Welcome to the NVFC’s Train Strong Webinar Series.

Today’s webinar is “Volunteers – Best Practices for Background Screening.”
Volunteers
Best Practices for Background Screening
The National Volunteer Fire Council (NVFC) is the leading nonprofit membership association representing the interests of the volunteer fire, EMS, and rescue services. The NVFC serves as the voice of the volunteer in the national arena and provides invaluable resources, programs, education, and advocacy for first responders across the nation.

NOT A MEMBER? Visit nvfc.org/join-nvfc today and you will be eligible for a wide range of benefits including insurance, training, special member promotions, and more!
OUR PANELISTS

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AGENDA

• Why background screen?
  – Numbers
  – Environment
  – Risk
  – Brand

• What does a background screen entail?
  – Types of services
  – Common services for departments and non-profit organizations
  – FCRA

• What are best practices we can learn from?
  – Scope
  – Process
  – Review
WHY BACKGROUND SCREEN?
WHAT A BACKGROUND SCREENING PROGRAM CAN HELP PREVENT

• Protect your department from potential workplace violence
  
  o Every year nearly 2,000,000 workers become victims of workplace violence

  o JDP calculates that about **every 7 hours** a registered sex offender is attempting to volunteer

  o **18,000** workplace assaults are logged every week

  o 65 million people in the United States (**1 in 4 adults**) are estimated to have criminal records

  o Employees who commit workplace violence typically have a history of criminal behavior and/or addictive habits
BENEFITS OF BACKGROUND SCREENING YOUR TEAM

Environment
• Creating a positive working environment free of drugs and free from individuals with serious criminal records
• Build trust amongst your team with the volunteers that work beside them

Risk
• Additional layer of protection for the citizens that count on you
• Know if someone may be a threat to your department’s financial well-being
• Reduce potential financial risk from litigation

Brand
• Protect the department’s brand / name
• Protect your town’s brand / name
WHAT DOES A BACKGROUND SCREEN ENTAIL?
<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Benefits</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
<td>Arrests by county, state, and local authorities. Speeding, Theft, Assault, Murder</td>
<td>Most comprehensive records for the county area. Records are most updated.</td>
<td>Contains records and arrests for this county only. Rely on matching records by name and DOB.</td>
</tr>
<tr>
<td>State</td>
<td>Contains only records reported by the counties of that particular state. Speeding, Theft, Assault, Murder</td>
<td>Covers a wider area where an individual lives or may have lived</td>
<td>Counties don’t always report records timely or sometimes not at all. Some states require additional information to run the search and can be more costly and increase in turnaround. Records may not be updated.</td>
</tr>
<tr>
<td>Federal</td>
<td>Arrests made by federal agencies. Interstate Drug Trafficking, Embezzlement, Mail Fraud</td>
<td>Searches records not contained in state or county records</td>
<td>Very low hit rate. Typically run for executive level candidates, high profile positions.</td>
</tr>
<tr>
<td>National</td>
<td>Contains some records from county, state, and federal.</td>
<td>Broad search of records across the country.</td>
<td>Reporting requirements vary across the country.</td>
</tr>
<tr>
<td>Fingerprint</td>
<td>Contains some records from county, state, and federal.</td>
<td>Broad search of records across the country.</td>
<td>Reporting requirements vary across the country.</td>
</tr>
</tbody>
</table>
## DATABASE SEARCHES

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Benefits</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor Vehicle Record</td>
<td>Searches driving record by state.</td>
<td>Strong source for moving violations that may not be identified within a criminal search. Also shows if a license is valid. Covers entire state.</td>
<td>May or may not be relevant to the position you are hiring for.</td>
</tr>
<tr>
<td>Credit</td>
<td>Search of volunteer's credit report. Will provide payment history and any “bad” debt.</td>
<td>Can show how a person handles money and any risk associated with it.</td>
<td>Restricted in some states. How relevant is it to the position?</td>
</tr>
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<tr>
<td>Employment</td>
<td>Verification of past or current employment. Verifies dates of employment, position, salary, eligibility for rehire as well as some performance related information.</td>
<td>Verifies prior employment is accurate and uncovers any potential performance concerns.</td>
<td>Employer sources are careful on what information they provide.</td>
</tr>
<tr>
<td>Education</td>
<td>Verification of degree / major and / or attendance at college or high school along with GPA.</td>
<td>Confirms degree achieved, major, and GPA.</td>
<td>Some schools may not provide GPA.</td>
</tr>
<tr>
<td>Reference</td>
<td>Interview with a personal or professional reference. Questions are flexible but typically revolve around character.</td>
<td>Understanding of persons character outside of work environment.</td>
<td>References provided are typically well prepped prior to contact being made.</td>
</tr>
<tr>
<td>License</td>
<td>Verification of license that the individual may hold. For example RN or CPA.</td>
<td>Ensures that the license is valid and there are no sanctions.</td>
<td>Information may vary by state.</td>
</tr>
</tbody>
</table>
COMMON SERVICES FOR DEPARTMENTS AND FCRA

What searches should I order?

• Most common searches for departments, nonprofit organization, and for-profit organizations are criminal records.
• Additional services depending on position may include:
  – Motor Vehicle Records
  – License Verification
  – Degree Verification

Fair Credit Report Act (FCRA)

• What is it?
• Why does this matter to us?
• Does it apply to my department?
• What are the obligations of the Consumer Reporting Agency (CRA)?
• What are the obligations of the Employer / Department / Volunteer organization?
  – Notification and Authorization
  – Consumer Rights
  – Adverse Action
• Additional Information:
BEST PRACTICES?
What is the risk?
- What will this person be doing?
  - Driving?
  - Working with disadvantaged population?
  - Managing cash?
  - Interacting directly with clients or other people?
- What information will he/she have access to?
  - Personal Identifiable Information?
  - Trade secrets?
- Can I defend my program?

What can I afford?
- Budget?
- Timing?

What are others doing?
- Lead or follow?
- Talk to peers
- Trade Shows
CHOOSING THE RIGHT PROGRAM

What are you looking for?
• Choose services that address the risk
• Don’t run services that will not impact the decision to allow for volunteering
• Be consistent

What provides the biggest Return on Investment?
• Work within your budget
• Understand the entire cost
• Run services that will provide the strongest results

There is no “standard” background screen

No background screen will capture every possible “hit”
CURRENT MODELS

Quick / Low Cost / Wide Net
National criminal record file plus developed names

Wide Net / Medium to Low Cost / Single County
National criminal record file plus developed names
Current county of residence – current name or all names

Wide Net/ Higher Cost / Higher Diligence
National criminal record file plus developed names
All counties of residence for past 7 years – all names
PROCESS AND REVIEW

Make it easy for the volunteer and for you!

• Paperless is always a positive
• Don’t ask for more than you need
• Communication

Assess your program on an annual basis

• Have the business needs evolved or changed?
• Are there new services available?
• Are there identified gaps that you are seeing?
• What are best practices?
• Has there been any legislative changes that may have an impact?
• Ready for volunteer self pay?
Q&A SESSION
POST WEBINAR THOUGHTS OR QUESTIONS?

JOIN THE CONVERSATION!

#CANCER #FUNDING #TRAINING #RECRUITMENT #SAFETY #RETENTION

VISIT VOLUNTEERVOICES.NVFC.ORG
THANK YOU!

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