Top 5 Reasons to Screen during COVID-19

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November 16, 2020
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
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.
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.
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

Let's Verify Your Identity
To begin your background check for [Org name], you'll need to snap photos of your driver's license or state-issued ID using a supported mobile device.

STEP 1
Take a picture of the FRONT of your ID on a dark, solid surface.

Review Front Image
We accept & continue if the image looks good, or rescan.

Take Photo
Retake
Accept & Continue

STEP 2
Take a picture of the BACK of your ID on a dark, solid surface.

Is Your Information Correct?
Your personal information has been extracted from the provided ID. Please review your data below for accuracy.

[Form fields for First Name, Middle Name, Last Name, Date of Birth, Address Line 1, Address Line 2, City, State, Zip Code]
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.
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...
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)

**STEP 2:** Enter Address

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

STEP 4: Final Step

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!
Administration Experience

Screening and volunteer management made simple...

<table>
<thead>
<tr>
<th>Administration Experience</th>
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<tbody>
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<td>Screening and volunteer management made simple...</td>
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</table>

**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!
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

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

- **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.

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

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

<table>
<thead>
<tr>
<th>Testing Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACTIVE VIRUS (PCR) TESTING</strong></td>
<td>Informs whether an individual has the active SARS-CoV-2 virus and potentially poses a risk of infecting others</td>
</tr>
<tr>
<td><strong>ANTIBODY TESTING</strong></td>
<td>Informs whether an individual has developed antibodies to the CoV-2 virus, with a positive value indicating past infection</td>
</tr>
<tr>
<td><strong>ADDITIONAL ON-SITE TESTING</strong></td>
<td>On-site health services such as temperature checks, pop-up clinics and wellness questionnaires can be used in combination with other testing</td>
</tr>
</tbody>
</table>
Working Together

- Security for Peace of Mind
- Quality/Compliance
- Innovative Technology
- Streamlined Efficiencies
- Educational Resources
- Dedicated Service
- Passionate Leadership

Creating Safer Communities
Thank You
Q&A