volunteers?



- Yes, we screen all volunteers
- Yes, but only screen some volunteers
- No, we never screen our volunteers

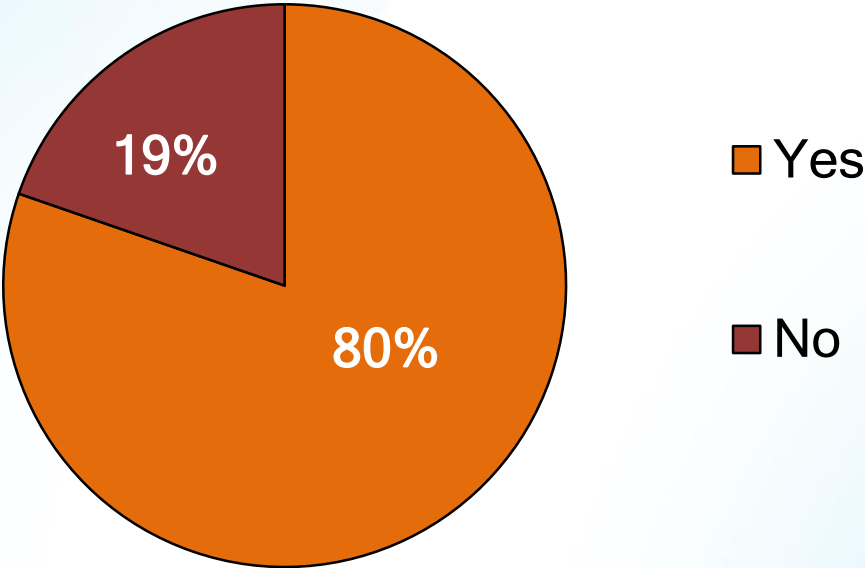
Survey Results: Volunteer Background Screening

Estimate the number of volunteer background checks you run within a 12 month period?



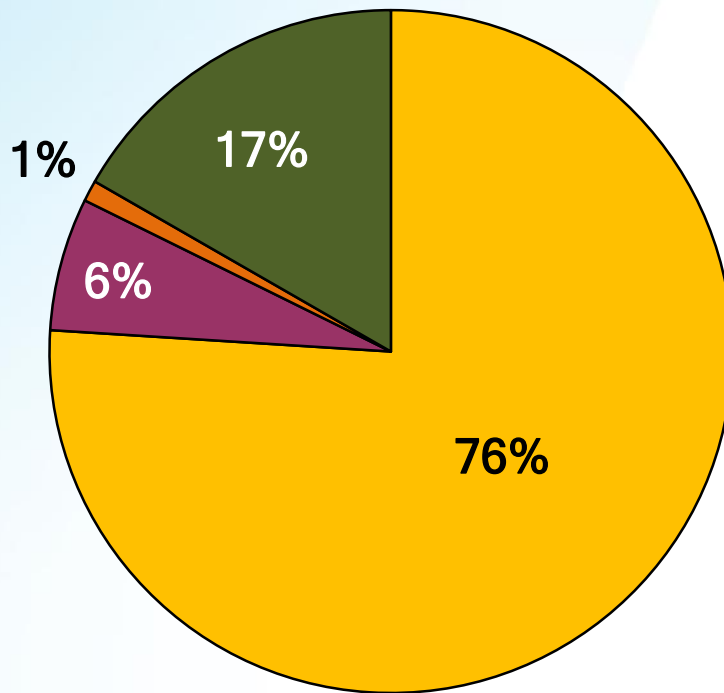
Survey Results: Volunteer Background Screening

Are your volunteer background checks managed by the same person/department who manages your staff background screening?



Survey Results: Volunteer Background Screening

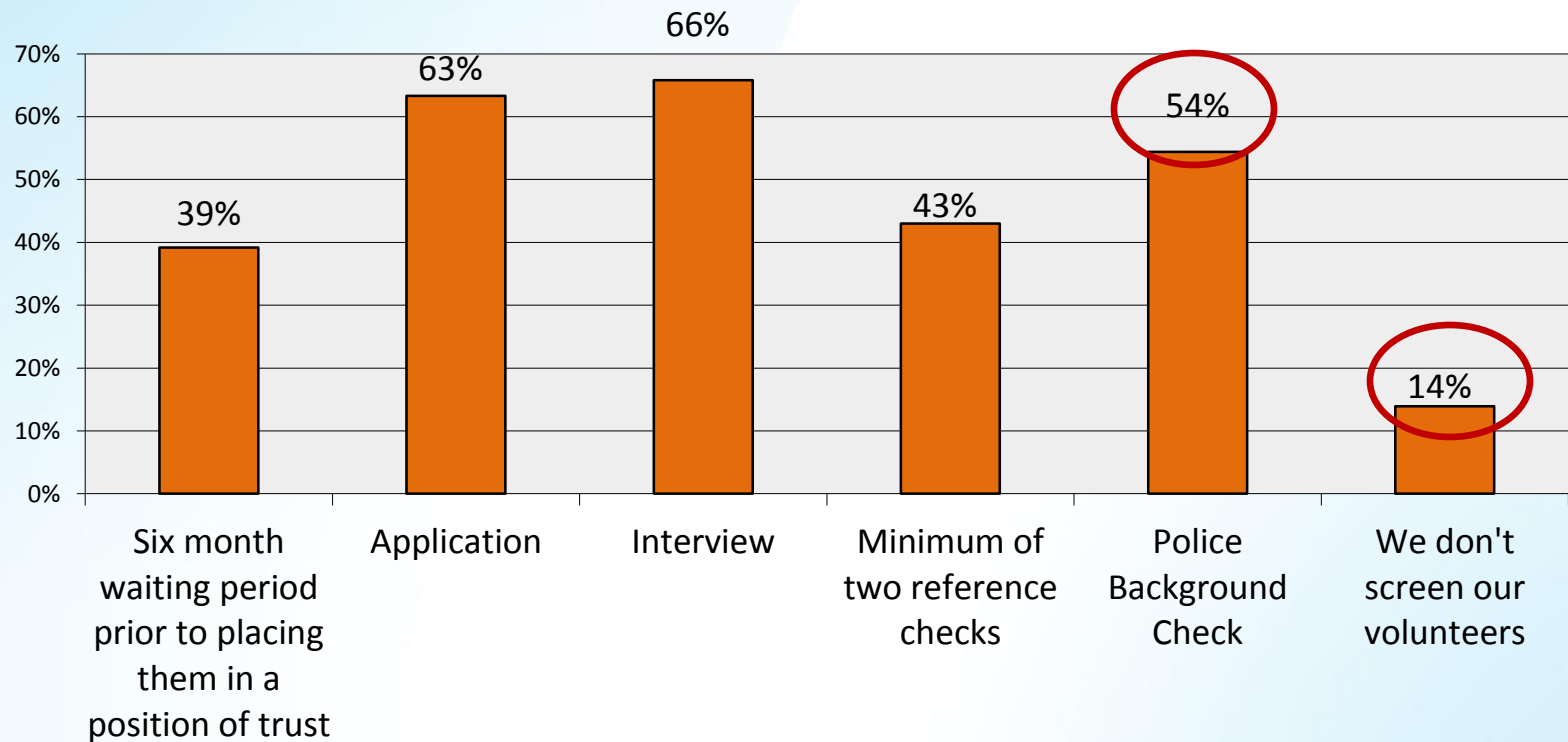
What type of Volunteer program do you Manage?



- My organization/congregation uses volunteers to help us achieve our mission
- My organization/congregation connects volunteers with open volunteer roles at community organizations
- Our employees volunteer for community organizations and we need to track their involvement
- All of the above

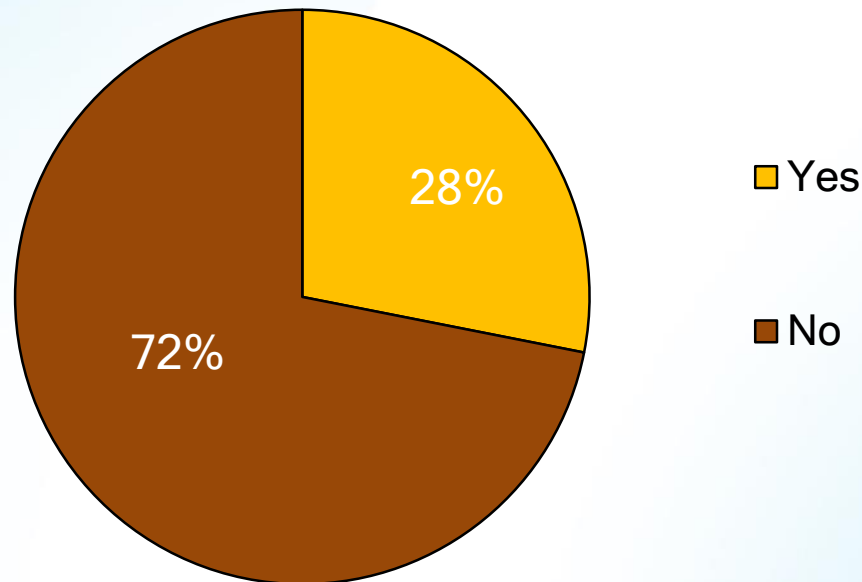
Survey Results: Volunteer Background Screening

**What steps do you take when screening your volunteers?
Check all that apply:**



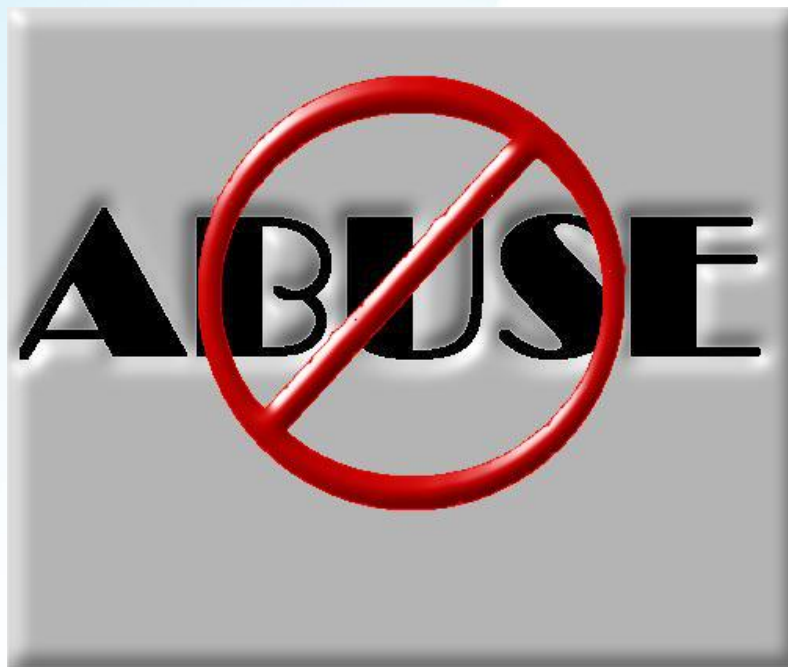
Survey Results: Volunteer Background Screening

Does your organization/congregation use a Volunteer Management System (VMS) or a Church Management System (CMS) to help centralize, track and manage all your volunteers?



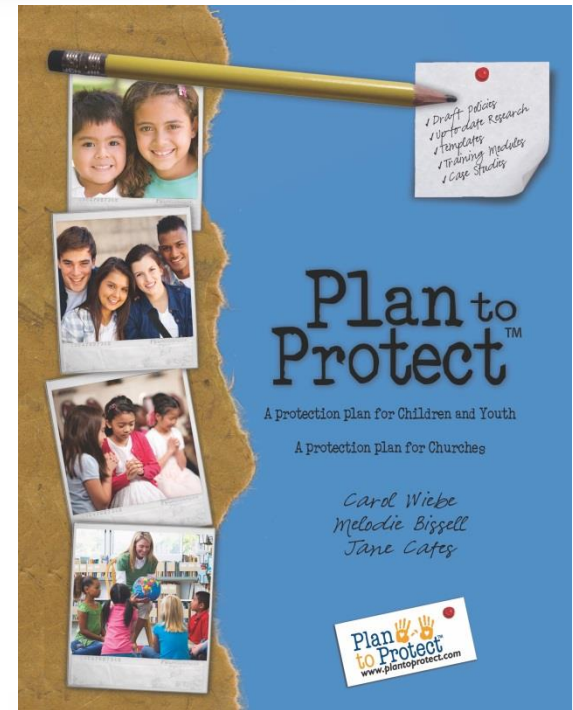
Survey Results: Abuse Prevention & Protection

Another important Safety Measure



About Plan To Protect

- Providing the HIGHEST STANDARD of abuse prevention and protection
- 20 years experience in abuse prevention and protection
- 10,000 churches
- 3,000 certified trainers / administrators



Anglican Network
in Canada



About Plan To Protect

Offering -

- Assessment and Audits
- Implementation
 - Policy Writing
 - Certification of Administrators and Trainers
 - On-line training for volunteers and staff
 - Audits
- Certification / Recognition

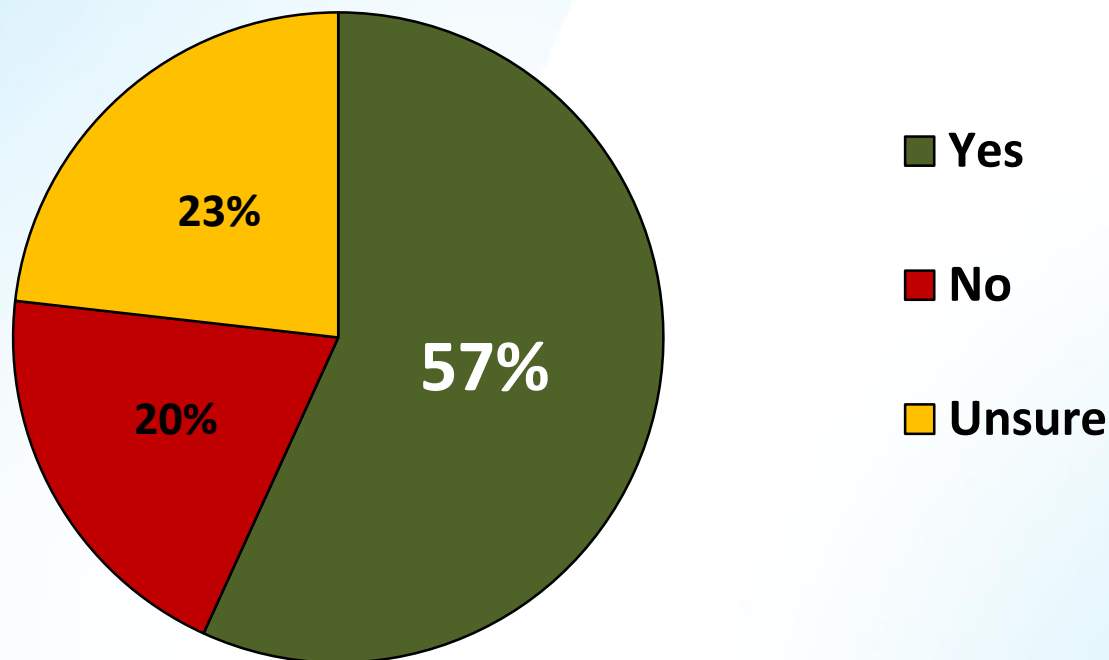
Plan 
to Protect®

Plan to Protect® is not about us not trusting our people, it is about our community trusting us!



Survey Results: Abuse Prevention & Protection

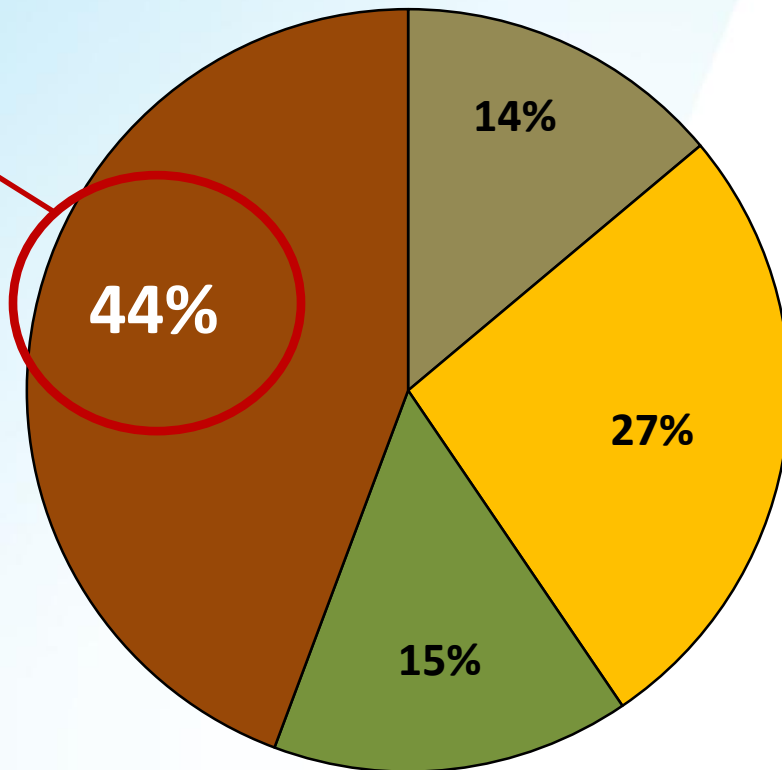
Do you have customized policies on abuse for the vulnerable sector?



Survey Results: Abuse Prevention & Protection

What type of abuse prevention training do you offer?

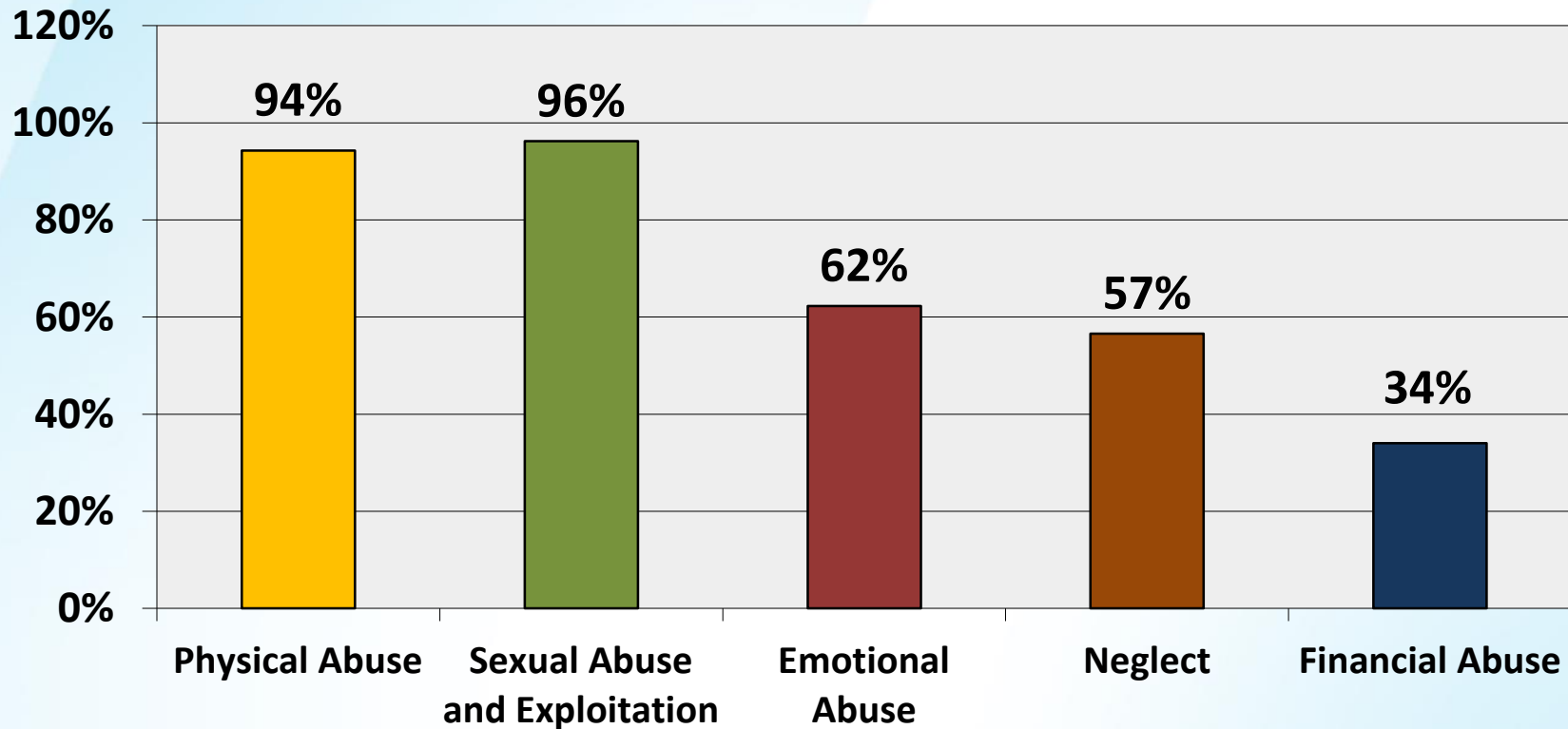
No Training offered!



- On-site with qualified trainers (what qualifications do they have?)
- On-site with our own trainers / staff
- On-line training
- We don't offer training

Survey Results: Abuse Prevention & Protection

Have you defined within your policies different forms of abuse?



About Verified Volunteers

About Verified Volunteers

- Verified Volunteers is backed by Sterling Talent Solutions, a global leader in background screening
- 40 years of experience in screening and risk mitigation
- Invests capital & technology behind Verified Volunteers
- Core mission partner - Points of Light-world's largest organization dedicated to volunteerism



Key Differentiators

- ✓ Quality and Accuracy (held to highest standards)
- ✓ Free Monthly Monitoring (12 checks for price of 1)
- ✓ Speed (industry leading turn-around times)
- ✓ Simple self-service ordering process (less than 5 minutes)
- ✓ Easy to use Administrator Dashboard (Free Management Software)
- ✓ Dedicated Customer Service Advocates (99.7% client retention)
- ✓ Customized Payment Options save financial resources (4 options)
- ✓ Volunteer Community (Sharing-Fast Pass)
- ✓ Secure and FCRA Compliant
- ✓ Technology (Innovators, smart-builder technology)
- ✓ Same discounted package pricing honored for employee screening

Safety. Quality. Efficiency. Peace of Mind.

WORKING TOGETHER

✓ **SAFETY:**

Committed to creating safe environments to volunteer and work in

✓ **QUALITY:**

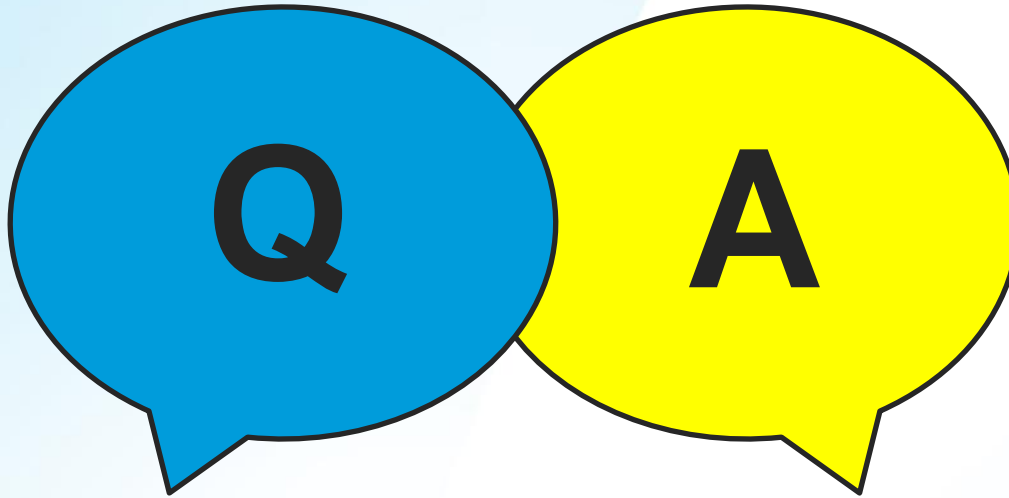
Dedicated to providing high quality screening, training and programming options

✓ **EFFICIENCY:**

Streamlined efficiencies to save time, money and reduce headaches

✓ **PEACE OF MIND:**

Help safeguard your Assets, Reputation and People



Kim Chochon
VP, Partnerships
206.300.6315
kimberly@verifiedvolunteers.com