

## SRA Talk notes – Tuesday, November 13, 2018

1. 2019 Expiration Dates
  - i. For the last two years we have given grace regarding certification expiration dates. Starting in 2019 we will be adhering to the expiration dates. All prior certifications should have been in SRS. So, all should be eligible for recertification, so you want to give people this option. We plan to have better reports available to help you track this. We will be updating you on this in the new year. Meanwhile plan to start your people out two or three months prior to their expiration dates so that they have time to recertify prior to their expiration dates. If they start the process prior to their date, they can utilize the online option. They can be deactivated and activated again to keep this option if there are extenuating circumstances. But, if their process starts after their expiration date, they do not have the recertification option, they will be considered lapsed, and they will have to redo the screening process in full and must take the training in person. If you need any help with this, please ask our office for help.
2. New information on Annual Status Reports for Church/School/Organization
  - i. Starting In 2019 we will have new Annual Status Reports for Churches, Schools and Organizations. We update the forms each year, so please make sure you are using the current form.
  - ii. We are no longer tying the Church report to the Bishop's visit. It will instead be due annually by the first of March.
  - iii. The School and Organization reports will be due November 1<sup>st</sup> of each year.
  - iv. You can find the forms here:
    1. [Church - Safeguarding Certification Annual Status Report](#)
    2. [School Safeguarding Annual Report 2018-2019](#) – use unless we have a specific one designed for you, and you know who you are.
    3. Organization – these are specific and will be provided directly
3. [SRS Manual](#)
  - i. revised and posted, where to find
4. Youth screening and training requirements
  - i. Refresh your understanding, p. 23-26 in the [SGC Policies](#)
5. [Vendor Agreement](#)
  - i. Use for organizations or groups that provide services or ministries to your church, school or organization and who have screening practices that meet or exceed our requirements.
  - ii. This form can be found on the Safeguarding Pages on the EDOT website. Go to the Safeguarding pages, then on the sidebar look for Safeguarding Records Administrator and then SRA Resources.
6. Tutor/Instructor instructions
  - i. Refresh your understanding p. 20 in the [SGC Policies](#)
  - ii. You can use this information to form your own form.

7. Boy Scouts and SGC Certification

- i. We will be obtaining a Training Only Agreement from the applicable Area Councils of the Boy Scouts, trying to make this easier for all parties. In the past we required the full certification process, but we have revisited this and recognized that the Boy Scouts have a substantial screening process that will work for us. All applications from the Boy Scouts will still be reviewed at the church level. So we have made the decision to allow the scouts to use the Training Only process for any adult volunteer who has already registered with the Boy Scouts once we obtain a Training Only Agreement from the Area Council they are in. All others will be required to either go ahead and register with the Boy Scouts and do Training Only with the Diocese or be fully certified with EDOT.
- ii. If you are not sure if your group has a Training Only Agreement, check back with the Safeguarding Office in December or January of 2019. We should have them all in place by then.

8. Application address check

- i. Be sure and check carefully when approving the address portion of the application. We get many mistakes on this and it slows down the whole process when addresses are not complete or are incorrect.
- ii. Use the “Send Back” button if corrections are needed.
- iii. Pay attention to the following:
  1. Be sure they have listed their current address
  2. Be sure they have listed all addresses for the last 10 years
  3. If they have an international address, make sure they have marked the box indicating they have one. You should let us know when this is the case so that we can determine if an international check needs to be ordered. Often, we will just require more references in place of this.
  4. Be sure they do not use the church address as one of the addresses

9. SOS – The Safeguarding Office will not accept blank pages with names and signatures attached

- i. Often when a trainer has more people than expected, or people who are not registered show up for a training, we are receiving blank pages with people’s names and signatures on it. This does not pass for them signing a SOS. Please have them sign the actual SOS or bring an additional SOS along that you can use for additional people. You can print one out when you first post the session. That way you won’t get caught in the predicament of using a blank sheet. When we receive one, we have to contact you and sometimes the trainer to recreate the sheet and retrieve the signatures again. You can see why this might add time to the process and greatly delay them getting credit. Please communicate with your trainers that this is important and assist them if need be by printing out an original one from the start. We will be communicating with trainers about this as well. You can speed up the process if you check on this and correct it initially.

## 10. Background Checks

### **Background Check**

#### **What to Look for And How to Respond**

**When reviewing a Background Check for approval, there are two major parts to the background check to review:**

1. Social Security Number remarks at the top of the report
2. Notation of any criminal charges in the body of the report

When there is a discrepancy noted for the applicant's name, Social Security Number or addresses, it will be important to gather and confirm one, two or even four pieces of information from the applicant. These might be their legal name, date of birth, addresses, and/or their Social Security Number.

Prior to approving the background check, a note must be made when the discrepancy has been unraveled to note that the discrepancy was reviewed and resolved. The proper wording for a note in the Internal Notes field in SRS can be discussed with the Safeguarding Office to address the discrepancy and its resolution. It is very important to note that the discrepancy was addressed.

#### **Social Security Remark Discrepancies:**

When confirming the Social Security number, the best practice would be to see the actual Social Security Card. Then, call the Safeguarding Office to review and confirm the information you found. Start there, and if the person would rather speak directly to the Safeguarding Office, please refer them and let the Safeguarding Office know to expect this call. Sometimes this might be preferable to protect their confidentiality. We don't keep the numbers in SRS, but Marty in the office has access to First Advantage and can confirm the number.

#### **Reasons Discrepancies Exist:**

Prior to the background check being received in SRS, the Safeguarding Office often receives notice discrepancies regarding names or addresses that we are

alerted to and must correct. This delays the background checks at times. Thus, it is very important on the Application approval process that a person's legal name and their addresses are checked carefully.

1. Common name discrepancies:
  - a. The applicant did not use their full legal name in the application
  - b. The applicant used a nickname
2. Common addresses discrepancies:
  - a. The applicant did not include their most current address.
  - b. A mistake was made in the actual address, wrong numbers or State is very common.
  - c. They used a church/organization address as one of their addresses.
  - d. They included an international address in the boxes instead of checking the box for international address.

So, briefly...

1. If there is a name discrepancy, confirm the name again with the person to make sense of the discrepancy. If the name the check was run under is substantially different than their legal name, please contact the Safeguarding office.
2. If there is an address discrepancy confirm that you do have all addresses for the last ten years and that they are correct.
  - a. If there is a mistake found prior to approving the application, or if there are additional addresses that were left omitted on the application, please return the application to the applicant and have them make the corrections.
  - b. If the discrepancy is found after the application has been approve, please call the Safeguarding Office for further instruction. An additional check may need to be run especially if the additional address is in a different court district, county or state.
  - c. If there is an international address, please also notify the Safeguarding office to determine if we should follow up on it or add more references.
3. If there is a "not the person" remark, a deeper investigation will be needed. Please collect all four items, legal name, birthdate, addresses and SS# and contact the Safeguarding Office.

4. If a remark indicates that the name was not found, check to see if they are very young or more elderly and may not have applied for credit recently. Check with the person and call the Safeguarding Office.

**Here are some possible SS remarks:**

1. SUBJECT NAME RETURNED MATCHED WITH A DEVELOPED NAME.  
Or SUBJECT NAME RETURNED MATCHED WITH A DEVELOPED NAME. A SOCIAL SECURITY NUMBER VERIFICATION SEARCH HAS BEEN COMPLETED AND NO DISCREPANCIES WERE FOUND.
1. "NO RECORD FOUND AT THE CREDIT BUREAU.
2. "AN ADDRESS DISCREPANCY WAS FOUND. SUBJECT ADDRESS DOES NOT MATCH ADDRESS ON FILE"
3. "HIGH PROBABILITY SOCIAL SECURITY NUMBER PROVIDED BELONGS TO ANOTHER CONSUMER"  
Or "A SOCIAL SECURITY NUMBER VERIFICATION SEARCH HAS BEEN COMPLETED AND DISCREPANCIES WERE FOUND. SOCIAL SECURITY NUMBER PROVIDED DOES NOT MATCH THE SOCIAL SECURITY NUMBER ON FILE AT THE BUREAU",
4. "NAME DISCREPANCY WAS FOUND"
5. "CONSUMER HAS REPORTED POSSIBLE FRAUDULENT ACTIVITY ON THE INFORMATION PROVIDED.POSSIBLE VICTIM OF FRAUD"

**MISCELLANEOUS:**

1. What to do when faulty information appears on a report:
  - a. When a background check returns with information that does not apply to the person being checked, the SRA can be given a phone number for the applicant to call to dispute it and to have the background check updated:
  - b. Consumer Disclosure Department 1-800-845-6004

- c. They will be asked for their Social Security Number.
  - d. Once this is resolved, First Advantage should be able to update the background check to SRS.
2. If there is cause to have the head of congregation/school/organization review the background, make a note in the Internal Notes box saying "Reviewed and Approved by Head of \_\_\_\_\_."

**If you have any questions regarding how to interpret any information on the Background Check, contact the Safeguarding Office.**