



# TRAINING MANUAL

Updated February 2025



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## **Criminal Background Check Process**

The following list of requirements must be met before an agency can submit names for a criminal background check. We encourage completing the online training prior to submitting of the following documents.

### **Become A Member Agency**

All required forms can be downloaded at <http://www.verifyi.org/join-verifyi.html>

Agencies wishing to be part of the criminal background check program should complete the following documents:

☒ **VERIFY Membership Application**

Agencies must sign and return the membership application. Completed documents should be sent to the attention of VERIFY.

☒ **Agency Service Agreement**

Agencies must sign and return the Agency Service Agreement for VERIFY.

☒ **DPS User Entity Agreement**

The Agreement (one per agency) will be submitted to the Texas Department of Public Safety for approval for participation. Agencies are not required to contact the TX DPS, as the VolunteerNow will do this on your behalf.

☒ **Documentation of Screening Process**

Agencies must supply a copy of Background Verification Release Form if any additions have been made to the original.

To download a copy, go to <http://www.verifyi.org/join-verifyi.html>

☒ **DPS Authorized User Acknowledgement Form**

The form (per each agency representative) will be submitted to the Texas Department of Public Safety for approval for participation. Agencies are not required to contact the TX DPS, as VolunteerNow will do this on your behalf.

☒ **Complete the Training Test**

At least two agency representatives must read the Training Manual and complete the training test. These should be the people responsible for reviewing and approving/denying placement based on criminal background. You must complete and pass the short, "open book" test that corresponds with this manual. Each person that completes the training will be required to answer their own test material in order to obtain a training ID. This is a unique code that allows us to confirm your training in the future should you transfer to a different agency, as you are only required to attend the training once.

**Become A New User for an Existing Agency**

All required forms can be downloaded at <http://www.verifyi.org/join-verifyi.html>

If your agency is already an approved member of veriFYI and you need to be added as a new user, you should complete the following documents:

**☒ DPS User Entity Agreement**

The Agreement (one per agency) will be submitted to the Texas Department of Public Safety for approval for participation. Agencies are not required to contact the TX DPS, as the VolunteerNow will do this on your behalf.

**☒ Documentation of Screening Process**

Agencies must supply a copy of Background Verification Release Form if any additions have been made to the original.

To download a copy, go to <http://www.verifyi.org/join-verifyi.html>

**☒ DPS Authorized User Acknowledgement Form**

The form (per each agency representative) will be submitted to the Texas Department of Public Safety for approval for participation. Agencies are not required to contact the TX DPS, as VolunteerNow will do this on your behalf.

**☒ Complete the Training Test**

At least two agency representatives must read the Training Manual and complete the training test. These should be the people responsible for reviewing and approving/denying placement based on criminal background. You must complete and pass the short, “open book” test that corresponds with this manual. Each person that completes the training will be required to answer their own test material in order to obtain a training ID. This is a unique code that allows us to confirm your training in the future should you transfer to a different agency, as you are only required to attend the training once.

## The Law

Please review all of the following section very carefully. The items highlighted are VERY IMPORTANT as it details how VolunteerNow is able to obtain Texas DPS information, which may include juvenile and/or adjudicated records, on your Agency's behalf. It is also important that you understand that you should not keep records longer than the law allows. If you are required by the State to keep your records you will know this and subsequently, the statement in this Act will not apply.

S.B. No. 42

### AN ACT

1-1 relating to access to criminal history record information by  
1-2 certain organizations providing volunteer services.

1-3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

1-4 SECTION 1. Subsection (e), Section 411.087, Government Code,  
1-5 is repealed.

1-6 SECTION 2. Section 411.126, Government Code, is amended to  
1-7 read as follows:

1-8 Sec. 411.126. Access to Criminal History Record Information:  
1-9 Volunteer Centers <Center of Dallas County>. (a) In this section:

1-10 (1) "Volunteer center" means a nonprofit, tax-exempt  
1-11 organization:

1-12 (A) whose primary purpose is to recruit and  
1-13 refer individual volunteers for other nonprofit groups in that  
1-14 area; and

1-15 (B) that is certified as a bona fide volunteer  
1-16 center by the department.<; and>

1-17 <(C) that is operating on the effective date of  
1-18 this Act as "Volunteer Center of Dallas County.">

1-19 (2) "Volunteer" or "volunteer applicant" means a  
1-20 person who will perform one or more of the following services  
1-21 without remuneration:

1-22 (A) any service performed in a residence;

1-23 (B) any service that requires the access to or  
1-24 the handling of money or confidential or privileged information; or

2-1 (C) any service that involves the care of or  
2-2 access to:

2-3 (i) a child;

2-4 (ii) an elderly person; or

- 2-5 (iii) a person who is mentally  
2-6 incompetent, mentally retarded, physically disabled, ill, or  
2-7 incapacitated.
- 2-8 (3) "Employee" or "employee applicant" means a person  
2-9 who will perform one or more of the following services or functions  
2-10 for remuneration:
- 2-11 (A) any service performed in a residence;  
2-12 (B) any service that requires the access to or  
2-13 the handling of money or confidential or privileged information; or  
2-14 (C) any service that involves the care of or  
2-15 access to:
- 2-16 (i) a child;  
2-17 (ii) an elderly person; or  
2-18 (iii) a person who is mentally  
2-19 incompetent, mentally retarded, physically disabled, ill, or  
2-20 incapacitated;
- 2-21 (D) coordination or referral of volunteers; or  
2-22 (E) executive administrative responsibilities.
- 2-23 (4) "Client agency" means a nonprofit agency served by  
2-24 a volunteer center.
- 2-25 (b) A volunteer center is entitled to obtain from the  
2-26 department criminal history record information maintained by the  
2-27 department that relates to a person who is:
- 3-1 (1) an employee, an employee applicant, a volunteer,  
3-2 or a volunteer applicant of the volunteer center; or  
3-3 (2) an employee, an employee applicant, a volunteer,  
3-4 or a volunteer applicant of a client agency.
- 3-5 (c) <A volunteer center is entitled to obtain from the  
3-6 department only criminal history record information that relates to  
3-7 a conviction.>
- 3-8 <(d)> The department may establish rules governing the  
3-9 administration of this section and charge volunteer centers a fee  
3-10 to cover the department's direct costs of administering this  
3-11 program.
- 3-12 (d) <(e)> A volunteer center may disseminate criminal  
3-13 history record information to a client agency, if the client agency  
3-14 has been approved by the department.
- 3-15 (e) <(f)> A volunteer center or client agency may not keep  
3-16 or retain criminal history record information obtained under this

3-17 section in any file. Criminal history record information must be  
3-18 destroyed promptly after the determination of suitability of the  
3-19 person for any position as a volunteer or employee.

3-20 (f) Subject to approval by the department, two or more  
3-21 volunteer centers may share technical and staff resources in the  
3-22 development and operation of services for the dissemination of  
3-23 criminal history record information.

3-24 (g) Except in the case of gross negligence or intentional  
3-25 misconduct, a volunteer center is not liable for damages arising  
3-26 from:

3-27 (1) the release or use of information obtained under  
4-1 this section;

4-2 (2) the failure to release or use information obtained  
4-3 under this section; or

4-4 (3) the failure to obtain information under this  
4-5 section.

4-6 SECTION 3. This Act takes effect September 1, 1995.

4-7 SECTION 4. (a) The change in law made by this Act applies  
4-8 only to a cause of action that arises on or after the effective  
4-9 date of this Act.

4-10 (b) A cause of action that arises before the effective date  
4-11 of this Act is governed by the law in effect at the time the cause  
4-12 of action arose, and that law is continued in effect for that  
4-13 purpose.

4-14 SECTION 5. The importance of this legislation and the  
4-15 crowded condition of the calendars in both houses create an  
4-16 emergency and an imperative public necessity that the  
4-17 constitutional rule requiring bills to be read on three several  
4-18 days in each house be suspended, and this rule is hereby suspended.

## **Agency Service Agreement**

The Agency Service Agreement is the binding document, which must be signed by all client agencies, that outlines the responsibilities of each party that is involved in the background process: the Service Provider, the Client/End User, and the Applicant. There are specific roles that each play in order to provide exceptional service, but we must have the completed agreement on file to do background checks. Since more than one person may have access to VERIFIY, it's possible that you have never seen this Agreement. Please take a



moment to familiarize yourself with the Agreement and contact the VERIFY staff if you have any questions about it.

## **Agency Service Agreement**

### **Definitions**

**B2B** – Business-to-Business web-based software application

**End User** – Authorized Service Provider of Client who actually utilizes the VERIFY Applicant screening system

**Applicant** – Individual seeking employment or volunteer position

### **Parties to the Agreement**

**Service Provider:** VolunteerNow d.b.a. VERIFY located at 2800 Live Oak, Dallas, Texas 75204 herein known as Service Provider.

**Client:** [Your AGENCY NAME]

### **Recitals**

**Service Provider** provides background verification services on behalf of companies, tax supported entities, churches and nonprofit agencies. Service Provider utilizes a B2B Internet, web-based, automated background verification software application used specifically for providing background information pertaining to individual subjects. The VERIFY B2B web-based automated background verification software system compiles a consortium of individual public records and Texas Department of Public Safety records into a summary report that is intended to serve as a method for verifying background information. The VERIFY software system provides the Client/End User with a combination of the following public records based on the client/end user individual criteria and individual requests: Social Security Number Verification (When Client has established Credit) National Criminal Records; Last Known Employment Information; Last Known Addresses; criminal background information from the Texas Department of Public Safety if qualified. The VERIFY software system assimilates any combination of the aforementioned public and DPS records and provides information provided into a single reporting format.

**Client** hires employees and/or uses volunteers for designated purposes established by said client.

### **Agreement**

Subject to the terms and conditions of this agreement, Service Provider agrees to permit Client with access to the VERIFY web-based online automated employment verification system **for the explicit purpose of evaluating background of applicant for employment or volunteer purposes**. The VERIFY system includes the following services:

(a) **Credit Reports**

- (i) By signing this agreement, Client acknowledges receipt, in whole or in part, of the Fair Credit Reporting Act herein known as FCRA and agrees to train, and monitor end users and remain in full compliance of the entire said Act at all times.

**In Part - Permissible Purpose is defined in Section 604 of the **Fair Credit Reporting Act (FCRA)**.**

(1) In general, and limited only to our available services, Subject to subsection (c) any consumer reporting agency may furnish a consumer report under the following circumstances and no other:

(a) To a person which it has reason to believe

(b) Intends to use the information in connection with a credit transaction involving the consumer on whom the information is to be furnished and involving the extension of credit to, or review or collection of an account of, the consumer; or

(c) Intends to use the information for employment or volunteer purposes.



- No End User may access a Consumer Credit Report without an applicant authorization signature on file.
- All agencies reselling consumer credit reports are required to meet audit regulations pertaining to the usage of said reports.
- End User may not share any information contained within a consumer credit report with anyone unauthorized to receive said information, including the Applicant.

(2) By signing this agreement Client agrees to comply with consumer credit reporting audit policies as set forth by Service Provider.

### **Covenants of Client**

**Client** agrees to provide Service Provider with applicant information required to operate the background verification system.

**Client** agrees to maintain broadband connections and personal computer equipment necessary to facilitate the VERIFY system.

**Client** agrees to issue and maintain the security of End User login identification access codes.

**Client** agrees to pay all Compensation and/or fees for services rendered by Service Provider as set forth within the terms and conditions as set forth in this agreement.

**Client** agrees to initiate the background verification system on those Applicants who have signed the authorization/waiver/indemnity for this process.

**Client** shall maintain custody of the consent form and shall retain the Applicant consent form for three years following the date of requesting the background verification.

**Client** shall immediately notify VERIFY if an internal grievance is filed by an Applicant because of incorrect information or other reasons related to DPS criminal histories.

**Client** agrees to submit to an inspection, audit, or review of all records and procedures relating to this process.

### **Covenants of Service Provider**

Pursuant to the terms and conditions contained within this agreement being met:

**Service Provider** agrees to provide unencumbered access and use of the VERIFY web site and VERIFY automated background verification system.

**Service Provider** agrees to continually upgrade and modify the background verification system standards, and to meet compliance regulations as set forth within The Fair Credit Reporting Act.

**Service Provider** agrees to provide complete Client/End User training and support relating to use of the VERIFY automated background verification software system.

**Service Provider** agrees to provide Client/End User technical support relating to VERIFY background verification software system operability issues.

**Service Provider** agrees to accept, process, and return completed background verification results to the Client at no additional charge in the event that Service Provider or Client experiences temporary Internet connectivity loss or temporary computer system failure.

### **Term**

**Client** may cancel at anytime with 30-day written notice.

### **Compensation**

**Client** agrees to pay Service Provider a fee of \$11.95 for services as outlined Recitals above. Invoices older than 30 days are subject to 1% monthly late fee.

### **Indemnification**

- (a) The Client hereby agrees that it will indemnify and hold VERIFY harmless from and all loss, liability, costs (including reasonable attorneys' fees), expenses, judgments, damages, claims, and demands of every kind and character, which VERIFY has suffered or may suffer resulting directly, indirectly, proximately or otherwise, from the criminal background check process as performed for the Client. This indemnification shall include, but not be limited to, a claim or asserted claim by any Applicant or any other person, firm, or entity for any damage claim, loss, expense or liability for damage to or loss which is caused by, attributable to or occurs in connection with criminal background checks for the Client regardless of the fault and regardless of whether such loss occurs as a result of either acts, omissions, or negligence of the Client and its employees, Service Providers, servants and invitees. **This indemnification does not include any negligence on the part of VERIFY.** The Client acknowledges that the Volunteer Centers are performing the services there under pursuant to statutory authorization and as a public service and owes no duty to the Client in performing its role under the terms of this Agreement. Notwithstanding the above stated, Service Provider shall not be liable to Client under this section if alleged losses result from acts or omissions by Client or of a third party who provided information to Service Provider in the exercise of its ordinary business practice.
- (b) Service Provider shall indemnify, defend and hold harmless Client from losses resulting from background verifications as related to legal compliance of the U.S. Fair Credit Act.

### **Confidentiality and Non-Disclosure**

**Service Provider and Client** mutually agree that **all organizational information**, including but not limited to, customer lists, applicant information, marketing information, pricing information, trade secrets, and any and all correspondence of any method including verbal communication, mail, facsimile, or electronic between said parties, **is privileged and confidential and shall not be copied, distributed, or shared with any person or agency not covered in this agreement.**

**The Client** shall treat all criminal history information as confidential, and **shall limit the number of people who have access to Applicant criminal history information to only those individuals who have received VERIFY training.**

Documentation of criminal conviction histories requested by the Client shall be received from VERIFY by authorized and trained personnel from each Agency site and cannot be received by any other Agency personnel.

The Client agrees to immediately destroy with a shredder all records pertaining to said criminal background checks once a final decision has been made regarding an Applicant. **Client must destroy the criminal history inquiry response within five days of making a decision of each applicant's suitability for placement as a volunteer or employee, but in no case later than 30 days after having received the criminal history inquiry response from VERIFY. The Client agrees to keep the criminal records in a secure, locked storage drawer until such time as the records are destroyed.**

The Client hereby agrees that under no circumstances shall the Client allow the Applicant to keep or photocopy his or her criminal history record transcript, under no circumstances will the Client record in any way the information contained in the criminal history record transcript.

### **Miscellaneous**

#### ***Waiver***

The waiver of a breach or violation of any Covenant or Condition of this agreement shall not be construed to be a waiver of any subsequent Covenant or Condition of this agreement.

#### ***Governing Law***

This agreement shall be interpreted, construed and governed according to the laws of the State of Texas.

#### ***Severability***

Any provision of this Agreement held by a court of competent jurisdiction to be contrary to law, all remaining provisions of this Agreement

**Notices**

All notices, requests, and demands given to or made by the Parties shall be submitted in writing and delivered via certified mail or via certifiable electronic correspondence.

**Entirety and Modification**

This agreement and any Exhibits or Attachments constitute the entire Agreement between parties. Any and all changes or modifications to this Agreement must be in writing. Oral modification including oral modifications to any provision of this agreement is not valid or enforceable.

**Service Provider and Client** hereto agree that it is in their best interest to resolve disputes between them in an orderly fashion and in a consistent manner hereby agree to resolve legal matters first through a mediation process and if a mediation process does not resolve the issues both parties agree to arbitration and such forum shall be in the State of Texas.

**In witness hereof, the Parties hereto have executed this Agreement on the date first set forth above.**

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To further emphasize a couple points from this Agreement:

- Only the people trained by VolunteerNow may have access to the criminal history reports (this includes the online training). We strongly suggest a minimum of two representatives per agency complete the training. For example, if your Executive Director, Supervisor, or Pastor has not been trained, you cannot share an employee or volunteer's criminal background with them! *Please refer to page 10.*
- If you print the criminal history report, it must be destroyed with a shredder once a final decision has been made. Reports may not be kept any longer than **30 days**, therefore, the VERIFIY website will not show criminal history older than 30 days old.
- We do not obtain any financial history information in the Social Security Verification even though we communicate with Equifax, a Credit Bureau. We are governed by the Fair Credit Reporting Act; therefore we must include this in our Agency Agreement.

## **Background Verification Release Form**

The Background Verification Release Form covers the Fair Credit Reporting Act requirement of having a signature when obtaining credit history – because Social Security information is verified with Equifax, a Credit Reporting Agency, it falls under the credit history category. **This form is valid for three years. The text cannot be modified or altered, except to add your logo or Agency information.** There is a Spanish version available online as well.

### **AGENCY INFORMATION**

Date	Agency Name		
Contact Name			
Agency's Main Phone Number		Agency's Fax Number	

### **APPLICANT INFORMATION**

Applicant Full Name (Last, First, MI)			Maiden or Other Name(s) Used	
Current Address				
City	State	Zip Code	County	
Social Security Number	Date of Birth	Driver's License Number	State Issued	
Position Applied For		Contact Phone Number		
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female	Race <input type="checkbox"/> African American <input type="checkbox"/> American Indian <input type="checkbox"/> Anglo <input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> Other		

I hereby authorize VERIFY and or its Service Provider to request and receive any and all background information about or concerning me, including but not limited to my Criminal History, Social Security Number Trace including a consumer report under the Fair Credit Reporting Act, 15 U.S.C 1681, Driving Record, Employment History, Military Background, Civil Listings, Educational Background, Professional License from any Individual, Corporation, Partnership, Law Enforcement Agency, and other entities including my Present and Past Employers.

The criminal history, as received from the reporting agencies, may include arrest and conviction data as well as plea bargains and deferred adjudications and delinquent conduct as committed as a juvenile. I understand that this information will be used, in part, to determine my eligibility for an employment/volunteer position with this organization. I also understand that as long as I remain an employee or volunteer here, the criminal history check may be repeated at any time. I understand that I will have an opportunity to review the criminal history as received by client/agency and a procedure is available for clarification, if I dispute the record as received. **I also understand that the criminal history could contain information presumed to be expunged.**

I further release and discharge VERIFY and their Service Provider and all of their Subsidiaries, Affiliates, Officers, Employees, Contract Personnel, or Associates, from any and all claims and liability arising out of any request for information or records pursuant to this authorization, procurement of an investigative consumer report and understand that it may contain information about my character, general reputation, personal characteristics, and mode of living, whichever are applicable.

I understand that I have the right to make written request within a reasonable period of time to VeriFYI for additional information concerning the nature and scope of the investigation. I acknowledge that I have voluntarily provided the above information for employment/volunteer purposes, and I have carefully read and understand this authorization.

**Authorized Uses and Penalties for Misuse**

# Penalty for the Unauthorized Obtaining, Use, or Disclosure of Criminal History Information

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Effective September 1, 1993, the use of Texas criminal history record information is governed by Sections 411.081 through 411.127, Government Code. All individuals who access criminal history record information should be aware of the authorized uses and penalties for misuse. This notice is provided in accordance with Section 411.085 and its requirement that the Department of Public Safety notify all you apply for Criminal History of these penalties. Refer to Sections 411.081 through 411.127 for more information

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- (a) A person commits an offense if the person knowingly or intentionally:
    - (1) Obtains criminal history record information in an unauthorized manner, uses the information for an unauthorized purpose, or discloses the information to a person who is not entitled to the information;
    - (2) Provides a person with a copy of the person's criminal history record information obtained from the department; or
    - (3) Violates a rule of the department adopted under this subchapter.
  - (b) An offense under Subsection (a) is a Class B misdemeanor, except as provided by Subsection (c).
  - (c) An offense under Subsection (a) is a felony of the second degree if the person:
    - (1) Obtains, uses, or discloses criminal history record information for remuneration or for the promise of remuneration; or
    - (2) Employs another person to obtain, use, or disclose criminal history record information for remuneration or for the promise of remuneration.
  - (d) The department shall provide each person who applies for access to criminal history record information maintained by the department with a copy of this section.
- 

## Texas Department of Public Safety



## The Background Check

The background check is essentially made up of the following components:

- ① **Multi-Jurisdictional (National) Check**  
*Searches over 400 million criminal records from over 185 jurisdictions. Reports are from 48 State criminal files.*
- ② **Sexual Offender Database Search**  
*Reports are from all 50 State (plus Washington, D.C.) Sex Offender Records.*
- ③ **Social Security Verification**  
*Search reveals present and past addresses and aliases.*
- ④ **Texas Department of Public Safety (DPS) Check (Texas Agencies ONLY)**  
*Search includes arrests, convictions, deferred adjudications, juvenile records, and warrants. May include adjudicated, juvenile, and records thought to be expunged.*

Agencies requesting a criminal history record on a prospective staff or volunteer through the VERIFY process will have the search done in four parts.

The **1<sup>st</sup> check** is the Multi-jurisdictional (national) check and the information is taken from the Department of Corrections Records, Sexual Offense Records, Department of Public Safety Records, Bureau of Investigations records or Administrator of the Courts records where applicable. At the present time some states do not report (Colorado, Hawaii, Louisiana, Massachusetts, South Dakota, Vermont, West Virginia and Wyoming).

The **2<sup>nd</sup> check** is the National Database Search of Sex Offender Records which scans databases from around the country to find any record of arrest, convictions or sexual offenses against adults, children and certain sexual contact and other crimes against victims who are minors. Sex Offender Records are available from **ALL** 50 States and Washington, D.C.

The **3<sup>rd</sup> check** is the Social Security Verification and these results will include verification of valid Social Security Number, aliases and previous and current addresses.

The **4<sup>th</sup> check** is the Texas Department of Public Safety (DPS). This search will include the entire criminal history as maintained in the secured site DPS files. The information that DPS has is information that has been reported to them by local law enforcement agencies. In some cases, the reporting of violations by local agencies may not be complete or may not have been reported at all to DPS. Therefore, the nonprofit agencies cannot assume that every conviction or arrest will be on the record. The system used by DPS is a "SOUNDEX" based search. This is a name-based check that relies on a phonetic match of the person's name. The name-based search will search for only one name, preferable the legal name. If an applicant has used more than one name (*for example maiden name, other married names, nicknames*), each name a person has used should be submitted separately in order to ensure that a thorough check is done (*for example, William/Bill*). The search also includes any alias used, but there is no assurance that the other names will be on the record. This data must be carefully examined to be sure that the record belongs to the candidate whose name was submitted. Other information, such as Social Security number, driver's license number, middle names, descriptions, etc., can be used to help ascertain that the person named in the rap sheet is the right person. The criminal background record is not a fingerprint match. If an applicant disputes that a record is his/hers, there is a grievance procedure by which a fingerprint search can be done through DPS to prove absolutely whether or not the applicant is the person indicated on the rap sheet.

## Background Check Submission Process

You will be issued a User ID and Password after you have been approved by DPS.

1. View the VERIFY Video Tutorial at <http://www.verifyi.org/join-verifyi.html>. This video will guide you through the VERIFY platform.
2. Log onto [www.verifyi.org](http://www.verifyi.org) from any computer's web browser (Mozilla and Google Chrome tend to hang when processing new applicants).



If you have login trouble or forgot your password, email the VeriFYI Program Specialist and we will respond to you within 24 hours.

3. VERIFY has several options for submitting a name:
  - a. The authorized user can manually enter the information
  - b. Use the QuickApp™ to request an applicant to enter their own information into the system
  - c. Upload a batch of names into the system using an excel template provided by the VeriFYI Program Specialist
4. Once a submission has been made, please allow up to 48 hours to process your request. You will receive an email when your submission has been completed. Only personnel trained by VolunteerNow should view the results. Submission results can be viewed for 30 days only.
5. Payment Methods: You will be invoiced monthly. Payment is due within 30 days of receipt of the invoice.
  - a. A credit card must be saved on file
  - b. ACH payment. Request ACH form from VeriFYI Program Specialist

Please go to the *Order* tab to select a VERIFY product.

The screenshot shows the VERIFY web application interface. At the top is a navigation bar with tabs: Order, Reports, Admin, and Utilities. Below the navigation bar is a status bar with indicators for Draft Orders, Applicant Pending, Applicant Ready, XML Ready, and IR. The main content area is titled 'Select Product for Order' and displays a list of products for selection. Each product entry includes an 'Order' button and a description of the package included.

Product Name	Package Includes
VERIFY	Multi-jurisdictional Database Search & SSN Address Trace, and National Sex Offender Search
VERIFY - APPLICANT PAYS	Multi-jurisdictional Database Search & SSN Address Trace, and National Sex Offender Search
VERIFY - MVR	Multi-jurisdictional Database Search & SSN Address Trace, and National Sex Offender Search, and Motor Vehicle Report
VERIFY A LA CARTE SERVICES	A La Carte Products: SSN Address Trace, County Criminal Records Search, Motor Vehicle Report, Education Verification, and Employment Verification
VERIFY A LA CARTE SERVICES	A La Carte Products: SSN Address Trace, County Criminal Records Search, Motor Vehicle Report, Education Verification, and Employment Verification
VERIFY A LA CARTE SERVICES	A La Carte Products: SSN Address Trace, County Criminal Records Search, Motor Vehicle Report, Education Verification, and Employment Verification

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The Order Page at the top right is defaulted to show your agency name. If for some reason the information in this field is incorrect, please contact [verifyi@volnow.org](mailto:verifyi@volnow.org) immediately before starting the submission process. This information will eventually become the header of the background check results report. Therefore, if anything is incorrect, it will be on every search you perform until it is resolved. On the right side of the page above the agency name will have the first name of the authorized user and the (sign out) tab.

We have combined the other options into VERIFYI A La Carte Services.

The screenshot shows the VERIFYI web application interface. At the top is a dark blue navigation bar with the VERIFYI logo on the left and several menu items: 'Order', 'Reports', 'Admin', and 'Utilities', each with a dropdown arrow. On the right of the navigation bar is a search bar with a dropdown arrow, a search icon, and a circular 'IR' button. Below the navigation bar, the main content area is titled 'Select Searches for Order'. It contains four sections, each with a header and a list of search options:
 

- Identity Development**: Includes 'Person Search' with a checkbox for 'SSN Address Trace'.
- Investigative**: Includes 'County Criminal Records Search' with a checkbox.
- Verification**: Includes 'Employment Verification' with a checkbox.
- Credentials**: Includes 'Education Verification' and 'Motor Vehicle Report', each with a checkbox.

 At the bottom left of the form is a 'Cancel' link, and at the bottom right is a blue 'Next' button with a right-pointing arrow.

If you choose one of the A La Carte Services, such as the Multi-State Search and Social Security Check, and then later decide you want to run a Motor Vehicle Search, you will need to access the A La Carte Services. (there are different prices for each option, but the least expensive will always be the standard check).

The information required is standard and any specific data entry requirements will be explained in a bit more detail so that you should be able to enter information without getting any errors.

**The standard service is the Multi-State Search & SSN - \$11.95 per search.**

You can choose two different options for the standard service:

1. **Agency to pay** for the criminal background check.
2. **Applicant to pay** for the criminal background check.

Either option will have the same process for entering the information manually or you can use the QuickApp™.

Select Searches for Order

Identity Development

Person Search

☒ SSN Address Trace

Investigative

☒ Texas DPS

☒ Multi-jurisdictional Database & National Sex Offender Search

[Cancel](#)
→ [QuickApp™](#) or [Next →](#)

Simply click “next” or use the QuickApp™ to begin the data entry process.

Below is a snapshot of the information needed to send an applicant for their information to process a criminal background check. **The fields with the asterisk are required fields** and must be entered before you send the request to the applicant.

QuickApp™ Order

VolunteerNow  
VeriFYI

Reference:

Position/Title:

Proposed Salary:

Applicant

\* Last Name

\* First Name

Phone Number

\* To Applicant's E-mail Address

\* From Sender's E-mail Address

irodriguez@volnow.org

Order Notes:

[Cancel](#)
→ [Send & Next](#) [Send](#)

The final option for processing a criminal background check will be in bulk form. The batch upload process allows the authorized user to create an excel spreadsheet. On the VERIFY website, you will see the batch upload template for you with this batch upload process. All fields except for the “generation” column are required fields.

The screenshot shows the VERIFY website's interface for batch uploading. The top navigation bar includes the VERIFY logo, tabs for Order, Reports, Admin, and Utilities, a search bar with 'Last Name' and a magnifying glass icon, and a user profile icon labeled 'IR'. Below the navigation bar, a breadcrumb trail reads 'Batch Order > VolunteerNow > Import'. The main content area features a large dashed blue box with a cloud upload icon and the text 'Drag and Drop CSV File Here' and 'Or'. Below this is a 'Choose A File' button. Underneath the box is a link for 'Supported Searches' with a dropdown arrow. At the bottom right, there are two buttons: 'Cancel' and 'Import', with the 'Import' button highlighted by a red rectangle.



Remember to use the legal name of the individual. Referencing to a Government Issued ID is best to type the information into the system. **Please be sure to double-check all numbers and the spelling of names!**

**Note:** If you need to upload the batch, please send the request to [irodriguez@volnow.org](mailto:irodriguez@volnow.org) to provide you a template.

## Viewing Reports

When you receive the email response, you must login to the VERIFY system.

- You will see a list of names of the individuals that have been processed in our system.
- If your report is ready, it will appear in the status as **Completed**.
- **File number:** This will help you contact us in case of any questions about a background check.
- The names can only be viewed for **30 days** after submission.

Report Results - #290831 \* - JOE, CLEAN V.

**VolunteerNow**  
 Ivonne Rodriguez

[View](#)
[Print](#)
[Add to Order](#)

[View Applicant Portal](#)
[Applicant Portal Email](#)
[Completed Email](#)
[New Order](#)

### Order Details ↑

**Status:** Complete

Order Date: 01-28-2025 10:07 AM MST

Report Date: 01-28-2025 11:26 AM MST

**File Number:** 290831\*

Report To: VolunteerNow / 1614V  
Attn: Vicki Fuentes  
2800 Live Oak Street  
Dallas, TX 75204

Assigned To: -

Requestor: Ivonne Rodriguez

Email: [irodriguez@volnow.org](mailto:irodriguez@volnow.org)

Phone: [REDACTED]

Alt. Phone: (214) 826-6767

Fax: [REDACTED]

Product: VeriFYI

Charges: \$11.95

### Applicant Information ↑

Name: JOE, CLEAN V.

Email: [IRODRIGUEZ@VOLNOW.ORG](mailto:IRODRIGUEZ@VOLNOW.ORG)

Address: 2800 LIVE OAK STREET, DALLAS, TX 75204

[Edit Applicant Information](#)

SSN/DOB: 999-99-9999 / 08-04-1981 (43)

Phone: 2148189839

### Search Results

✓ QA Review Completed
[Add to Order](#)

Search	Status	Assigned	
<b>Person Search</b>			
SSN Address Trace (999-99-9999)	Complete	Unassigned	<a href="#">Print</a> <a href="#">Close</a> <a href="#">Menu</a>
<b>Texas DPS</b>			
TEXAS (JOE, CLEAN V)	Complete	Unassigned	<a href="#">Print</a> <a href="#">Close</a> <a href="#">Menu</a>
<b>Multi-jurisdictional Database &amp; National Sex Offender Search</b>			
NATIONWIDE (JOE, CLEAN V)	Complete	Unassigned	<a href="#">Print</a> <a href="#">Close</a> <a href="#">Menu</a>

**WARNING:** This search may not be used as the basis for an adverse action on an applicant. It should only be used to verify or correct an applicant's information, or as a tool to further research of public records or other verifications.

If a flag appears in the full report, it means that VeriFYI found records for the applicant. Click on the flag to see which offense(s) were found in the report.

## Multi-jurisdictional Database & National Sex Offender Search

### Multi-jurisdictional Database & National Sex Offender Search

[Results](#) [View](#) [Print Report](#) [Edit](#) [Print Search](#) [Reset](#)



FILE NUMBER 290831  
REPORT TO VolunteerNow (1614V)  
Attn: Vicki Fuentes  
2800 Live Oak Street  
Dallas, TX 75204  
Phone: (214) 818-9857  
Fax: (214) 821-8716

REPORT DATE 01-28-2025  
ORDER DATE 01-28-2025 Ivonne Rodriguez  
TYPE VeriFYI

#### Background Screening Report

verFYI  
PO Box 140167  
Dallas, TX 75214  
Phone: 214-818-9839

#### Application Information

APPLICANT	JOE, CLEAN V.	SSN	999-99-9999	DOB	08-04-1981
DRIVERS LICENSE	-	PHONE NUMBER	2148189839		
E-MAIL	IRODRIGUEZ@VOLNOW.ORG				
ADDRESS(ES)	2800 LIVE OAK STREET	CITY / STATE / ZIP	DALLAS, TX 75204		

#### Multi-jurisdictional Database & National Sex Offender Search

RESULTS **No Reportable Records Found**

NAME SEARCHED	JOE, CLEAN V.	SEARCH DATE	01-28-2025 10:07 AM MST
DOB SEARCHED	08-04-1981	SEARCH SCOPE	
JURISDICTION	NATIONWIDE		
JURISDICTION(S) SEARCHED			

The search you have selected is a search of our criminal database(s) and may not represent 100% coverage of all criminal records in all jurisdictions and/or sources. Coverage details available upon request.

CAUTION: Based on the information provided verFYI searched for public records in the sources referenced herein for criminal history information as permitted by federal and state law. 'No Reportable Records Found' means that our researchers could not locate a record that matched at least two personal identifiers (i.e., Name, SSN, Date of Birth, Address) for the subject in that jurisdiction. Further investigation into additional jurisdictions, or utilization of additional identifying information, may be warranted. Please call for assistance.

## Texas DPS

### Texas DPS

[Results](#) [View](#) [Print Report](#) [Print Search](#)



FILE NUMBER 290831  
REPORT TO VolunteerNow (1614V)  
Attn: Vicki Fuentes  
2800 Live Oak Street  
Dallas, TX 75204  
Phone: (214) 818-9857  
Fax: (214) 821-8716

REPORT DATE 01-28-2025  
ORDER DATE 01-28-2025 Ivonne Rodriguez  
TYPE VeriFYI

#### Background Screening Report

verFYI  
PO Box 140167  
Dallas, TX 75214  
Phone: 214-818-9839

#### Application Information

APPLICANT	JOE, CLEAN V.	SSN	XXX-XX-9999	DOB	08-04-1981
DRIVERS LICENSE	-	PHONE NUMBER	2148189839		
E-MAIL	IRODRIGUEZ@VOLNOW.ORG				
ADDRESS(ES)	2800 LIVE OAK STREET	CITY / STATE / ZIP	DALLAS, TX 75204		

#### Texas DPS

RESULTS **No Reportable Records Found**

NAME SEARCHED	JOE, CLEAN V.	SEARCH DATE	01-28-2025 11:25 AM MST
DOB SEARCHED	08-04-1981	SEARCH SCOPE	
JURISDICTION	TEXAS		

CAUTION: Based on the information provided verFYI searched for public records in the sources referenced herein for criminal history information as permitted by federal and state law. 'No Reportable Records Found' means that our researchers could not locate a record that matched at least two personal identifiers (i.e., Name, SSN, Date of Birth, Address) for the subject in that jurisdiction. Further investigation into additional jurisdictions, or utilization of additional identifying information, may be warranted. Please call for assistance.

## Explanation of Records Found – Report Breakdown

### APPLICATION INFORMATION

Application Information					
APPLICANT	CLEAN, JOE	SSN	XXX-XX-6789	DOB	08-04-1981
DRIVERS LICENSE	-	PHONE NUMBER	2144553686		
E-MAIL	JOLMEDA@VCNT.ORG				
ADDRESS(ES)	1234 MAIN STREET	CITY / STATE / ZIP	IRVING, TX 75038		

### IDENTITY DEVELOPMENT

Identity Development

Person Search

RESULTS

Records Found

SSN SEARCHED

XXX-XX-6789

SEARCH DATE

12-07-2016 12:11 PM MST

Applicant Information

FULL NAME / SSN

DOB

ADDRESS

PHONE

REPORTED DATE(S)

MARY NOTESTING

1902-01-01  
Age: 114

2900 APALACHEE PKWY  
TALLAHASSEE, FL 32399  
County: LEON

First: 1989-11-01  
Last: 1989-11-01

THIS ISA J-TEST

1901-01-01  
Age: 115

999 TEST WAY  
ST PETE, FL 32399  
County: LEON

First: 1989-07-18  
Last: 1989-07-18

The Identity Development, aka Security Verification will produce known home addresses date of age for the individual searched

The Identity Development, aka The Social Security Verification will produce last known home addresses date of birth and age for the individual searched. .

Per the Fair Credit Reporting Act (FCRA) this disclaimer information is printed on each report.

WARNING: This search may not be used as the basis for an adverse action on an applicant. It should only be used to verify or correct an applicant's information, or as a tool to further research of public records or other verifications.

## INVESTIGATIVE SECTION - MULTI-JURISDICTIONAL SEARCH

The Multi-jurisdictional trace will search over 400 million records from 185 jurisdictions across the nation. If data is needed from other counties that do not report their information to the online databases, You can use the A La Carte Services to process a County Criminal Records Search. There is an additional service fee (based on county) for the information. The need would arise only when the report shows "Data Not Provided" and you don't have enough information to determine if the "hit" actually belongs to the person you searched.

Investigative			
Multi-jurisdictional Database & National Sex Offender Search			
RESULTS	No Reportable Records Found		
NAME SEARCHED	CLEAN, JOE	SEARCH DATE	12-07-2016 12:11 PM MST
DOB SEARCHED	08-04-1981	SEARCH SCOPE	
JURISDICTION	NATIONWIDE		
JURISDICTION(S) SEARCHED			
The search you have selected is a search of our criminal database(s) and may not represent 100% coverage of all criminal records in all jurisdictions and/or sources. Coverage details available upon request.			

CAUTION: Based on the information provided verify searched for public records in the sources referenced herein for criminal history information as permitted by federal and state law. 'No Reportable Records Found' means that our researchers could not locate a record that matched at least two personal identifiers (i.e., Name, SSN, Date of Birth, Address) for the subject in that jurisdiction. Further investigation into additional jurisdictions, or utilization of additional identifying information, may be warranted. Please call for assistance.

## TEXAS DPS RECORDS

Texas DPS			
RESULTS	<b>No Reportable Records Found</b>		
NAME SEARCHED	CLEAN, JOE	SEARCH DATE	12-08-2016 10:44 AM MST
DOB SEARCHED	08-04-1981	SEARCH SCOPE	
JURISDICTION	TEXAS		

CAUTION: Based on the information provided verify searched for public records in the sources referenced herein for criminal history information as permitted by federal and state law. 'No Reportable Records Found' means that our researchers could not locate a record that matched at least two personal identifiers (i.e., Name, SSN, Date of Birth, Address) for the subject in that jurisdiction. Further investigation into additional jurisdictions, or utilization of additional identifying information, may be warranted. Please call for assistance.

Disclaimer	
This report is furnished to you pursuant to the Agreement for Service between the parties and in compliance with the Fair Credit Reporting Act. This report is furnished based upon your certification that you have a permissible purpose to obtain the report. The information contained herein was obtained in good faith from sources deemed reliable, but the completeness or accuracy is not guaranteed.	
*** End Of Report ***	



***The following information was defined by the Texas Department of Public Safety (DPS) and will assist you in deciphering the information contained in the DPS results.***

## **DETAIL OF ARRESTS**

**INDV FLAG** – Describes the type of record or arrest.

**State Identification Number (SID)** – State assigned number given to each name.

**Arrest Date** – Date of arrest for individual on record.

**Sequence** – Indicator of multiple arrests of an individual on the same day, but by different agencies.

**Tracking Incident Number** – Used to track the arrest through the system.

**Arrest Name** – Name used by individual at time of arrest.

**Agency Case Number** – Number used by arresting agency to further identify an individual case.

**Juvenile Record Indicator** – Indicates if a person was a Juvenile at time of arrest. Juveniles are defined as age 17 and under.

**Arresting Agency ORI** – Identification number pre-assigned by FBI or name of arresting agency.

**Address Type** – Used by individual at time of arrest.

**Address Street** - Used by individual at time of arrest.

**Address City and State** – Used by individual at time of arrest.

**Address Zip Code** – Used by individual at time of arrest.

## **CHARGE(S)**

**Date of Offense** – Date offense occurred.

**Arrest Offense Numeric** – Number assigned for specific charge.

**Arrest Offense Literal** – Verbiage used to further describe the offense denoted by the offense code.

**Statute Citation** – Statute citation of offense charge at arrest.

**Level & Degree of Arrest Offense** – Level (Felony or Misdemeanor) and degree (Capital, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, State Jail “A” or “B”) of offense charged during arrest.

**General Offense Character** – Further describes nature of offense charged during arrest.

**Arrest Disposition Numeric** – Disposition of individual immediate to arrest.

**Arrest Disposition Literal** – Used to describe or clarify additional dispositions.

**Arrest Disposition Date** – Date of disposition immediate to arrest.

**Prosecutor Case Referred to** – ORI of prosecutor case is referred to by the arresting agency immediately after arrest.

**Internal Agency Person Number** – Number used by arresting agency to further identify an individual.

**Internal Agency Case Number** – Number used by arresting agency to further identify an individual case.

**Domestic Violence Indicator** – Indicates the incident was related to Domestic Violence.

## PROSECUTION(S)

**Tracking Number Suffix (TRS)** – Alpha/Numeric suffix added to the TRN to indicate or track multiple charges and/or counts per prosecutor or court.

**ORI of Prosecutor** – Identification number pre-assigned by FBI.

**Action Date** – Date of rejection by prosecutor.

**Prosecutor Action Field** – Denotes the action taken by the prosecutor.

**Prosecutor Offense Numeric** – Code of charges at the time of prosecution.

**Prosecutor Citation** – Denotes the action taken by the prosecutor of the TRS in question.

**Prosecutor Offense Literal** – Title of offense prosecuted.

**Level & Degree of Prosecuted Offense** – Indicates the level and degree of the prosecuted offense Level (Felony or Misdemeanor) and degree (Capital, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, S, “A” or “B”) of offense during prosecution.

**General Offense Character Prosecution** – One character that describes action related to actual offense.

**Domestic Violence Indicator** – Indicates the incident was related to Domestic Violence.

## COURT RECORD(S)

**Tracking Number Suffix** – Alpha/Numeric suffix added to the TRN to indicate or track multiple charges and/or counts per prosecutor or court.

**NCIC Originating Agency** – Identification Number pre-assigned by FBI or name of court exercising jurisdiction.

**Sequence** – Sequence indicator of multiple arrests on same day.

**Cause Number** – Number assigned by the local agency for each charge.

**Final Pleading** – Final pleading of the offender to the offense.

**Court Disposition Date** – *Adult Reporting*: The date of the judicial disposition of the case.

*Juvenile Reporting*: The date of the intake, prosecutor or court action.

**General Offense Character** – One character that describes action related to the actual offense.

**Court Offense Numeric** – Numeric code of offense subject charged at time of judicial action (Structured the same as AON).

**Court Offense Citation** – Statute citation of offense charged at arrest.

**Court Offense Literal** – Used to further describe disposed offense.

**Level & Degree of Court Offense** – Level and Degree (Felony or Misdemeanor) disposed by court.

**Court Disposition Numeric** – *Adult Records* – Numeric code for disposition of the case (convicted, acquitted, etc.).

**Date of Sentence or Status Change** – Indicates date of sentencing or status change.

**Court Sentence Suspended - Time** – Indicates amount of time suspended by court.

**Court Sentence Suspended - Fine** – Indicates amount of fine suspended by court.

**Court Confinement** – Alpha/Numeric field that reflects specifically the amount of confinement time (detention) from judicial decision (this time may or may not actually be served).

**Court Probation** – Reflects exactly the amount of time on probation (years, months, days).

**Court Fine** – Monetary fine amounts established by court decision.

**Court Cost** – The amount of court cost imposed.

**Court Provision Numeric** – Field that further expresses status, sentence, or probation provisions.

**Court Provision Literal** – Additional data that further explains judicial ruling or probation.

**Date of Appeal** – Used to show date of appeal of the charge.

**Disposition of Offender During Appeal** – Disposition of offender during appeal.

**Final Court Decision on Appealed Case** – Final court decision on a case that was appealed.

**Agency Receiving Custody** – Agency receiving custody of the offender sentenced to confinement or supervision.

**Multiple Sentences Concurrent/Consecutive** – The sentence of confinement is concurrent or consecutive with other sentences.

**Domestic Violence Indicator** – Indicates the incident was related to Domestic Violence.

## **CUSTODY INFORMATION**

**Date of Offense** – Date offense occurred.

**Custody Tracking Number** – Tracking Incident Number used to track the arrest through the Criminal Justice System.

**Agency** – Identification number pre-assigned by FBI.

**Person ID Number** – Identification number utilized by an institutional agency that refers to an individual.

**Sentence Expiration Date** – Date custodial agency indicates sentence will expire.

**County of Commitment** – County that committed offender to supervision.

**Status Starting Date** – Reflects the date of activity or movement while incarcerated or on parole (month, day, year).

**Status Supervision Numeric** – Reflects activity or movement specifically by code.

**Status Supervision Literal** – Additional data that further explains institutional ruling.

**Receiving Agency** – Indicates offender was released to detainer, or to county, state or country.

**Paroled Until Date** – Reflects the expected date of discharge from parole.

## **Grievance Process**

This is not a perfect system. It is not a fingerprint match. DPS performs a name-based search done with the "SOUNDEX" system. The Multi-jurisdictional search is based on the last name and the first three letters of the first name. The Social Security verification is done through Equifax and requires that three resources match before being verified. A person may not be identified if name (or alias), race or date of birth is incorrect. Some "matches" may show up that obviously are not the person in question. If an applicant feels that the criminal history record transcript received by the agency is not theirs please contact the VolunteerNow at (214)-818-9839.

Your information on middle name, other names, Social Security number, and driver's license number are additional pieces of information that can be used to determine match with criminal history. *(Please note that SS# and DL# are not always positive ID's, they could be stolen)*

When entering data, use of first and last names only (*no middle*) will give the broadest search. For the best search, use all known names, specifically names given at birth vs. nicknames.

Please remember that VolunteerNow cannot tell you how to appropriately handle your staffing process. If you feel that you must terminate employees or volunteers, please follow your agency protocol.

## **Risk Management Procedures**

VERIFY should not be your only means of risk management. It is vital to have the following items for Employees and Volunteers:

1. Application
2. References (Personal and Job-Related)
3. Interviews
4. Training
5. Evaluations/Reviews
6. Job Descriptions

1. Identify risks and dangers associated with each volunteer position. Think about what the volunteer might do wrong. Think about accidents that might occur due to equipment use or unsafe premises. Think about who your clients are and what their special needs or limitations might be. If identified risks can be controlled, you might move forward with your program. If you cannot control the identified risks, look at discontinuing your program.
2. Re-write your volunteer job descriptions to generate volunteers who are capable of dealing with your listing of risks. Tailor the “Qualifications” section of each job as to the skills, knowledge, and physical ability needed to avoid or deal with the dangers you have uncovered.
3. Screen all potential volunteers as to their ability to deal with risks.
4. Train all volunteers to deal with the risks of their specific jobs. Be sure to cover:
  - a. Duties to be performed.
  - b. Methods for proper performance of these duties.
  - c. Tasks not to be undertaken without specific instructions.
  - d. Dangers to be aware of and avoided.
  - e. Procedure or emergencies.
5. Train supervisors of volunteers in same elements.
6. Include a risk management review in your evaluation and performance review system.

Repeat this process annually or whenever a new volunteer job is developed.

## **Acceptance Policy**

Prior to conducting criminal background history checks, each agency must determine their criteria for accepting/rejecting staff and volunteers based upon information received from VERIFIY.

- Which convictions would automatically disqualify an applicant? *See page 28 for an example of automatic disqualifiers.*
- Are there some convictions which **MIGHT** disqualify an applicant based upon:
  - age at time of conviction
  - length of time since conviction
  - good references
  - record of achievement
  - other.
- How will an arrest (without conviction) or a "wanted" affect the choice of that person for a staff or volunteer position?

If an applicant is turned down for a position based upon information received from DPS, and if, upon reviewing that information (*please note: applicants may **SEE** the criminal history transcript, but they may not have the transcript or a copy of it*), the applicant feels that the information included is wrong or that it is not his/her record, there is a policy in place for a person to request a further check. The submission of fingerprints for a fingerprint check is the method of a positive identification, unless the applicant can prove by other means that he/she is not the person indicated on the criminal record.

**THE CRIMINAL HISTORY TRANSCRIPT IS TO BE DESTROYED WITHIN THIRTY (30) DAYS OF ITS RECEIPT OR FIVE (5) DAYS AFTER A DECISION HAS BEEN MADE. IT IS NOT TO BE KEPT IN THE PERSONNEL FILE.**



**Criminal Offenses from the Texas Penal Code**

The following constitute criminal offenses included in the Texas Penal Code, Sections 19-25 and Section 43

**Title 5. Offenses Against the Person**

Murder  
Capital Murder  
Voluntary Manslaughter  
Involuntary Manslaughter  
Criminally negligent homicide  
False imprisonment  
Kidnapping  
Aggravated kidnapping  
Rape  
Aggravated rape  
Sexual abuse  
Aggravated sexual abuse  
Homosexual conduct  
Public lewdness  
  
Indecent exposure  
Rape of a child  
Sexual abuse of a child  
Indecency with a child  
Assault  
Sexual assault  
Aggravated sexual assault  
Deadly assault on a peace officer  
Injury to a child or an elderly individual  
Reckless conduct  
Terroristic threat  
Aiding suicide  
Tampering with consumer products

**Title 6.****Offenses Against the Family**

Bigamy  
Incest  
Interference with child custody  
Enticing a child  
Criminal non support  
Sale or purchase of a child  
Solicitation of a child  
Harboring a runaway child  
Violation of a court order

**Section 43.****Public Indecency****Prostitution**

Promotion of prostitution  
Aggravated promotion of prostitution  
Compelling prostitution  
Obscene display or distribution  
Obscenity  
Sale, distribution or display of harmful material to a minor  
Sexual performance by a child

## Sample Policy Statements of Disqualifications For Hire

Please feel free to use these sample guidelines for your own organization. Also, talking to other agencies like yours may help you customize your policies and procedures regarding automatic disqualifiers.

### Example 1

#### BASEBALL ASSOCIATION, INC. POLICY STATEMENT FOR DISQUALIFICATION OF INDIVIDUALS WITH CRIMINAL BACKGROUNDS

1. POLICY STATEMENT – The Baseball Association, Inc. organizes and administers a recreational baseball program for children ages five to fourteen. In recognition of the increasing incidents of crimes against children by volunteers of organizations to which the children belong, the B.A. has determined that certain individuals should be disqualified from participating with the youth in our program. The B.A. Board of Directors reserve the right to disqualify any applicant who has ever been convicted of any disqualifying offense, been on probation or received deferred adjudication for any disqualifying offense, or had presently pending any criminal charges of any disqualifying offense before a determination of guilt is made, including any person who is presently on deferred adjudication.
2. DETERMINATION OF DISQUALIFYING CRIMES - The determination of whether a particular crime involves moral turpitude, which results in the right to disqualify, shall be made by the B.A. in its sole discretion.

Without in any way limiting those crimes, which the B.A. may determine to involve moral turpitude, the B.A. offers the following examples as guidelines.

- A. Crimes involving moral turpitude include **sex** related offenses, child related offenses, drug and alcohol related offenses, weapons offenses, felony robbery/burglary offenses, fraud related offenses and crimes against persons and property.
  - B. Crimes that do not involve moral turpitude include minor traffic violations if limited in number, shoplifting misdemeanors if limited in number, **and misdemeanor** matters arising out of organized civil disobedience activities.
3. GUIDELINES FOR DETERMINING Disqualification - If the B.A. determines that an applicant has a background of one or more disqualifying crimes, the B.A. may in its discretion disqualify the applicant from all further association with the B.A. The B.A. recognizes that there may be instances where previous criminal conduct does not pose a threat to the children involved in the B.A. and should not result in disqualification from the B.A. Without in any way limiting the discretion of the B.A. to determine on an individual basis whether or not criminal conduct should result in disqualification, the B.A. offers the following examples as guidelines:

A. **AUTOMATIC DISQUALIFICATIONS** - Sex related offenses, child related offenses, murder, felony burglary/robbery offenses. These would result in automatic disqualification regardless of the existence of any extenuating circumstances.

B. All other offenses not described above may result in disqualification in the discretion of the B.A. Board of Directors. Determining factors of disqualification would include the following:

*Baseball Association Example - Continued*

1. The nature and severity of the criminal conduct
    2. The length of time since the criminal conduct occurred
    3. The age of the applicant at the time of the criminal conduct
    4. Personal references
    5. Job History
    6. Standing in the community
    7. Other factors the B.A. may deem appropriate under the circumstances.
  4. **PROCEDURES** - In order to screen prospective coaches, volunteers and Contract Labor to identify and disqualify those who have criminal conduct histories, the B.A. shall utilize the following procedures:
    - A. **COACHING/CONTRACT LABOR APPLICATION** - Must be completed by every individual applying to volunteer/work in the B.A. This includes a disclosure in writing of any previous criminal history.
    - B. **REFERENCES** - Each prospective volunteer/employee shall provide three or more character references and shall authorize the B.A. to contact those references to make inquiry concerning the applicant.
    - C. **PERSONAL INTERVIEWS** - Each prospective volunteer/employee may be interviewed by members of the B.A. Board of Directors.
    - D. **CODE OF ETHICS** - Each prospective volunteer/employee will be given a copy of the Code of Ethics of their position and will be expected to adhere to this Code of Ethics during their service with the B.A.
    - E. **CRIMINAL BACKGROUND CHECKS** - Each prospective volunteer/employee shall give written authorization for a criminal background check by the Volunteer Center of North Texas pursuant to the Criminal History Information Act as adopted by the 73rd Texas Legislature and as amended from time to time (the "Criminal Information Act").
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**Example 2****Disqualifying Offenses**

No person may serve with youth or children who has ever been convicted of any disqualifying offense, been on probation or received deferred adjudication for any disqualifying offense, or has presently pending any criminal charges of any disqualifying offense before a determination of guilt is made including any person who is presently on deferred adjudication.

Disqualifying offenses are as follows:

- a. A felony or misdemeanor classified as an offense against the person or family or involves an offense against the person or family.

**Examples:** Offenses against the person include, but are not limited to murder, assault, sexual assault, injury to a child, and abandoning or endangering a child.

Offenses against the family include, but are not limited to bigamy, incest, interference with

*Disqualifying Offenses Example – Continued*

child custody, enticing a child and harboring a runaway child.

- b. A felony or misdemeanor classified as an offense against public order or indecency.

**Examples:** Offenses against public order or indecency include, but are not limited to prostitution, obscenity, sexual performance by a child, possession or promotion of child pornography, and disorderly conduct.

- c. A felony or misdemeanor violation of any law intended to control the possession or distribution of any substance included as a controlled substance in the Texas Controlled Substances Act.

Driving while intoxicated is not a disqualifying offense.

### Acknowledgements

(Please Initial)

\_\_\_\_\_ I understand that, if the responsibilities I am assuming involve contact and/or interaction with minors, a condition for accepting the responsibilities is that I am not one who has ever, or currently abuses minors, including, but not limited to abusing them sexually.

\_\_\_\_\_ I understand that, if the responsibilities I am assuming involve contact and/or interaction with minors, a condition for accepting the responsibilities is that I do not have a paraphiliac diagnosis (e.g. pedophilia, exhibitionism, voyeurism).

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**If you are taking this training for the first time, please answer the questions on the following page and return to the VERIFIY staff for proof of completion of training with satisfactory understanding of the materials. There is no time limit to complete the questions and you may work with others, however each person should complete and turn in their own answer sheets.**

## PROGRAM TEST QUESTIONS

VolunteerNow does not automatically grant membership into VERiFYI upon the completion of the test questions. Please view our membership guidelines at [www.verifyi.org](http://www.verifyi.org) for more information. By answering these questions, you are agreeing that you have read the Training Manual and intend to use the VERiFYI program for the sole purpose of obtaining background information on potential employees or volunteers.

PLEASE TYPE OR PRINT CLEARLY TO ASSURE PROPER CREDIT AS THE PERSON WHO COMPLETED THIS TEST:

Date:	Agency Name:		
Name:			
E-Mail Address:		Phone Number:	

### PLEASE CIRCLE OR HIGHLIGHT THE CORRECT ANSWER

- TRUE FALSE 1. Before submitting a name to VERiFYI, the "Background Verification Release Form" (Waiver) must be signed by the volunteer /employee and kept on file?
- TRUE FALSE 2. The "Background Verification Release Form" must be re-signed yearly?
- TRUE FALSE 3. The Criminal History could contain information believed to be expunged by the volunteer/employee?
- TRUE FALSE 4. You may retain a copy of the criminal record for your records.
- TRUE FALSE 5. You have 30 days to make a decision regarding employee/volunteer before the report gets purged by VolunteerNow.
- TRUE FALSE 6. A volunteer/employee may copy his/her criminal history record.
- TRUE FALSE 7. VolunteerNow establishes your acceptance criteria.
- TRUE FALSE 8. Only persons trained by VolunteerNow may view the criminal history.
- TRUE FALSE 9. VERiFYI is a FBI fingerprint check.
- TRUE FALSE 10. You can give your VERiFYI user ID # and password to anyone on staff.
- TRUE FALSE 11. There is no grievance process available to volunteers/employees who believe the information in the criminal history report is incorrect.
- TRUE FALSE 12. The VERiFYI criminal history check should be your only means of risk management.
- TRUE FALSE 13. VERiFYI provides support for questions regarding criminal history information.
- TRUE FALSE 14. The results, criminal records, will remain on the website for 30 days.
- TRUE FALSE 15. I can start using VERiFYI without DPS approval.

You should get a response via email within 1-2 business days. Thank You! -- VERiFYI Staff