

Memo

To: Volunteers
From: Girl Scouts of North East Ohio
Date: August 27, 2008
Re: Frequently Asked Questions Regarding Background Screening

Background Check Process

The Girl Scouts of North East Ohio (GSNEO) is committed to providing a safe and quality program for girls in the community. In order to safeguard the girls in our care and the adult volunteers, GSNEO requires that each volunteer complete a volunteer application form. This includes authorization to check the background and personal and professional references. Checking of the background is a component of GSNEO's volunteer placement procedure. The criminal and sex offender background check is conducted by our vendor IntelliCorp, and includes criminal searches of convictions, inmate records, and sex offender registries.

Frequently Asked Questions:

Why is Girl Scouts of North East Ohio (GSNEO) doing background checks?

The Girl Scouts of North East Ohio is committed to providing a safe and quality program for girls in the community. The safety of the girls and adult volunteers is the most important consideration in the appointment of a volunteer. In order to safeguard the girls in our care, as well as protect all volunteers, GSNEO has developed a system for conducting criminal and sex offender background checks on volunteers.

What is required and how will the information be used?

The applicant must provide their name, date of birth, and social security number. GSNEO has selected IntelliCorp, a GSUSA recommended vendor, to process the background check. IntelliCorp will use the information to report on the criminal and sex offender history of the individual. This report is used to determine eligibility for specific positions with GSNEO. Your Social Security number will not be used for anything other than the background check process. Girl Scouts of North East Ohio will pay the cost of the check as negotiated by GSUSA with Intellicorp.

What is the Girl Scouts of the United States (GSUSA) position on background checks of volunteers?

In 2003, GSUSA issued Screening Guidelines for Volunteers and Employees, including recommendations that councils have an application, references and criminal background checks on employees, troop and group leaders and assistant leaders, camp volunteers, product sale and program consultants, service team members, travel chaperones and Board/Committee members. GSUSA has approved IntelliCorp as the vendor for background screenings.

Who is IntelliCorp?

IntelliCorp is a leading provider of innovative decision-support products for employment and background checks. They maintain criminal reports in all states and the District of Columbia-consisting of public criminal records from individual county courts as well as statewide sources such as the Department of Corrections. Combined with Sex Offender records, IntelliCorp is continually expanding and building this national database on a daily basis.

IntelliCorp's products are being used by many of the largest companies in the retail, services, manufacturing, hotel, restaurant, property management and health care industries. They provide pre-employment, volunteer and tenant screening as well as research services nationwide. The services are restricted to legitimate businesses that have an appropriate business need for the information. All approved subscribers (like GSNEO) have been carefully screened and qualified under the company's enrollment process. They are Fair Credit Reporting Act (FCRA) compliant.

What is the Fair Credit Reporting Act?

FCRA is the law, enforced by the Federal Trade Commission, designed to promote accuracy and ensure the privacy of the information used in consumer reports. Consumer reports include information collected by interviewing references given that have knowledge of the consumer's character, general reputation, personal characteristics, or mode of living as well as those that verify criminal or sex offender history.

Why is the background authorization so broad?

According to the GSUSA Fair Credit Reporting Act Advisory for councils, the "FCRA requires that an applicant must be informed through written disclosure that information as to the individual's character, general reputation, personal characteristics, or mode of living may be requested."

What is "Mode of Living"?

Mode of living refers to the moral and ethical standard of living. As every volunteer is asked to serve as a role model for Girl Scouts, it is important our volunteers abide by a moral and ethical way of living as

defined in the Girl Scout Promise and Law. A volunteer's mode of living will be evaluated via the references provided on the volunteer application, and information received from IntelliCorp.

Does GSUSA/GSNEO have a non-discrimination policy?

Yes, there is a non-discrimination policy which can be found in the *Blue Book of Basic Documents, 2006*, which is "In selection of adults, there shall be no discrimination on the basis of race, color, ethnicity, sex, creed, national origin, or socioeconomic status. There shall be no discrimination against an otherwise qualified individual by reason of disability or on the basis of age."

What information is included in the IntelliCorp background check?

This background check includes criminal records, searches of convictions, court records, inmate records, sex offender registries and traffic infractions.

How will traffic infractions affect my appointment as a volunteer?

In general, traffic infractions will not effect your appointment as a volunteer unless it is of a criminal nature (i.e. DUI).

Will my credit record be checked?

A seperate credit report will not be run. GSNEO will only know of any credit issues if they are reported due to criminal action via the IntelliCorp report.

Why do you need a copy of my photo identification?

A copy of either your driver's license or state identification is necessary to verify the identity of each applicant, as well as to ensure the accurate verification of each physical description and identifying information to compare to any criminal record report generated.

What if GSNEO receives information that indicates that I have a criminal record or engaged in acts unbecoming a Girl Scout Volunteer?

The decision to exclude or limit an individual's participation as a volunteer is solely within the discretion of GSNEO. Factors to be considered include, but are not limited to, the nature and severity of the crime or act, the relationship of any legal activity to the potential assignment, and the length of time since the criminal conduct/act occurred. GSNEO will review each record on a case-by-case basis.

Who decides if I can volunteer or continue to volunteer?

The appointment and placement of the GSNEO volunteers is a multi-stepped process. A person's ability to volunteer with GSNEO based upon background will be decided by a committee consisting of the Directors of Member Services and Human Resources, Chief of Staff and the Contract Compliance Manager on a case-by-case basis. The placement of

volunteers within GSNEO is decided in conjunction with the Regional Members Services staff as well as the volunteer service unit team. Appointments are made for one year. The decision to exclude or limit an individual's participation as a volunteer is solely within the discretion of GSNEO.

May I appeal the decision of GSNEO?

Any volunteer may appeal the decision of GSNEO to appoint a volunteer in writing to the Chief Executive Officer.

What if GSNEO receives criminal history results that I believe are incorrect?

If adverse background information is found the volunteer candidate will be notified by GSNEO in writing with the background results enclosed. According to FCRA, you have thirty (30) days to report the results you believe to be incorrect to IntelliCorp, who is the reporting source. GSNEO will rely upon the information contained in the criminal history report until a corrected report has been provided. Please contact IntelliCorp directly for assistance with the correction process. (IntelliCorp Records Inc., 3000 Auburn Drive, Suite 410, Beachwood, OH 44122 or Phone: 800-539-3717)

Why are you conducting reference checks?

Reference checks are part of the GSUSA Single Entry System background screening process. These references are used to determine the competency and character of the person applying to serve as a volunteer. The Member Services Department will conduct confidential reference checks for each volunteer, either by phone or via mail. (Please see attached form)

What is the GSUSA Single Entry System (SES)?

The SES is a centralized, online-supported, volunteer management system that responds to one of the five priorities of GSUSA's Core Business Strategy: to develop a "nimble, state-of-the-art model of volunteerism." The SES' comprehensive 10-step approach to full implementation aids councils in managing the entire volunteer process from recruitment to reassignment. The SES is integral to the New Girl Scout Leadership Experience because it helps councils match the right volunteers to the right positions based on the volunteers' interests, skills, competencies, and knowledge. By implementing the SES, the outcome after each year is more recruited and retained adult volunteers

How is GSNEO implementing the GSUSA Single Entry System?

GSNEO is implementing the Single Entry System (SES) in steps over the next year with full implementation by October 2009. The background screening is the first step in the implementation.

Who will have access to my authorization form and background results?

All volunteer background authorization forms will be submitted to the GSNEO Corporate office where they will be processed by the Registrar Coordinator. A volunteer may choose to submit this form in a sealed envelope marked confidential to the attention of the Registrar Coordinator. The Registrar Coordinator will secure all authorization forms, background check reports, and confidential reference check forms in a locked cabinet with limited access given only to a limited number of staff on a need to know basis.

How can I submit my background authorization to the GSNEO Corporate Office?

Please submit your volunteer application and background authorization form to:

Girl Scouts of North East Ohio Corporate Office
Attn: Registrar Coordinator
345 White Pond Dr.
Akron, OH 44320
CONFIDENTIAL

What if I have concerns about submitting my social security number to GSNEO?

If you have concerns with submitting your social security number to GSNEO, you have the option of paying for an Ohio Bureau of Criminal Investigation and Federal Bureau of Investigation fingerprint check. This check may be completed through Girl Scouts of North East Ohio approved company of *National Background Check, Inc.* with sites in Independence, Mentor, Youngstown, and Uniontown. The cost is \$85. The results must be submitted to Girl Scouts of North East Ohio by *National Background Check, INC.* To receive a *National Background Check, Inc* release form, as well as locations, please contact Registrar Coordinator Angie Titus at (330)864-9933 or atitus@gsneo.org. If you use another company please make sure that you obtain a BCI and FBI check and that the results are submitted directly to GSNEO by the company. No results will be accepted that come from the volunteer directly.

Confidential Telephone Volunteer Reference Check Form
 Girl Scouts Of North East Ohio

Applicant's name: _____ Date: _____

Volunteer position applying for _____

Individual contacted: _____ Firm: _____

Relationship to applicant:

Evaluation Of Skills

Strengths:

Developmental needs:

Interpersonal relations:

Reliable/responsible:

(Name of individual) is applying for the position of (describe briefly): _____

Do you feel she or he would be successful? _____

If not, explain: _____

Now that I've described the position that the applicant is applying for, please evaluate the applicant on these specific areas, using the following ratings: E=Excellent, VG=Very Good, G=good, F=Fair, and P=Poor.

Characteristic	Rating	Comments
1. Thinking skills—judgment, analytical ability, decisiveness		
2. Communications—one-on-one, group presentation, and written communications		
3. Creativity		
4. Initiative		
5. Ability to work with young girls (if applicable)		
6. Managerial abilities—leadership; ability to hire,		

train, and develop people; willingness to terminate, when necessary; delegation (if applicable)		
7. Ability to manage money, budgets, etc. (if applicable)		
8. High code of personal conduct		

Works better independently or as part of a team or both: _____

What would be your advice on the best way to support this individual?

Recommendations:

Reservations, if any:

Name of person information obtained by:

Title: _____