

Screening Volunteers

A Guide For Human Resource and EZVolunteer Administrators

To use the workflows described in this guide you must have an EZVolunteer account and that account must be assigned to the administrative role VMS_Admin. This role will give you access to the background module of EZVolunteer. If you are unable to sign-in or navigate to the Volunteer Management System, contact your EZVolunteer administrator or Relatrix Support (support@relatrix.com.)

To access the Background Module of EZVolunteer follow these steps -

1. Sign-in to your account
2. Click **Admin**, in the upper right corner of the page to get to the administration console
3. Select the **Utilities Module** (Wrench Icon)
4. Choose **Background Screening** under the EZVolunteer Section

Here's what the Administration Console looks like and how to navigate to the background screening module.

The screenshot displays the Relatrix Administration Console interface. The top navigation bar includes the Relatrix logo, user information for 'Relatrix Demo HQ', and options for 'My Account' and 'Logoff'. The left sidebar contains a menu with categories like Dashboard, Users, Newsletters, Notices, Forms, Events, Files, Volunteers, Visitors, Opportunities, Partners, Staff, Offers, and Requests. The main content area is divided into three sections: EZCommunicator, EZVolunteer, and EZPartner. The EZVolunteer section is highlighted with a red box, and the 'Background Screening' option is selected. Below this, there are sections for 'USERS' (TOTAL/NEW 46 / 16) and 'USERS BY STATUS' (a pie chart and a table). The pie chart shows the distribution of users by status: Visitors (33.33%), Inactive (11.54%), Deleted (24.36%), Partners (10.26%), Volunteers (15.38%), and Other (2.56%). The table below the chart lists the counts for each status: Inactive (9), Deleted (19), Contacts (2), Volunteers (12), Partners (8), Visitors (26), and Other (2). At the bottom, there are several progress indicators for 'Newsletters', 'Newsletters/Messages', 'No Email', 'Bounces', 'Opens', and 'Inactivates'.

Options For Screening Volunteers

There are three basic options for initial screening of volunteers.

- 1. Real Time Screening** - You can perform real time screening when volunteers register through an integration we provide with Backgroundchecks.com, a national criminal history database provider. The results come back to us, usually within a minute and we have a screening workflow that we follow, based on whether there are any hits on their record.
- 2. Batch Screening** - You can perform batch submission screening through a separate integration we have with a Sterling, another national screening provider. The results come back to us as Sterling completes their offline check process and are automatically updated on the volunteer's record.
- 3. 3rd Party Screening** - You can perform external screening by exporting lists of newly registered volunteers to a spreadsheet file. You can take this file and upload to your preferred 3rd party screening company. The results come back to us by you manually updating the batch of volunteers you exported

If your district has a policy of re-screening volunteers periodically you can generate a list of volunteers in the EZVolunteer background module, based on the time since their initial background check and re-submit them for screening. Depending on the option you use for initial screening, the results will come back within a few minutes/hours or may take several days.

Here's what your main Background Check List Page looks like

Click on the name of the list to log results to profiles and to make edits to the profiles included in the list

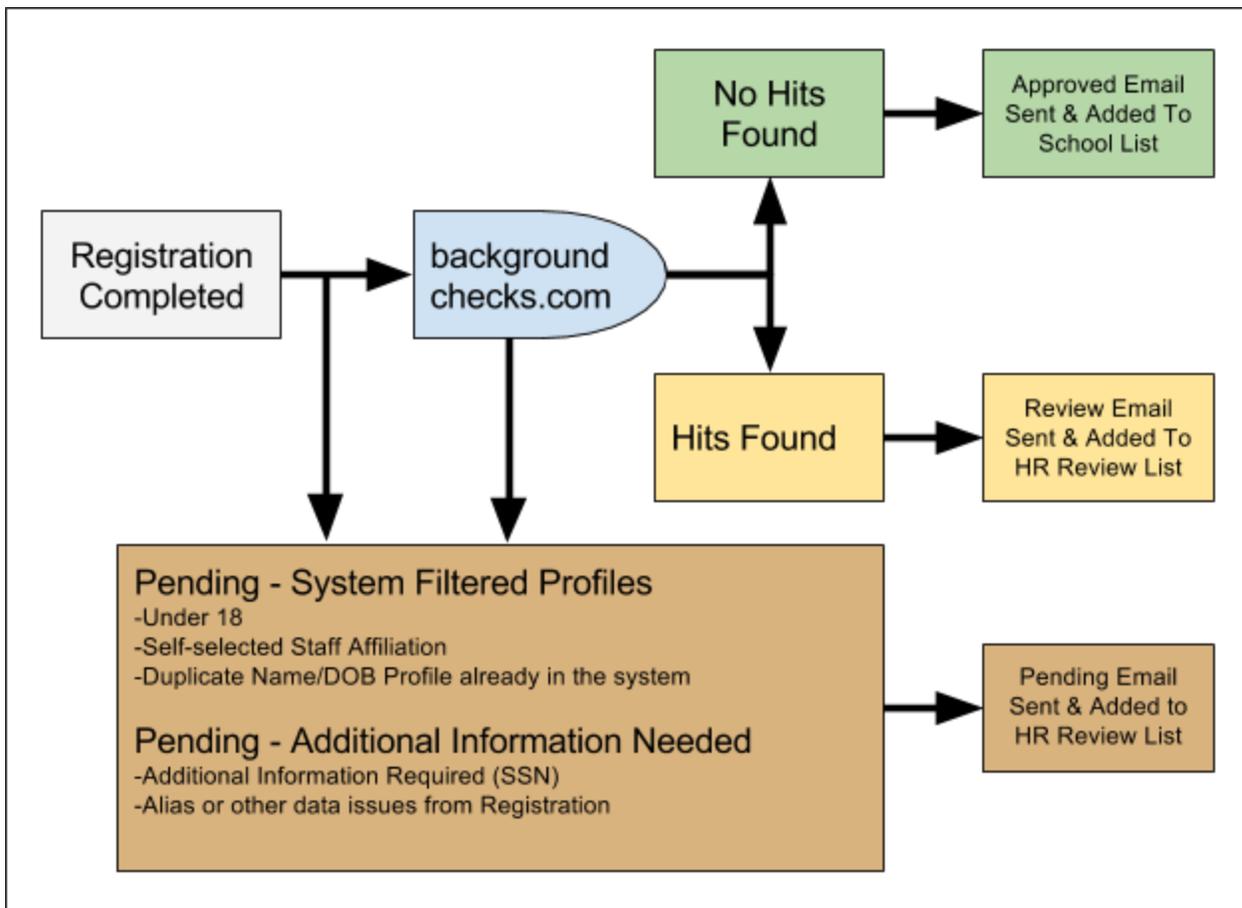
Name	Date Created	Count	Logged	Action
Frankie	11/18/2016	1	0	Delete View/Print Export to Excel Check
Duplicate Profile Investigation	08/31/2016	0	0	Delete View/Print Export to Excel Check
Staff Manual Review	08/16/2016	0	0	Delete View/Print Export to Excel Check
Under 18 Manual Review	08/16/2016	0	0	Delete View/Print Export to Excel Check
Not Approved	08/16/2016	1	1	Delete View/Print Export to Excel Check
SSN Requested	03/16/2016	0	0	Delete View/Print Export to Excel Check
SSN Needed	11/30/2015	0	0	Delete View/Print Export to Excel Check
Further Review	02/18/2015	0	0	Delete View/Print Export to Excel Check
Review From Real Time Screening	02/16/2015	6	6	View/Print Export to Excel Check

Real Time Screening Process

With real time screening a check is run whenever a volunteer registers with the EZVolunteer system. At the completion of registration the information from the volunteer’s account, including name, date of birth and any aliases provided are sent to Backgroundchecks.com to be screened.

Depending on the screening services you have contracted for the real time screening will perform a state and national criminal history search of the person, including a national sex offender check and any arrest or conviction data available in all 50 states.

The Real Time Screening (RTS) workflow operates as shown below.



The Approved and Review emails to the volunteer from the Real Time Screening workflow are based on templates that you can control and update to include appropriate wording from your district.

Dealing With Review Status Volunteers

If a *hit is found during real time screening*, EZVolunteer will send an email to the designated HR contact with an alert that the volunteer has been added to the review list and that additional action is required by HR.

You would then follow these steps -

1. Sign in to your account in the EZVolunteer system
2. Click on the Admin button to access the administration console
3. Go to **Utilities > EZVolunteer > Background Screening**. This will pull of a page of background lists for managing Pending, Review and Not Approved volunteers
4. Find and select the **'Review From Real Time Screening'** list
5. This will display all volunteers with Pending status (**Beige** record for *SSN Needed, Data Issues, Under 18, self-selected Staff Affiliation or if a Duplicate Name/DOB profile was found in the system*) or Review status (**Yellow** record for *hit found during real time screening*).
6. You can work through the whole list or find the volunteer for which you received an email and click the **Notepad** icon on the left-side of the record to review any hit results/comments posted from Real Time Screening
7. Add any additional comments/notes in the results field for future reference
8. You can apply a result while in the hit result/comment page by using the **'Select A Result'** drop down to either **Green** (OK - Standard) or **Red** (Not OK) the volunteer(s).
9. If you don't apply a result while in the hit result/comment page, you can Save and go back to the list and select the record with the check box on the left for the volunteer(s) that you have reviewed, then use the **'Select A Result'** drop down to either **Green** (OK - Standard) or **Red** (Not OK) the volunteer(s).
10. If you would like to move any of your profiles to a new or existing list, select the profile and choose either option from the Action Dropdown; **Move to New List** or **Move to Existing List**

If you Approve a volunteer after review, the system will automatically* send them an Approved After Review email; activate their volunteer record and assign them to the school volunteer list they chose during registration.

If you Decline a volunteer after review, the system will automatically* send them a Declined After Review email and de-activate their volunteer record. We recommend moving that profile into a **"Not Approved"** list so you can keep visual record of the declined profiles, so you can go back to their record should further action be required.

Here's an example of the Review From Real Time Screening background list with Review and Pending volunteers.

Log Results - Review From Real Time Screening

Use this action list to:

- Send an email to pending volunteers requesting additional info
- Resubmit with additional info
- Move profiles between lists
- Remove profiles from list

Select OK - Standard to Approve or Not OK to Decline a volunteer

Enter background check details for selected volunteers:

Incident: Select a Result: Go

	LName	FName	Email	School	Registration	DOB	BG Check	Incident	Train1	Train2	Result
<input type="checkbox"/>					07/01/2015	01/01/1980	07/01/2015	-	-	-	Pending
<input type="checkbox"/>					08/16/2016	07/20/1979	11/16/2016	-	-	-	Review
<input type="checkbox"/>					11/15/2016	10/02/2003	11/15/2016	-	-	-	Pending
<input type="checkbox"/>					08/31/2016	12/15/1976	08/31/2016	-	-	-	Pending
<input type="checkbox"/>					08/16/2016	11/23/1973	11/16/2016	01/01/1900	-	-	Review
<input type="checkbox"/>					08/15/2016	11/24/1962	08/15/2016	-	-	-	Pending

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Background Results & Comments

Please add any comments regarding this volunteer's background check results. Information on this page can only be viewed by Administrators.

Name: Joe Cowden Registered: 08-16-2016 School: Adams Elementary Status: Review Last Check: 11-16-2016

National Database Screening:
Date Of Screen: 8/16/2016
First Name: Joe
Last Name: Cowden
Date Of Birth: [REDACTED]
Gender: M

National Database Screening Results:
SPEEDING - 83 MPH/70 MPH DISMISSED AFTER DRIVER'S SAFETY COURSE MISDEMEANOR TRAFFIC NOLO CONTENDERE
[REDACTED]

Date:
Disposition: DISMISSED AFTER DRIVER'S SAFETY COURSE
SPEEDING REMANDED 2004- [REDACTED]
Sentence:
Date:

Save Cancel Update Status: Select a Result Go Print << PREV NEXT >>

*You can Update the status of the profile right in the comments page
*Print the comments
*Page between the profiles in the list

Dealing With Pending Status Volunteers

If a profile is filtered because they *contain data issues, need Additional Information, are Under 18, self-selected Staff Affiliation or if a Duplicate Name/DOB profile was found in the system*, EZVolunteer will send an email to the designated HR contact with an alert that the volunteer has been added to the review list and that additional action is required by HR.

Volunteers with Pending results are usually set to this status because -

1. They incorrectly typed data in their registration form that we are unable to send through our backgroundchecks.com integration,
2. Their name and date-of-birth have been flagged in the Backgroundchecks.com database as requiring additional information to complete the screening process.
3. The Volunteer is Under 18
4. They selected that they were a Staff in the Affiliations section of Registration
5. There is a profile already in the system with the same Name & Date-of-Birth

When you click on the results/comment icon for the volunteer's record you will see which of these are the reason for their Pending status.

If the reason is incorrectly typed data, you will need to correct the data and resubmit the volunteer. To do this, follow these steps -

1. From the specific background check list page, click on the **Last Name** of the Pending volunteer. This will open a pop-up window displaying their record with all the data they typed in during registration.
2. Look in the **First Name**, **Last Name**, and **Previous Names** fields for problems. This is often due to using quotations or other non-alphanumeric characters in one of these fields. In the case of Previous Names it may be due to comments added after typing the name, like 'Maiden' or 'Divorced'. Previous Names should include First and Last names only with one First/Last name per line.
3. Correct the data error and SAVE the volunteers record
4. From the specific background check list page, select the pending volunteer's record on the left and use the '**Select An Action**' menu to select '**Resubmit**'

This will resubmit the volunteer's record and assuming the data error is fixed will return with either a HIT (Review status - **Yellow** record) result or a NO HIT (OK Standard - **Green** record). You should then proceed with reviewing any hits, or EZVolunteer will take the automated steps of emailing the volunteer and activating their record.

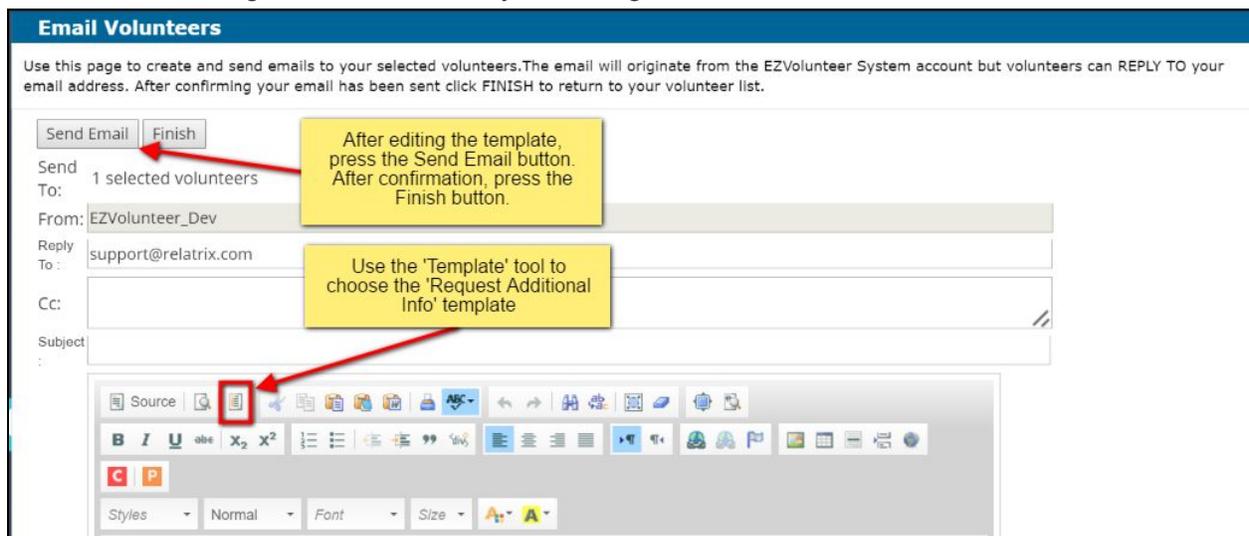
If the reason is due to the Staff Affiliation being selected on the record, you will need to verify that the person is in fact a staff member. If they are, you can set the status to Approved

by applying a OK Standard - **Green** result. If they are not a Staff Member, then you need to open the profile by clicking on the '**Last Name**' in the list page and removing the Staff Affiliation. Then you can select the pending volunteer's record on the left and use the '**Select An Action**' menu to select '**Resubmit**'

If the reason is additional information required, you will need to use the '**Select An Action**' menu to email the selected volunteer requesting the additional information. Relatrix has created both an email template and online form for your EZVolunteer site to use in requesting the SSN of the volunteer. To request the additional information from the volunteer, follow these steps -

1. From the specific background check list page, select the record of the volunteer(s) from whom you need an SSN.
2. Use the '**Select An Action**' menu and select the option '**Email Selected**'
3. When the email form pops-up use the '**Templates**' tool to display and select the template to '**Request Additional Info**'. This will copy the template content into your email
4. Make any edits to the template and then press the '**Email Selected**' button to send your request. The template includes a link to an online form for the volunteer to provide their name and additional information.

Below is an example of the email editor where you can select your templates and/or send a customized message to volunteers on your background list -



When the volunteers completes and submits the Additional Information Form you will receive an email with their additional information. Follow these steps to re-submit the volunteer -

1. With their SSN go back to the specific background check list page, select the volunteer's record and from the '**Select An Action**' menu select '**Resubmit with SSN**'.
2. This will display a pop-up where you can type the SSN for the selected volunteer.

This will resubmit the volunteer's record and, assuming the SSN is correct, will return with either a HIT (Review status - **Yellow** record) result or a NO HIT (OK Standard - **Green** record). You should then proceed with reviewing any hits, or EZVolunteer will take the automated steps of emailing an Approved volunteer and activating their record.

(Note: You can use the 'Resubmit with SSN' function for only one volunteer at a time.)

Batch Submission Screening

The screening process with Sterling or any 3rd Party background service is very similar. Because we are not dealing with real time updates to our system the method involves more manual effort on the part of the EZVolunteer Admin responsible for background checks.

To begin, you will need to decide how frequently you wish to submit or export your list for screening. This varies by district policy and may also differ depending on the time of the school year. Typically batches are created/submitted either daily or weekly.

To create a batch of volunteers start by signing into the administration console and going to **Utilities > EZVolunteer > Background Screening**. Then follow these steps -

1. From the background list page choose **Create New List**
2. On the New List page type the name of the list. Typically this is the date of the batch you are creating (eg. May 5, 2016)
3. In the section for Registration Date, choose the On or After Date for the beginning of the time period you want volunteers and the On or Before Date for the end of the time period. (for example, On or After May 1, 2016 and On or Before May 5, 2016).
4. Press the **Create List** button
5. This will display the records of volunteers to be added to your batch, then choose **Back** to save your list and return to the background list page.

If you are using the Sterling Integration, press the **Check** button for the list you wish to submit. This will submit the list to Sterling. As results come back you will see on your background list page the 'Logged' number increasing until it equals the 'Count' number.

To view the status of a volunteer's record click on the specific background check list name. You will see either **Green** (OK - Standard), **Beige** (Pending) or **Yellow** (Review) status on the volunteer records processed by Sterling. ****You will need to login to the Sterling system to evaluate the results for any Pending or Review volunteers.**

If you decide the results would still allow the volunteer to be approved then you return to the specific background check list page, select the record of the volunteer whose background is

Yellow or Beige and use the ‘**Select A Result**’ menu to change their status to **Green** (OK - Standard).

If you decide to not allow the volunteer to work in your schools, then on the specific background check list page you would select the volunteer’s record and set their Result to **Red** (Not OK).

If you are using 3rd Party Screening, press the EXPORT link to generate a Comma Separated Value (CSV) file of your volunteers with the background details that we have for them.

When you get results back from your 3rd party service, go the specific background check list page and select the records that are Approved and use the ‘**Select A Result**’ menu to set them to **Green** (OK - Standard) status, or **Red** (Not OK) status.

Below is an example of the Create List page when you are selecting volunteers to submit for Sterling or 3rd Party Screening.

New Background Check List

Use the following filter parameters to create a new background check list:

List Name:

Sample database: (by default 100% of volunteers that meet your criteria will be selected. Choose a % less than 100% to sample)

Include volunteers that meet any of the following criteria

- Volunteer Affiliation:
- Volunteer Interests:
- Background Status:

Exclude volunteers that meet any of the following criteria

- Has staff affiliation on their record:
- Exclude Volunteers With Inactive User Records:
- Date of Birth is ON or After this date:
- Volunteer has a previous background check ON or AFTER this date:

Limit filter criteria to volunteers registered ON or AFTER this date:

Limit filter criteria to volunteers registered ON or BEFORE this date:

Select individual volunteers to add to this list: (this will override any filter criteria)

Annotations:

- Type a name for your background list. Typically, this is the end date of the registration range you are selecting.
- Choose the Start and End dates for the registration range you are selecting
- Press the Create List button to run the query that will pull your volunteers for screening.

Verifying Volunteers After Registration

Most school districts include, and we recommend as a best practice, a clause stating that if it is determined the information provided by the volunteer during registration is not accurate the volunteer may be disallowed to volunteer. But the question remains of how do you know and how can you track whether the information input during the online registration is accurate.

The most direct method to verify volunteers with their record is to have campus staff do an ID check against any newly registered volunteer. As a best practice this should be part of how new volunteers are verified prior to being provided their name badge.

After a new volunteer registers and has been background checked, they generally will get a name badge printed and distributed when they visit the school(s) where they wish to volunteer. At the initial visit front office staff should request to view the photo ID. The First and Last names and Date Of Birth on the photo ID should match the data on the volunteer's record, which can be verified from the volunteer list.

Once verified the front office staff can open the volunteer's record by clicking their last name and going to the section for ID Verification close to the bottom of the profile where they can check the box that they have verified the volunteer's ID and the date on which the verification was performed.

Re-Screening Volunteers

If your district has a policy that requires rescreening of volunteers every year to three years, you can use the *Create New List function* to query your database, based on the date of last background check and create a list of volunteers to rescreen.

Regardless of the option you use for initial screening, the re-screening process will require you to create a list of volunteers. The method for submitting volunteers for re-screening is slightly different, depending on which screening option you use.

If you use Real Time Screening, follow these steps after creating your list -

1. Click on the specific background check list name you created for Re-screening volunteers
2. Use the Select All link to choose all volunteers on your list
3. From the "**Select an Action**" menu select **Resubmit**

If you use Batch Screening, follow these steps after creating your list -

1. Hit the **Check** button for the specific background check list you created for Re-screening volunteers