



SEC FIRST QUARTER FORUM QUESTIONS & ANSWERS

During the SEC First Quarter Forums held Jan. 20 and 23 attendees were asked to submit questions on notecards. Some of the questions were addressed during the meeting but in the interest of time and our desire to address each question with proper attention and research we have compiled them all here for your reference.

1. *Is there a list of ministries that must be SE trained?*

There are some gray areas – landscaping, volunteers to clean the church before major holiday, volunteers that help decorate church for Christmas, etc.

An outline of the requirements of the program is available online under the Safe Environment page. Please refer to: <http://fwdioc.org/safe-environment-program.pdf>

All programs where children and youth are present require the presence of **two screened and trained adults**, or **one adult and two age 16 year old or older teens**. This policy includes, but is not limited to:

- Religious education classes and programs
- Catholic school events and activities outside of a regular classroom setting
- Youth ministry programs and events
- Liturgy of the Word for children
- Rite of Christian Initiation adapted for children
- Babysitting, nursery and child care programs
- Choirs for children and youth
- Altar server training
- Vacation Bible School
- Scouting
- All sponsored training, and all events, regardless of where the programs or activities are held.

Because of the numerous and varied opportunities to serve the Church a common sense approach to determining who has "substantial contact" with children is necessary. Substantial contact is:

- Contact that is not incidental, or
- The service is such that it reasonable to think that the person may at some time will have contact with children outside the sight or hearing of other responsible adults.

Others, while not volunteering for activities designed to minister to youth, may be considered as having *significant contact* if it is reasonable to think that they may at times have contact with children outside the sight or hearing of other responsible adults. Some examples of this might be the parish sacristan who (it is reasonable to think) will at points have contact with children in his/her duties. Other examples might be maintenance volunteers with access to school or parish education areas, parish office volunteers, and landscaping volunteers if such activities take place while children are present.

Membership in adult groups such as a prayer group or Knights of Columbus does not require Safe Environment training. If a member of the Knights participates in an activity involving children i.e. serving food at Parish Fall Festival. They will be required to Safe Environment training.

2. *Teen Training – do we have a soft copy of the training material to ensure we are using the most current training information?*

The Children (Grades K – 5) and the Teen Call to Protect curriculum is available electronically. Please contact the Safe Environment office and we will send you the PDF documents.

3. *When will the teen SE training be updated?*

The Safe Environment staff is in the process of reviewing various curriculum and database options. A projected goal is for a roll out of the new training and database is within 6 to 8 months. It is possible that only the adult curriculum would change since the child and youth is already face to face, although it is apparent the Teen program would benefit from updating and to have a tiered curriculum to address the different developmental needs within that age group.

4. *What forms need to be in a volunteer file?*

1. Volunteer Application
2. Volunteer Talents and Interests
3. Reference Checks with signature of reference or the person making the phone call
4. Authorization for Release of Information for Basic Criminal Background/Sex Offender Registry
5. ALL volunteers 18 years and older.
6. Authorization for Credit/Driving Records (only for volunteers who handle money or drive) release is valid for 90 days. Driving Report results are only valid for one year. Credit Report results are valid for three years.
7. Code of Conduct
8. Safe Environment Training Certificate

5. *Is there boilerplate language to use for seeking consent from parents for their students to go through safe environment training?*

Letter format and bilingual form was emailed to all of the SEC's on 01/25/17. Parents who opt out must be provided Safe Environment materials so they can review the information with their children at home. This is noted in the letter format. As we update forms for the new curriculum and have them translated this will be included in both the letter and notice style forms.

6. *Driving Check – if someone drives in September and a form is run, then drives again in March, another form must be run?*

Driver release form is valid for 90 days. Check must be run within 90 days from the date they are signed. If it is not submitted in that time a new form is required. ***The report results are good for 1 year.***

7. *Volunteer Ministry Application – This is not done for the parents of our students. Is this required for parents/grandparents of students to volunteer at school? The assumption is that they have already been vetted through the student enrollment process.*

All volunteers, whether they are parent/grandparent of a student or not must have the application on file. This ensures up to date contact information and is evidence of the first step in the face to face interview process for volunteering. If a child has continued enrollment from grades K-8 it is possible that the enrollment vetting is not done on the same cycle as the parent's training. Therefore, it is best practice to treat each process separately to avoid gaps in compliance.

8. Do we have to have hard copies of the background and credit check in file?

Yes, at this time there is no means to print the electronically signed release form so the hard copy is the only documentation. It is critical that we have this on file since the check requires SSN and Driver License number. These forms must be kept in the file and secured.

9. What if people are renewing course do we have to have paper copy of background check? Without requiring them to sign new form.

If the volunteer has continuous service the Authorization for Release form is considered “green” and does not expire, therefore it does not require a new form to be signed for each check. With that being said, if you have never had the volunteer sign the form, they have only done so online, it is **best practice** to have them sign one and retain it in your file for audit purposes. This may seem like duplication but since there is no print out available for the form online this provides the applicant the opportunity to retain a copy for their records and is solid documentation for the audit and any civil liability for the Diocese in receipt of the report information.

10. Can you review the number for proper ratios for trained/cleared adults with students in a school-setting. Obviously a teacher in a classroom of students is allowed but what about before school care, after school care, field trips, over-night retreats?

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- Babysitting, nursery and child care programs
- Choirs for children and youth
- Altar server training
- Vacation Bible School
- Scouting
- All sponsored training, and all events, regardless of where the programs or activities are held.

11. What is the current edition of the CTP for Youth and CTP for Children?

The 2008 edition appears to be the most recent edition owned by the Diocese. If you are in possession of a newer version please contact the Safe Environment office.

12. Has anything changed on the audit form?

At this time we have not been notified of any changes. We have a web meeting with USCCB in early April so we will be able to share any changes when we meet with SEC's at the 2nd Quarter Forum.

13. What if children are absent from SE training for RE (not opted out, just absent that day) Do we have to track down all parents/students for redo or opt out?

Children who opt out must have a permission slip signed by the parent indicating their wish to opt out and that they will receive the materials to review with their children at home. If a child is absent the day of the class they are counted as ABSENT – Not trained. If you have a significant number of students absent it may be better to

have a make-up session but either way there needs to be supporting documentation to any numbers reported in the audit.

14. Do Field Trip Drivers need a drive check?

Yes, any driver, even parents/grandparents who have been through vetting at school registration MUST have a drive check and provide insurance verification in compliance with Diocese Risk Management Manual

15. Do the driving and/or credit and fraud background checks need to be run every three years, also?

Driving records must be checked annually. Credit and Fraud reports are valid for three years. The Driver/Credit check release form is only valid for 90 days. You may run multiple reports within that time frame but after the 90 days you must obtain a new release.

16. Who does the interview process? For example, who does the live face to face as wells as do the volunteer application and background check release, especially people like lectors, Eucharistic Ministers, etc.

This process will depend upon the size of your parish/school and whether the SEC has other designated duties. Maintenance of the files, issuance of the training link and approval of background checks are the responsibility of the SEC or assigned staff person. Interviews can be delegated to the Ministry Leader since they will have more pertinent questions regarding their area of service. If the interview is delegated, all responses need to be noted and the interviewer should sign off/date the notes. The same process should be applied to phone references.

17. Driving release – Do we use for school field trips?1

Yes, ALL drivers have the same Driver Check Release form

18. How are you notified you have a background check to approve?

That is not a feature within the Safe and Sacred software. The SEC will need to log into Screening One to check which are pending their approval. This should be done on a scheduled basis so there is no undue delay in processing the report. This is a feature we will look for in the new database.

19. How do you make a volunteer inactive in Safe and Sacred?

The local SEC is not able to inactive a volunteer. You must email that request to the Database Administrator, Nancy Mitchell nmitchell@fwdioc.org and the account will be suspended.

20. What is the best report to use to show who needs training (all of our volunteers did not carry over to Safe and Sacred)

We still have some paper records that have not been entered. If a volunteer does not appear in Safe and Sacred or LOGOS please email the Database Administrator, Nancy Mitchell nmitchell@fwdioc.org so she can check for you.

21. Is there a training manual for Safe and Sacred process for the SEC?

No there is not a training manual for Safe and Sacred. This is a feature we will be requesting in the new database and curriculum. If you need assistance navigating the database please email your questions to the Database Administrator, Nancy Mitchell nmitchell@fwdioc.org.

22. What is the difference between to the following positions: catechist and religious education?

These rolls are interchangeable and do not have different training requirements. We are working towards combining them into one role selection.

23. Explain children SE record keeping.

The Audit requires school/parishes to report total number of children/youth enrolled in a program, total number who attended SE training and total number who opted out. There will also be a marginal number of those who did not opt out but were absent the day(s) of training. These numbers need to be supported by the SE notice of permission/opt out that states if opting out the parent will receive the information/curriculum. If there is a significant number of students absent the entity may either schedule a make-up session or report them as absent-not trained.

24. Choir Ministries – Process and Discernment what amount of time is allowed to discern (singing, attendance) before the full volunteer process.

The “full volunteer process” is a component of discerning someone’s commitment to the ministry and must be done BEFORE participation. Please refer to question #1 for more details on the requirements.

25. Organizations such as Knights of Columbus, Altar Society, Prayer Groups do they need training?

Please refer to Question #1 regarding requirements for adult organizations

26. We were told in previous SEC meetings that we were going paperless and that only paperwork needed in the file was ministry volunteer application and credit/driving authorization form (if applicable) and reference check forms. When did the requirement change that we now have to still keep all paperwork on file? Isn't it redundant to do electronically on S and S?

The application process did not change when the training went to an online format. The following forms were always necessary and not all are available electronically. Unfortunately, it was erroneous to state that the process could be totally “paperless”. As we search for a new database and curriculum we will be pursuing a package with the feature of all electronically stored AND printable forms or the ability to upload signed hard copies. Each of these features will not only fulfill the requirements of the Charter Audit but maintain civil liability requirements as well.

1. Volunteer Application
2. Volunteer Talents and Interests
3. Reference Checks with signature of reference or the person making the phone call
4. Authorization for Release of Information for Basic Criminal Background/Sex Offender Registry
5. Authorization for Credit/Driving Records (only for volunteers who handle money or drive
6. Code of Conduct
7. Safe Environment Training Certificate

27. Can the Code of Conduct Screen precede “Congratulations”?

This is a logical request but one that may require additional coding and at cost we do not want to incur on a program we will be phasing out over the next 6 months. Please remind your volunteers of this added step to make sure they check the Code of Conduct.

28. If a parishioner has “multiple” sites where they volunteer what institution is selected?

The present system does not allow for multiple entities and the entity field prompts the billing. It would most likely be their home parish. Keep in mind if they volunteer in one capacity at one location and another capacity at another location their training needs and necessary releases could differ. (drives or handles money at one

location but not the other). It would be optimal for the SEC's of both entities to confer to make sure the information on file in Safe and Sacred takes into account any/all needs.

29. Every log-in prompts a background check --- can that be change? (ie first visit/returning visit)

This will be a feature we will require in any new system we acquire.

30. Safe Environment training/screening for Teen Volunteers?

Call to Protect and Teen Leadership Training

31. What do I do if my pastor is exempting people and ministries from having to do background check and training (whole process)

Please share the information and link listed in Question #1 for your pastor's reference and clarification as to which groups are not required to have training and under what circumstances. If there are continuing problems please contact the Diocese Safe Environment staff.

32. How am I receiving Code of Conduct if it's not printable?

The electronically signed copy of the Code is not printable but the documents have always been posted on the website for download and printing. We have found that this was not being done since training moved to the online format. <http://fwdioc.org/policies-procedures>

33. What are youth requirements?

Children/youth are still required to partake in the Called to Protect program for their appropriate age/grade level unless the parent signs the opt-out and receives the curriculum for review at home.

34. In LOGOS we could see uploaded forms so there was "little" duplication ie references, volunteer applications. Well we ever get a system where these items can be uploaded?

This is a feature we will consider when reviewing new databases.

35. I have 2 volunteers who did references and application at another entity and don't want to do it again

Assuming the other entity is in the Fort Worth Diocese you may contact the SEC at the other entity to get copies of their application and references but you still need to interview to make sure they are a good fit for your entity's ministry.

36. Will volunteers need to prove their identity by showing Government ID?

This is not a requirement at this time but the matter may be considered in the future to ensure thorough and accurate reporting

37. What is the retention period for safe environment documents?

Safe environment records are permanent records. They may be converted to electronic form after 7 years.

38. Why paper copies of Background Check and Code of Conduct? Do we have to go back and retroactively get them from new volunteers/employees since August?

No, you will not be required to go back to active files. Until such time that we can offer a printable electronic version you will need to retain a printed/signed copy in the file.

39. Spanish surnames forms needs to be changed to last name/middle name

We have identified this issue in the databases and will look for this feature to be included in the new database.

40. Elderly/Spanish do not have emails or computers – solution? Are parishes to provide?

Email accounts can be created on gmail.com free of charge. If they do not have access to computer they may consider using a library community access computer or visiting the parish office if there is a computer available for the testing. If they do not have an email account and need to register they may use their name and @example.com as a user name and email. The certificate link will be mailed to the SEC and Diocese office. As we move to live training this obstacle will be removed to some degree as the class participation will be validated by a signature but class registration will be computerized in order to provide accurate records. We will evaluate and develop a work around to this as we move forward.

41. Why do we have to contact Nancy if renewing?

Renewal of background checks can now be done by the SEC. When approving the background check, be sure to use the Reference drop-down box to select the appropriate Parish/School.

42. Driver's record – what is it looking for? Liability coverage?

Driving records provide information about any citations issued ie. speeding. Driving while intoxicated or under the influence will appear on the basic background check. Liability coverage must be provided according to the provisions listed in the Diocesan Risk Management Manual which is available on CONNECT, the Diocesan Extranet.

43. What do we tell volunteers who don't want a credit check because it will affect their credit rating?

Unlike a hard inquiry to establish a line of credit, the soft inquiry done by ScreeningOne does not affect the score.

44. How do you answer a volunteer who has been volunteering for years without a background check and questions why they have to have one now?

This is a common issue when any organization institutes a risk management program. The tenured volunteers assume they will be grandfathered into the program. This mindset is counter-productive to the entire process. The Safe Environment program is a means of insulating our children, youth and vulnerable adults with a “wall of knowledge and best practices”. Every exception to the rule creates a crack or weakness in that wall of defense that can be the means for an offender to make his/her way into contact with a child/youth/vulnerable adult. From a litigation standpoint there would be no defense to allowing some volunteers to have exceptions and require others to have the full background and training requirements. As SEC's, DRE's, Principals and Volunteer Coordinators you can appeal to your tenured volunteer's sense of ownership by asking that as a veteran volunteer that they set the example of total compliance.

45. When do we know to run backgrounds on people attending “prayer groups” compared to only the leader of the group?

If it is an adult only prayer group that meets at a location or at a time when no children will be present, Safe and Sacred training is not required. Example: Knights of Columbus members are not required to have SE training but if they participate in an activity such as the Parish Fall Festival they would need to have SE training.

46. When is the audit?

The date of the audit has not been set yet. The SE staff will receive training in early April by the USCCB. All information will be shared during the 2nd Quarter Forum April 21. Between now and the next meeting please work on readying your files.

47. When we send changes to background check charges does the Diocese not only change the entity that gets the charges but also change the “institution” in the system so the correct entity has access to the volunteer’s records?

Corrections are made in both databases.

48. Has Armatus data been input in Safe and Sacred?

The Armatus site was unfortunately not locked and several people still had the link to the original training. Armatus adult training has **not** been considered current training for the Diocese of Fort Worth since April 2016. Therefore, anyone who took the online Armatus training is not in Safe Environment training compliance and must take the Safe and Sacred training.

49. Are there official audit results available for our review?

The USCCB website posts the Annual Report with the aggregate data from each year’s audit. The results of the last audit are not yet available.

50. Where do I find Student Safe Environment Training Materials? Any classroom materials when/if they are not computer literate?

Currently Adult SE training is only available online. There are also printed materials available in English, Spanish and Vietnamese. Please contact the Safe Environment office and they can be emailed to you. We are working towards getting everything posted on the CONNECT site.

51. Is the Code of Conduct a “green form”?

No, the only “green form” is the Authorization for Release Basic Criminal Background.

52. Is the screening one authorization in Spanish as well?

Yes, and is posted online at <http://fwdioc.org/authorization-release-info-spanish.pdf>

53. Do volunteers need a Driver License to get a background check?

At this time the only information required is name, address and date of birth.

54. Are there any classroom materials when/if they are not computer literate?

Safe and Sacred Adult training materials are available also printed materials available in English, Spanish and Vietnamese. Please contact the Safe Environment office and they can be emailed to you. We are working towards getting everything posted on the CONNECT site. Please be advised that the documents are over 200 pages in length so you may want to have the volunteer come into the office and either assist them with the computer testing or check out a an office copy of the document.

55. Is a new volunteer application needed every three years?

It is not required but it is best practice to review the information with the volunteer to ensure up to date contact information.

56. *What if the volunteer has only one reference?*

The requirement is three references who are not family members. This situation is highly unusual and would call for caution. Advise the applicant to take part in adult church activities that do not require SE training as a means of developing relationships and possible references.

57. *Is a SSN required on an Authorization?*

At this time it is not required for the basic background check.

58. *Safe And Sacred is for 18 year old and older or 21 and older?*

Safe and Sacred is for volunteers who are 18 years old and older. If an 18 year old is still in High School they will need to take the Teen Leader training.

59. *What if volunteer took Safe and Sacred but now wants to be a Chaperone what training is required?*

Previously there was a separate Chaperone training but when training was changed to Safe and Sacred it was incorporated into the adult training module.

60. *How old do volunteer leaders have to be to drive with you to events?*

Drivers must be 21 years old and show proof of liability insurance in the amounts specified in Diocese Risk Management Manual

61. *What is the best procedure for dismissal of MS and MS catechesis/religious education/faith formation classes?*

Depending on the logistical layout of the parish; the standard procedure is to have the catechist responsible for each grade lead their class out to be picked up by the parent or legal guardian. You would dismiss one class at a time (youngest class first then oldest) at 3-5 minute intervals. This method is to ensure all children are properly picked up.

62. *Do we need confirmation of who is picking up the youth/teens?*

Yes, you do need confirmation on who will be picking up a child. This typically outlined in parish religious education packet outlining who within the family and or other confirmed adults are allowed to pick up a child.

63. *Is there a possibility of the SEC of the parishes or schools to be given permission to create passwords for S&S? the process online has taken up to 1.5 hours. And if it is after hours or a weekend it is not possible to get from Nancy.*

Unfortunately, Safe and Sacred software does not provide the ability of the SEC to make changes to volunteer profiles.

64. *On background checks in the past some felonies were not automatically a NO. Are all felonies now an automatic no for volunteering?*

We are in the process of formalizing the procedure to include a grid of sample offenses that would absolutely prohibit volunteering regardless of the date of occurrence, disposition or circumstances and provide you

guidance on possible offenses that may preclude someone from driving or handling money. When the Background Check is flagged as “Call the Diocese” you will be alerted that the application is on hold and asked to verify what position the applicant has applied to work as this may have bearing on the final outcome. The applicant is contacted by phone for an interview to discern whether they contest the reported history, report extenuating circumstances, etc. When a decision is reached the report will be cleared as “complete” or “complete – RESTRICTED”. The restrictions will be communicated to the applicant and the SEC by email..

65. *Who is responsible for processing the pastors/clergy Safe Environment background checks and training?*

The Diocese is responsible for Deacons and Clergy

66. *How do we activate a volunteer or staff member’s status?*

To reactivate a volunteer/staff person, treat them as a new volunteer or staff person. They will need to have current documentation and background check and current training.

67. *Does every ministry coordinator need to let me know who is new to the ministry?*

The ministry coordinator must lead ALL volunteer/participants through you for the application process. If the ministry is a group that does not require SE training it is still a prudent practice to keep record of anyone affiliated with a group identified in association with the parish/school.

68. *Can they do credit release on line? How do we get credit check? How do you get paper forms?*

The Credit Release is a paper document available on the website online only. You must go online to ScreeningOne to make the order. If you need assistance with that process please email the Database Administrator Nancy Mitchell nmitchell@fwdioc.org for instructions.

69. *Does the business manager get the draft of charges for CBC?*

Drafts of the monthly ScreeningOne charges are sent to the Safe Environment Coordinators for review. The SEC is at liberty to forward the draft to the business manager.

70. *What forms are needed for teen volunteers?*

Every teen leader must complete a Volunteer Application for Youth along with two references, Teen Leader Code of Conduct Agreement form, Documentation of their completion of the Call to Protect Program and any other documentation your individual parish/school requires. The Teen Leader training must completed every three years.

71. *Is there a way to change “position” and “locations” on a person?*

Though Safe Environment Coordinators are not able to make changes to someone’s profile, the volunteer/staff person can make changes to their own profile, which includes changing the “Training Position” and/or the “Location”.

72. *My parish is Vietnamese. We had a lot of volunteers who do not speak English and don’t know how to use a computer. What can we do?*

Safe and Sacred Adult training materials are available also printed materials available in English, Spanish and Vietnamese. Please contact the Safe Environment office and they can be emailed to you. We are working towards getting everything posted on the CONNECT site. Please be advised that the documents are over 200

pages in length so you may want to have the volunteer come into the office and either assist them with the computer testing or check out a an office copy of the document.

73. If parent of school age child opts out can the child serve? Altar server, I parents volunteer at the church?

If the parent has signed documentation that they have opted out and received the curriculum the child can serve.

74. How should I be keeping track of parent volunteers/all up to date with training/background

Safe Environment Coordinators can print the "Training Status" report to see the names of their constituents and their current status. If a volunteer is not on the list, contact the Diocesan Safe Environment office to check other databases.

As an additional aid in keeping track of active volunteers, we recommend that Ministry ministers send, to the SEC, updated lists of active members.

75. Can they bypass the background?

No one is exempt from the Criminal Background Check.

76. How does ScreeningOne work? And logon?

Only designated Safe Environment Coordinators are given a login to Screening One. Please contact Nancy Mitchell for a ScreeningOne login should it be needed.

77. Cannot find certificates in Safe and Sacred and volunteers say other entity says they are current.

In the case where a volunteer is active at more than one entity, please contact the SEC at the location listed for the volunteer, to have a copy of the certificate sent to your location for your files.

78. Will DWI prevent a person from being a volunteer because of background check?

A volunteer who has a DWI, is prohibited from driving but depending upon the offense level, felony vs. misdemeanor, date of the offense, circumstances, reparation, etc. they may be allowed to volunteer with specific restrictions.

79. Is there any procedure to follow when you have a person who is not a volunteer but was in jail for abuse?

This question was discussed during one of the Forums and it was advised that the Pastor meet with the individual to reach an agreement as to when the person attends Mass or other Parish/School Functions that he/she be accompanied by a designated Chaperone.

80. The Safe Environment Policy on the Website is only in English. Can we get that in Spanish and Vietnamese? It used to be in those languages, but when they made changes, they only posted English.

We are working on getting all documents updated and translated and will post them as soon as they are available.

81. What about Teen Ushers since they do not have any credit established? Do they need a Credit release form?

All teen volunteers must complete the Teen Volunteer application with references, sign the Teen Leader Code of Conduct, and complete the Teen Training for Youth Volunteers. Teen Volunteers must be with a trained adult at all times while volunteering and the adult volunteer must have the credit check.

82. The Parent Permission form indicates that materials will be sent home for the parent to use for instruction. Is there a suggested handout or do we just send copies of Praesidium's grade-level lesson?

The class material should be sent home. This may be costly making the copies so you could also offer a parent information session and present the information to the parents who can then in turn share the information with their children. The key being is that the parent is aware of these issues/dynamics/safeguards and they are responsible for sharing this with their child.

83. We have a parent who stays in the classroom with her autistic child through every religious education class, but she is not one of the teachers. Does this mom in this situation need to go through the safe environment process or would we consider her a participant?

They are attending as a parent so they are not required to have the training. Having said this keep in mind they cannot function in any way as a volunteer/facilitator/leader. This parent CANNOT be counted in the two-adult ratio for Safe Environment and at no time can they be left alone with any other of the other children. It is best practice to have that parent complete Safe Environment Training.

84. Current generation of forms?

We are in the process of determining which are the most current and relevant forms and having those translated. This will be ongoing in conjunction with the transition to the new training and database. We will email the forms to all of the SEC's and post them on the website and CONNECT as soon as they become available.

85. Since most of us are volunteers can one of the quarterly sessions be on a Saturday?

In an effort to accommodate everyone's scheduling needs and to make sure that everyone has the opportunity to participate we will make arrangements to broadcast the next meeting as a webex meeting.

86. Should all ministry leaders take the safe environment trainer training?

As outlined in Question #1 not all leaders would be required to take the training if their ministry does not involve substantial contact with youth the training provides an awareness that we hope every leader within our Church Community possesses.

87. What are the different terms for the background check status in ScreeningOne?

"App Pending" means there's a problem in S&S getting the info to ScreeningOne. Usually it happens when the volunteer/staff person doesn't check the box for Code of Conduct after they complete the training. If that doesn't solve the problem, give our office a call and we'll research the problem.

"App Ready" means the background check is ready for approval.

"Pending" means that the record has been approved and the background check is being processed. The status will change from "Pending" to "Complete" when the background check comes back. This step can take up to 5 days if it's a common name or the person has had from another county.