



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

November 9, 2016

NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL



Moderator

D. Michael Durham, MTS

Membership & Development Coordinator

National Health Care for the Homeless Council

Nashville, TN; mdurham@nhchc.org



About the National HCH Council

- Founded in 1991 with the original 19 HCH projects
- Membership
- Training
- Technical Assistance
- Research
- Advocacy
- Meetings



The logo features a large green key shape. Inside the key's shaft, there is a row of white silhouettes of diverse people. To the left of the key, the year '2017' is written vertically in a large, bold, green font. To the right of the key, the text 'National Health Care for the Homeless' is written in a smaller green font. Below this, the words 'CONFERENCE & POLICY SYMPOSIUM' are written in a very large, bold, green font. At the bottom of the logo, the dates and location 'June 21-24, 2017 | Washington, D.C.' are written in a smaller green font.

2017

National Health Care
for the Homeless

**CONFERENCE
& POLICY SYMPOSIUM**

June 21-24, 2017 | Washington, D.C.

Working Together For

QUALITY ACCESS JUSTICE COMMUNITY

Quick Poll



Presenter



Kim Chochon

VP, Partnerships

Verified Volunteers

206.300.6315

kimberly@verifiedvolunteers.com

Agenda

- Helping Mitigate Risk-What You Need to Know about Volunteer Background Screening
- About Verified Volunteers & Sterling Talent Solutions
- 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 volunteer accused of stealing nearly \$30K from Red Cross

Karen Grayson charged with theft

UPDATED 7:07 PM CST Jan 14, 2016

Hotline Checks Comes Under Fire

By SHEELA NIMISHAKAVI | June 8, 2016

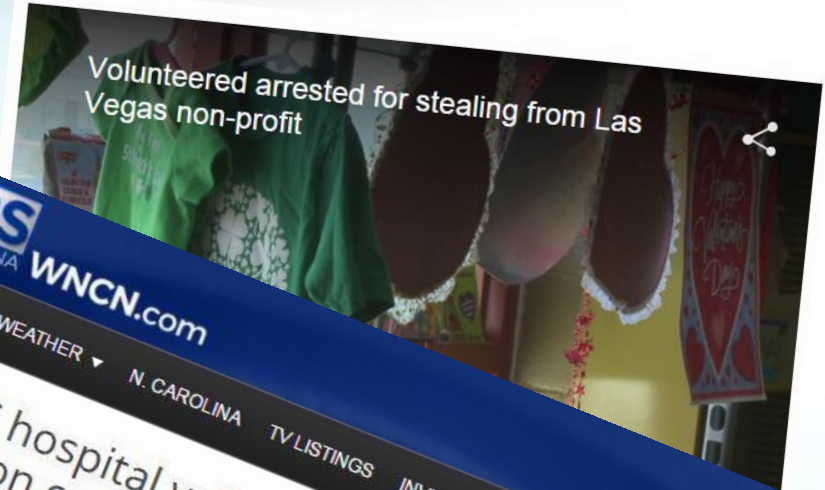
SHARE TWEET EMAIL PRINT SHARE MORE

Church volunteer arrested on child molestation charges

Posted: Jan 25, 2016 12:26 PM PST

Detroit Free Press

recognizing it, our principles of practice come into con...
is under fire for allowing three re...
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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.



Volunteered arrested for stealing from Las Vegas non-profit

OCBS NORTH CAROLINA WNCN.com

NEWS WEATHER N. CAROLINA TV LISTINGS INVESTIGATES SPORTS WHAT'S ON

Former NC hospital volunteer charged after confrontation caught on video

was arre...

9 Investigates school background check after Titusville High School coach arrested in drug ring

Updated: Jul 6, 2016 - 11:40 PM



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 More

4. Outsourcing Gets Better Results

3. THE FCRA Applies to Volunteers

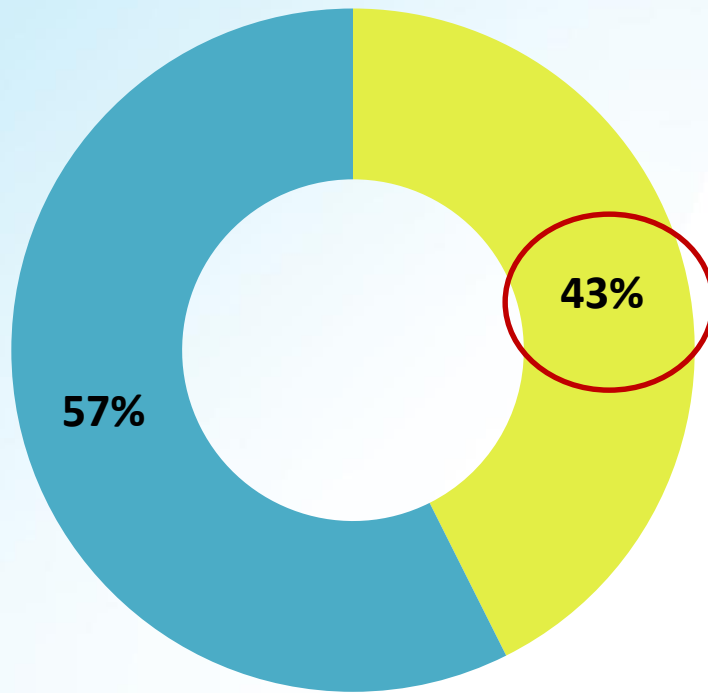
2. Screening Affects Your Insurance Premiums

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 criminal background checks.

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

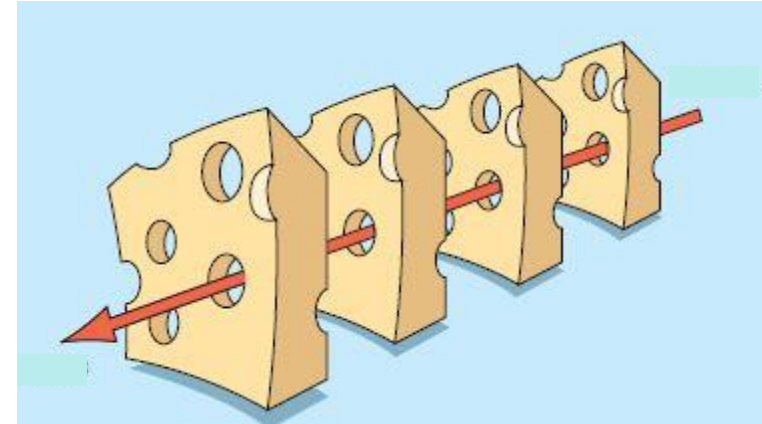


5. When it Comes to Screening – More is Better

Never Rely on only One Source of Information!

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

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!

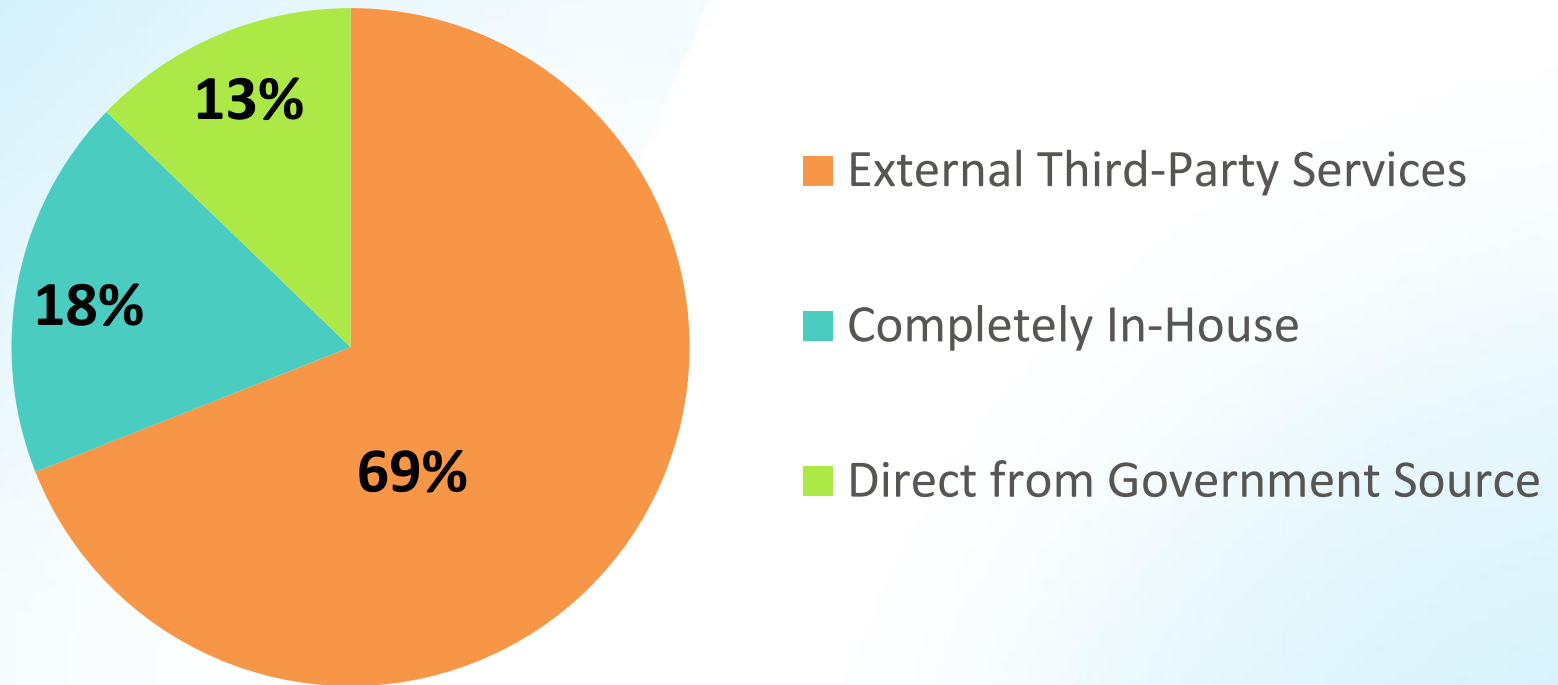
- What's your rescreening policy?



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
- Feel confident that you are FCRA compliant – and compliant with constantly changing state legislation
- Reduce liability should something go wrong

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:

- 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 checks, 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 other companies



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

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



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?

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!**

About Verified Volunteers

About Verified Volunteers

- Verified Volunteers is backed by Sterling Talent Solutions, a global leader in background screening with 40 years of experience in screening and risk mitigation
- “Local Screening Company with Global Expertise” - 3500 employees in 20 Offices in 9 countries (including Canada - www.backcheck.net)
- Invests capital & technology behind Verified Volunteers



Core Values

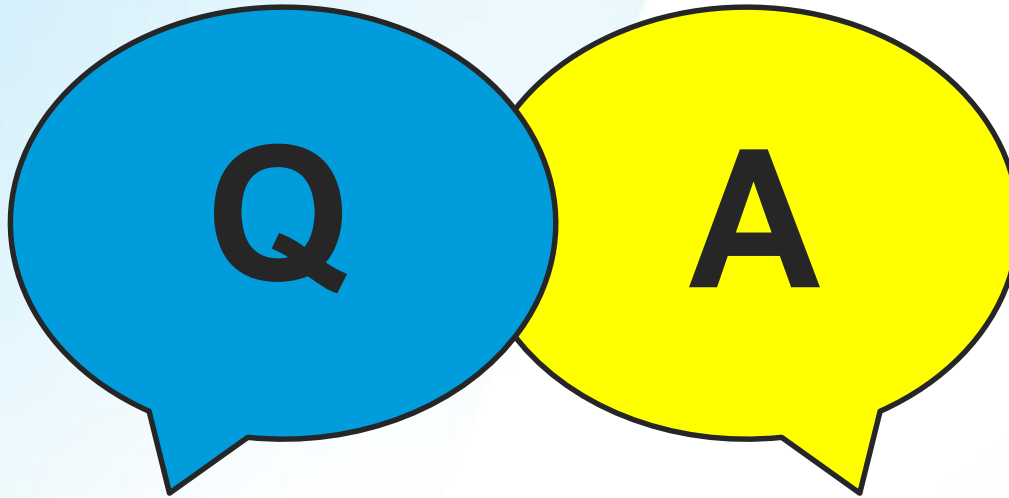
- ✓ **Quality/Accuracy**
- ✓ **Speed**
- ✓ **Compliance**
- ✓ **Service**
- ✓ **Technology & Integrations**

Employee Screening

- Employee screening can be managed by VV for a streamlined process
 - Different platform - staff screening needs differ from volunteer screening
 - Support for every stage of the hiring and retention process
 - Products Deliver confidence and efficiency for your entire recruiting program:
 - ✓ Drug testing & Occupational Health, I-9/E-Verify, Complete criminal Locator, Fingerprinting, Employee Verification and more!

Verified Volunteers Key Differentiators

- ✓ Tailored to the service sector (VV understands pain points)
- ✓ Quality and Accuracy (held to highest standards)
- ✓ Monthly Monitoring (12 checks for price of 1)
- ✓ 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
- ✓ Same discounted package pricing honored for employee screening



Kim Chochon
VP, Partnerships
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