




VolunteerMatch

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**Summer Series:
Who Are We Really Keeping "Safe" by Over-Screening?**



Welcome!



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What screening steps or processes do you use?

interview

3 References
Child Abuse Registry
Check
Criminal Record
Check

application forms,
interviews, shadowing

Exclusion

Staff feedback

Background checks

Verified First
background check

application,
background checks,
references, interview

What screening steps or processes do you use?

Interviews, Reference Checks, Background Checks

I manage a hospital volunteer department. There are a LOT of screenings! Blood work, immunizations, background checks.

interview
police check
reference

Background, criminal checks and also fingerprint clearance card, all required by funders

Interview
Sex offender registry check

Probation periods

Application, BCI/FBI

written application, interview

What screening steps or processes do you use?

application,
background check,
interview

Interview. Criminal
background check.

Orientations, criminal
and motor vehicle
background checks

Background checks

Application, criminal
background check

interviewreferencespoli
ce check

application,
interview/discovery call,
enhanced police
information check

references

What screening steps or processes do you use?

orientations and training

application, interview, background checks

Application form, references, police check, interview

interview, background check

application, training, LiveScan clearance

Application, interview, full background check (that requests SS #)

criminal background check (last 7 years)

- review of volunteer applications- interviews- A Police Background check if required for the role

What screening steps or processes do you use?

application and sex offender registry for our state

Drug testing

applications, orientations, Verified First for backgrounds (working on switching to Sterling)

Background checks, references, interview

references

One on one intro conversation with community volunteers. For corporate volunteers, none.

interview
criminal records
check references
safe drivers clearance

Background checks, applications, health clearance (hospital volunteers)

What screening steps or processes do you use?

Interview, online application,

We post the post the PD, then in the application ask if the volunteer can make commitments specific to the position. For example, we ask for a 1-year commitment, and willingness to work min. 1 time/mo

interview, reference checks and background check

Depends on the volunteer role; if with vulnerable population or handling money, go with criminal background check. If gardening, none.

national background criminal check, Dept. Children and Family Services Check. SSN check.

applications, tour, interview, shadowing

Generally follow vol canadas 10 steps

2. References Interview Background check and medical clearance if working with medically fragile people.

What screening steps or processes do you use?

We are just looking into how to screen as systems have changed in my org

2

3

2 years ago

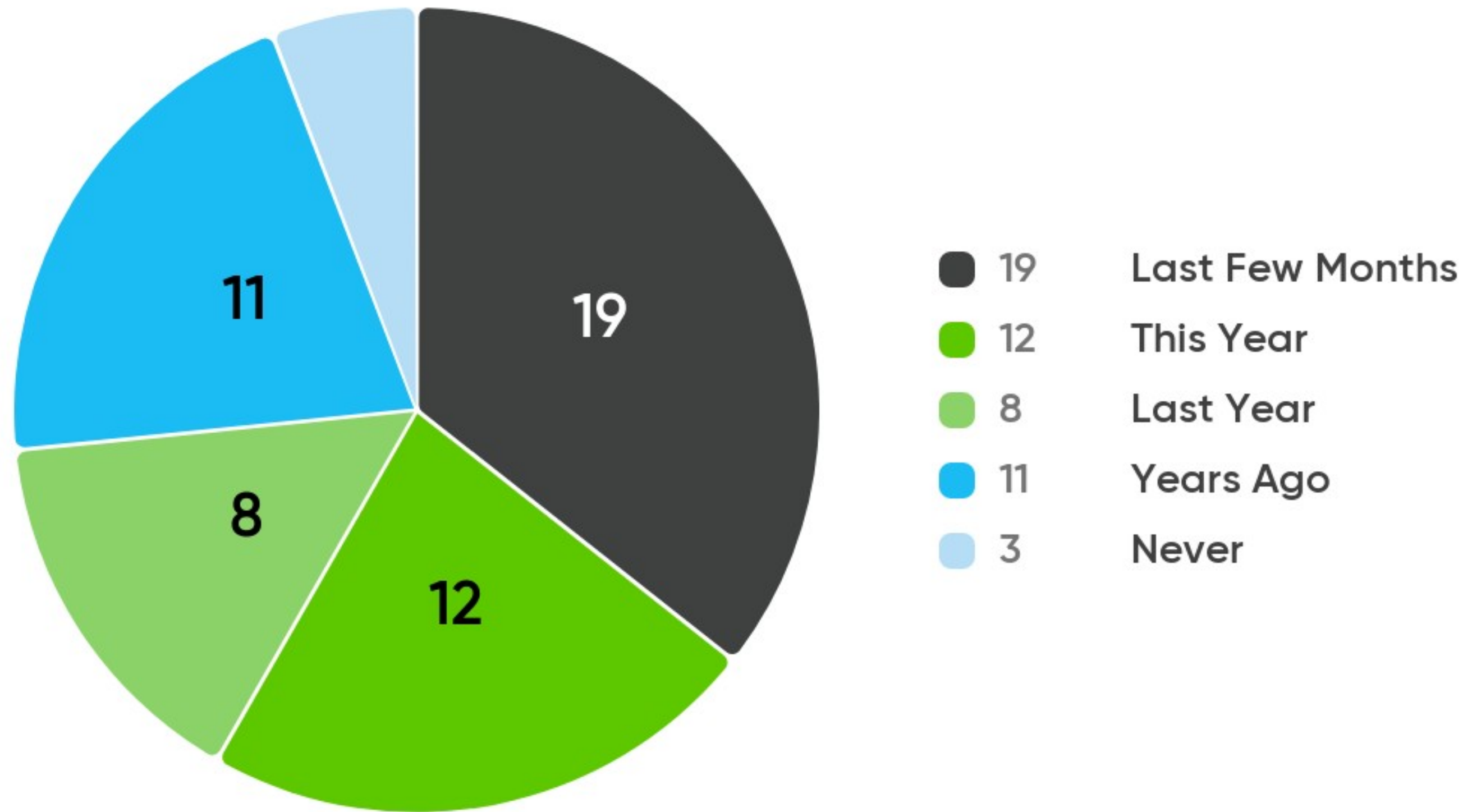
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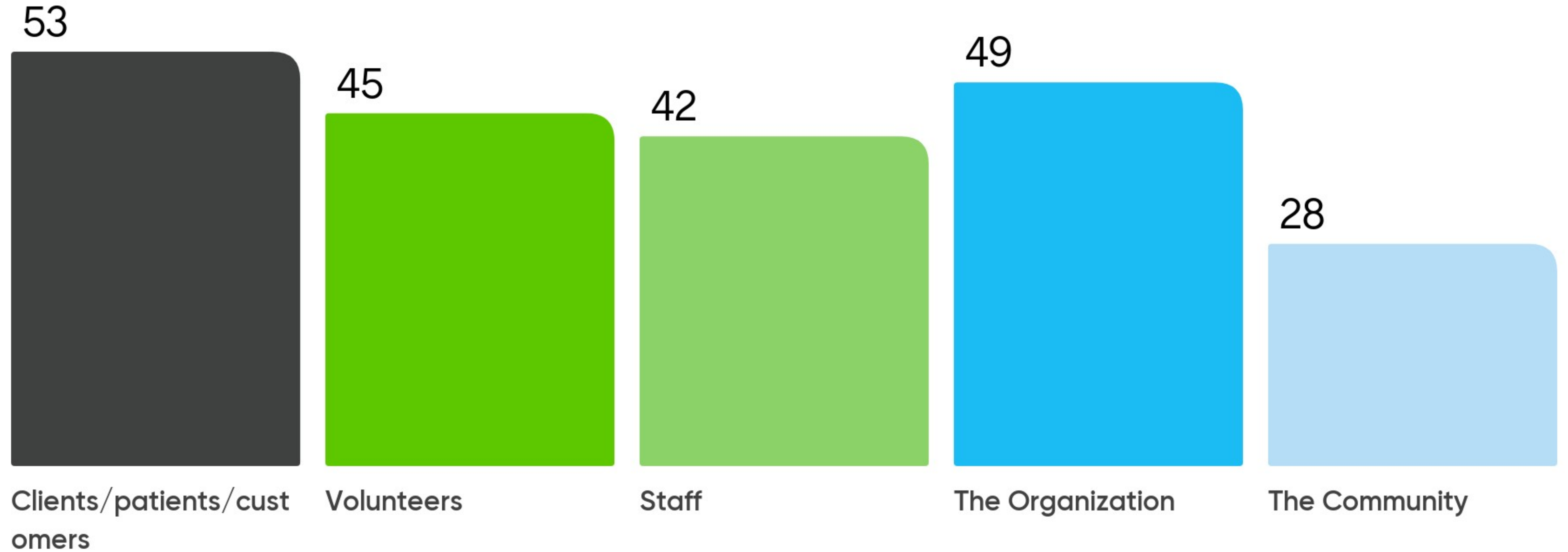
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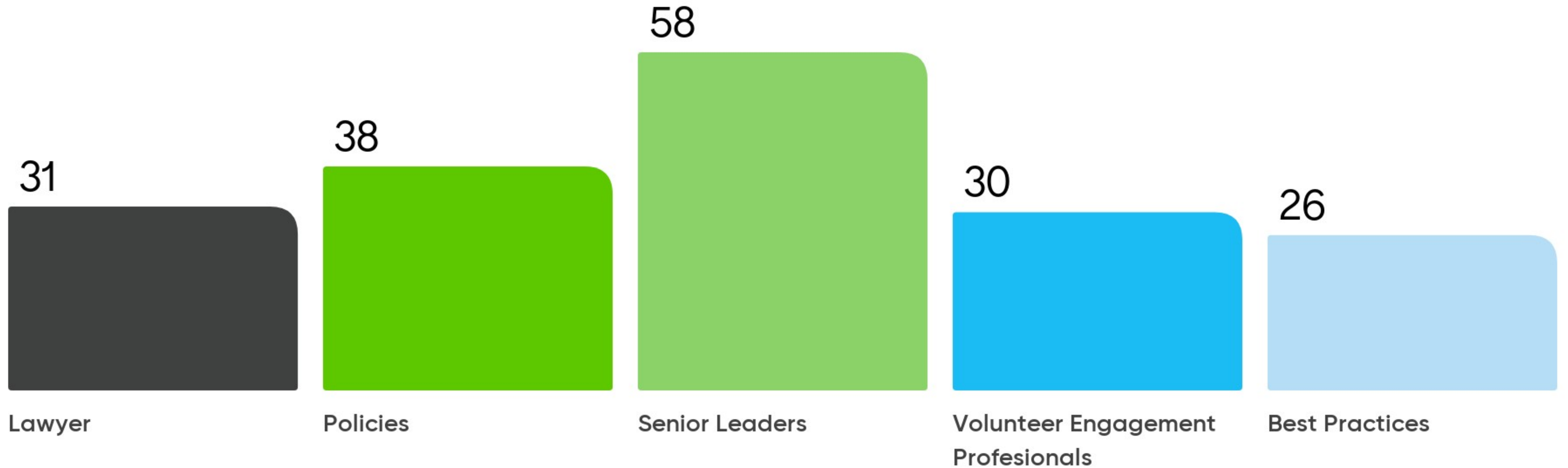
When is the last time you assessed your screening process?



Who is at risk in your organization?



Who defines “risk” for your organization??



What barriers is your screening process creating?

People that don't like or use computers

We used to require volunteers to be vaccinated for Covid, which created a big barrier, but this is no longer a requirement.

Non-citizens

Financial, learning disorders, language barriers

people who don't have access to computers and internet

People who won't receive required vaccines.

application is online

people that don't want to share their SS number

What barriers is your screening process creating?

People that dont have great digital literacy

people that do not trust government with identity

not reaching some with lived experience

Covid vaccine proof

interview times only during standard (9-5) working times. Many people can't afford to miss time for a volunteer interview

Computer and internet access

lack of access to IT

Older volunteers who are not in risky roles

What barriers is your screening process creating?

Clients cannot volunteer, lack of technology to make fillable forms easy and lack of on-line training.

Too many hoops to jump through.

Newcomers may not have physicians or medical coverage for tests

full immunization and TB test requirements

Less volunteer involvement- COVID Booster

People that don't use computers

Time intensive

LiveScan required for all volunteers, even those under 18

What barriers is your screening process creating?

time consuming process slows down & frustrates excitement

takes time, barrier for those with a defined time period. ie students over summer

Sometimes because of the time that the checks take, sometimes volunteers find other easier to begin opportunities to volunteer.

Strict background screening for volunteers including a SSN check. We have a lot of pushback on that. Require computer and email access also.

Asking for completion of various in-take documents on top of background and references.

Non-citizens, volunteers with DUI/DWI, digital literacy, access to computer

no email address

Our only police station to do the vulnerable sector checks is a 1 hour bus ride away because the police haven't open other location following their reduction during covid

What barriers is your screening process creating?

Vaccination

Lack of experience -
not having references.

People with low literacy
skills in any language

Weekly time
commitment

People with no computer
skills, or email address.
Low income people. People
without transportation.

conscious and
unconscious bias

non-English proficiency

Less volunteer
involvement

What barriers is your screening process creating?

transportation in a rural area

police checks

Background check not required at our organization yet, but looks like will be coming. I'm advocating to only use checks on certain roles, not everyone.

excludes non-citizens

Limited training dates

References - if you are underemployed/newcomer /youth, limited options to provide for this

Folks with a record who are wrongfully accused

required 40 hour training

What barriers is your screening process creating?

transportation required to complete fingerprints.
limited timeframe to complete fingerprints.

I work for a large municipality and background checks/fingerprinting are handled by HR for employees & volunteers M-F. Many volunteers don't want to take time from work to do this.

we run a local background check through the sheriff's office, it's free and then have to manually check the national sex offender's registry and it can take 1-2 wks before I move to the next step

our 6 month commitment. People aren't upfront worried that they are going to not be accepted but then I'm left with people leaving 2 months in after staff training

language used to be a barrier, but now Hispanic persons interested in volunteering can attend an orientation in Spanish. (Our agency clients are 46% Spanish speaking).

We screen for certain roles, but we are creating policies that specify the only charges that would matter. I want to limit unfair barriers for the BIPOC community who often receive unfair charges

CRCs don't tell what offence was - 30 year old weed possession or DUI can exclude

It's pretty time consuming sometimes as the background check takes time to be approved.

What barriers is your screening process creating?

COVID Booster

Especially in a time restricted requirement it's a barrier to do background check for everyone.

cost of police checks

people without motor vehicles

We're required to have orientation, per the feds, and sometimes it's a barrier to have a one-hour orientation when the volunteer event is a one-time only.

the volunteer management software you use can make a difference in the efficiency of this process.

We screen based on role. If working with children/families, handing confidential/privacy info, and working with donations just to name a few.

Reference checks were cited by volunteer connector as a barrier for BIPOC folks based on their survey data.

What barriers is your screening process creating?

Yes

no

Yes, donors, patients,
patient family,
employees.

no

Past Clients/family

sometimes

Working on it!

Yes, we invite members,
donors, event goers,
course participants. Need
to do better at courting
them and building a
purposeful path.

What barriers is your screening process creating?

Yes we do! We encourage clients who volunteer to volunteer in other roles. i.e. They use the food bank, so maybe they volunteer at the thrift shop instead. But it's not a strict policy currently

Yes- many donors and adopters (we are an animal shelter) want to stay involved and volunteer in some capacity

I'm at a Blood Bank and we have so many blood donors who are coming as volunteers of time too. So it's different situation than a shelter, etc.

Volunteer Mentroship - paired with a buddy who knows the system who can train and establish expectatiosn before more repositbility can be given

Do you actively engage clients/customers/patients as volunteers?

No

No

Yes

yes

No

sometimes.

no

yes

Do you actively engage clients/customers/patients as volunteers?

yes

yes

sometimes

yes

yes

No

Sort of -- it depends
who you consider a
client

Yes

Do you actively engage clients/customers/patients as volunteers?

Sometimes

Yes

we are local county gov, so our volunteers are the same residents that live here

On a case-by-case basis - if they can get through our screening process like everyone else.

Yes, participants are required to complete a certain # of hours

Yes, some of our pet program participants come to help weigh and label the pet food for distribution.

funding for some programs requires it

yes; we are an arboretum and recruit visitors to volunteer.

Do you actively engage clients/customers/patients as volunteers?

Yes, past patients want to give back through volunteering.

They are recommended by their physicians.

Clients , 2 years post treatment

Yes - donors, former patients, patient families, employees.

Sometimes. We need a better plan for engagement.

Yes Grateful patients have become volunteers who want to help in health care

it can be challenging to differentiate when someone is in a "volunteer" role or a "client" role.

Yes, we always try to recruit current customers

Do you actively engage clients/customers/patients as volunteers?

practice of 2 years out of services

Yes-our members/clients see an opportunity to get more involved and give back

do not actively recruit previous clients

Yes. This summer I had two brothers, both employees, who entertained the kids with music. Parents of children in our program often volunteer.

no- they are students/minors or immigrant students

We serve victims AND the offenders of the crime, to encourage them to change their behaviors. Victims are encouraged to be volunteers, but the offenders have limited volunteer opportunities.

Clients with home-assessments can also be a volunteer, but not in all roles. Also, we don't background check clients .

It often happens naturally that way - visitor becomes a volunteer.

Do you actively engage clients/customers/patients as volunteers?

No

We are prohibited from having clients as volunteers.

We post volunteer info (and other program info) in our restrooms. Great place to reach a lot of people.

Yes. As a hospital, many patient, families and friends come back to volunteer

Participants are required to spend so many hours on site volunteering

We have not in the past but I am the new Volunteer Coordinator and I plan to in the future. As we grow and move out into the community more.

yes for shoppers in our thrift store but much much less so in Program - our clients are recovering from adversity and volunteering (time, transportation) is still a luxury

We are a natural resource organization that is a State government agency, so one could argue that all of our volunteers are customers since we serve everyone in the public. :)

Do you actively engage clients/customers/patients as volunteers?

Yes because some volunteers have passion for what we are doing and benefits (free admission etc) are appealing.

Sometimes it may be a conflict of interest for a client to be a volunteer really depends

As a medical clinic our leadership feels HIPAA AND confidentiality requirements makes it too difficult

Those who are on a strict time limit, those with a criminal background and clients.

yes think tanks for vol., qtrly survey for vols, calls monthly to clients vols. train others regarding adaptive tech

newcomers, lived experiences, low-income

paying for a TB TEST

Having new volunteers shadow with current/experienced volunteers.

Who is being left out through over-screening?

those with lived experience

episodic volunteers

Responsible, reliable people.

minorities

clients.

People of color

those who genuinely want a second chance

so many people of all ages, backgrounds, etc

Who is being left out through over-screening?

full time workers

non-citizens

episodic volunteers

Poor people

young adults under the
age of 25 years old

Those with felonies

Black and racialized
people who are
overpoliced in life
generally

young volunteers

Who is being left out through over-screening?

Those who work during the day.

Those who struggle with the process although I have found a work around. I just don't know if it's necessary for all roles.

Older adults (due to tech challenges)

minors

youth volunteers

Folks with violent criminal history (no matter how long ago)

Marginalized people

short term volunteers

Who is being left out through over-screening?

non-citizens

BIPOC community, folks with high anxiety, undocumented immigrants, folks with privacy/identity theft concerns, etc

People with unrelated criminal records (e.g. DUI crime excluding someone from landscaping work).

short term volunteers

people with more than one job

I had someone tell me they wanted to volunteer but that they were schizophrenic. Although we are sensitive and caring to all, I was nervous about which person was going to show up.

parents with limited childcare

people without a ready to use iphone or computer

Who is being left out through over-screening?

Those of lower socio economic status

neurodivergent folks

people that want to test out volunteering or haven't really done it before. If it is too hard to get started they never start

Skilled volunteers who wanted to use their special skills and backgrounds to volunteer instead of just doing a normal volunteer role

People with irrelevant and/or long past convictions. Poor people who can't afford the look, extra time for hoops, cost of screening

Newcomers

Without a process, going by biases I've seen someone almost screened out because of tattoos, sadly.

people who don't know about volunteer match!

Who is being left out through over-screening?

People of color, second chances, other barriers

Folks who wish to give of their time- like adults and students

people who get frustrated by beurocracy

People with long passed convictions who don't have the \$ to apply for a pardon

While on this call, someone I've known for almost 50 years responded positively to a volunteer match post. I already know that she is a compulsive liar and drama queen, so this will be tough for me.

At the moment - no background checks - but its coming due to a take over of leadership

Conversations about the concerns, honest answers by all parties.

Self reporting - community service volunteers have to answer some questions about their service (number of hours, due date, etc.) but we do not require them to bring documentation in

Who is being left out through over-screening?

We allow our employee volunteers to bypass the health screenings. We fast walk them through the application process.

templates

What alternatives to traditional or onerous screening steps do you use?

staff supervision

strong training

Phone interviews rather than in person

people work in groups - no one person working alone

Working with a buddy

shadowing or a buddy systems

for those who do not want to put SS number on a piece of paper they can call HR directly with that information

I often ask prospects "If you could be any superhero, who would you be and why?"

What alternatives to traditional or onerous screening steps do you use?

safety talks and training

Personal relationships help define your selection and matching process.

Outside knowledge of the prospective volunteer's family or personal relationship.

We have limited our background check process to only go back 7 years

consider on line video orientation training

Have two or more volunteers in the role same time

No alternatives

shadowing experience volunteers or staff

What alternatives to traditional or onerous screening steps do you use?

interviews that are more conversational so they are not intimidating

Online training and in-person orientation

Volunteer team leaders that have extra training

proper matching and finding the right assignment for the volunteer

Flexible schedule on my end for interviews to occur outside of typical work hours

in-depth trainings with a seasoned volunteer

90-day check-in before volunteering in sensitive areas.

orientation presentation and tours, helps show them what we do and how they can help

What alternatives to traditional or onerous screening steps do you use?

Online orientation instead of in-person

One time volunteering in the homes of clients is a short waiver and collecting government issue ID info. and a short orientation & Training. Staff observations during this process is another way we sc

created a category that I call casual volunteer which requires only a signed waver re respecting privacy etc. Did this for non client facing roles , didn't ask just casually let leadership know

I do in-person orientation, also have a virtual PowerPoint, and we do tours, and I also provide them with my contact information

training new staff to supervisor volunteers and what parameters are for volunteers

Open conversations and questions/answers by all parties

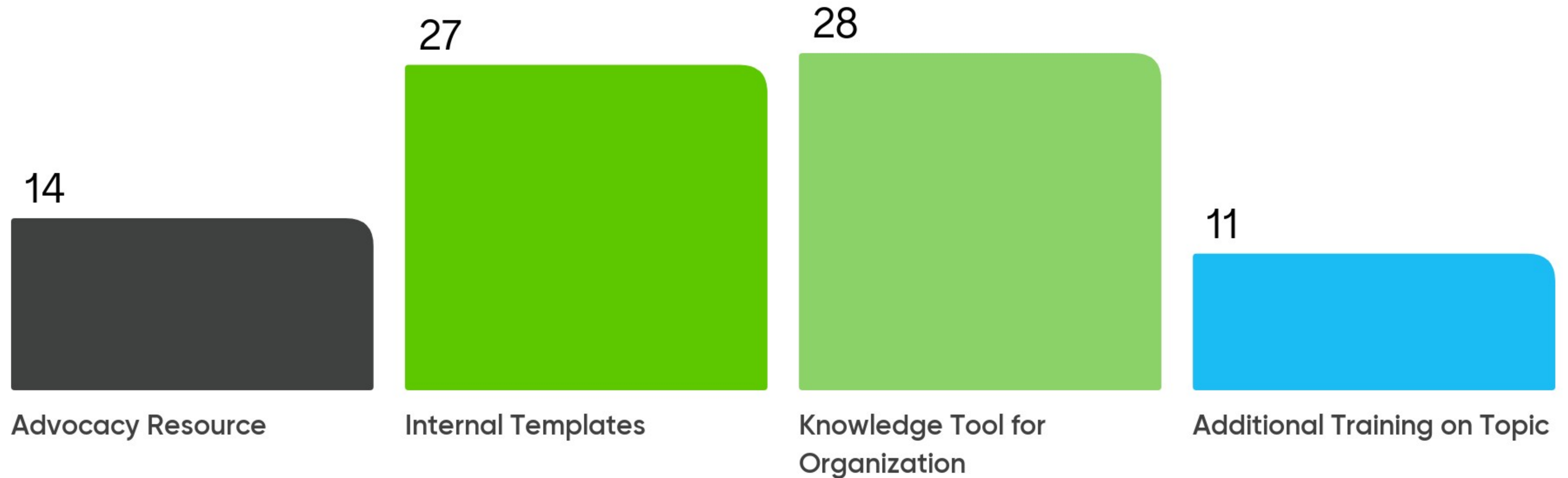
creating roles that have safeguards like never working alone or always having in-line-of-site supervision

I lay out the steps ahead of time for people to remove themselves without me having to do so

What alternatives to traditional or onerous screening steps do you use?

internal templates

What additional resources would you like to see?



Is there any thing else that would be helpful?

I'd love to see examples of interview questions people use that keeps this topic in mind

Screening tools/policies in place by similar organizations

I would love a decision tree template or guide on who should be screened and who should not.

sample screening requirements for different roles

frequent newsletter about topics relating to volunteering

No judgement based questions - Is there a template or guide for this?

I'd love to see some examples of background check policies to pull ideas from as I update ours

Screening policies of other similar organizations

Is there any thing else that would be helpful?

Advocacy! I need resources to help convince my leadership that CRCs aren't the be all and end all

training resource materials for training staff that will be doing the interviews, orientation, and trainings

Resources for recognizing potential predators whose records show up clean

Research and evidence supporting 'screening in' rather than harsh, exclusionary processes

free screening to use with volunteers who are applying for a position using the computer

I was wondering if you have any non compliance documents for when you must separate from a volunteer.

Senior leaders and legal team want to be able to say a background check was done to protect org and say it to the community

Additional Resources

Resource with Considerations - <https://bit.ly/overscreening>

Engage Article on Over-Screening - <https://engagejournal.org/article/october-2023/protect-or-exclude-ethics-and-real-risk-over-screening-volunteers>

Philanthropist Article on Exploitation of Volunteers -

<https://thephilanthropist.ca/2024/04/unpaid-labour-why-volunteers-cant-sustain-essential-services/>

Upcoming CCVA LEAP webinar on Decent Volunteerism 11/24/2024 -

<https://us06web.zoom.us/meeting/register/tZUsf-6vrj4qG9UDoS25W81eJaegIQOWSW2Q#/registration>

Thank You!

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