



Frequently Asked Questions: Background Checks

The health and safety of our girl members, and all members, is our top priority. This clear focus guides the decisions we make, the protocols we develop and the practices we follow. While we are eager to recruit and retain volunteers, we want to ensure we do it in a responsible and thorough manner that is consistent with industry recommendations.

As part of our council's ongoing efforts to provide a safe and rewarding experience for girls and volunteers, effective October 1, 2017, Girl Scouts of Greater Chicago and Northwest Indiana will require criminal background for all volunteers every three (3) years.

We hope this FAQ sheet is helpful in answering any questions you may have regarding background checks.

How to complete the criminal background check order:

Q. Is a social security number required to conduct the background check?

A. A social security number (SSN) is a required field that the background screening vendor, Asurint, uses as an identifier when conducting the criminal background search. Asurint uses the SSN to discover all names, aliases and address history affiliated with a SSN as it relates to established credit items such as property records, utilities, etc. Asurint also checks the SSN number against the Death Master Index to determine if that it is an active SSN and does not belong to someone deceased etc.

Q. I am having trouble electronically signing the form.

A. Please follow the steps below:

1. Place your mouse cursor in the blank square
2. Click and hold down the left mouse button
 - a. On a laptop, the left selection button can be used.
3. Move your mouse as you would a pen to sign in the box
4. If you are using a mobile device with a touch screen, you can sign with your finger or a stylus.
5. You can then complete the blank fields in the box underneath your signature and proceed.

Q. Do I really have to sign my name three (3) times?

A. You will have to authorize your electronic signature when you sign with your mouse. The Authorization and disclosure form are two separate forms that look very similar. Both require an electronic signature. Once you have signed in the box you will click "done" to save your signature. Underneath the electronic signature you will need to type your name and authorize the signature. After you have signed and completed both forms, you will scroll down and select "**submit**". When the portal is completed successfully you will receive notification that it's been submitted. An example is provided below.

Girl Scouts of Greater Chicago & Northwest Indiana



Complete

Thank you for submitting your criminal background check order.

If at any point you would like to withdraw your electronic signature consent, update your email address, or receive a free copy of the documents you signed, please contact the Asurint Compliance Department using the information below. Proper identification will be required before such requests are completed.

Contact Information:
Asurint Compliance Department
P.O. Box 14730
Cleveland, OH 44114
(800) 906-2034
compliance@asurint.com



Applicant Direct Request Completed

Dear Girl Scouts of Greater Chicago & Northwest Indiana,

You recently requested that Jennifer Appleseed (email address) provide information to complete a background check. This email is to inform you that this process is complete.

The order id for Jennifer Appleseed is: 18304609
The Package used for this order is: GS USA Salesforce Package2 with Alias

If you have any questions, please contact Asurint via phone at (800) 906-1674 or email at support@asurint.com.

Q. I received a message that a Duplicate Order appears in the system and I cannot proceed.

A. This message is provided if you have a previous criminal background check in Asurint's system within a 365 day period. The system will not allow you to proceed. Please contact Volunteer Services (volunteers@girlscoutsgcnwi.org) for assistance.

Q. I received a message that my name, Date of Birth, or Social Security Number do not match. I am entering the correct information.

A. Your information may have been entered incorrectly during data conversion. Please reach out to Volunteer Services (volunteers@girlscoutsgcnwi.org) so that this can be corrected and a new request generated. The information you supply to Asurint must match what was provided to the council in order to proceed.

Q. How long does the background check take?

A. Completing the actual background check request online will take the volunteer approximately 2 minutes. The background check results report should be available to Girl Scouts of Greater Chicago and Northwest Indiana in 3-5 business days.

Q. Who pays for the criminal background check?

A. Since 2009, Girl Scouts of Greater Chicago and Northwest Indiana has allocated funds to cover background checks as part of our annual budget. Additionally, new this year is the implementation of a self-pay option, for those volunteers who would like to help defray the cost to the council and directly pay for the background check themselves. Both options are available to the volunteer. The cost for each background check is currently less than \$10.

Q. Will I get a copy of the background check report? What if the information is inaccurate?

A. Asurint will send you a confirmation notice that your background check has been processed. If the background check report turns up an area of concern, the volunteer will be notified in writing that their report included areas of concern. Information on how to contact the background check vendor to discuss or dispute the results will be included in that written communication. Girl Scouts of Greater Chicago and Northwest Indiana does not provide copies of the background check report to anyone, nor do we accept background check reports from other organizations. This means that, if you had a background check through your place of employment, you will still need to complete a background check prior to volunteering with Girl Scouts.

What is the purpose of criminal background checks?

Q. Why is the council conducting background checks for every volunteer?

A. We value and respect the contributions of each of our volunteers and understand you may have questions, especially if you have volunteered with us for any length of time previously. Keep in mind that, while background screening is a valuable tool, it is not perfect. The information we gather about an individual is only as current as the date on which we obtain it. For this reason, GSUSA recommends that councils repeat the background screening process every three (3) years as part of our overall risk management plan. Additionally, some of our partners, such as American Camping Association, require regular screening and re-screening as part of the accreditation process. Quite simply, the background check re-screening protocol is an important, responsible step that youth-serving organizations are implementing as a way to ensure a safer environment for children in today's world.

Q. How will the council conduct the criminal background check?

A. Volunteers will have two (2) options.

1. Submit their information to the online self-service portal, (Asurint company), to initiate the criminal background check themselves, or
2. Submit their information to the council for the council staff to submit the criminal background check through the same Asurint online portal.

Q. How do I know my personal information is safe?

A. We are committed to safeguarding your personal information. You may submit your personal information directly to our reputable, secure online vendor, Asurint, which operates a secure website. No one else will have access to your information. All information is transmitted via Secure Socket Layer (SSL) technology and stored with encryption in Asurint's database.

Access is limited to authorized individuals with special access rights to Asurint's systems and in compliance with all state and federal laws. To view Asurint's security policy, please visit Asurint.com/compliance.

Q. What happens if I don't submit a background check?

A. The policies of Girl Scouts of Greater Chicago and Northwest Indiana state that all volunteers must complete this portion of the screening process. New volunteer applicants are not eligible to volunteer until a clear background check report is received. Likewise, returning volunteers must also complete the background check, on a periodic basis, in order to be re-appointed to a volunteer position.

Q. Who sees the criminal background check results report?

A. Only the members of Girl Scouts of Greater Chicago and Northwest Indiana volunteer services department see the results of the criminal background check. The results are kept confidential.

Q. I volunteer with or work for another organization that did a criminal background check on me. Can you use it instead?

A. No. Girl Scouts of Greater Chicago and Northwest Indiana will not share criminal background check information with other organizations, nor would we ask other organizations to share your criminal background check information with us. This ensures your personal information stays private.

Q. If a criminal background record is found, will the volunteer automatically be barred from volunteering with Girl Scouts of Greater Chicago and Northwest Indiana?

A. Our top priority is the safety and well-being of the girl members, and all members. Several factors are taken into account when determining whether a person may hold a volunteer position with Girl Scouts of Greater Chicago and Northwest Indiana when an unfavorable background is reported. Persons with a felony conviction are disqualified from holding a volunteer position; misdemeanors are reviewed on a case-by-case basis. While the Girl Scout organization relies on volunteers to carry out its Mission, we take very seriously our responsibility to carefully screen all adults who function in any volunteer capacity within our organization.

Q. As a leader, how do I know who has completed the background check out of my registered adults?

A. A troop leader with access to view her/his troop members will see adults listed as either "adult members," or as volunteers with a specific role (s). "Volunteers" must hold a designated role in the organization. If someone has a designated volunteer role, i.e., Troop Treasurer, and the volunteer role title is listed with their name, which means they have been approved through our background screening. If the volunteer holds a specific role, and yet no role is shown, that means that the background screening has not yet been completed, and the volunteer is not yet eligible to volunteer with the troop. Adult "members," on the other hand, are simply adults who have registered as members of the Girl Scout organization; they do not volunteer for the organization in any capacity.

Additional questions? Please contact Cindy Stath, Manager of Volunteer Services, at cstath@girlscoutsgcnwi.org or 219-472-1963, or Julie Gilmartin, Director of Volunteer Services, at jgilmartin@girlscoutsgcnwi.org, or 630-544-5973.