



## Background Screening FAQs

### Why is Girl Scouts San Diego requesting a background screen?

Protecting the girls and young women in our charge is a top priority. Background screenings are an integral part of our due diligence process and risk management policy. At Girl Scouts San Diego, the screening of volunteers (and employees) includes criminal background checks – which are performed by an independent, third-party background-screening agency – and possible reference checks, performed by our staff. If you have any questions regarding our policy, please reference our [Volunteer Policy and Procedures](#).

### How often do I have to renew a background screen?

The frequency with which you will need to renew your screening depends on your volunteer position.

- All adult volunteers' clearance (excluding camp volunteers) is good for three years.
- Camp staff and volunteers are screened annually based on American Camp Association guidelines.

### If I have already completed a background screen for my place of employment, do I need to complete another one?

Yes, you will need to complete another screening for our organization. A background screen is confidential; just as Girl Scouts San Diego would not provide information on your background screen to anyone else, your place of employment will not release that information to us.

### Which positions require a background screen?

All volunteers who are 18 and over must have a cleared background screening on file, regardless of whether she or he works directly with girls.

### How do I complete the background screen as a new member?

After you become a registered member, you will receive a background check request email from **Asurint**. Follow the personalized link to complete the process. This will take about 20 minutes; it is secure, safe, fast and confidential.

If you do not receive the email (please check your spam folder) or have questions about the background screening process, please contact customer care at [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org) or 619-610-0821.

*\*Parent volunteers, who do not automatically receive the Background Check email after becoming new members, contact [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org) to request your personalized link.*

**Note:** The link is personalized; please do not forward.



### **I am a current, registered member. How do I renew my background check?**

Before your screen expires you will receive an email reminder to renew. When you receive your personalized link, follow the instructions to complete the process. This will take about 20 minutes; it is secure, safe, fast and confidential. If you do not receive the renewal email, please check your email and spam folder or contact [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org) to request your personalized background screen link.

If you have questions about the background screening process, please contact volunteer services at [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org) or 619-610-0798

Note: The link is personalized; please do not forward.

### **How do I know if I have a current screen or not?**

Approximately two weeks after your screen is completed, you will automatically receive a confirmation email that includes the date of completion. To request a copy of your confirmation, email [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org). Background screens are current for three years unless you are volunteering to assist with camp (camp volunteers must still complete a background check each year.)

### **Will I be able to see my background screening expiration date in my customer profile?**

No, your customer profile will not share personal information about your screening. To keep a record of your screen, please save the confirmation email that was sent to you approximately two weeks after you submitted your screen. If you did not receive the email or need a new copy for your records, please contact [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org) or (619) 610-0821.

### **I completed my background check a few weeks ago. Where is my confirmation email?**

All confirmation emails are sent approximately two weeks after the order has been completed and cleared. Please check your email and spam folder. If you still have not received your confirmation email, contact us at [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org) or (619) 610-0821.

### **I represent a community partner. Where do I go to complete a background screening for my organization?**

If you are a community partner and need to complete a background check, please connect with the troop support manager at [rdelacruz@sdgirlscouts.org](mailto:rdelacruz@sdgirlscouts.org) for instructions.

### **What information is required?**

You must provide your name, contact information, date of birth and Social Security number. Each check may contain criminal/civil records, reference verification and Department of Motor Vehicle records.

### **What if I do not have a Social Security number?**

Please connect with our Customer Care team at [customercare@sdgirlscouts.org](mailto:customercare@sdgirlscouts.org) or (619) 610-0821.



### How will a troop leader know if a parent is an approved volunteer?

Within two weeks of completing the screening, the volunteer listed on the application will receive an approval email, which she or he can present to the troop leader for confirmation. The approval email states that the volunteer is responsible for sharing the email and keeping it for their records as proof of completion. Troop leaders have access to view expiration dates of screenings. The confirmation email should still be requested to ensure that no restrictions have been placed on the volunteer.

### How will the information be used?

Your Social Security number will not be used for anything other than completing your background screen. The information provided will be used to determine eligibility for placement. We will consider factors including, but not limited to, the nature and severity of any criminal offenses, length of time since any criminal conduct occurred, and the opinions of listed references. Girl Scouts San Diego will review each criminal record on a case-by-case basis. Our customer care manager will make final determinations after a review with the director of human resources. For full details on grounds for disqualification, please see our [Volunteer Policies, Procedures and Standards](#).

### Where can I find more info on the company that performs screenings?

Asurint, our background service provider, proactively complies with all provisions of the Gramm-Leach-Bliley Act (GLBA), Driver's Privacy Protection Act (DPPA) and the Fair Credit Reporting Acts (FCRA). Asurint is committed to ensuring customer privacy by protecting the information clients provide. Identifiable information is securely maintained solely for contact purposes within Asurint, and is not sold or transferred to other entities. Asurint respects its users' privacy concerns. If you would like to learn more about Asurint or have any questions, visit them at [www.asurint.com/#who-we-are](http://www.asurint.com/#who-we-are) or contact them at [info@asurint.com](mailto:info@asurint.com).

### How much does a background screening cost?

The average fee for Girl Scouts San Diego is \$6.25. The actual fee amount will depend on your address, history and former names over the past seven years. Your total cost will be itemized for you prior to check-out through PayPal. All volunteers will have the option to self-pay or request financial assistance. When you choose to self-pay for your background screening, you allow us to put Girl Scouts San Diego funds toward directly impacting girls in our community.

### Would troop funds to an appropriate way to pay for my screening?

Yes. Troop funds can be used to cover trainings, training materials and background screenings.

### Is there an offline or paper form option to submit my screening?

If you do not have home Internet access, contact us at [customer@sdgirlscouts.org](mailto:customer@sdgirlscouts.org) or (619)-610-0821 for assistance.