



Volunteering creates a national character in which the community and the nation take on a spirit of compassion, comradeship and confidence.

- Brian O'Connell

Volunteer Tracking is...

- Risk Management
- Background Screening
- Community Protection
- Volunteer Protection
- Easy, Flexible Administration
- Privacy Law Compliance
- Cost Effective
- Cause Marketing Revenue

Fast Facts about us

- Member of the Pre-employ.com family of companies
- Founded: 1994
- Member: National Association of Professional Background Screeners (NAPBS)
- Exclusive vendor to national volunteer organizations including public service, youth leagues, and church groups
- Innovative approach combines ease of use for end users with advanced features for administrators
- Secure, scalable IT system architecture
- Commitment to consistent performance in measurable areas:
 - Speed
 - Accuracy
 - Customer Service

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Following are answers to commonly asked questions regarding our Volunteer Tracking System (VTS) and its capabilities:

Q: What is VTS?

The Volunteer Tracking System is a fully web based process that provides the resources to effectively pre-screen and track prospective volunteers or employees. Generally, applicants will supply their own data for the background check, but your administrators can also submit requests. No cost risk management features are provided for managing Adverse Action, Dispute Resolution and Denied Party Administration.

Q: What is MBC?

The Volunteer Tracking System operates under MyBackgroundCheck.com, a division of the *Pre-Employ.com Family of Companies*, founded in 1994 by Robert Mather. MBC is a nationwide leader in the rapidly growing Nonprofit HR service industry, focused on delivering applicant screening services that help nonprofit organizations select the best staff and volunteers faster, easier, with less expense.

Q: Why should we offer a background check program to our members?

By offering background screening and risk management services to your members, you will assist them in providing safe and secure staff (volunteer and employee) members to those served, at a nationally discounted cost.

Q: How do our members sign up for your services?

They simply click on the background screening link from your web site and fill out a simple enrollment form. A custom webpage will be developed specifically for your member. They can then add the link to this custom page directly to their website allowing their chapters to begin utilizing the service.

Q: Who can edit/view applicant information?

The Volunteer Tracking System has two levels of administration, processors and viewers. The processors have the ability to edit information, authorize background checks, and add or remove individuals from the Denied Parties List. Viewers are authorized to check whether an individual applying at a chapter has been screened, and if they passed or failed. Typically, the processor duties are assigned to an administrator at the Headquarters while administrative staff members at the individual chapters are authorized viewers.

Q: What is the Denied Party Administration?

This feature allows administrators to see individuals that have been denied placement within the organization. Also reduces duplication in conducting background screens on applicants who serve in multiple units, or those attempting to secure a position after denial.

Q: What types of searches are available to run?

There are numerous options as to which searches you choose to process for your applicants. These include (but are not limited to): Social Security Trace, US Criminal Search, US Sex Offender Search, Terrorist Watch List Search, Hands-on County Criminal Search, Credential and Reference Verifications, Employment Verifications, etc...



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Q: What is Adverse Action?

Per the regulations of the Fair Credit Reporting Act (the governing law of consumer reports): When an application is denied or negatively affected due to information reported, the primary applicant must be notified via letter of the circumstances. The applicant must be furnished with a copy of the consumer report and a description – in writing – of their rights under the FCRA. They will also need to receive a copy of the name, address and contact information of the consumer reporting agency (MyBackgroundCheck.com), a disclaimer stating that the agency did not make the adverse action decision, and a notice that they have 60 days to dispute any information they feel is inaccurate.

Q: Will this system help handle the Adverse Action Process?

Yes, the Volunteer Tracking System monitors required Adverse Action notification processes which can be handled by MyBackgroundCheck.com.

Q: What if our volunteers dispute the information reported?

The Volunteer Tracking System's Dispute Resolution Service enables applicants to dispute reported information they believe to be inaccurate directly with MyBackgroundCheck.com.

Q: What laws are protecting us and the volunteers?

Both applicants and the organizations screening have specific rights in accordance with the federal law of the Fair Credit Reporting Act. As well, each state has its own legislature pertaining to consumer reports. The *Pre-employ.com Family of Companies* complies fully with the regulations set by the FCRA, federal, state and local government.

Q: How is this information reported to our organization?

The Volunteer Tracking System offers eight levels of electronic reporting, including: Account recaps, comprehensive case reports, client summary, hit ratio, pending cases per unit, turnaround time per unit and active administrators. Our thorough report grading will match applicants against your pre-determined criteria, allowing for pass/fail reporting. All with award winning customer service readily available to handle all questions.

Q: Who pays for the background checks?

The VTS offers the ability to have the national office, local chapter or volunteer pay for the background check. Also, the VTS will allow for volunteer applicants to "donate" the cost of the background check back to the organization providing a "dual" payment system that can allow your organization to utilize funds directly to the benefit of those in need.

Q: How is this service priced?

Pricing is typically calculated using the overall volume of the entire organization. We offer national discount rates for organizations based on the estimated National Volume, not the volume of each chapter/unit. Each chapter - regardless of size - will receive the discounted rate from the National volume.

Q: What are the billing options?

Your organization has the option to either have the account set up to bill all services to the National Headquarters, or to have each chapter billed for their individual services.