

Background Check Change Proposal

Procedure:

1. All volunteers must complete the Dream Team Questionnaire. (DTQ) Currently, 414, including minors, are serving without the DTQ being completed. We will run a list of anybody that has served at least twice in the past 6 months but has not completed the DTQ.
 - a. Give this list to ministry leaders and have them contact their people to get this done.
2. Volunteers in non background checked areas will be contacted about the change.
 - a. Suggest a video from Pastor Randy about this that communicates heart. E-mail body contains housekeeping items.
 - b. Housekeeping items: You have until this date to complete, just because you have items on your background check does not necessarily mean you can't serve.
3. All volunteers who have served in the past 6 months and have completed the DTQ but have not done a background check will be sent a background check invitation.
 - a. We will turn on continuous background checks for everybody.
 - b. Most will come back clean. Checkr will automatically update PCO without any intervention from us.
4. Use a system like we did with 2fa for followups.
 - a. As people complete the background checks, they are automatically removed from the PCO list.
 - b. A series of automatic followups are scheduled.
 - i. We sent 9 with 2fa
 - ii. E-mails start as gentle reminders but get more "do this or else" as the deadline gets closer.
 - iii. Later emails get pushy but with heart. "Sorry to keep bugging you but we don't want you to be left off the schedule" Type of language.
 - iv. Most people will respond before the pushiness starts so they won't see the later reminders.
 - v. We were able to get most volunteers with PCO access onto 2fa using this system.
 - vi. Make a list available to ministry leads to see who hasn't completed the process.
5. Any that come back as "consider" will need human eyes.
 - a. Use same criteria as in the past.
 - i. Minor traffic violations are overlooked.
 1. We do not run detailed traffic searches and do not officially clear anybody to drive on behalf of Bayside.
 - ii. DUIs or other traffic violations that involve a bigger problem must be considered.

- iii. Anything outside of a minor traffic violation or similar that happened within the past year is an automatic disqualifier.
- iv. Violent crimes or crimes against children are disqualifiers for multiple years.
- v. Somebody with a long “rap sheet” may be disqualified for an extended period.
- vi. If they lie on the DTQ, that is considered a major red flag.
- vii. Every story is unique and is evaluated as such.
- b. “Disqualified” usually means, “not no, just not now.”
- c. IT will staff up to get over the initial hump.
 - i. Tim and Caelin will help Alton as needed.
 - ii. Luke and/or April and HR work with IT, as they have in the past, as a second set of eyes on all people that fall in between the rules.
 - 1. We almost never disagree, but it’s nice to have a second set of eyes looking at it from a different perspective.
- d. For new people wanting to serve for the first time, we will e-mail the person informing them of the decision along with some next steps, just as we always have.
- e. For people currently serving that must be removed, we will not send an email.
 - i. We will email the ministry leader and campus Pastor to set up a time to meet with them.
 - 1. Campus pastor or ministry leader can provide input about unique situations for consideration prior to having the meetings.
 - 2. They will put together a “return to service” plan that fits the individual situation.
 - 3. We will set up a Workflow that where the person walking them through can add notes. (Only visible to certain people)
 - 4. Create a custom field that replaces the restrictions tab.
 - a. Label: Not Eligible to Serve
 - b. Replaces the restrictions tab
 - c. Means that there are notes in the workflow
 - d. Employees can go to their leadership and request information as needed.
 - e. We can run lists off this field to create statistics and limit participation in events.
 - f. Maybe add a date field as well
- f. When a person is eligible to serve, the custom field checkmark will be removed.

Other Considerations:

- 1. How long until somebody is considered “taking a break from serving??”
 - a. Recommend 12 months

2. We have to inform all currently background checked volunteers that we are turning on continuous background checks.
3. What do we do about minors? NO
4. Language for people who refuse a background check
5. Training of staff. (Credit check question, for example)
6. Background checks sometimes take a while to come back. Ministry leaders must make sure the process is completed in plenty of time if serving is time sensitive.
7. International background checks
8. If they stop serving and want to start again, as long as the DTQ is within 2 years, we can turn their continuous check back on.
9. Night to Shine and similar events will work as they always have.
 - a. No continuous check
 - b. Background check carries over one year. After 2 years, it must be reran.
 - c. Cost passed on to Night to Shine
10. HR procedures unchanged
11. Handbook changes

Ministry Specific Items:

Groups:

- Recommend all group leaders go through the background check process
- We will turn off their background check if they are not leading a group the next semester
- What about serve groups and those not semester based?

Missions/Outreach:

- Just wanted to recap what we talked about today. As we build the process for background checks, we will move forward with the idea that outreach volunteers will go through the same DTQ process as all other church volunteers. If they are only doing one-off events, they are free to sign up for those events but if they end up being people who are referred to as volunteers or function as volunteers, they will need to go through the DTQ process, which includes a background check.
- Further, we didn't talk about it, but we should probably include language on all signups that says that minors should be accompanied by a parent or adult as Bayside is not background checking all volunteers for this event. (We can figure out the wording)
- Missions trips: My recommendation is that we background check all attendees since they could be on a trip with minors or come in contact with minors as part of their efforts at the host location. We would need to build this fee into the trip cost.

Worship & Production:

- All volunteers must check-in for rehearsals and services

Weekday:

- All volunteers who are at our campuses during the week must check in and wear a sticker.
- If they are not wearing a sticker, they should be considered a security risk.
- We will make sure all campuses are equipped to do this.

Bayside College:

- Lanyards must be visible when on Bayside property.

Contractors:

- All contractors doing consistent work on our property must submit to a background check.
- All vendors must state that they have background checked all of their employees who will be on our property.