

# BACKGROUND CHECK PROCEDURES

**\*Church/SCS Full Time and Part Time Staff are done by HR. DO NOT SUBMIT those without checking with Carol/Amanda.**

**\*\*All current Shiloh teachers ages K – 12 have an extensive state BGC before they are allowed to teach, they should NOT be in PMM. There are a few exceptions, but HR will handle those.**

## STEP ONE

- Go to **Protect My Ministry (PMM)** link <https://protectmyministry.com/> and Log-in
- Search by last name under 'All'. If not showing up, also Search by last name under the specific campus and then in 'Archive' this helps to insure that there is not a BGC already run on that person.

## STEP TWO – If person is in PMM...

- Verify you have the right person by checking the name spelling, phone number, and email.
- If you are not sure, contact Carol or Amanda to help verify, they can see more details.
- Select the person (the box by their name) and hit OPEN under Actions
- Go to Background Check tab and look at Report History - if BGC has been Completed within the last 2 years, then you are good to jump to **Touch Point, STEP FIVE** to make sure information was entered into Touch Point properly. If not, please add note and/or update the information.

## STEP THREE – If person is not in PMM...

- **First make sure they are not a SCS Teacher then** send the following link, <https://www.ministryopportunities.org/Application.aspx?oid=24395>, via email to request authorization to run BGC.
- Once they have authorized and completed the BGC application an application date will appear along with a check mark under the Auth Column. **Do not run BGC without the Auth check mark!**

## STEP FOUR – Finalize & Order BGC

- Log in to PMM
  - Select the person (the box by their name) then OPEN
  - Select the BGC tab then Click the link to order the BGC
    - Select Billing Reference and click on your campus/area
    - Select BASIC then click Next
    - In the FAIR CREDIT REPORTING ACT box - 'Click here to certify...' then Submit (only once)
- Approval comes back within an hour to 48 hours: 'P' - Pending, 'C' -Complete, or 'blank' - Not submitted yet, **A-Alert – will be handled by HR see \*\*Note below.**

## STEP FIVE – Entering Info into Touch Point

- Log in to **Touch Point** and Go to People Tab and do a Basic Search to find the person
- Open Person's profile and go to Ministry tab then Volunteer
- Select Manage then Edit and update the following:
  - Approvals - Volunteer & Uncheck Standard
  - Add or update Processed date which is the most current date the BGC is 'C' Complete in PMM
  - Status Code choose 'Approved'
  - COMMENTS: add Date BGC Completed which should match Processed Date, Name of Staff who requested/ordered BGC, add Event/Reason for BGC > Click Save (Example: 2/19/20 BGC ran by Amanda Richardson, SCS Support staff)

**\*\* ALERTS will be added by Carol or Amanda. We will contact the ministry department pastor/director with limited details and will add 'Alert' status in Touch Point. Please contact Carol or Amanda with any questions.**

## **STEP SIX**

**Under-aged volunteers/paid workers:** Please use these steps if you have a 12 to 18-year-old wanting to volunteer and serve at Cross Church.

1. Follow STEP ONE and TWO, if they have a driver's license to make sure this person has not already been submitted.
  2. Background Check letter written by HR must be sent to parent or guardian
  3. Parental consent form filled out by parent or guardian
  4. 3 references using the Reference form provided; please get more than yes and no answers on the form.
  5. Supervisor may send the BGC link to the parent, for the child (16 or older) to fill in the information; they must have a driver's license.
  6. **Exceptions: Person's under 14 yrs old MAY NOT BE HIRED; 14 – 15 yr olds need a WORK PERMIT to work at Cross Church.**
  7. Supervisor then checks in PMM to see if the BGC has been done and submits it, following STEP FOUR.
  8. Continue with STEP FIVE
  9. Notes in TouchPoint are needed in detail by the Supervisor/or person who ran the BGC!
    - a. Date/Dept/Supervisor
    - b. 3 references & parental consent form were submitted to HR – you may keep a copy in your files as well
    - c. BGC letter sent to parent and parental consent form submitted on \_ date;
  10. Supervisor must sign off 'APPROVED' in TouchPoint and date it.
- **Must always have an adult in the room with a child volunteer under the age of 18. Prefer that they be 25 yrs old and with at least 1 year of service with Cross Church.**
  - ❖ **Make sure you personally know this child volunteer and/or their parents. If you don't, find out if any other staff member knows them well, who would vouch for their character.**
  - **DON'T allow total strangers to work in your ministry! Someone needs to know them that you trust.**