



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: 2019 Sterling Volunteers Background Check Procedures  
DATE: June 2019

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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.

Sterling Volunteers, *formerly Verified Volunteers*, 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 to streamline efficiencies and mitigate risk for Pop Warner associations/leagues.

### INSTRUCTIONS FOR SETTING UP YOUR STERLING BACKGROUND SCREENING ACCOUNT

1. Review the Pop Warner background screening rules and procedures at [www.popwarner.com](http://www.popwarner.com).
2. Register for a Sterling Volunteers account here: [Sterling Volunteers](#) or by contacting your Sterling Volunteers representative who will email you a link with instructions to the End-User Account Activation Set-Up Form.

Pop Warner's **EAST** of the Mississippi, contact:  
Brendan Kelly  
o: 646.829.3123 | m: 646.770.7721  
[Brendan.Kelly@SterlingVolunteers.com](mailto:Brendan.Kelly@SterlingVolunteers.com)

Pop Warner's **WEST** of the Mississippi, contact:  
Troy Gerber  
o: 646.829.3374 | m: 612.581.3016  
[Troy.Gerber@SterlingVolunteers.com](mailto:Troy.Gerber@SterlingVolunteers.com)

3. 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 under Sterling Volunteers.

Please note that when registering for the first time, if all of the documents received are completed correctly, it will only take **up to 2 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**  
Complete and submit the End-User Account Activation Set-Up Form that you obtained from your Sterling Volunteers representative as noted above.
- **Sterling Volunteers "Welcome" Email:** Once your account is approved (within 48 hours), you will receive a follow-up "Welcome" email from the Advocates Customer Care Team. It will include next steps on how to start screening and navigate the Sterling Volunteers platform. *If you don't receive the "Welcome" email, please check junk/SPAM folders for correspondence or call your VV representative.*
- **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 The Advocates at the number or email on the next page.

4. 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, 2019**. We can accept either a fax or e-mail as long as it is legally signed by the League Official.
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#### **FURTHER DETAILS:**

##### **CUSTOMER SERVICE:**

**THE ADVOCATES: 8:00 am – 8:00 pm EST**

**PHONE #: 855.326.1860 ext. 3 EMAIL: [TheAdvocates@SterlingVolunteers.com](mailto:TheAdvocates@SterlingVolunteers.com)**

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##### **HELPFUL VIDEOS:**

If you have additional questions, web-based instructional videos may be found at:  
<http://vimeo.com/channels/849692>.

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##### **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.

Online **Volunteer Organization Admin Guide** may also be found at the base of your dashboard page within the platform.

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.

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##### **A LA CARTE PRODUCTS/SERVICES**

Sterling 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 Sterling Volunteers representative for more information.

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##### **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:** Sterling Volunteers offers a helpful service for a nominal fee called “Managed Adverse Action.” Please ask your VV representative for more details.

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

Thank you