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# Top 5 Reasons to Screen during COVID-19



**NETWORK**  
of Jewish Human  
Service Agencies

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# About Sterling

## People First, Always.

Sterling background and identity solutions help you navigate uncertainty and create safer environments for everyone within your organization.

### Global Screening Leader

45 years | 25 offices | 9 countries | 5K employees

### Over 30K Clients including 8K+ nonprofits served

Nationwide with tens of millions of annual screens

### 2+ million volunteers

make up the Sterling Volunteers online community network

### Core Values

Safety | Quality | Compliance | Service | Innovation

### Quality & Compliancy

comprehensive & accurate results that Follow FCRA obligations

### \$3.2 million savings

for the nonprofit sector from volunteer contributions (2019)

Preferred Screening Partner of NJHSA for **5 years** Serving **41** NJHSA Agencies



# *Burning Question:*

Should we screen our Virtual and In-person Volunteers during the pandemic?

**YES!**

**SAFETY**

WHY?

#1

# Keeping Vulnerable Populations Safe



**Building Trust.** Virtual/remote volunteering mirrors building that trusted connection directly with the vulnerable individual who is most likely dealing with an elevated level of anxiety.



**Are they who they say the are?** Volunteers with ulterior motives can take advantage of this new “virtual” landscape and misrepresent themselves.



**Lack of Screening Virtual Volunteers.** Could potentially set your organization up for unnecessary risk during what is already a heightened and stressful time for all, especially for vulnerable populations.

# #2

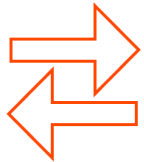
## Helping Mitigate Risk – Preventive Measures



**Quality Screening Program.** Putting a volunteer background screening program in place can act as an initial deterrent for those with bad intentions.



**Properly vetting all volunteers.** Helps to reduce liability and maintain safe environments.



**Monthly Updates.** Helps identify new criminal records after initial background check has been run – *Especially important to those serving vulnerable populations!*



**Skipping volunteer background checks.** You are not only risking the security of everyone who participates in your volunteer program, but also your organization's assets, reputation and overall safety.

# #3

## Identity Verification for Safer Screening



**Increased concerns.** How to determine that remote volunteers are who they say they are?



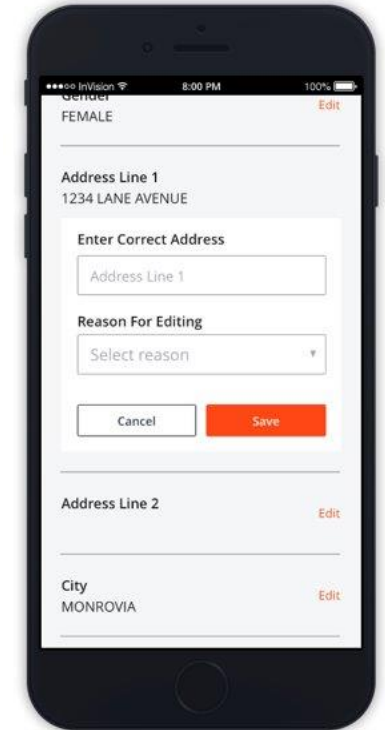
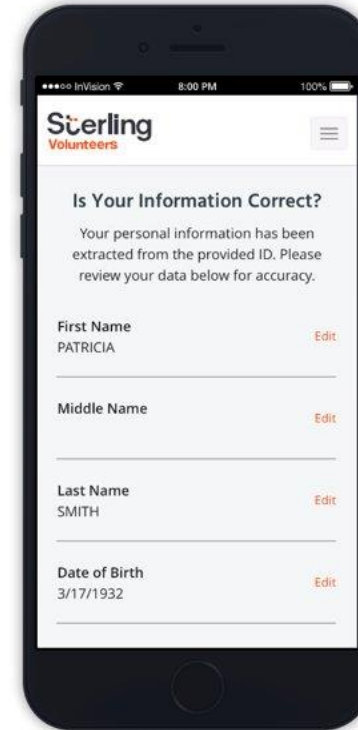
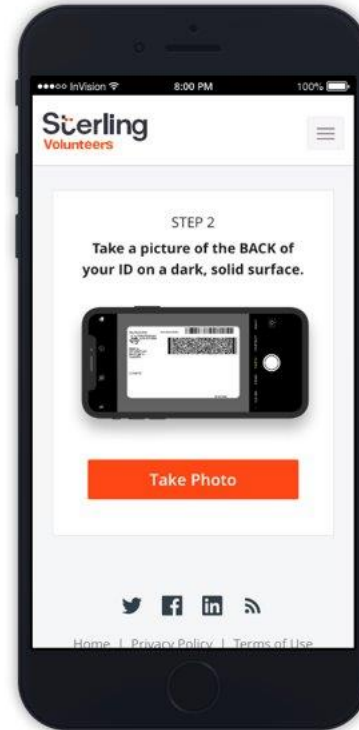
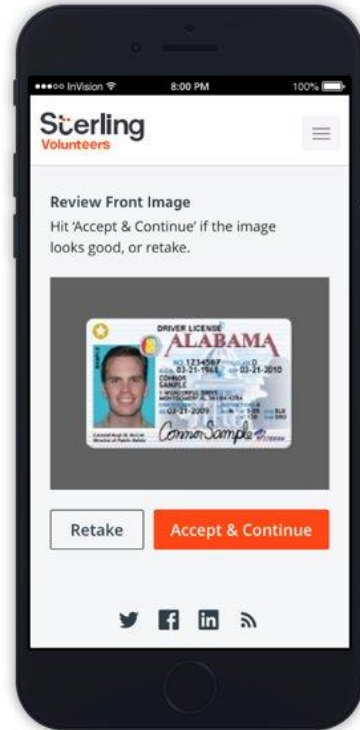
**Identity Verification.** Adding an identity verification piece as a precursor to a background check can help verify the volunteer's identity more accurately.



**Bridging the Gap.** Connecting background checking with identity management allows to confirm a volunteer's identity at the start of the onboarding and screening process.



# Virtual Onboarding – Identity Validation



# #4

## Overcoming Challenges without sacrificing Safety



**COVID-19 Volunteer Challenge.** Many volunteers have opted out of volunteering altogether – finding trusted volunteers has become increasingly more difficult.



**Separate & Multiple Checks.** Each organization often requires the volunteer to go through a separate onboarding process requiring yet another round of volunteer background checks which can be costly.



**Sharing.** Allows volunteers and nonprofits to save on costs associated with running additional checks and avoids frustrating wait times.



# #5

## Creating Safe Community Environments



**Obligation.** It has now become a necessity to learn how to effectively train and utilize virtual volunteers and learn how to keep safe and healthy volunteers being deployed to physically assist those in need.



**Building a Safe Community.** Organizations across all sectors need to make the determination on how they can best support their community.



**Participate.** Do your part by fine-tuning your volunteer operations and running quality volunteer background checks on **all** volunteers - to help create safer environments.

Screening Volunteers during the pandemic...

**HOW**

# HOW

# Volunteer Experience

**Automation!** From any computer or mobile device

Easy 4-Step Online Ordering Process in less than 5 minutes!

**STEP 1:** Enter Name, DOB, SSN (SSN is optional-dependent on search package)

Angel Wings House requires you to have a background check to volunteer.

**Step 1 of 4**  
This short process should take you between 2-3 minutes to enter your information so we can get your order submitted.

**WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**

**Advanced Criminal Locator Check will be conducted on you.**  
Cost of Background Check: \$17.00  
Angel Wings House Will Pay: \$17.00

In areas where administrative courts charge Sterling Volunteers fees for access to information, the fees will be passed along and the amount will be reflected in the total cost during Step 4 of the order process.

\* denotes required information

**Below, you will be asked to enter your name. When doing so, please make sure to:**

- Enter your first, middle, and last name separately
- Enter your current legal name only. Nicknames or shortened names may cause errors and delays when processing your background check.

**YOUR FIRST NAME** [Learn More](#)  
Damon

**YOUR MIDDLE NAME**  
Middle Name\*  
 I don't have a middle name

**YOUR LAST NAME** [Learn More](#)  
Johnson

**Your Suffix**  
Suffix

**YOUR DATE OF BIRTH**  
December 13 1975

**YOUR SOCIAL SECURITY NUMBER**  
888 12 3456  
 No SSN

**GENDER**  
Male

**CONTACT INFORMATION**  
(614) 555-1212 v.v.email1202@gmail.com

**CONTINUE**

## VOLUNTEER EXPERIENCE

**STEP 2:** Enter Address

**Begin Your Background Check**

**Step 2 of 4**  
Ok, you're on to Step 2. Please continue to enter the information requested, then select Save & Continue.

**WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**

**Your Current Address**

5899 N Willow Grove Place  
Address Line 2  
Dublin  
Ohio United States  
43017

**How long have you lived at this address?**  
11/2014 Present

**Back** **CONTINUE**

**STEP 3:** Automated upload of Consent & Disclosure forms – Volunteer Acknowledges (smart-builder technology)

**Begin Your Background Check**

You, as a consumer, have a number of rights when it comes to your personal information and your background check report. Angel Wings House is required by law to provide you with information regarding those rights and to gain your consent for a background check before allowing you to continue with your order. Please review and sign by checking the boxes to indicate your consent to begin the background check process and to acknowledge your rights under the Federal and applicable State Fair Credit Reporting Acts.

**Step 3 of 4**  
You're almost there! Please review the information to the left and acknowledge where prompted to continue with your background check order.

**WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**

**Consent to Use of Electronic Records and Signatures**  
You have the opportunity to complete and sign documents, as well as receive notices and other documents related to your application and background check, in electronic rather than paper form. To agree to these uses of electronic documents and signatures, and to sign this document with the same effect as physically signing your name, click the "Sign" button at the bottom of this page after reviewing the information below.  
In order to sign, complete and receive documents electronically you will need the following:

- I acknowledge receipt of the preceding Consumer Financial Protection Bureau's "A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT," and "Security Freeze Notice"
- I have read the Disclosure Regarding the Employment and/or Volunteerism/Non-Employee Position Background Report provided by Sterling Volunteers and this Authorization to Obtain Employment and/or Volunteerism/Non-Employee Position Background Report. By my signature below, I hereby consent to the preparation by Sterling Volunteers, a consumer reporting agency located at 113 South College Avenue, Fort Collins, CO, 80524, 953-245-1860 Option 3, www.verifiedvolunteers.com, of background reports regarding me and the release of such reports to any organization I authorize and its designated representatives, to assist the organization in making an employment and/or volunteerism/non-employee position decision involving me at any time after receipt of this authorization and throughout my employment and/or volunteerism/non-employee position, to the extent permitted by law. To this end, I hereby authorize, without reservation, any state or federal law enforcement agency or court, educational institution, motor vehicle record agency, credit bureau or other information service bureau or data repository, to furnish any and all information regarding me to Sterling Volunteers and/or the organization itself, and authorize Sterling Volunteers to provide such information to the organization. I agree that a facsimile ("fax"), electronic or photographic copy of this Authorization shall be as valid as the original.
- I understand that by typing my name where indicated below, I consent to the use of electronic records and signatures in the manner described above, and the electronic storage of such documents.

**Your First Name** Damon  
**Your Last Name** Johnson

**Back** **CONTINUE**

# HOW

# Volunteer Experience

## STEP 4: Final Step

Begin Your Background Check

Confirm your personal information is correct  
Name: Damon Johnson      DOB: 12/13/1975  
SSN: 888-12-3456      Phone: 6145551212  
Gender: Male      Email: vv.email1202@gmail.com

The information above is correct. [Learn More](#)      [Go Back & Edit](#)

**WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**  
[Learn more](#)

**Help Angel Wings House Pay for your Volunteer Background Check**

The cost to Angel Wings House for your volunteer background check is \$17.00. If you are able to help defray the cost to the agency at this time, please consider a contribution.

And, by the way, any cost paid by you may be tax deductible! Please check with your tax advisor.

I will pay \$  to cover Angel Wings House's cost of the order.  
 Not at this time

[What's a Fast-Pass?](#)  
[Who can I share my Fast-Pass with? Take a peek!](#)

[Show Order Detail](#)      [Questions](#)

Your Background Check Order # 1018  
Level 2: Advanced Criminal History Record Locator Search      Price \$17.00

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ORDER SUMMARY

Total cost of Background Check	\$17.00
Amount Paid by Angel Wings House	(\$17.00)
Donation	\$0.00



All it takes to order a background check!

Optional volunteer contributions checkbox. On AVG, 20% of NJHSA volunteers optionally contribute, which on AVG ends up covering 90% of the cost of the check!



Confirmation



Payment (optional)



Order Summary

HOW

# Administration Experience

Screening and volunteer management made simple...

ADMIN EXPERIENCE

Columns can be customized to fit your needs (i.e. Type of Position, District, Skills, etc.)

Just 1 click to import/export files – individual or Bulk/Batch uploads accepted!

The screenshot shows the Sterling Volunteers administration interface. At the top, there's a navigation bar with 'Home', 'Settings', 'Resource Hub', and 'Logout'. Below that are tabs for 'Manage My Volunteers', 'Review Background Checks', and 'Reports'. A central gauge shows '40 CANDIDATES'. Below the gauge are status filters: 2 OPEN INVITATION, 7 BACKGROUND CHECK PENDING, 6 INACTIVE, 4 ELIGIBLE, 4 INELIGIBLE, 5 NO ORDER PLACED, 16 PENDING REVIEW, 1 RENEWAL INVITATION, 1 BACKGROUND CHECK HOLD, and 40 VIEW ALL CANDIDATES. The main area features a table with columns: Name, Position(s), Level/Screen, Origin, Order Date, Latest Update, Expires, Candidate Since, Status, Region, Skills, and Availability. The table contains several rows of candidate data with various status indicators like 'Eligible', 'Background Check Pending', 'Pending Review', 'Inactive', 'No Order Placed', and 'Renewal Invitation'. A search bar and various action buttons like 'Communications', 'Order Background Check(s)', 'Edit Candidate', 'Show/Hide Columns', 'Custom Sort', 'Show Filter', 'Upload', 'Export', and 'Remove Row(s)' are visible at the top of the table.

Name	Position(s)	Level/Screen	Origin	Order Date	Latest Update	Expires	Candidate Since	Status	Region	Skills	Availability
Billings, Keith	Advanced Criminal Locator Search	L2	GOOD DEED	1/29/2019	Update clear		1/29/2019	Eligible	South Side	IT	Weekends
Brown, Christina		L3	Org - Thomas, Robert	11/29/2018				Background Check Pending	South Side		
Connolly, Matthew	Advanced Criminal Search with Reference	L2, REF	GOOD DEED	6/26/2017	Update pd. expired			Pending Review	South Side	Carpentry	Weekdays
DeMarco, Kimberly	Advanced with Globex	L2, GLOBEX	Invited	8/29/2017	Update pd. expired			Pending Review	South Side		
Eastwood, Melissa	Advanced Criminal Search with Reference	L2, REF	Invited	1/29/2019	Update clear		4/10/2015	Inactive	South Side	Driving	MVR Restriction
			Org - Thomas, Robert					No Order Placed	South Side		
		L2	Invited	6/26/2017	Update pd. expired		2/28/2018	Inactive	South Side	Technology	Weekends
		L3	Invited	6/26/2017	Update pd. expired		9/22/2016	Inactive	South Side	Carpentry	Weekdays
Hooks, Cindy	Advanced Criminal Locator Search, Complete Criminal Search with Cost	L2	Invited	3/16/2015	Update pd.		3/16/2015	Renewal Invitation	South Side	Child	Weeknights

# Lending a Helping Hand...

#1























What about **Fingerprinting** during the pandemic?

*Many fingerprinting facilities remain closed, but we've got you covered!*



- Sterling provides Fingerprinting services but during COVID, it is dependent on your location – inquire.
- Widespread court closures has caused some screening providers to quote 30% or more incomplete background checks). With Sterling's proprietary CourtDirect™ technology, we are running background checks at a **99%** fulfillment rate.
- **Name-based Check:** Online **Complete** level search provides a more robust check than a fingerprint check – *All automated!*

# SV Background Check Packages

BACKGROUND CHECK OPTIONS	 BASIC	 ADVANCED	 COMPLETE
Social Security Number Trace			
Department of Justice (DOJ) Sex Offender Search			
Terrorist Watch List (OFAC)			
Validated Nationwide Criminal History Search			
Current County or State of Residence Search			
7-year Address and Alias/Maiden Name Criminal Searches			
Locator Select Search			
Monthly updates of Nationwide Criminal History Search and database Sex Offender search			

**FREE**  
Basic thru  
12/31/2020

- **Gov't Fees:** Packages exclude potential state and county government repository fees. Approximately 4% out of U.S. 3800 repositories.
- **A La Carte:** Additional "a la carte" products available: Locator Select, MVRs, Credit Reports, Reference Checks, Fingerprinting, Federal Criminal, Drug Testing, Abuse Registries, International, Managed Adverse Action and many more – Please inquire.

Adding **Locator Select** to L1 or L2 can help identify, on average, 20% more criminal records



#2

# Suite of **Wellness Checks & COVID-19 Testing** Service

*Sterling can coordinate a flexible end-to-end health testing program to support resiliency and help protect your volunteer and work environment during the COVID-19 era.*

## ACTIVE VIRUS (PCR) TESTING

Informs whether an individual has the active SARS-CoV-2 virus and potentially poses a risk of infecting others

## ANTIBODY TESTING

Informs whether an individual has developed antibodies to the CoV-2 virus, with a positive value indicating past infection

## ADDITIONAL ON-SITE TESTING

On-site health services such as temperature checks, pop-up clinics and wellness questionnaires can be used in combination with other testing



# Working Together

**Sterling**  
Volunteers

 **NETWORK**  
of Jewish Human  
Service Agencies





# Thank You

## Q&A