



Pop Warner Little Scholars, Inc.
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MEMO

TO: Pop Warner Region/League/Association Contacts
FROM: Beth S. Dietz, National Pop Warner
RE: 2018 Verified Volunteers Background Check Procedures
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 with Pop Warner.

Verified Volunteers (VV) is the official online national background check provider of Pop Warner. Once your account is approved and set-up, you will have access to their innovative platform, quality, multi-state screening services, special discounted pricing and free resources which will help in streamlining efficiencies and mitigating risk for Pop Warner associations/leagues.

INSTRUCTIONS FOR PERFORMING BACKGROUND CHECKS

1. Review the Pop Warner background screening rules and procedures at www.popwarner.com.
2. Register for a Verified Volunteers account by going popwarner.com.
3. To learn more about Verified Volunteers and how it works, go to www.popwarner.com, or click here: <https://www.verifiedvolunteers.com/resources/popwarnerlittlescholars/>.
4. If your Pop Warner organization already has an active account with Verified Volunteers, you do **not** need to sign up for a new account – your account is still valid.

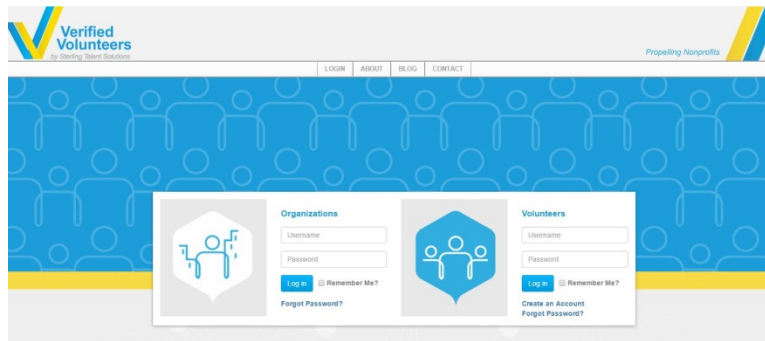
Please note that when registering for the first time, if all of the documents received are completed correctly, it will only take **up to 3 business days to set up your account** and you can start the screening process immediately thereafter. However, please plan accordingly and leave yourself enough time to perform the checks prior to the start of the season.

- **Getting Started is Easy!** Ready to set up a Verified Volunteers (“VV”) account? First, you will need to complete the VV End-User Account Activation Set-Up Form which your VV representative will email to you. **For help with your Account Set-up Form, step-by-step instructions are provided at end of this document (sections to be completed are highlighted in yellow).**
- **End-User Set-Up Form:** Once all the information has been inputted into the Set-Up form (per the instructions), please scan and email it back to your designated VV representative. Your form, along with a copy of Pop Warner's 501c3 document, will be submitted to VV Credentialing department for approval. *Please note that incomplete set-up form will delay the approval of your account.*
- **Verified Volunteers “Welcome” Email:** Once your account is approved by VV, within 24 hours, you will receive a follow-up “Welcome” email from VV's Advocates Customer Care Team.” It will include next steps on how to start screening and navigate the VV platform. *If you don't receive the “Welcome” email, please check junk/SPAM folders for correspondence or call your VV representative.*
- **Business Documents:** Please include your league name in the Set-Up Form, as we need to verify your organization is a member in good standing with Pop Warner.

- **VV Good Deed Codes:** Good Deed Code (a.k.a. promo code) will automatically be included in your email invitations that you send to your coaches from your dashboard. Pop Warner special pricing and VV search packages will automatically be embedded in this code (*there are no set up fees or annual charges, however some states/counties and motor vehicle repositories do charge a government access fee - ask your VV representative for fee list*).
- **Passwords:** PLEASE remember to log-in periodically throughout the year to change your password as it expires every 90 days. If you need a password or login assistance, please contact VV Advocates Customer Care at the number or email on the next page.

5. **Placing your First Background Check Order:**

To login to your account and, please go to: <https://app.verifiedvolunteers.com>. Enter your **Username** and **Password** on the “Organizations” side of the platform (your account can only be accessed by the users identified in your Account Set-Up Form):



6. After log-in, when you are ready to perform screening, from your dashboard, you will send an “invitation” email to your coaches. Click on the “**Communications**” tab - then select “**Send Invitation.**” You will simply enter the First Name, Last Name and Email for the coach. For multiple coaches, you can upload a spreadsheet for bulk processing by selecting “**Upload,**” a template is available for your use! See below:



7. Once your coaches receive the email invite link, they will each log-in to the Volunteer side of the screening portal and order their own background check (4 easy steps in 3-4 minutes).
8. Background check results will be returned within an average of 16-48 hours. Your coach will “own” their own background check and you will automatically receive a copy that you can access within your dashboard.
9. Once all 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.

10. **FURTHER DETAILS:**

THE ADVOCATES CUSTOMER CARE TEAM: 8:00 am – 8:00 pm EST

PHONE #: 855.326.1860 Ext. 3

EMAIL: TheAdvocates@VerifiedVolunteers.com

Helpful Videos

If you have additional questions, web-based instructional videos may be found at:

<http://vimeo.com/channels/849692>.

Training

Live web-based training sessions take place every Tuesday, Wednesday and Thursday at 1:00PM EST. Each session lasts for approximately one hour.

To join live training, please follow the instructions below:

1. Go to <https://sterlingbackcheck.globalmeet.com/TheAdvocates>
2. Click on “Enter as Guest” to enter your name and e-mail address.
3. Click on “Join Meeting”. You will be connected automatically once the Host has joined.

VV online **Volunteer Organization Admin Guide** may also be found at the base of your dashboard page within the platform as well as at:

<http://www.verifiedvolunteers.com/~media/Verified%20Volunteers/PDFs/Volunteer%20Organization%20Admin%20Guide.pdf>.

If you are in need of a volunteer background report disclosure & authorization, to place your orders manually, or anything other help, please reach out to The Advocates Customer Care Team.

A La Carte Products/Services

VV provides additional “a la carte” products/services including MVRs, Reference Checks, Credit Reports, Locator Select, Abuse Registries, Federal and many more – If desired, please ask your Verified Volunteers representative for more information.

FCRA (Fair Credit Reporting Act)

FCRA Consumer Disclosure Center: 800.845.6004

If an applicant disputes the results of their report they can call this number for more information

NOTE: Verified Volunteers offers a helpful service for a nominal fee called “Manage Adverse Action.” Please ask your VV representative for more details.

If you have any questions regarding Verified Volunteers, please contact me at 215-752-2691 x122.

Thank you

VERIFIED VOLUNTEERS ACCOUNT SET-UP INSTRUCTIONS

Credentialing End User Service Agreement - Account Set-Up Form

*(Please follow closely and COMPLETE sections highlighted in **YELLOW**)*

➤ **Pages 2-8: Credentialing & Account Information:** Used to properly set up your account on our platform ensure your organization is a legitimate entity that's in good standing which is required by the FCRA.

- **Sections A/B/C (p. 2):** General information (physical address, phone number, URL, billing contact information); Permissible purpose (will you be screening volunteers and/or employees)
- **Section D (p. 3):** Bank and Trade Reference information. Please fill in. We do not ask for account numbers *(This is only for reference purposes if needed in the future)*
- **Sections E/F (pp. 3-4):** Please fill in the users and provide unique usernames of who will have access within your organization to your account and administrator dashboard.
- **Sections G/H (pp. 4-5):** If screening staff, please fill in usernames.
- **Section I (p. 6):** Estimated number of annual volunteer screens and employee screens-if applicable – This is just an estimate - allows us to gain a better understanding of screening volume.

Types of Background Search Packages and Volunteer Payment Option you will be using:

3 Packages to Choose: Advanced | Advanced Plus | Complete

1. **Organization pays or Volunteer Pays:** 100% of screening costs or would you like to split the costs? Please enter the percentages you desire and who will be paying.
 2. **Volunteer Contributions:** Would you like to give the Volunteer the option to voluntarily contribute toward the cost of their background check? If so, please check the box below each package.
- **Section J (p.7):** **N/A - SKIP**
 - **Authorization (page 8):** **Signature page** – Check boxes, sign and date

➤ **Pages 9-14: End-User Certification:** To remain compliant with the laws governing the use of background checks, FCRA requires you to read and sign the End User Certification.

- **Page 9:** Your organization name is the End User
- **Page 10:** **Signature page** – sign and date
- **Pages 11-14:** Legal FCRA verbiage

➤ **Pages 15-20: Service Agreement :** The Service Agreement covers our services and guarantees the rates to your volunteers.

- **Page 15:** **Signature page** – sign and date
- **Page 17:** **Initials Required** (outline of Search packages)
- **Page 19:** **Initials required** if screening employees, estimate # of annual screens and based on search package, estimated spending
- **Page 20:** **Signature page** – sign and date