



**Pop Warner Little Scholars, Inc.**  
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Phone: 215-752-2691 ▪ Fax: 215-752-2879  
[www.popwarner.com](http://www.popwarner.com)



### MEMO

TO: Pop Warner Region/League/Association Contacts  
FROM: Beth S. Dietz, National Pop Warner  
RE: 2018 Background Check Procedures: Applicant Insight  
DATE: June 2018

In accordance with Pop Warner's Child Protection Policy, background checks must be performed **ANNUALLY** prior to the start of the volunteer's service in Pop Warner. **Applicant Insight, Inc.** is an official background screening provider of Pop Warner, and provides background screening services in all states delivered directly to you once your account is approved.

### INSTRUCTIONS FOR PERFORMING BACKGROUND CHECKS.

1. Review the Pop Warner background screening rules and procedures at [www.popwarner.com](http://www.popwarner.com)
2. Register for an Applicant Insight account by going to [www.applicantinsight.com/PopWarner](http://www.applicantinsight.com/PopWarner). There you will find a link to download the account setup paperwork, and instructions for completing them. **Please do not be overwhelmed with the number of attachments that you will see. Some of them are required to get your account set up, some of them are optional, and only need to be completed if you would like Applicant Insight to manage those specific services for you, and some of them are simply information for your review or sample compliance forms should you need them. Please refer to the attachment entitled "Set-Up Packet Instructions" for information and guidance on all of the attached forms.** Once completed, you will submit them to Bobby Carmichael, the Applicant Insight/Pop Warner Account Relationship Manager at [rcarmichael@applicantinsight.com](mailto:rcarmichael@applicantinsight.com). To learn more about Applicant Insight background checks, visit [www.applicantinsight.com](http://www.applicantinsight.com).

Please note that when registering for the first time, it may take up to **7-10 business days to set up your account** after receiving your initial application and supporting documents, so please plan accordingly and leave yourself enough time to perform the checks prior to the start of the season.

When registering initially, items to check and verify are as follows:

- **Physical Street Address:** Place(s) where the screening will be ordered and reviewed
- **Telephone:** Phone number associated with Physical Street Address above.
- **Email Address of User:** The Applicant Insight Account Set-up and Implementation Teams will send follow-up and account info to this email so please check junk/SPAM folders for correspondence.
- **Client Information Form:** Please print, fill out, and send in all items so Applicant Insight has the correct contact person to coordinate any correspondence and other related items.
- **Business Documents:** Please include your organization name in the application as we need to verify your organization is a member in good standing of Pop Warner.
- **Package Options:** Special pricing and “package” options have been included in the Setup packet, which will give you access to Pop Warner special pricing, including no set up fee or annual fee charges. You will be invoiced monthly for any requests and credit card payment options are available.

**If your Pop Warner organization already has an account with Applicant Insight, new account set-up is not necessary. If you need a password or login assistance, please contact Applicant Insight’s Customer Service at the numbers below.**

**For the 2018 season and moving forward, Applicant Insight has decided to lower our pricing for all Pop Warner leagues/associations, as follows:**

**Option 1A). Our National Criminal Database Search - \$4.00**

**Our search includes a 7-year address history of the volunteer and a National Sex Offender database search as well. Rather than having to do two separate searches, these are grouped into one search for your convenience. This search also includes us verifying every record that is returned on the national database search directly at the courthouse/reporting source, either in-person or via direct connection with the courthouse/reporting source. This will eliminate the time your team must spend figuring out if the records returned belong to your volunteer or not, and will also eliminate losing out on an otherwise qualified volunteer because a record returned on them did not in fact belong to them.**

**Also included in our national search at no additional charge, is searches from other sources such as:**

**Boy Scouts of America Exclusions List**

This data source contains a list of individual/entities that are excluded from participating with the Boy Scouts of America. This list consists of information from the BSA "Perversion File" or "Ineligible Volunteer File". DOB is included. Updated quarterly.

**Federal Bureau of Investigation Most Wanted Crimes Against Children**

This data source contains individuals wanted by the FBI for crimes against children. Includes Date of Birth, Alias, Basic Demographics, and Photos.

**Option 1B). - \$10.00**

**Option 1A above plus a statewide search OR a County Courthouse search for the volunteer’s current (or longest) county of residence. This option is especially effective for states with limited or no national database coverage\***

**\*\*County Court or State Access fees are passed through to you\*\***

### **Our service model**

As part of our overall service offering; Applicant Insight has assigned a dedicated National Account Manager and service team, specifically for all Pop Warner locations. The National Account Manager will oversee the service team in the fulfillment of all Pop Warner background check orders, and also serve as the main point of contact for all league/association personnel needing help with orders, billing, or other service needs or issues. This of course is in addition to myself as the Pop Warner Relationship Account Manager. I am available at absolutely any time, to assist with your needs.

### **Inclusion of our Proprietary NoMoreForms Automated system**

**We are offering all Pop Warner leagues our NoMoreForms system included at no additional charge (please see attached walkthrough),** that will enable you to automate your Pop Warner application, collect driver's license copies and other required forms. This way, coaches and other volunteers can complete your application and other forms, submit their driver's license, etc., all from their computer smartphone or tablet, wherever they are. This will greatly speed up your process, and again, keep everything contained in one system. **Also, we can give you the ability to have either yourself or the coaches/volunteers submit payment via credit card directly on the NoMoreForms system.**

3. Make sure you have your completed Official Pop Warner volunteer applications and supporting documentation to verify the data (copies of licenses, etc.). Then, log into your Applicant Insight account at <https://www.applicantinsight.com/Account/Login> using your log in and password and you will be brought to the Applicant Insight screening homepage featuring Best Practices, Compliance News, FAQ's and contact information. Review information to familiarize yourself with the screening process and any updates.
4. When you are ready to perform the screening, click on **Place A New Order**, provide your FCRA certifications, select from your predefined packages, and input the required information on your candidate. **If you decide to utilize our NoMoreForms system, then you will simply send the volunteer an email that will contain a link to the Pop Warner NoMoreForms system, along with a login and password. The volunteer will log in, complete the Pop Warner Volunteer application, and when done, a background check will be automatically ordered, and results returned to Pop Warner user initiating the process.**
5. Background check results are returned directly to you once your account is set up and the order is complete.
6. Once all organization background checks are completed, leagues must sign and file the current annual League Affidavit of Compliance found on the Pop Warner website affidavits with the National Office. **The Association Affidavit should be sent to and retained by the League. Any association affidavits received by national will be returned to the league.** The Deadline for receipt of league affidavits at the National Office is **October 1, 2018. We can accept either a fax or e-mail as long as it is legally signed by the League Official.**

7. Further Details:

Applicant Insight customer service representatives are available to assist you at the following times and numbers:

### When do I call my Account Executive?

**Bobby Carmichael**

**Senior National Account Executive & Pop Warner Relationship Account Manager**

**Phone: 727-807-2086 Mobile: (423) 316-6988**

**Email: [rcarmichael@ainsight.com](mailto:rcarmichael@ainsight.com)**

**To resolve non-transactional service requests**

- **“Proactive account management”**
  - Reports
  - Account set up (location only)
  - Client Education/Training
  - Escalations

### When do I call my Account Manager?

**Rachel Maccarone**

**Phone: 727-807-2034**

**Email: [rmaccarone@ainsight.com](mailto:rmaccarone@ainsight.com)**

**To inquire or address transactional-based service requests**

- **Status of an order**
- **Questions about a result**
- **Account structure**
- **Questions about an invoice**
- **General account maintenance**

Customer Service Contact	Options
<p><b>Premier Customer Service</b>  <b>1-800-771-7703</b> Inside the U.S.  <a href="mailto:customerservice@ainsight.com">customerservice@ainsight.com</a></p>	<p><b>Option 1: Customer Service</b>  <i>Available Monday – Friday, 8:00 am-8:00 pm ET</i></p> <ul style="list-style-type: none"> <li>• Report Inquiry</li> <li>• New Logins, Accounts, or Location Setup</li> <li>• Account Structure Questions</li> <li>• Check status of searches</li> <li>• General Account Access</li> </ul> <p><b>Option 2: Drug Testing and Occupational Health Services</b></p> <p><b>Option 3: NoMoreForms/Tech Support</b>  <i>Available Monday – Friday, 8:00 am-8:00 pm ET</i></p> <ul style="list-style-type: none"> <li>• Difficulty Obtaining Access</li> <li>• Password Problems</li> </ul> <p><b>Option 4: Sales</b></p> <p><b>Option 5: Accounting</b></p> <ul style="list-style-type: none"> <li>• Invoicing and Payment</li> </ul>
<p><b>FCRA Compliance and Consumer Contact Line</b>  <b>1-800-771-7703 x 2048</b></p>	<p>If an applicant disputes the results of their report they can call this number for more information.</p>

If you have any questions regarding Applicant Insight please contact me at 215-752-2691 Ext 122.

Thank you.