

Class A Volunteer Background Checks!

Special Olympics
Pennsylvania





What's needed by Law and Policy?

What does the PA Volunteer Background Check laws require?

PA Disclosure Statement

- ▶ If anyone cannot attest to all statements, specifically the PA 10 consecutive years residency requirement, an FBI Fingerprint Criminal History Report is required.

PA State Police Criminal History Check

PA Child Abuse History Report

What does SO Inc. Volunteer Background Checks require?

Approved vendor National Criminal History Check

Approved vendor National Sex Offenders Registry Check

In total; five “reports” or six if FBI is required.



Why the change from Local to State office?

Why did SOPA choose to centralize the required Background Checks?

For multiple reasons;

We want to keep our required checks “loop” closed so we selected an approved national vendor (Verified Volunteers) to keep all records. If audited, they would support this process. We (you) cannot ensure a record has not been altered and therefore, going directly to the supplying source (PA State Police, etc.), assures we have correct information.

Some programs were not as diligent in managing (getting done) Background Checks BEFORE a Class A volunteers started their efforts and don't want anyone to be out of compliance!

Follow-up with individuals with activity will occur from one source.

Special Notes;

Not all crimes are reportable to the FBI. There may be other offenses on the PA State Police or PA Child Abuse making someone ineligible or restricted from volunteering with SOPA.

Previously, SO, Inc. required the national checks to be renewed every three years. SOPA received an exemption due the additional checks we are now legally required to run so all checks will be renewed every FIVE years.

What is the current process for SOPA Class A Volunteer Background Checks?



NEW VOLUNTEERS

1. New Volunteers sign-up online on SOPA's website.
2. By doing so, they create their own Vsys record.
3. If they selected a Class A role, they get an auto email instructing them to submit the PA Disclosure Statement (DS).
4. When the DS is received, it is review and approved, the uploaded to their Vsys file, the program assigned, and "Class A" assigned. If there is an issue, it's returned to the individual for correction.
5. This above step triggers and auto email the program manager (or designated individual) asking them to "vet" the individual and if wanted, to add them to the "Local Program Wants" list in Vsys.
6. By adding them to the "Local Program Wants" list it will automatically send them to Verified Volunteers (VV).



CURRENT VOLUNTEERS

1. Local programs provide the DS and instructing the Class A volunteer to submit by email or mail.
2. When the DS is received, it is review and approved, the uploaded to their Vsys file, the program assigned, and "Class A" assigned. If there is an issue, it's returned to the individual for correction.
3. They are then pushed to Verified Volunteers.

All together now!



BOTH NEW AND CURRENT VOLUNTEERS VERIFIED VOLUNTEERS PROCESSING ...

1. Sent a “welcome” email from TheAdvocates@VerifiedVolunteers.com instructing them to create a VV account and information to complete their PA State Police and National checks. Should be done within 72 hours but their VV opportunity will stay open.
2. Once completed, within 48 hours, they get a second email from ARSupport@VerifiedVolunteers.com with a **PREPAID** code and instructions to complete the PA Child Abuse check. The prepaid code **MUST** be used to keep our reports integrity closed.

Special Notes;

- If both steps are not completed within 10 days, VV “closes” their SOPA account and their record needs to be manually managed by SOPA. Important they act within this timeframe or could add another two or more weeks.
- Verified Volunteers has to manually manage all PA Child Abuse by reviewing thousands of pages each day checking for our volunteer’s completion.

REPORTS COMPLETED OR NOT MANAGED WITHIN 10 DAYS

- All final outcomes are returned to the Class A individual’s Vsys record. Their status is listed under “Background Checks” in their record.

WHAT DOES THEIR Vsys STATUS MEAN AND IS THIS INFORMATION SOMEWHERE IN Vsys?



VV STATUS LEGEND

On Hold – has not been sent to Verified Volunteers. Reasons;

- ▶ Was not vetted by local program and added to “Local Program Wants” list
- ▶ Has not submitted PA required Disclosure Statement

Sent – was sent to Verified Volunteers and sitting in queue. “Sitting” because;

- ▶ Opened emailed invitation and taking steps to complete (pending)
- ▶ Individual has not opened original emailed invitation and Verified Volunteer “close record” time has not lapsed (10 days) which will make them “Pending Adjudication”.

Error – incomplete information was sent to Verified Volunteer and returned because;

- ▶ Missing email
- ▶ Missing address
- ▶ Missing DOB
- ▶ Is a minor

Pending Adjudication on Vendor Website – meaning they need to be manually reviewed by state office because after ten days, VV “closes” their SOPA accounts as they;

- ▶ Did not complete the entire process (PA Child Abuse is the most likely issue)
- ▶ Completed the entire process but have activity on one or more of their background check reports

Eligible – background checks are complete without issues. Ready to assume Class A role.

Legend is Available in Vsys



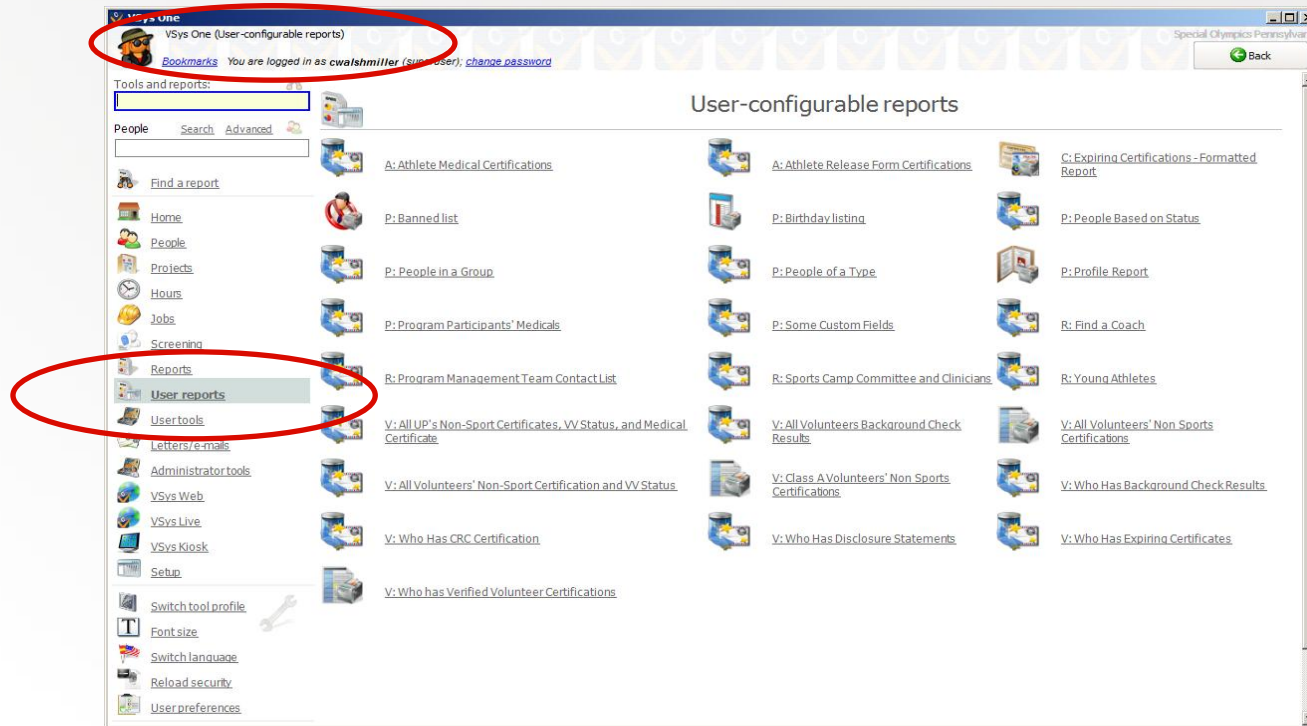
The screenshot shows the Vsys One web application interface. The browser title bar reads "Vsys One" and the page header includes "Special Olympics Pennsylvania". The main content area is titled "V: All Volunteers' Non-Sport Certification and VV Status".

Key interface elements include:

- Sorting:** "Sort #1: Name last/family, first" with an "Add sort" link.
- Output file:** "Save to file type: (unknown)" and "File: (not set)".
- Fields to include:** A dropdown menu currently set to "(all)".
- Help:** Links for "Help", "Get support", and "Tool documentation (2)".
- Instructions:** A section explaining that the export lists all volunteers in the program, sorted by last name, including their names, contact information, volunteer type, non-sport certificates, and VV status.
- LEGEND:** A note stating that the legend for VV Status can be found by clicking on Tool Documentation (1) on the left side of the screen.
- Export:** An "Export" button located at the bottom right of the interface.

Two red circles are drawn on the screenshot: one around the browser title bar and another around the "Output file" section.

CAN I RUN A REPORT IN Vsys THAT WILL PROVIDE ALL MY CLASS A VOLUNTEER STATUS INFORMATION?



Special Notes;

- Be sure to filter to your program only. If not filtered for your program, the report will take a very, very long time to complete.
- I advise you format the report in excel. You can work with the information more easily.
- Email the report to yourself.

HOW ARE WE DOING AND WHAT HAVE WE LEARNED IN THE PAST SEVERAL MONTHS?



As of September 8, 2016;

- 1004 Eligible (fully complete – no issues)
- 452 Open Invitations (Class A individual has not opened their VV email)
- 324 Adjudication (needs to be manually reviewed – either incomplete or activity on one or more reports)
- 104 Processing
- 30 No Order Placed (recalled by SOPA)

A total of 1916 plus 210 completed through Sterling for a grand total of with the vast majority being in the past three months. A grant total of 2126!

Biggest barriers to completing in order of most common;

- Not “getting” the first or the second of the Verified Volunteer emails and needs to be resent.
- Incorrect Vsys record information; bad or no email, no DOB, no address. All three are required.
- Struggles with the state’s PA Child Abuse site.
- Local program not requesting Current Class A volunteers to submit Disclosure Statement or individual believes the submission of the DS is all needed.

There is frustration at all levels due to the current processing. We hear you!

WHAT IMPROVEMENTS CAN OR ARE GOING TO BE MADE?

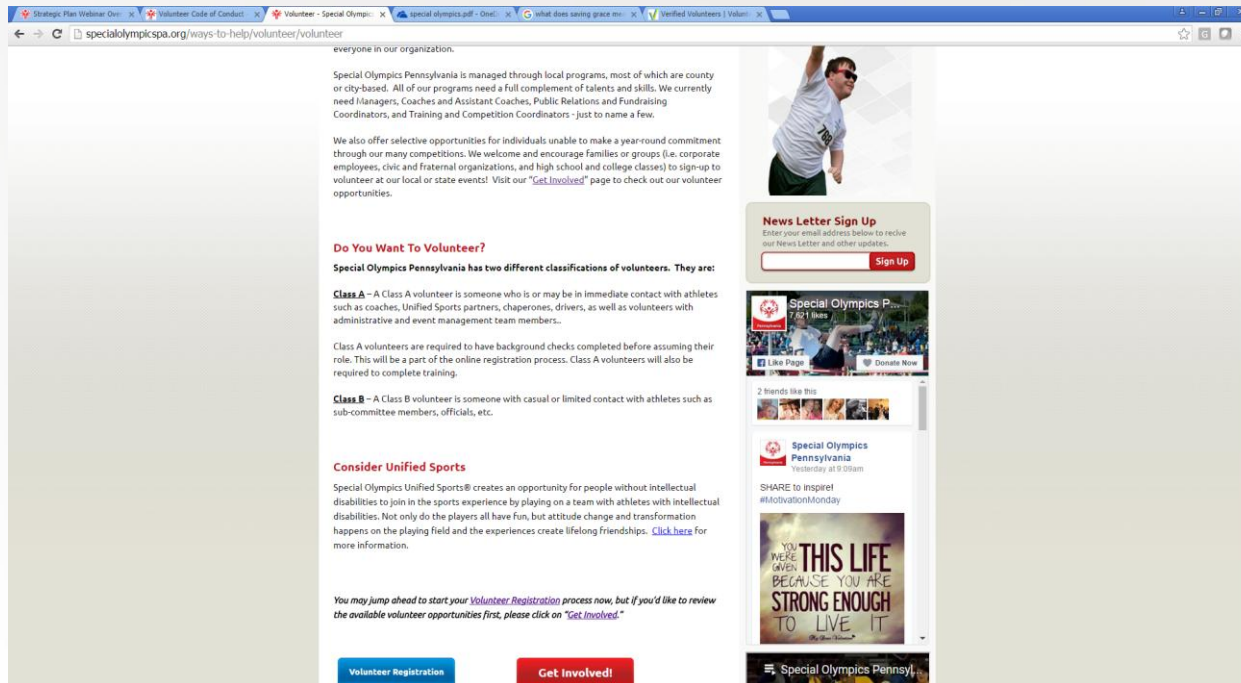


1. Sending all Class A volunteers (both new and current) directly to SOPA's website rather than local program having to notify them to complete the DS, etc. (Post "vetting" anticipation of Mid to Late September)
2. Improvement on educating the volunteer in advance of starting the process! Changes to SOPA's website. (Post "vetting" anticipation of Mid to Late September)
3. "Pending adjudication" needs to be change to "Incomplete" or "Un-performable." (Anticipate early 2017)
4. Vsys record status reflects "Incomplete" or "Un-performable" better clarification vs. "Pending Adjudication" which will be reserved for anyone with one or more checks activity).
5. Different, clearer communications from Verified Volunteers – step-by-step expectations. (DONE)
6. Develop a notification process letting local programs know of any changes in status. (PENDING FEESIBILITY REVIEW.)
7. Need to assign all NEW volunteers directly to their local program and not "General" so programs can assess their file immediately and not want to be "assigned."

WHAT MIGHT (IN DRAFTING PROCESS) SOME OF THESE IMPROVEMENTS LOOK LIKE?



All Volunteers will be sent to SOPA's website.



Replacing current "buttons" from;

- ▶ Volunteer Registration TO NEW Volunteer Registration
- ▶ "Get Involved" TO CURRENT Volunteer Background Check Renewals



By clicking “New Volunteer Registration”, the individual will be taken to SOPA’s online registration form.

New Class A roles will be taken to “Now What?” page.

Class B roles will be left for programs to vet and assign event or moved to Class A instructing them to submit the DS form.

Special Notes;

Future vision (DRAFT) is any Class B online registration individual will be taken to SOPA’s event listing for selection of event and role.

A screenshot of a web browser showing the "New User Details" form for Special Olympics Pennsylvania. The form includes fields for User ID, Password, and a "Volunteer Application" section with fields for First name, Middle name, Last Name, Gender, DOB, Address, City, State, Zip Code, Home/Cell - Primary Phone, Cell phone, Work phone, E-mail, Occupation, and Employer/School. A note indicates that all required fields are highlighted in red.

Current Class A volunteers will be taken directly to the “Now What?” page by clicking the “Current Volunteer Background Check Renewals” button.

NEW AND CURRENT VOLUNTEER “NOW WHAT?”

WEBSITE PAGE (DRAFT)



Welcome to Special Olympics Pennsylvania! As required by PA law and SOPA policies, you need to complete background checks. Here are the steps;

Step #1 Complete the PA Disclosure Statement ([link](#)) and return it to the address provided on the form. Don't forget to have a witness signature included. (Link to DS PDF with instructions.)

If you cannot attest to all statements, cross out that statement(s), complete and return as instructed. If you have not lived in PA for the past 10 consecutive years, an FBI Fingerprint Criminal History is required by law. Here is a link to find locations to support this requirement https://www.pa.cogentid.com/index_dpwNew.htm

If you have any questions with this step, contact ClassAPAVolunteerDisclosureStatement@SpecialOlympicsPA.org.

Step #2 Look for an email from TheAdvocates@VerifiedVolunteers.com (SOPA's background check vendor). Open and take action within 72 hours. (Link to VV PDF sample email and opening screen.) If you have questions or struggles with this step, contact SpecialOSupport@VerifiedVolunteers.com.

Step #3 Look for an email from ARSupport@VerifiedVolunteers.com (Verified Volunteers PA Child Abuse processing department). Open and take action within 72 hours. (Link to VV PDF sample email.) If you have questions or struggles with this step, contact SpecialOSupport@VerifiedVolunteers.com.

NOTE: When all steps are completed, you will get a “Congratulations” email from Verified Volunteers! (Link to VV PDF sample email.)

Step #4 The most important step ... Have a wonderful, fulfilling experience supporting SOPA's athletes and thank you for making it all happen!

Special Notes;

Didn't get an email from TheAdvocates@VerifiedVolunteers.com? Contact ClassAPAVolunteerDisclosureStatement@SpecialOlympicsPA.org.

Didn't get an email from ARSupport@VerifiedVolunteers.com? Contact SpecialOSupport@VerifiedVolunteers.com

Any questions about your status? Contact your Local Program (link to SOPA's LP page).

VV's COMMUNICATIONS



SOPA INVITATION EMAIL #1

Subject: Step 1: Volunteering with Special Olympics PA

Welcome {volunteer_first}!

Thanks for becoming a volunteer with Special Olympics PA (SOPA). Before you get started, SOPA needs you to follow a **2-Step** background screening process.

Complete your PA State Police and national check through Verified Volunteers by clicking here (link).

Once step 1 is complete you will receive an email from arsupport@verifiedvolunteers.com with details about how to complete the PA Child Abuse History Clearance.

You must complete both the screen through Verified Volunteers and the PA Child Abuse History Clearance in order to be cleared to volunteer with SOPA to meet Pennsylvania's state law.

If you have any questions, contact the Verified Volunteers Customer Care team at SpecialOSupport@verifiedvolunteers.com.

The Advocates Customer Care team

P.S. Received this email in error? Please contact Verified Volunteers at {contact_phone_number}.

*You must be over 18 to use the Verified Volunteers platform. If you received this email and are under 18, please print your SOPA Online Volunteer Application, have it signed by a parent or guardian, and return it to your local SOPA program.



Verified Volunteers Opening Page



A Message From Special Olympics PA

Thank you for becoming a volunteer with Special Olympics Pennsylvania (SOPA). Before you get started, we need you to follow a **2-Step** background screening process.

1. Complete your PA State Police and national check through Verified Volunteers by following the instructions on the right.

2. Once step 1 is complete you will receive an email from arsupport@verifiedvolunteers.com with details about how to complete the PA Child Abuse History Clearance.

You must complete both the screen through Verified Volunteers and the PA Child Abuse History Clearance in order to be cleared to volunteer with SOPA to meet Pennsylvania's state law.

If you have any questions, contact the Verified Volunteers Customer Care team at SpecialOSupport@verifiedvolunteers.com.

This Text Populated By Top Panel Heading

This Text Populated By Top Panel Message

Already have an account? [Click here to login](#)

[Username & Password Requirements](#)

Set up security questions now

By checking this box, I accept a



SUBMITTED NOTIFICATION EMAIL #2

Subject: Step 1 Complete: Volunteering with Special Olympics PA

Dear {volunteer_first},

Thanks for completing your PA State Police and national check through Verified Volunteers!
As a reminder, there is one more step needed before you can be cleared to volunteer with Special Olympics PA.

For your second and final step, you will receive an email from arsupport@verifiedvolunteers.com with details about how to complete the PA Child Abuse History Clearance. **It will arrive within one business day**

When all your background checks are completed through Verified Volunteers and all records are clear, you will receive a confirmation email.

If you have any comments, questions or concerns, please don't hesitate to reach out to our customer care team at the email below.

The Advocates Customer Care Team
SpecialOSupport@verifiedvolunteers.com
{contact_phone_number}

PA CHILD ABUSE CLEARANCE EMAIL #3



Subject: Step 2: Volunteering with Special Olympics PA

Dear {volunteer_first},

Thanks again for completing your PA State Police and national check through Verified Volunteers. As we mentioned, there is one more step needed before you can be cleared to volunteer with Special Olympics PA (SOPA) – you’re almost there! Here are your instructions for **Step 2**, obtaining a PA Child Abuse History Clearance:

Open the attachment, entitled PA Abuse Account Creation. This will walk you through the process you will follow on the PA Child Welfare Portal.

During the process outlined in the attachment, you will be asked for a code for payment. SOPA is paying all related costs to your checks. Enter code:

WXL75XUEUOQ3

Once your order is processed and completed, a copy of your clearance will be returned directly to Verified Volunteers and the results will be included in your background report for SOPA. If you are clear, you can begin your SOPA volunteer role. If there are any questions about your reports, someone from SOPA will be in-touch with you directly to conduct a review.

If you have any questions, or experience any issues processing your request with the code you received, please contact ARSupport@VerifiedVolunteers.com

Note: Step 2 must be completed within 6 business days from the date of this email.

For any issues or concerns with the Child Welfare Portal site, please contact the CWIS Support Center at 1-877-343-0494.

Sincerely,

Abuse Registry Department

Verified Volunteers, 6111 Oak Tree Blvd, Suite 400, Independence, OH 44131

THE PA CHILD ABUSE SUPPORT!

(PDF is attached to email.)



Verified Volunteers has created a step-by-step set of instructions but is also available to walk you through the process if needed!

Instructions provided with PA Child Abuse email with prepaid code;

Creating an account and starting your background check

Go to <https://www.compass.state.pa.us/cwis>

Click "CREATE INDIVIDUAL ACCOUNT"

If the child you would like to report on is in immediate danger, please call 911 immediately.

WELCOME TO THE
Child Welfare Portal

Our service provides a means for individuals to apply for PA Child Abuse History Clearance online and for mandated reporters to report child abuse in Pennsylvania.

[INDIVIDUAL LOGIN](#) [CREATE INDIVIDUAL ACCOUNT](#)

Organizations can manage PA Child Abuse History Clearances online for their employees and volunteers

[ORGANIZATION LOGIN](#) [CREATE ORGANIZATION ACCOUNT](#)

A blue ribbon logo with the letters "CWIS" and a stylized human figure inside the ribbon. The ribbon is tied in a loop, and the background is a blurred image of children.



Eligible Notification #4

Subject: Special Olympics Pennsylvania has reviewed your background check

Dear {volunteer_first} {volunteer_last},

Congratulations! Your background check has been reviewed by Special Olympics Pennsylvania.

~~You will be contacted by~~ Please contact your local Special Olympics Pennsylvania program to ensure all required steps have been completed prior to activating you as a volunteer.

You will see a badge on your Profile page displaying your level of background check. To view your detailed results, login and click directly on the badge.

If you encounter any issues, please feel free to contact us at the email address listed below and we will get back to you as soon as we can.

The Advocates Customer Care Team

{sys_email_advocates}



Q&A

Thank you!

Stop by “Ask Me” with any questions you think of after
this session!!

Special Olympics
Pennsylvania

