



Annual Volunteer Compliance

Acknowledgements and Background Check Authorizations

Annually, volunteers are required to log into Volunteer Central to complete their Acknowledgements and Background Check authorizations. These include:

- General MSU Acknowledgement Agreement
- Code of Conduct Agreement
- Evaluation Acknowledgement
- Media Release Agreement
- Medical Agreement
- Background Check Agreement

Additionally, there may be new trainings that the volunteer is required to complete as part of their volunteer role.

In eRecruiter, the Acknowledgements and Background checks will look like this when the volunteer logs in to their profile:

The screenshot shows a user interface for a volunteer's profile. At the top, it says "Acknowledgements and Background checks: ?" with a "Please complete" button and a red exclamation mark icon. Below this, there are two rows of training items:

Training: Welcome to MSU Extension	Complete ✓	Revisit Course
Training: Working with Youth	Complete ✓	Revisit Course

At the bottom left, it says "Volunteer since 01/06/2020". At the bottom right, there is a "View Service History" link.

To contact an expert in your area, visit extension.msu.edu/experts or call 888-MSUE4MI (888-678-3464)

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If the volunteer clicks on the question mark found after the title Acknowledgements and Background checks, they will see:

Acknowledgements and Background checks: ? [Please complete](#) !

Acknowledgements and background checks include:

- General MSU Acknowledgement Agreement
- Code of Conduct Agreement
- Media Release Agreement
- Medical Agreement
- Background Check Agreement

Training: Welcome to MSU Ext. Complete ✓ Revisit Course

Training: Working with Youth Complete ✓ Revisit Course

Volunteer since 01/06/2020 [View Service History](#)

When a volunteer logs into eR and clicks on the link “Please complete,” they will receive a series of two pop-up windows. The first pop-up window will have the Code of Conduct, Evaluation Acknowledgement, Media Release, and Medical Agreement. Once these are completed, the volunteer will see the second pop-up window, which is where they authorize their annual background check. Both of these must be completed by the volunteer for them to receive the green “Complete” with a check mark.

Volunteer Notifications for Annual Compliance

Volunteers will be notified via e-mail that they need to complete their Acknowledgements and Background Check authorizations. Notifications for the completion will occur:

- 30 days before the annual background check is due
- 22 days before the annual background check is due
- 15 days before the annual background check is due
- 8 days before the annual background check is due
- 1 day before the annual background check is due

In the volunteer’s profile, screening tab, staff will see the Backgroundchecks.com Status and the ICHAT Status change to Pending when the 30 day annual background check e-mail is sent to the volunteer. Each time an e-mail reminder is sent to the volunteer, in Notes and History, it will show that an e-mail was sent by the system and when it was opened by the volunteer.

It is recommended that staff reach out to volunteer who have been sent 2-3 reminders and have not yet completed the process. At any point, once the Acknowledgements and Background Check authorization is complete, the notifications will stop being e-mailed to the volunteer.

Checking Compliance

To determine which volunteers need to complete annual compliance, follow these directions:

- In the drop down box labeled Saved Grids List, choose the grid “***BGC Due (Amber) (Amber Joseph)”
- From that grid you will look for the grid heading “BC| Next Backgroundchecks.com Date.”
- Next to that drop down menu will be a box that is defaulted with the number 30. This means that you will see volunteers who need a background need check from today through the next 30 days.
- You can choose to change that number of days if you want to see more or less information. For example, entering the number 15 will show you the volunteers who need a background check from today through the next 15 days. Likewise, if you want to see volunteers who will need a background check in the next two months, you will enter the number 60 to see today through the next 60 days.
- This is an example of how the screen may look, but yours will include volunteer names:

Michigan State University Extension : ☐ All Data

The screenshot shows the Volunteer Central interface. At the top, there are tabs for 'Volunteers', 'Activities', and 'Program Areas'. Below these, there are buttons for 'Refresh', 'New', 'Edit', 'Copy', and 'Delete'. A search bar is present with a 'Find' button and a dropdown menu. The main area displays a table with columns: 'Date Registered', 'Last Name', 'First Name', 'Waivers', 'BC | ICHAT', 'BC | Backgro', 'BC | MIPSOR', 'BC | Next MIPSOR Date', 'BC | Next Backgroundchecks.com Date', 'Primary County to Servi', and 'Program Applied To - FI'. The table currently shows 0 to 0 of 0 Volunteers.

Out of Compliance

If a volunteer has not completed the annual compliance requirements, the volunteer will be moved to a status of “Inactive” for a grace period of up to 30 days. Volunteers cannot be involved in MSUE programs or activities during this time. If they complete the process during the grace period, they will be moved to active status. If they do not, they will automatically be moved to a status of “Resigned”. At this time local staff should thank the volunteer for their service and inform them that they are no longer an active MSU Extension volunteer. Staff should also document the activity status changes in Notes and History. If they would like to volunteer in the future, they would need to restart VSP. Staff should consult with a staff member if a former volunteer returns within three years of resigning, as they will still have a Volunteer Central profile. In this case, the volunteer would not reapply, but they would need assistance updating the profile to become active.

Staff Next Steps

Once a volunteer has logged into Volunteer Central and completed their Acknowledgements and Background Check authorizations, staff should follow the next steps to ensure the volunteer’s compliance is complete:

- Open the volunteer’s profile and go to the screening tab.
- **Background Check:** Look in the Background Check area. Review that the Waiver Statuses both say OK in green writing. This means the volunteer successfully completed their 1) Acknowledgements and Backgroundcheck.com Information and 2) Volunteer Code of Conduct/Media/Medical Agreements.
- **SAM System Background Check Status:** Look for the SAM System Background Check Status section. You will review the History box looking for the words “Hit: No, Sex offender: No.” If the words “yes” appear, please contact your supervisor and VEST Coach, as well as reference [Reviewing Volunteer Central Criminal History Reports](#).
- **Backgroundchecks.com Status:** If you see the words “Hit: No, Sex offender: No” as mentioned in the step above, you will need to do two steps:
 - 1) Update the Backgroundchecks.com Status by moving the radio button to Green
 - 2) Enter the date the background check took place into the Most Recent Backgroundchecks.com Date box.



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- **ICHAT:** ICHAT will be manually checked by statewide support staff (primarily Amber Joseph and Jane Love). If there are no charges associated with the applicant in ICHAT, the support staff member reviewing the report will select Green in the appropriate area of the Screening tab. If there are charges associated with the applicant in ICHAT, the support staff member will select Needs Review and will upload a copy of the ICHAT report in Attachments tab for local staff to review.
- **MiPSOR Status:** There are four steps to update the MiPSOR Status:
 - 1) In the drop down box labeled Initial MIPSOR Verification, you will choose the appropriate option. If you saw the words “Hit: No, Sex offender: No” in the History box for the SAM System Background Check Status, you can choose the option that says “I verify on this date, there is NO questionable activity according to the national sex offender check.”
 - 2) In the Most Recent MIPSOR Date box, you will enter the date that the MiPSOR was checked. This date can be found in the History section of the SAM Background check Status area.
 - 3) Update the Next MiPSOR Date. This date should be six months from the date you just entered in the Most Recent MIPSOR Date box or sooner. It’s likely that staff have set dates for these checks to be run. It’s okay to use that date as long as it’s not beyond six months after the last check was completed.
 - 4) Move the radio button according to the findings in the MiPSOR report.

Recall that as part of annual compliance the national sex offender check is completed on the volunteer by name. Staff are expected to run a MiPSOR check on volunteers by address at least six months after that national check has been completed. Once completed, staff need to update the MiPSOR Status area for each volunteer’s profile.

- **Final Background Check Status:** Now that staff and the volunteer have completed all updates associated with annual volunteer compliance, you can mark the radio button as Completed.

*****Don’t forget to click on Apply in the lower right corner for all of the updates to apply to the Volunteer’s profile. *****

More Information

Staff who need more information about annual volunteer compliance can contact one of the following:

- MSUE.msuevol@msu.edu using the subject line “COUNTY Annual Compliance”
- The following VEST team members
 - Amber Joseph joseph77@msu.edu
 - Lisa Bottomley lbottoml@msu.edu
 - Jodi Schulz schulzj@msu.edu
 - Jennifer Weichel weichel@msu.edu
 - Christine Heverly sisungch@msu.edu

Volunteers who need more information about annual volunteer compliance can contact:

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