

# VOLUNTEER CENTER OF NORTH TEXAS



# VERIFY TRAINING MANUAL

*Everything you need to know about performing a background check,  
obtaining the results, and deciphering the results from:*

[www.verifyi.org](http://www.verifyi.org)

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## **Criminal Background Check Process**

The following list of requirements must be met before an agency can submit names for a criminal background check. We encourage completing the online training prior to submitting of the following documents and program fee.

### **Become A Member**

Agencies wishing to be part of the criminal background check program should complete and sign an application form with membership fee:

**FYI** **Complete and Sign Application Form** - Those that do not qualify for VSP must submit a veriFYI Application Form accompanied by the proper documentation. If you have already completed the VSP application, you do not need to complete the veriFYI Application Form. Contact Jeff Rollings at 214-826-6767 ext. 248 or [jrollings@volunteernorthtexas.org](mailto:jrollings@volunteernorthtexas.org) for an application or questions about the application process.

**FYI** **Membership Fee** is \$150 for VolunteerSource+Plus (VSP) Members and the veriFYI program is included in your annual fee. Those that do not qualify for VSP must pay a one-time fee of \$100. The non-refundable fee covers the initial training, on-going training, and the registration process.

### **Sign the Contract (Agency Service Agreement)**

Agencies must sign and return the Agency Service Agreement for veriFYI. Completed Contracts should be sent to the attention of veriFYI.

### **Documentation of Screening Process**

Agencies must supply a copy of Background Verification Release Form if any additions have been made to the original. To download a copy, go to [www.verifyi.org/forms.htm](http://www.verifyi.org/forms.htm).

### **Complete Training**

At least two agency representatives must complete the training. These should be the people responsible for reviewing and approving/denying placement based on criminal background. Training is available online at **[www.verifyi.org](http://www.verifyi.org)** and you must complete and pass the short, "open book", exam that corresponds with this manual. Each person that completes the training will be required to answer his or her own test material in order to obtain a training ID number. This is a unique code that allows us to confirm your training in the future should you transfer to a different agency, as you are only required to attend the training once.

### **DPS Approval**

Agencies completing the above steps will be submitted to the Texas Department of Public Safety for approval for participation. Agencies are not required to contact the TX DPS, as the Volunteer Center of North Texas will do this on your behalf.

## The Law

Please review all of the following section very carefully. The items highlighted are VERY IMPORTANT as it details how the Volunteer Center of North Texas is able to obtain Texas DPS information, which may include juvenile and/or adjudicated records, on your Agency's behalf. It is also important that you understand that you should not keep records longer than the law allows. If you are required by the State to keep your records you will know this and subsequently, the statement in this Act will not apply.

S.B. No. 42

### AN ACT

1-1 relating to access to criminal history record information by  
1-2 certain organizations providing volunteer services.

1-3 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

1-4 SECTION 1. Subsection (e), Section 411.087, Government Code,  
1-5 is repealed.

1-6 SECTION 2. Section 411.126, Government Code, is amended to  
1-7 read as follows:

1-8 Sec. 411.126. Access to Criminal History Record Information:  
1-9 Volunteer Centers <Center of Dallas County>. (a) In this section:

1-10 (1) "Volunteer center" means a nonprofit, tax-exempt  
1-11 organization:

1-12 (A) whose primary purpose is to recruit and  
1-13 refer individual volunteers for other nonprofit groups in that  
1-14 area; and

1-15 (B) that is certified as a bona fide volunteer  
1-16 center by the department.<; and>

1-17 <(C) that is operating on the effective date of  
1-18 this Act as "Volunteer Center of Dallas County.">

1-19 (2) "Volunteer" or "volunteer applicant" means a  
1-20 person who will perform one or more of the following services  
1-21 without remuneration:

1-22 (A) any service performed in a residence;

1-23 (B) any service that requires the access to or  
1-24 the handling of money or confidential or privileged information; or

2-1 (C) any service that involves the care of or  
2-2 access to:

2-3 (i) a child;

2-4 (ii) an elderly person; or

2-5 (iii) a person who is mentally  
 2-6 incompetent, mentally retarded, physically disabled, ill, or  
 2-7 incapacitated.

2-8 (3) "Employee" or "employee applicant" means a person  
 2-9 who will perform one or more of the following services or functions  
 2-10 for remuneration:

2-11 (A) any service performed in a residence;  
 2-12 (B) any service that requires the access to or  
 2-13 the handling of money or confidential or privileged information; or  
 2-14 (C) any service that involves the care of or  
 2-15 access to:

2-16 (i) a child;  
 2-17 (ii) an elderly person; or  
 2-18 (iii) a person who is mentally  
 2-19 incompetent, mentally retarded, physically disabled, ill, or  
 2-20 incapacitated;

2-21 (D) coordination or referral of volunteers; or  
 2-22 (E) executive administrative responsibilities.

2-23 (4) "Client agency" means a nonprofit agency served by  
 2-24 a volunteer center.

2-25 (b) A volunteer center is entitled to obtain from the  
 2-26 department criminal history record information maintained by the  
 2-27 department that relates to a person who is:

3-1 (1) an employee, an employee applicant, a volunteer,  
 3-2 or a volunteer applicant of the volunteer center; or  
 3-3 (2) an employee, an employee applicant, a volunteer,  
 3-4 or a volunteer applicant of a client agency.

3-5 (c) <A volunteer center is entitled to obtain from the  
 3-6 department only criminal history record information that relates to  
 3-7 a conviction.>

3-8 <(d)> The department may establish rules governing the  
 3-9 administration of this section and charge volunteer centers a fee  
 3-10 to cover the department's direct costs of administering this  
 3-11 program.

3-12 (d) <(e)> A volunteer center may disseminate criminal  
 3-13 history record information to a client agency, if the client agency  
 3-14 has been approved by the department.

3-15 (e) <(f)> A volunteer center or client agency may not keep  
 3-16 or retain criminal history record information obtained under this

3-17 section in any file. Criminal history record information must be  
3-18 destroyed promptly after the determination of suitability of the  
3-19 person for any position as a volunteer or employee.

3-20 (f) Subject to approval by the department, two or more  
3-21 volunteer centers may share technical and staff resources in the  
3-22 development and operation of services for the dissemination of  
3-23 criminal history record information.

3-24 (g) Except in the case of gross negligence or intentional  
3-25 misconduct, a volunteer center is not liable for damages arising  
3-26 from:

3-27 (1) the release or use of information obtained under  
4-1 this section;

4-2 (2) the failure to release or use information obtained  
4-3 under this section; or

4-4 (3) the failure to obtain information under this  
4-5 section.

4-6 SECTION 3. This Act takes effect September 1, 1995.

4-7 SECTION 4. (a) The change in law made by this Act applies  
4-8 only to a cause of action that arises on or after the effective  
4-9 date of this Act.

4-10 (b) A cause of action that arises before the effective date  
4-11 of this Act is governed by the law in effect at the time the cause  
4-12 of action arose, and that law is continued in effect for that  
4-13 purpose.

4-14 SECTION 5. The importance of this legislation and the  
4-15 crowded condition of the calendars in both houses create an  
4-16 emergency and an imperative public necessity that the  
4-17 constitutional rule requiring bills to be read on three several  
4-18 days in each house be suspended, and this rule is hereby suspended.

### **Agency Service Agreement**

The Agency Service Agreement is the binding document, which must be signed by all client agencies, that outlines the responsibilities of each party that is involved in the background process: the Service Provider, the Client/End User, and the Applicant. There are specific roles that each play in order to provide exceptional service but we must have the completed agreement on file to do background checks. Since more than one person may have access to VERIFIY, it's possible that you have never seen this Agreement. Please take a moment to familiarize yourself with the Agreement and contact the VERIFIY staff if you have any questions about it.

## Agency Service Agreement

### Definitions

**B2B** – Business-to-Business web-based software application

**End User** – Authorized Service Provider of Client who actually utilizes the VERIFIY Applicant screening system

**Applicant** – Individual seeking employment or volunteer position

### Parties to the Agreement

**Service Provider:** The Volunteer Center of North Texas d.b.a. VERIFIY located at 2800 Live Oak, Dallas, Texas 75204 herein known as Service Provider.

**Client:** [Your AGENCY NAME]

### Recitals

**Service Provider** provides background verification services on behalf of companies, tax supported entities, churches and nonprofit agencies. Service Provider utilizes a B2B Internet, web-based, automated background verification software application used specifically for providing background information pertaining to individual subjects. The VERIFIY B2B web-based automated background verification software system compiles a consortium of individual public records and Texas Department of Public Safety records into a summary report that is intended to serve as a method for verifying background information. The VERIFIY software system provides the Client/End User with a combination of the following public records based on the client/end user individual criteria and individual requests: Social Security Number Verification (When Client has established Credit) National Criminal Records; Last Known Employment Information; Last Known Addresses; criminal background information from the Texas Department of Public Safety if qualified. The VERIFIY software system assimilates any combination of the aforementioned public and DPS records and provides information provided into a single reporting format.

**Client** hires employees and/or uses volunteers for designated purposes established by said client.

### Agreement

Subject to the terms and conditions of this agreement, Service Provider agrees to permit Client with access to the VERIFIY web-based online automated employment verification system **for the explicit purpose of evaluating background of applicant for employment or volunteer purposes**. The VERIFIY system includes the following services:

(a) Credit Reports

- (i) By signing this agreement, Client acknowledges receipt, in whole or in part, of the Fair Credit Reporting Act herein known as FCRA and agrees to train, and monitor end users and remain in full compliance of the entire said Act at all times.

**In Part - Permissible Purpose is defined in Section 604 of the **Fair Credit Reporting Act (FCRA)**.**

(1) In general, and limited only to our available services, Subject to subsection (c) any consumer reporting agency may furnish a consumer report under the following circumstances and no other:

(a) To a person which it has reason to believe

(b) Intends to use the information in connection with a credit transaction involving the consumer on whom the information is to be furnished and involving the extension of credit to, or review or collection of an account of, the consumer; or

(c) Intends to use the information for employment or volunteer purposes.

- **No End User may access a Consumer Credit Report without an applicant authorization signature on file.**

- All agencies reselling consumer credit reports are required to meet audit regulations pertaining to the usage of said reports.
- End User may not share any information contained within a consumer credit report with anyone unauthorized to receive said information, including the Applicant.

(2) By signing this agreement Client agrees to comply with consumer credit reporting audit policies as set forth by Service Provider.

### **Covenants of Client**

**Client** agrees to provide Service Provider with applicant information required to operate the background verification system.

**Client** agrees to maintain broadband connections and personal computer equipment necessary to facilitate the VERIFIY system.

**Client** agrees to issue and maintain the security of End User login identification access codes.

**Client** agrees to pay all Compensation and/or fees for services rendered by Service Provider as set forth within the terms and conditions as set forth in this agreement.

**Client** agrees to initiate the background verification system on those Applicants who have signed the authorization/waiver/indemnity for this process.

**Client** shall maintain custody of the consent form and shall retain the Applicant consent form for three years following the date of requesting the background verification.

**Client** shall immediately notify VERIFIY if an internal grievance is filed by an Applicant because of incorrect information or other reasons related to DPS criminal histories.

**Client** agrees to submit to an inspection, audit, or review of all records and procedures relating to this process.

### **Covenants of Service Provider**

Pursuant to the terms and conditions contained within this agreement being met:

**Service Provider** agrees to provide unencumbered access and use of the VERIFIY web site and VERIFIY automated background verification system.

**Service Provider** agrees to continually upgrade and modify the background verification system standards, and to meet compliance regulations as set forth within The Fair Credit Reporting Act.

**Service Provider** agrees to provide complete Client/End User training and support relating to use of the VERIFIY automated background verification software system.

**Service Provider** agrees to provide Client/End User technical support relating to VERIFIY background verification software system operability issues.

**Service Provider** agrees to accept, process, and return completed background verification results to the Client at no additional charge in the event that Service Provider or Client experiences temporary Internet connectivity loss or temporary computer system failure.

### **Term**

**Client** may cancel at anytime with 30-day written notice.

### **Compensation**

**Client** agrees to pay Service Provider a fee of \$7.30 for services as outlined Recitals above. Invoices older than 30 days are subject to 1% monthly late fee.

## Indemnification

- (a) The Client hereby agrees that it will indemnify and hold VERIFIY harmless from and all loss, liability, costs (including reasonable attorneys' fees), expenses, judgments, damages, claims, and demands of every kind and character, which VERIFIY has suffered or may suffer resulting directly, indirectly, proximately or otherwise, from the criminal background check process as performed for the Client. This indemnification shall include, but not be limited to, a claim or asserted claim by any Applicant or any other person, firm, or entity for any damage claim, loss, expense or liability for damage to or loss which is caused by, attributable to or occurs in connection with criminal background checks for the Client regardless of the fault and regardless of whether such loss occurs as a result of either acts, omissions, or negligence of the Client and its employees, Service Providers, servants and invitees. **This indemnification does not include any negligence on the part of VERIFIY.** The Client acknowledges that the Volunteer Centers are performing the services there under pursuant to statutory authorization and as a public service and owes no duty to the Client in performing its role under the terms of this Agreement. Notwithstanding the above stated, Service Provider shall not be liable to Client under this section if alleged losses result from acts or omissions by Client or of a third party who provided information to Service Provider in the exercise of its ordinary business practice.
- (b) Service Provider shall indemnify, defend and hold harmless Client from losses resulting from background verifications as related to legal compliance of the U.S. Fair Credit Act.

## Confidentiality and Non-Disclosure

**Service Provider and Client** mutually agree that **all organizational information**, including but not limited to, customer lists, applicant information, marketing information, pricing information, trade secrets, and any and all correspondence of any method including verbal communication, mail, facsimile, or electronic between said parties, **is privileged and confidential and shall not be copied, distributed, or shared with any person or agency not covered in this agreement.**

**The Client** shall treat all criminal history information as confidential, and **shall limit the number of people who have access to Applicant criminal history information to only those individuals who have received VERIFIY training.**

Documentation of criminal conviction histories requested by the Client shall be received from VERIFIY by authorized and trained personnel from each Agency site and cannot be received by any other Agency personnel.

The Client agrees to immediately destroy with a shredder all records pertaining to said criminal background checks once a final decision has been made regarding an Applicant. **Client must destroy the criminal history inquiry response within five days of making a decision of each applicant's suitability for placement as a volunteer or employee, but in no case later than 30 days after having received the criminal history inquiry response from VERIFIY. The Client agrees to keep the criminal records in a secure, locked storage drawer until such time as the records are destroyed.**

The Client hereby agrees that under no circumstances shall the Client allow the Applicant to keep or photocopy his or her criminal history record transcript, under no circumstances will the Client record in any way the information contained in the criminal history record transcript.

## Miscellaneous

### **Waiver**

The waiver of a breach or violation of any Covenant or Condition of this agreement shall not be construed to be a waiver of any subsequent Covenant or Condition of this agreement.

### **Governing Law**

This agreement shall be interpreted, construed and governed according to the laws of the State of Texas.

### **Severability**

Any provision of this Agreement held by a court of competent jurisdiction to be contrary to law, all remaining provisions of this Agreement

### **Notices**

All notices, requests, and demands given to or made by the Parties shall be submitted in writing and delivered via certified mail or via certifiable electronic correspondence.

**Entirety and Modification**

This agreement and any Exhibits or Attachments constitute the entire Agreement between parties. Any and all changes or modifications to this Agreement must be in writing. Oral modification including oral modifications to any provision of this agreement is not valid or enforceable.

**Service Provider and Client** hereto agree that it is in their best interest to resolve disputes between them in an orderly fashion and in a consistent manner hereby agree to resolve legal matters first through a mediation process and if a mediation process does not resolve the issues both parties agree to arbitration and such forum shall be in the State of Texas.

**In witness hereof, the Parties hereto have executed this Agreement on the date first set forth above.**

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To further emphasize a couple points from this Agreement:

- Only the people trained by the Volunteer Center may have access to the criminal history reports (this includes the online training). We strongly suggest a minimum of two representatives per agency complete the training. For example, if your Executive Director or Pastor has not been trained, you cannot share an employee or volunteer's criminal background with them! *Please refer to page 10.*
- If you print the criminal history report, it must be destroyed with a shredder once a final decision has been made. Reports may not be kept any longer than 30 days, therefore, the VERIFY website will not show criminal history older than 30 days old.
- We do not obtain any financial history information in the Social Security Verification even though we communicate with Equifax, a Credit Bureau. We are governed by the Fair Credit Reporting Act; therefore we must include this in our Agency Agreement.

**Background Verification Release Form**

The Background Verification Release Form replaces the Authorization/Waiver/Indemnity Form that was used with the VolNet System, our previous background check program. The new form covers the Fair Credit Reporting Act requirement of having a signature when obtaining credit history – because Social Security information is verified with Equifax, a Credit Reporting Agency, it falls under the credit history category. **This form is valid for three years. The text cannot be modified or altered, except to add your logo or Agency information.** There is a Spanish version available online as well.

**AGENCY INFORMATION**

Date	Agency Name		
Contact Name			
Agency's Main Phone Number		Agency's Fax Number	

**APPLICANT INFORMATION**

Applicant Full Name (Last, First, MI)		Maiden or Other Name(s) Used	
Current Address			
City	State	Zip Code	County
Social Security Number	Date of Birth	Driver's License Number	State Issued
Position Applied For			
Gender	Race		
<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> African American	<input type="checkbox"/> American Indian	<input type="checkbox"/> Anglo <input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> Other

I hereby authorize VERIFY and or its Service Provider to request and receive any and all background information about or concerning me, including but not limited to my Criminal History, Social Security Number Trace including a consumer report under the Fair Credit Reporting Act, 15 U.S.C 1681, Driving Record, Employment History, Military Background, Civil Listings, Educational Background, Professional License from any Individual, Corporation, Partnership, Law Enforcement Agency, and other entities including my Present and Past Employers.

The criminal history, as received from the reporting agencies, may include arrest and conviction data as well as plea bargains and deferred adjudications and delinquent conduct as committed as a juvenile. I understand that this information will be used, in part, to determine my eligibility for an employment/volunteer position with this organization. I also understand that as long as I remain an employee or volunteer here, the criminal history check may be repeated at any time. I understand that I will have an opportunity to review the criminal history as received by client/agency and a procedure is available for clarification, if I dispute the record as received. **I also understand that the criminal history could contain information presumed to be expunged.**

I further release and discharge VERIFY and their Service Provider and all of their Subsidiaries, Affiliates, Officers, Employees, Contract Personnel, or Associates, from any and all claims and liability arising out of any request for information or records pursuant to this authorization, procurement of an investigative consumer report and understand that it may contain information about my character, general reputation, personal characteristics, and mode of living, whichever are applicable.

I understand that I have the right to make written request within a reasonable period of time to VeriFYI for additional information concerning the nature and scope of the investigation. I acknowledge that I have voluntarily provided the above information for employment/volunteer purposes, and I have carefully read and understand this authorization.

## Authorized Uses and Penalties for Misuse

# Penalty for the Unauthorized Obtaining, Use, or Disclosure of Criminal History Information

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Effective September 1, 1993, the use of Texas criminal history record information is governed by Sections 411.081 through 411.127, Government Code. All individuals who access criminal history record information should be aware of the authorized uses and penalties for misuse. This notice is provided in accordance with Section 411.085 and its requirement that the Department of Public Safety notify all you apply for Criminal History of these penalties. Refer to Sections 411.081 through 411.127 for more information

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- (a) A person commits an offense if the person knowingly or intentionally:
- (1) Obtains criminal history record information in an unauthorized manner, uses the information for an unauthorized purpose, or discloses the information to a person who is not entitled to the information;
  - (2) Provides a person with a copy of the person's criminal history record information obtained from the department; or
  - (3) Violates a rule of the department adopted under this subchapter.
- (b) An offense under Subsection (a) is a Class B misdemeanor, except as provided by Subsection (c).
- (c) An offense under Subsection (a) is a felony of the second degree if the person:
- (1) Obtains, uses, or discloses criminal history record information for remuneration or for the promise of remuneration; or
  - (2) Employs another person to obtain, use, or disclose criminal history record information for remuneration or for the promise of remuneration.
- (d) The department shall provide each person who applies for access to criminal history record information maintained by the department with a copy of this section.
- 

## Texas Department of Public Safety



## The Background Check

The background check is essentially made up of the following components:

- ① **Multi-Jurisdictional (Multi-State) Check**  
*Searches 180 million criminal records from over 185 jurisdictions. Reports are from 43 State criminal files.*
- ② **Texas Department of Public Safety (DPS) Check (Texas Agencies ONLY)**  
*Search includes arrests, convictions, deferred adjudications, juvenile records, and warrants. May include adjudicated, juvenile, and records thought to be expunged.*
- ③ **Social Security Verification**  
*Search reveals present and past addresses, employers, and aliases.*
- ④ **Sexual Offender Database Search**  
*Reports are from all 50 State (plus Washington, D.C.) Sex Offender Records.*

Agencies requesting a criminal history record on a prospective staff or volunteer through the Volunteer Center process will have the search done by the Texas Department of Public Safety (DPS). This search will include the entire criminal history as maintained in the DPS files. The information that DPS has is information that has been reported to them by local law enforcement agencies. In some cases, the reporting of violations by local agencies may not be complete or may not have been reported at all to DPS. Therefore, the nonprofit agencies cannot assume that every conviction or arrest will be on the record. The Social Security Verification gathers data from Equifax. These results will include verification of valid Social Security Number, previous addresses and previous employers. The third check is a multi-jurisdictional (multi-state) check. Reports will be generated from 43 state criminal files and 50 state (plus Washington, D.C.) sex offender records.

The system used by DPS is a "SOUNDEX" based search. This is a name-based check that relies on a phonetic match of the person's name. The name-based search will search for only one name. If an applicant has used more than one name (*for example maiden name, other married names, nicknames*), each name a person has used should be submitted separately in order to ensure that a thorough check is done (*for example, William/Bill*). The search also includes any alias used, but there is no assurance that the other names will be on the record. This data must be carefully examined to be sure that the record belongs to the candidate whose name was submitted. Other information, such as Social Security number, driver's license number, middle names, descriptions, etc., can be used to help ascertain that the person named in the rap sheet is the right person. The criminal background record is not a fingerprint match. If an applicant disputes that a record is his/hers, there is a grievance procedure by which a fingerprint search can be done through DPS to prove absolutely whether or not the applicant is the person indicated on the rap sheet.

## **Background Check Submission Process**

You will be issued a User ID and Password after you have been approved by DPS.

- ① Log onto [www.verifyi.org](http://www.verifyi.org) from any computer's web browser (Internet Explorer is preferred, as Mozilla and Netscape Navigator tend to hang when processing new applicants).
  - ② Submissions may be completed at any time using the format specified in your User Guide (found at [www.verifyi.org/howtouse.htm](http://www.verifyi.org/howtouse.htm)). The User Guide is in Word format.
  - ③ Once a submission has been made, please allow 48 hours to process your request. You will receive an email when your submission has been completed. Only personnel trained by the Volunteer Center should view the results. Submission results can be viewed for 30 days only.
  - ④ You will be invoiced monthly. Payment is due within 30 days of receipt of the invoice.
- \*Please Note: Remittance information has changed; please refer to your invoice before submitting payment.
- ⑤ Staff Contact information may be found at [www.verifyi.org/contactus.htm](http://www.verifyi.org/contactus.htm).

By default, you are brought immediately to the *New Applicant* page. More information about the other options on this page will be covered later in this guide. For now, the focus will be on entering new names. The Applicants button, Current Activity button, Daily Activity button are going to be explained in further detail, however, their functions are self-explanatory.

The information required is standard and any specific data entry requirements will be explained in a bit more detail so that you should be able to enter information without getting any errors.

There are three main sections of information that have data entry fields, however, you are only required to enter data into the first two. The Requester section at the top is information about your agency. It is defaulted to show your agency name. If for some reason the information in this field is incorrect, please contact [webmaster@volunteernorthtexas.org](mailto:webmaster@volunteernorthtexas.org) immediately before starting the submission process. This information will eventually become the header of the background check results report. Therefore, if anything is incorrect, it will be on every search you perform until it is resolved. The second section, Applicant Information, is the most important section. Remember to type carefully as you will not have a chance to review this information until after your results have been returned. There is not a proof screen or second chance to edit information with this program. **Please be sure to double-check all numbers and the spelling of names!** Please note the Middle Name field – there is no need to put two names in the first name field.

The fields shown in yellow are required, but do **not** appear yellow in the actual system. They are merely highlighted here for your convenience in locating them.

<a href="#">New Applicant</a> <a href="#">Applicants</a> <a href="#">Current Activity</a> <a href="#">Daily Activity</a> <a href="#">Contact Us</a> <a href="#">Exit</a>	
<p><i>Welcome</i></p> <p>Please fill in the indicated information to the right, then press "Process" to continue.</p>	<p><b>REQUESTOR</b></p> <p>Customer: Volunteer Center of North Texas- GV</p> <p>Contact: <input type="text"/> Received: 1/13/2005</p>
	<p><b>APPLICANT INFORMATION</b></p> <p>Name: Last <input type="text"/> First <input type="text"/> Middle <input type="text"/></p> <p>SSN: <input type="text"/> D.O.B.: <input type="text"/> Sex: <input type="text"/> Race: <input type="text"/></p> <p>Address: <input type="text"/></p> <p>City: Dallas State: Texas (TX) Zip Code: 75204</p> <p>Driver's License #: <input type="text"/> State: Texas (TX)</p>
	<p><b>SERVICE REQUESTED</b></p> <p>Service: National Crim with SST</p> <p>Criminal County: <input type="text"/> State: Texas (TX)</p> <p>Comments: <input type="text"/></p>
	<p><input type="button" value="Process"/> <input type="button" value="Clear Page"/></p>

**Section One – Requester**

**Customer** – Default – Your Agency Name

**Contact** – **Required Field** – We recommend that you place your initials here vs. your full name to speed up the data entry process

**Received** – Default – Current Date

## Section Two – Applicant Information



### Please Note:

The system will NOT allow for the same name to be added twice even if there are two different social security numbers. Therefore, if there is a name needing to be added for a second time – add it using the first initial and then the last name and contact us immediately and we can manually adjust the name.

### Name (Last) – Required Field

**Examples:** Smith  
Smith-Jones (hyphens ok)  
DeLaCruz (omit spaces)  
OReilly (omit apostrophe – no punctuation)

### Name (First) – Required Field

**Examples:** Ann  
SueAnn (omit spaces)

### Name (Middle) – Not Required Field

**Examples:** Elizabeth  
E (no punctuation)

**Example:** Sue Ann Elizabeth Smith-Jones would be entered as:

**Last** Smith-Jones    **First** SueAnn    **Middle** Elizabeth

**SSN – Required Field** – please enter social security number with dashes (-) and numbers

**Example:** 123-45-6789

**D.O.B. – Required Field** – please enter date of birth with slashes (/) and numbers

**Example:** 04/21/1977

**Sex - Required Field** – please use the drop-down (or type M or F) for the appropriate response

**Race – Required Field** – please use the drop-down (or type the first letter) of the appropriate response – race types that begin with the same letter will require hitting the letter multiple times until the correct description shows up if you choose to type the information instead of using the drop down

**Address** - Not Required Field

**City – Required Field** – default is your Agency city name

**State – Required Field** – default is Texas (TX)

**Zip Code** - Not Required Field – default is your Agency zip code

**Driver's License** - Not Required Field

**State** – Not Required Field – default driver's license state is Texas (TX)

## Section Three – Service Requested

The default service is the Multi-State Search and Social Security Check.

However, you may choose from several options:

SERVICE REQUESTED	
Service	Multi-State Search and Social Security
Comments	Multi-State Search and Social Security Motor Vehicle Search ONLY Texas Motor Vehicle Search ONLY Multi-State Search and SST with MVR Multi-State Search and SST with TX MVR
Process	

If you choose one of the services, such as the Multi-State Search and Social Security Check, and then later decide you want to run a Motor Vehicle Search, you will need to send a request to [verifyi@volunteernorthtexas.org](mailto:verifyi@volunteernorthtexas.org) and indicate what you would like to accomplish and confirm costs (there are different prices for each option, but the least expensive will always be the default check).

When all required fields have been completely filled in, double-check your entries and hit the **Process** button on the bottom left of the page. If you want to clear information instead, hit the **Clear Page** button on the bottom right of the page.

Once you hit **Process** you will get the following screen:



Your data has been entered and you will receive notification via email when the report is ready to view.

Enter more [New Applicants](#) [Logout](#)

If you choose [New Applicants](#), you will be redirected to the default (*New Applicants*) page. If you choose [Logout](#), you will be logged out of VERIFYI. If you choose to logout of the system, you should receive an email from our response center within 24 – 48 hours, and it will say “Trak-1” in the name. This is not spam mail, and it will inform you when your results have been returned and are viewable. **Please do not reply to this email.**

## Viewing Reports

When you receive the email response, you must login to the VERIFIY system and then you may click directly on the name link that is in the email or you when you arrive at the default page (*New Applicants*) then you must click on the **Applicants** button.

- ❑ First, you will need to perform a search to get the name of the person you are trying to view results for (see page 16 for types of searches)
- ❑ Secondly, you will need to click on the **View Report** button
- ❑ The next screen will prompt you to choose options (by default – all the correct items are chosen, there is no need to edit these selections) – and then you click on **Generate Report**
- ❑ Finally, the last screen that appears will be your report (see next page for an example of report with a “hit”) and you will be able to print it or click the **Back** button on your browser twice and run another search

The screenshot displays the VERIFIY system interface for viewing a report. At the top, there is a navigation bar with buttons for 'New Applicant', 'Applicants', 'Current Activity', 'Daily Activity', 'Contact Us', and 'Exit'. Below this is a search section with fields for 'Find Company' (set to 'Volunteer Center of North Texas- GV'), 'Find Name', 'Find SSN', and 'Find D.O.B.'. There are also buttons for 'Refresh', 'Save', 'View Report', and 'Send In'. The main form area contains fields for 'Applicant Name (L/F/M)', 'SSN', 'D.O.B.', 'Position Applied For', 'City', 'State', 'Sex', and 'Race'. Below these are sections for 'Received' (1/14/2005), 'Processed', 'Comments', 'Status', and 'Request'. At the bottom, there are tabs for 'SS / Credit', 'Criminal', 'Motor Vehicle', 'Prof License', 'Employment', 'Education', and 'References'. The 'Social Security' section includes 'Date Issued', 'State Issued' (TX), and 'Status' fields. The 'Credit Information' section includes 'Accounts In', 'Good Standing', 'Negative Accounts', and 'Collections' sections, each with a 'Status' dropdown and an 'Edit' button.



**CONFIDENTIAL**  
**Application Summary**

---

<b>Customer:</b>	Volunteer Center of North Texas	<b>Applicant:</b>	Doe, John
<b>Contact:</b>	vf	<b>Social Security #:</b>	987-65-4321
<b>Date Received:</b>	1/13/2005	<b>Date of Birth:</b>	3/23/1960
<b>Date Returned:</b>	1/13/2005	<b>Position:</b>	

---

Users request for a consumer credit report or for information attained from a consumer credit report must have a permissible purpose for obtaining consumer reports, as defined by Section 604 of the Fair Credit Reporting Act (15 USC 16816) as amended by the Consumer Credit Reporting Reform Act of 1996, hereinafter called 'FCRA'. Furthermore, user understands that it is mandatory to have a written authorization on file from an applicant prior to attaining this information. Although verify uses good faith efforts to obtain accurate information, verify must rely on independent sources for information obtained and transmitted herein. Therefore, verify does not guarantee its accuracy.

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**CSC-Equifax**

This report is generated from information provided by CSC-Equifax. Inform your applicants to contact CSC-Equifax at 800/392-7816 for information pertaining to discrepancies or inquiries of content. Distribution or use of information contained within this report is restricted by law and its use must comply with the reported Fair Credit Act.

**User Information**

Volunteer Center of North Texas 1/20/2005 3:23:28 PM

**Subject**

JOHN DOE  
 987-65-4321  
 SSN Verified: Yes  
 Verified Date Of Birth: 03/23/1960

**Affiliated Addresses**

<u>Street Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Telephone</u>	<u>Date Reported</u>
1215 SKILES	DALLAS	TX	75204		07/1999
2800 LIVE OAK	DALLAS	TX	75204		08/2000

**Affiliated Employers**

<u>Employer</u>	<u>City</u>	<u>State</u>	<u>Last Known Position</u>	<u>Date</u>
ABC COMPANY				
ACME INSURANCE	DALLAS	TX		

Name	DOB	Race	Gender	Height	Weight	Hair Color	Eye Color	Alias	Offender ID
DOE, JOHN	03/23/1960	WHITE	MALE	5'10"	155LBS	BLACK	BROWN	Y	TX_DPS01112223
<b>Alias Names</b>									
DOE, JOHN X									

DOE, JOHN	Criminal History Search
<b>State:</b> TX	<b>County:</b> TX_DPS
<b>Offense:</b> DWI	<b>Class:</b> Data not provided
<b>Date Filed:</b> 04/27/1979	<b>Date Disposed:</b> Data not provided
<b>Disposition:</b> Verdict: CONVICTED	<b>Case Number:</b> Data not provided
<b>Sentence:</b> Probation: 12 months	

(1 court record, 1 unknown)

--Texas DPS Criminal Results --

THE UNAUTHORIZED USE OR DISCLOSURE OF THE INFORMATION CONTAINED IN THIS RECORD MAY RESULT IN SEVERE CRIMINAL PENALTIES. SEE SECTION 411.085 OF THE TEXAS GOVERNMENT CODE.

DOE, JOHN (SID: 01112223)	SEARCH ID #12345	Search Results
TYPE CODE	TCIC JACKET	
INDV FLAG	Criminal	
INDV FLAG	Public CCH	

PERSON									
SEX	RACE	ETH	HGT	WGT	EYE	HAIR	DRIVER'S LICENSE	FBI NUMBER	DLU
MALE	WHITE		510	155	BROWN	BLACK	TX-01234567		05/31/1979
NAMES				DOE,JOHN X DOE,JOHN (PRIMARY)					
BIRTHDATES				03/23/1960 (PRIMARY)					
SOCIAL SECURITY NUMBER				987654321					

Arrest Summary (TRN)			
ARREST DATE	SEQUENCE CODE	TRN NUMBER	AGENCY
04/27/1979	A		HUNT CO SO GREENVILLE

04/27/1979 ARREST

Arrest Summary

TRN FLAG	Public CCH
----------	------------

Arrest Detail	
ID	4780407
ARREST DATE	04/27/1979
SEQUENCE CODE	A
AGENCY	TX1160000 HUNT CO SO GREENVILLE

CHARGE \*001

TRS FLAG	Public CCH
----------	------------

OFFENSE DETAIL	
ARREST OFFENSE CODE	54040000 DRIVING UNDER INFLUENCE LIQUOR
ARREST OFFENSE LITERAL	DWI
INTERNAL AGENCY PERSON NUMBER	13223

COURT STATUS	
SEQUENCE	a
OFFENSE CODE	54040000 DRIVING UNDER INFLUENCE LIQUOR
OFFENSE LITERAL	DWI
COURT DISPOSITION CODE	310 CONVICTED
COURT DISPOSITION DATE	05/03/1979
COURT PROBATION	12M
COURT PROVISION	338 FINE & COST

The information contained in this record reflects only information contained in the Computerized Criminal History database maintained by the Texas Department of Public Safety. Contact the contributing agency for specific or additional information regarding charges or dispositions. The contents of this record is confidential and intended for dissemination only to criminal justice agencies or other individuals or agencies authorized by law to receive criminal history record information.

DPS cannot guarantee the records you obtain through this site relate to the person about whom you are seeking information. Searches based on names, date of birth and other alphanumeric identifiers are not always accurate. The only way to positively link someone to a criminal record is through fingerprint identification. It is your responsibility to make sure the records you access through this site pertain to the person about whom you are seeking information. Extreme care should be exercised in using any information obtained from this Web site. Neither the DPS nor the State of Texas shall be responsible for any errors or omissions produced by secondary dissemination of this data.

## Explanation of Records – Report Breakdown

### SEARCH CRITERIA

<b>Customer:</b>	Volunteer Center of North Texas	<b>Applicant:</b>	Doe, John
<b>Contact:</b>	vf	<b>Social Security #:</b>	987-65-4321
<b>Date Received:</b>	1/13/2005	<b>Date of Birth:</b>	3/23/1960
<b>Date Returned:</b>	1/13/2005	<b>Position:</b>	

### SOCIAL SECURITY VERIFICATION

Users request for a consumer credit report or for information attained from a consumer credit report must have a permissible consumer reports, as defined by Section 604 of the Fair Credit Reporting Act (15 USC 1681b) as amended by the Consumer Reform Act of 1996, hereinafter called "FCRA". Furthermore, user understands that it is mandatory to have a written authorization on file applicant prior to attaining this information. Although verify uses good faith efforts to obtain accurate information, verify must rely independent sources for information obtained and transmitted herein. Therefore, verify does not guarantee its accuracy.

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#### CSC-Equifax

This report is generated from information provided by CSC-Equifax. Inform your applicants to contact CSC-Equifax at 800/392-7816 for information pertaining to discrepancies or inquiries of content. Distribution or use of information contained within this report is restricted by law and its use must comply with the reported Fair Credit Act.

#### User Information

Volunteer Center of North Texas 1/20/2005 3:23:28 PM

#### Subject

JOHN DOE  
 987-65-4321  
 SSN Verified: Yes  
 Verified Date Of Birth: 03/23/1960

#### Affiliated Addresses

<u>Street Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Telephone</u>	<u>Date Reported</u>
1215 SKILES	DALLAS	TX	75204		07/1999
2800 LIVE OAK	DALLAS	TX	75204		08/2000

#### Affiliated Employers

<u>Employer</u>	<u>City</u>	<u>State</u>	<u>Last Known Position</u>
ABC COMPANY			
ACME INSURANCE	DALLAS	TX	

Per the Fair Credit Reporting Act (FCRA) this disclaimer information is printed on each report. There is a toll-free number to contact Equifax if there is wrong data in this section, an indication of possible identity theft.

The information here represents what Equifax has on file when someone applies for credit. They use at least 3 sources of credit to confirm that the data is accurate. If 3 sources cannot be confirmed, this will not verify the information.

The Social Security Verification will produce up to 3 of the last known home addresses and work addresses for the individual searched. Telephone and Last Known Position may not have data.

### MULTI-JURISDICTIONAL TRACE

The Multi-jurisdictional trace will search over 180 million records from 185 jurisdictions across the nation. If data is needed from other counties that do not report their information to the online databases, the Volunteer Center can procure a “runner” who will go to the appropriate county court house to obtain information in person and secure the records on our behalf. We then report that information to you for an additional fee (based on county), which is usually about \$10 per trip. The need would arise only when the report shows “Data Not Provided” and you don’t have enough information to determine if the “hit” actually belongs to the person you searched.

Name	DOB	Race	Gender	Height	Weight	Hair Color	Eye Color	Alias	Offender ID
DOE, JOHN	03/23/1960	WHITE	MALE	5'10"	155LBS	BLACK	BROWN	Y	TX_DPS01112223

**Alias Names**  
DOE, JOHN X

The Multi-Jurisdictional Search will list the offender information first (including aliases) and then the specific offense information is listed with as much details as was reported by the county (or in this case the county reported to DPS).

DOE, JOHN	Criminal History Search
<b>State:</b> TX	<b>County:</b> TX_DPS
<b>Offense:</b> DWI	<b>Class:</b> Data not provided
<b>Date Filed:</b> 04/27/1979	<b>Date Disposed:</b> Data not provided
<b>Disposition:</b> Verdict: CONVICTED	<b>Case Number:</b> Data not provided
<b>Sentence:</b> Probation: 12 months	

(1 court record, 1 unknown)

## TEXAS DPS RECORDS

The Texas DPS records are now even more detailed and easier to read than ever. The first example is how the DPS Records are designed. The second example shows how it will appear on the Background Check Report.

### Example 1

Person and Record Details

DOE,JOHN (SID: 000000 )		SEARCH ID #1	Search Results
TYPE CODE	FULL III		
INDY FLAG	Criminal		
INDY FLAG	Public COH		
<b>PERSON</b>			
SEX	RACE	ETH	HGT
WT	HWR	DLI	
DOB	DOB	DOB	DOB
NAMES: <b>DOE,JOHN</b>			
<b>SMITH,JOHN</b>			
BIRTH DATES: 03/23/1960 04/27/1979			

Arrest Summary

Arrest Summary (TRR)			
ARREST DATE	SEQUENCE CODE	TRR NUMBER	AGENCY
08/30/1969	A		DALLAS POLICE DEPARTMENT

Arrest Details

08/30/1969 ARREST		Arrest Summary
TRR FLAG	PUBLIC COH	
<b>Arrest Detail</b>		
ID	X XXX	
ARREST DATE	08/30/1969	
SEQUENCE CODE	A	
AGENCY	0000	POLICE DEPARTMENT

Charges

CHARGE #001	
TRR FLAG	X XXX
<b>OFFENSE DETAIL</b>	
ARREST OFFENSE CODE	X XXX (FREE TEXT)
ARREST OFFENSE LITERAL	THEFT
ARREST DISPOSITION CODE	Z20 TRANSFERRED TO COUNTY
INTERNAL AGENCY PERSON NUMBER	000000
<b>PROSECUTION DETAIL</b>	
AGENCY	X XXX DISTRICT ATTORNEY'S OFFICE
PROSECUTOR ACTION FIELD	A PROSECUTOR ACCEPTS THE CHARGE
PROSECUTOR OFFENSE	X XXX CRIMINALE X XXX
PROSECUTOR OFFENSE CITATION	X XXX
LEVEL AND DEGREE PROSECUTED	X XXX FELONY - 2ND DEGREE
<b>COURT STATUS</b>	
SEQUENCE	3
COURT OFFENSE CODE	X XXX
COURT OFFENSE LITERAL	VEH THEFT -
COURT DISPOSITION CODE	X XXX CONVICTED
COURT COMMENT	0Y
COURT PROVISION LITERAL	1-91-78 REDUCED TO 5 YEARS

Court Status

CUSTODY	
ID	X XXX
DATE OF OFFENSE	08/30/1969
AGENCY	0000000000 DEPT OF CRIMINAL JUSTICE
PERSON ID NUMBER	00000
STATUS STARTING DATE	08/30/1970
STATUS SUPERVISION	00000 RECEIVED

**Example 2**

--Texas DPS Criminal Results --

THE UNAUTHORIZED USE OR DISCLOSURE OF THE INFORMATION CONTAINED IN THIS RECORD MAY RESULT IN SEVERE CRIMINAL PENALTIES. SEE SECTION 411.085 OF THE TEXAS GOVERNMENT CODE.

DOE, JOHN (SID: 01112223)		SEARCH ID #12345		Search Results					
TYPE CODE	TCIC JACKET								
INDV FLAG	Criminal								
INDV FLAG	Public CCH								
PERSON									
SEX	RACE	ETH	HGT	WGT	EYE	HAIR	DRIVER'S LICENSE	FBI NUMBER	DLU
MALE	WHITE		510	155	BROWN	BLACK	TX-01234567		05/31/1979
NAMES		DOE,JOHN X DOE,JOHN (PRIMARY)							
BIRTHDATES		03/23/1960 (PRIMARY)							
SOCIAL SECURITY NUMBER		987654321							

**The following information was defined by the Texas Department of Public Safety (DPS) and will assist you in deciphering the information contained in the DPS results.**

**DETAIL OF ARRESTS**

- INDV FLAG** – Describes the type of record or arrest.
- State Identification Number (SID)** – State assigned number given to each name.
- Arrest Date** – Date of Arrest for individual on record.
- Sequence** – Indicator of multiple arrests of an individual on the same day, but by different agencies.
- Tracking Incident Number** – Used to track the arrest through the system.
- Arrest Name** – Name used by individual at time of arrest.
- Agency Case Number** – Number used by arresting agency to further identify an individual case.
- Juvenile Record Indicator** – Indicates if a person was a Juvenile at time of arrest. Juveniles are defined as age 17 and under.
- Arresting Agency ORI** – Identification number pre-assigned by FBI or name of arresting agency.
- Address Type** – Used by individual at time of arrest.
- Address Street** - Used by individual at time of arrest.
- Address City and State** – Used by individual at time of arrest.
- Address Zip Code** – Used by individual at time of arrest.

## CHARGE(S)

**Date of Offense** – Date offense occurred.

**Arrest Offense Numeric** – Number assigned for specific charge.

**Arrest Offense Literal** – Verbiage used to further describe the offense denoted by the offense code.

**Statute Citation** – Statute citation of offense charge at arrest.

**Level & Degree of Arrest Offense** – Level (Felony or Misdemeanor) and degree (Capital, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, State Jail “A” or “B”) of offense charged during arrest.

**General Offense Character** – Further describes nature of offense charged during arrest.

**Arrest Disposition Numeric** – Disposition of individual immediate to arrest.

**Arrest Disposition Literal** – Used to describe or clarify additional dispositions.

**Arrest Disposition Date** – Date of disposition immediate to arrest.

**Prosecutor Case Referred to** – ORI of prosecutor case is referred to by the arresting agency immediately after arrest.

**Internal Agency Person Number** – Number used by arresting agency to further identify an individual.

**Internal Agency Case Number** – Number used by arresting agency to further identify an individual case.

**Domestic Violence Indicator** – Indicates the incident was related to Domestic Violence.

## PROSECUTION(S)

**Tracking Number Suffix (TRS)** – Alpha/Numeric suffix added to the TRN to indicate or track multiple charges and/or counts per prosecutor or court.

**ORI of Prosecutor** – Identification number pre-assigned by FBI.

**Action Date** – Date of rejection by prosecutor.

**Prosecutor Action Field** – Denotes the action taken by the prosecutor.

**Prosecutor Offense Numeric** – Code of charges at the time of prosecution.

**Prosecutor Citation** – Denotes the action taken by the prosecutor of the TRS in question.

**Prosecutor Offense Literal** – Title of offense prosecuted.

**Level & Degree of Prosecuted Offense** – Indicates the level and degree of the prosecuted offense Level (Felony or Misdemeanor) and degree (Capital, 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, S, “A” or “B”) of offense during prosecution.

**General Offense Character Prosecution** – One character that describes action related to actual offense.

**Domestic Violence Indicator** – Indicates the incident was related to Domestic Violence.

## **COURT RECORD(S)**

**Tracking Number Suffix** – Alpha/Numeric suffix added to the TRN to indicate or track multiple charges and/or counts per prosecutor or court.

**NCIC Originating Agency** – Identification Number pre-assigned by FBI or name of court exercising jurisdiction.

**Sequence** – Sequence indicator of multiple arrests on same day.

**Cause Number** – Number assigned by the local agency for each charge.

**Final Pleading** – Final pleading of the offender to the offense.

**Court Disposition Date** – *Adult Reporting:* The date of the judicial disposition of the case.  
*Juvenile Reporting:* The date of the intake, prosecutor or court action.

**General Offense Character** – One character that describes action related to the actual offense.

**Court Offense Numeric** – Numeric code of offense subject charged at time of judicial action (Structured the same as AON).

**Court Offense Citation** – Statute citation of offense charged at arrest.

**Court Offense Literal** – Used to further describe disposed offense.

**Level & Degree of Court Offense** – Level and Degree (Felony or Misdemeanor) disposed by court.

**Court Disposition Numeric** – *Adult Records* – Numeric code for disposition of the case (convicted, acquitted, etc.).

**Date of Sentence or Status Change** – Indicates date of sentencing or status change.

**Court Sentence Suspended - Time** – Indicates amount of time suspended by court.

**Court Sentence Suspended - Fine** – Indicates amount of fine suspended by court.

**Court Confinement** – Alpha/Numeric field that reflects specifically the amount of confinement time (detention) from judicial decision (this time may or may not actually be served).

**Court Probation** – Reflects exactly the amount of time on probation (years, months, days).

**Court Fine** – Monetary fine amounts established by court decision.

**Court Cost** – The amount of court cost imposed.

**Court Provision Numeric** – Field that further expresses status, sentence, or probation provisions.

**Court Provision Literal** – Additional data that further explains judicial ruling or probation.

**Date of Appeal** – Used to show date of appeal of the charge.

**Disposition of Offender During Appeal** – Disposition of offender during appeal.

**Final Court Decision on Appealed Case** – Final court decision on a case that was appealed.

**Agency Receiving Custody** – Agency receiving custody of the offender sentenced to confinement or supervision.

**Multiple Sentences Concurrent/Consecutive** – The sentence of confinement is concurrent or consecutive with other sentences.

**Domestic Violence Indicator** – Indicates the incident was related to Domestic Violence.

### ***CUSTODY INFORMATION***

**Date of Offense** – Date offense occurred.

**Custody Tracking Number** – Tracking Incident Number used to track the arrest through the Criminal Justice System.

**Agency** – Identification number pre-assigned by FBI.

**Person ID Number** – Identification number utilized by an institutional agency that refers to an individual.

**Sentence Expiration Date** – Date custodial agency indicates sentence will expire.

**County of Commitment** – County that committed offender to supervision.

**Status Starting Date** – Reflects the date of activity or movement while incarcerated or on parole (month, day, year).

**Status Supervision Numeric** – Reflects activity or movement specifically by code.

**Status Supervision Literal** – Additional data that further explains institutional ruling.

**Receiving Agency** – Indicates offender was released to detainer, or to county, state or country.

**Paroled Until Date** – Reflects the expected date of discharge from parole.

### Search Types

1. Find Name – Browse the drop-down list and view all names entered into the system (sorted by last name, first name).
2. Find SSN – Browse the drop-down list and view all social security numbers entered into the system (sorted in numerical order – ascending).
3. Find D.O.B. – Browse the drop-down list and view all birth dates entered into the system (sorted in numerical order – ascending).

When you perform a search, the corresponding data record will populate the fields below the first row of search fields. The next row of data pertains to the request itself – when the record was first entered or “received” into the system and then the process date. The process date is the day that you generate the record report. You may enter comments about this person or their disposition (e.g., Arrested for DWI in 1967 – ok for desk work but not to drive – or – Does not meet hiring requirements – or – OK to hire, etc.).

Received	Processed	Comments	Status	Request
1/14/2005				



Any time you update any of the fields on the top of this page, remember to hit the **Save** button at the top right of the page. When you make changes to the bottom of the page, you must first hit **Save** on the bottom *and* hit **Save** at the top. **If you make changes to the comments field that you would like us to pay special attention to, please click the SEND IN button.**

New Applicant	Applicants	Current Activity	Daily Activity	Contact Us	Exit
Find Company	Refresh	Find Name	Find SSN	Find D.O.B.	
Volunteer Center of North Texas- GV					
Applicant Name (L/F/M)	SSN	D.O.B.	Position Applied For	Save	View Report
City:	State:	Sex:	Race:		
Received	Processed	Comments	Status	Request	
1/14/2005					
SS / Credit	Criminal	Motor Vehicle	Prof License	Employment	Education
					References

### Activity Reports

To keep track of your transactions, there are two different activity reports that you can use. The first is the Current Activity Report and the second is the Daily Activity Report. Both are valuable tools, but vary slightly in their functionality.

To access these reports, choose the type of report you would like to view from the toolbar at the top of the default New Applicants window or the Applicants window.

## Current Activity

When you click on the **Current Activity** button, you will see the following screen:

Home Page | [Current Activity Report](#)

**Current Activity Report**

Starting Date:

Ending Date:

Customer:

Page Breaks:

Days Old:

Totals Only:  No  Yes

Home Page | [Current Activity Report](#)

To find the level of activity for any given period of time:

1. Insert a Starting Date (use the format as shown in the default Ending Date field)
2. Edit Ending Date if necessary
3. Leave Customer default
4. Leave Page Breaks default
5. Leave Days Old default or edit if necessary
6. Leave Totals Only default
7. Click on the **Generate Report** button

You will receive a report that looks similar to this:

### Current Activity

**Date Range:** 12/01/2004 to 1/20/2005

**Customer:** Volunteer Center of North Texas- GV

Applicant:	Received:	Status:
Jane Doe	12/9/2004	Complete (12/9/2004)
John Doe	12/16/2004	Complete (12/16/2004)

**Customer Total:** 2

Page 1

No residential applications in process for this period.

Page 2

[Home Page](#) | [Current Activity Report](#)

*Please note that although we do not process residential applications, the reports generate a disclaimer indicating this information.*

## Daily Activity

When you click on the **Daily Activity** button, you will see the following screen:

Home Page | [Daily Activity Report](#)

**Daily Activity Report**

Starting Date:

Ending Date:

Customer:

Page Breaks:

Include Sales Tax:  No  Yes

Totals Only:  No  Yes

Home Page | [Daily Activity Report](#) | [Create Invoices](#)

To find the level of activity for any given period of time:

8. Leave Starting Date default or edit if necessary
9. Leave Ending Date or edit if necessary
10. Leave Customer default
11. Leave Page Breaks default
12. Leave Include Sales Tax default
13. Leave Totals Only default
14. Click on the **Generate Report** button

You will receive a report that looks similar to this:

**Daily Activity**

**Date Range:** 12/01/2004 to 1/20/2005

**Customer:** Volunteer Center of North Texas- GV

**Payment Method:** Invoice

Applicant:	Processed:	Service:	Amount:
Jane Doe	12/9/2004	National Crim with SST	\$7.30
John Doe	12/16/2004	National Crim with SST	\$7.30

**Customer Total:** 2 **Subtotal** \$14.60

Page 1

Grand Total Daily Activity		
Period: 12/01/2004 to 1/20/2005		
	Processed	Fees
Residential	0	
(Doubles)	-0	
Pre-Employment	2	\$14.60
<b>Subtotal</b>	2	\$14.60

Page 2

## **Grievance Process**

This is *not* a perfect system. It is not a fingerprint match. DPS performs a name-based search done with the "SOUNDEX" system. The Multi-jurisdictional search is based on the last name and the first three letters of the first name. The Social Security verification is done through Equifax and requires that three resources match before being verified. A person may not be identified if name (or alias), race or date of birth is incorrect. Some "matches" may show up that obviously are not the person in question. If an applicant feels that the criminal history record transcript received by the agency is not theirs please contact the Volunteer Center toll-free at 1-866-797-8268 x244.

Your information on middle name, other names, Social Security number, and driver's license number are additional pieces of information that can be used to determine match with criminal history. *(Please note that SS# and DL# are not always positive ID's, they could be stolen)*

When entering data, use of first and last names only (*no middle*) will give the broadest search. For the best search, use all known names, specifically names given at birth vs. nicknames.

Please remember that the Volunteer Center cannot tell you how to appropriately handle your staffing process. If you feel that you must terminate employees or volunteers, please follow your agency protocol.

## **Risk Management Procedures**

VERIFY should not be your only means of risk management. It is vital to have the following items for Employees and Volunteers:

- ① Application
- ② References (Personal and Job-Related)
- ③ Interviews
- ④ Training
- ⑤ Evaluations/Reviews
- ⑥ Job Descriptions

1. Identify risks and dangers associated with each volunteer position. Think about what the volunteer might do wrong. Think about accidents that might occur due to equipment use or unsafe premises. Think about who your clients are and what their special needs or limitations might be. If identified risks can be controlled, you might move forward with your program. If you cannot control the identified risks, look at discontinuing your program.
2. Re-write your volunteer job descriptions to generate volunteers who are capable of dealing with your listing of risks. Tailor the “Qualifications” section of each job as to the skills, knowledge, and physical ability needed to avoid or deal with the dangers you have uncovered.
3. Screen all potential volunteers as to their ability to deal with risks.
4. Train all volunteers to deal with the risks of their specific jobs. Be sure to cover:
  - a. Duties to be performed.
  - b. Methods for proper performance of these duties.
  - c. Tasks not to be undertaken without specific instructions.
  - d. Dangers to be aware of and avoided.
  - e. Procedure or emergencies.
5. Train supervisors of volunteers in same elements.
6. Include a risk management review in your evaluation and performance review system.

Repeat this process annually or whenever a new volunteer job is developed.

## Acceptance Policy

Prior to conducting criminal background history checks, each agency must determine their criteria for accepting/rejecting staff and volunteers based upon information received from DPS or Dallas County.

- Which convictions would automatically disqualify an applicant? See page 33 for an example of automatic disqualifiers.
- Are there some convictions which **MIGHT** disqualify an applicant based upon:
  - age at time of conviction
  - length of time since conviction
  - good references
  - record of achievement
  - other.
- How will an arrest (without conviction) or a "wanted" affect the choice of that person for a staff or volunteer position?

If an applicant is turned down for a position based upon information received from DPS, and if, upon reviewing that information (*please note: applicants may **SEE** the criminal history transcript, but they may not have the transcript or a copy of it*), the applicant feels that the information included is wrong or that it is not his/her record, there is a policy in place for a person to request a further check. The submission of fingerprints for a fingerprint check is the method of a positive identification, unless the applicant can prove by other means that he/she is not the person indicated on the criminal record.

**THE CRIMINAL HISTORY TRANSCRIPT IS TO BE DESTROYED WITHIN THIRTY (30) DAYS OF ITS RECEIPT OR FIVE (5) DAYS AFTER A DECISION HAS BEEN MADE. IT IS NOT TO BE KEPT IN THE PERSONNEL FILE.**

**Criminal Offenses from the Texas Penal Code**

The following constitute criminal offenses included in the Texas Penal Code, Sections 19-25 and Section 43

**Title 5. Offenses Against the Person**

- Murder
- Capital Murder
- Voluntary Manslaughter
- Involuntary Manslaughter
- Criminally negligent homicide
- False imprisonment
- Kidnapping
- Aggravated kidnapping
- Rape
- Aggravated rape
- Sexual abuse
- Aggravated sexual abuse
- Homosexual conduct
- Public lewdness
  
- Indecent exposure
- Rape of a child
- Sexual abuse of a child
- Indecency with a child
- Assault
- Sexual assault
- Aggravated sexual assault
- Deadly assault on a peace officer
- Injury to a child or an elderly individual
- Reckless conduct
- Terroristic threat
- Aiding suicide
- Tampering with consumer products

**Title 6.**

**Offenses Against the Family**

- Bigamy
- Incest
- Interference with child custody
- Enticing a child
- Criminal non support
- Sale or purchase of a child
- Solicitation of a child
- Harboring a runaway child
- Violation of a court order

**Section 43.**

**Public Indecency**

**Prostitution**

- Promotion of prostitution
- Aggravated promotion of prostitution
- Compelling prostitution
- Obscene display or distribution
- Obscenity
- Sale, distribution or display of harmful material to a minor
- Sexual performance by a child

## Sample Policy Statements of Disqualifications For Hire

Please feel free to use these sample guidelines for your own organization. Also, talking to other agencies like yours may help you customize your policies and procedures regarding automatic disqualifiers.

### Example 1

#### BASEBALL ASSOCIATION, INC. POLICY STATEMENT FOR DISQUALIFICATION OF INDIVIDUALS WITH CRIMINAL BACKGROUNDS

1. POLICY STATEMENT – The Baseball Association, Inc. organizes and administers a recreational baseball program for children ages five to fourteen. In recognition of the increasing incidents of crimes against children by volunteers of organizations to which the children belong, the B.A. has determined that certain individuals should be disqualified from participating with the youth in our program. The B.A. Board of Directors reserve the right to disqualify any applicant who has ever been convicted of any disqualifying offense, been on probation or received deferred adjudication for any disqualifying offense, or had presently pending any criminal charges of any disqualifying offense before a determination of guilt is made, including any person who is presently on deferred adjudication.
2. DETERMINATION OF DISQUALIFYING CRIMES - The determination of whether a particular crime involves moral turpitude, which results in the right to disqualify, shall be made by the B.A. in its sole discretion.

Without in any way limiting those crimes, which the B.A. may determine to involve moral turpitude, the B.A. offers the following examples as guidelines.

- A. Crimes involving moral turpitude include **sex** related offenses, child related offenses, drug and alcohol related offenses, weapons offenses, felony robbery/burglary offenses, fraud related offenses and crimes against persons and property.
  - B. Crimes that do not involve moral turpitude include minor traffic violations if limited in number, shoplifting misdemeanors if limited in number, **and misdemeanor** matters arising out of organized civil disobedience activities.
3. GUIDELINES FOR DETERMINING Disqualification - If the B.A. determines that an applicant has a background of one or more disqualifying crimes, the B.A. may in its discretion disqualify the applicant from all further association with the B.A. The B.A. recognizes that there may be instances where previous criminal conduct does not pose a threat to the children involved in the B.A. and should not result in disqualification from the B.A. Without in any way limiting the discretion of the B.A. to determine on a individual basis whether or not criminal conduct should result in disqualification, the B.A. offers the following examples as guidelines:

A. **AUTOMATIC DISQUALIFICATIONS** - Sex related offenses, child related offenses, murder, felony burglary/robbery offenses. These would result in automatic disqualification regardless of the existence of any extenuating circumstances.

B. All other offenses not described above may result in disqualification in the discretion of the B.A. Board of Directors. Determining factors of disqualification would include the following:

*Baseball Association Example - Continued*

1. The nature and severity of the criminal conduct
  2. The length of time since the criminal conduct occurred
  3. The age of the applicant at the time of the criminal conduct
  4. Personal references
  5. Job History
  6. Standing in the community
  7. Other factors the B.A. may deem appropriate under the circumstances.
4. **PROCEDURES** - In order to screen prospective coaches, volunteers and Contract Labor to identify and disqualify those who have criminal conduct histories, the B.A. shall utilize the following procedures:
- A. **COACHING/CONTRACT LABOR APPLICATION** - Must be completed by every individual applying to volunteer/work in the B.A. This includes a disclosure in writing of any previous criminal history.
  - B. **REFERENCES** - Each prospective volunteer/employee shall provide three or more character references and shall authorize the B.A. to contact those references to make inquiry concerning the applicant.
  - C. **PERSONAL INTERVIEWS** - Each prospective volunteer/employee may be interviewed by members of the B.A. Board of Directors.
  - D. **CODE OF ETHICS** - Each prospective volunteer/employee will be given a copy of the Code of Ethics of their position and will be expected to adhere to this Code of Ethics during their service with the B.A.
  - E. **CRIMINAL BACKGROUND CHECKS** - Each prospective volunteer/employee shall give written authorization for a criminal background check by the Volunteer Center of North Texas pursuant to the Criminal History Information Act as adopted by the 73rd Texas Legislature and as amended from time to time (the "Criminal Information Act").
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**Example 2****Disqualifying Offenses**

No person may serve with youth or children who has ever been convicted of any disqualifying offense, been on probation or received deferred adjudication for any disqualifying offense, or has presently pending any criminal charges of any disqualifying offense before a determination of guilt is made including any person who is presently on deferred adjudication.

Disqualifying offenses are as follows:

- a. A felony or misdemeanor classified as an offense against the person or family or involves an offense against the person or family.

**Examples:** Offenses against the person include, but are not limited to murder, assault, sexual assault, injury to a child, and abandoning or endangering a child.

Offenses against the family include, but are not limited to bigamy, incest, interference with

*Disqualifying Offenses Example – Continued*

child custody, enticing a child and harboring a runaway child.

- b. A felony or misdemeanor classified as an offense against public order or indecency.

**Examples:** Offenses against public order or indecency include, but are not limited to prostitution, obscenity, sexual performance by a child, possession or promotion of child pornography, and disorderly conduct.

- c. A felony or misdemeanor violation of any law intended to control the possession or distribution of any substance included as a controlled substance in the Texas Controlled Substances Act.

Driving while intoxicated is not a disqualifying offense.

### Acknowledgements

(Please Initial)

\_\_\_\_\_ I understand that, if the responsibilities I am assuming involve contact and/or interaction with minors, a condition for accepting the responsibilities is that I am not one who has ever, or currently abuses minors, including, but not limited to abusing them sexually.

\_\_\_\_\_ I understand that, if the responsibilities I am assuming involve contact and/or interaction with minors, a condition for accepting the responsibilities is that I do not have a paraphiliac diagnosis (e.g. pedophilia, exhibitionism, voyeurism).

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**If you are taking this training for the first time, please answer the questions on the following page and return to the veriFYI staff for proof of completion of training with satisfactory understanding of the materials. There is no time limit to complete the questions and you may work with others, however each person should complete and turn in their own answer sheets.**



Send questions with completed answers to:

Fax: 214-821-8716 (attn: VERIFIYI)

E-Mail: [verifyi@volunteernorthtexas.org](mailto:verifyi@volunteernorthtexas.org)

## PROGRAM TEST QUESTIONS

*The Volunteer Center of North Texas does not automatically grant membership into veriFYI upon the completion of the test questions. Please view our membership guidelines at [www.verifyi.org](http://www.verifyi.org) for more information. By answering these questions, you are agreeing that you have read the Training Manual and intend to use the veriFYI program for the sole purpose of obtaining background information on potential employees or volunteers.*

PLEASE TYPE OR PRINT CLEARLY TO ASSURE PROPER CREDIT AS THE PERSON WHO COMPLETED THIS TEST:

Date	Agency Name
Name	
E-Mail Address	Phone Number

### PLEASE CIRCLE OR HIGHLIGHT THE CORRECT ANSWER

- TRUE FALSE 1. Before submitting a name to veriFYI, the "Background Verification Release Form" (Waiver) must be signed by the volunteer /employee and kept on file?
- TRUE FALSE 2. The "Background Verification Release Form" must be re-signed yearly?
- TRUE FALSE 3. The Criminal History could contain information believed to be expunged by the volunteer/employee?
- TRUE FALSE 4. You may retain a copy of the criminal record for your records.
- TRUE FALSE 5. You have 30 days to make a decision regarding employee/volunteer.
- TRUE FALSE 6. A volunteer/employee may copy his/her criminal history record.
- TRUE FALSE 7. The Volunteer Center establishes your acceptance criteria.
- TRUE FALSE 8. Only persons trained by the Volunteer Center of North Texas may view the criminal history.
- TRUE FALSE 9. VERIFIYI is a FBI fingerprint check.
- TRUE FALSE 10. You can give your VERIFIYI user ID # and password to anyone on staff.
- TRUE FALSE 11. There is no grievance process available to volunteers/employees who believe the information in the criminal history report is incorrect.
- TRUE FALSE 12. The VERIFIYI criminal history check should be your only means of risk management.
- TRUE FALSE 13. VERIFIYI provides support for questions regarding criminal history information.
- TRUE FALSE 14. The results, criminal records, will remain on the website for 30 days.
- TRUE FALSE 15. I can start using VERIFIYI without DPS approval.

*You should get a response via email within 1-2 business days. Thank You! -- VERIFIYI Staff*