December 6, 2013

To: ISU Extension and Outreach Staff
   County Extension Council Members

From: Sherry Teachout Glenn,
      Assistant Vice President for County Services and Outreach

Re: Important Background Screening Update

Iowa State University Extension and Outreach and the Extension Districts continue to work together to implement the background screenings required by the Memorandum of Understanding. As implementation takes place across the state the committee that designed the county process and procedures is learning. We know from the tremendous feedback received from those putting the process in place that adjustments need to be made now to improve the process – and we encourage ongoing comments.

Recently collected process data includes over 1,500 background screenings completed since the inception of the program. After review of the data, the committee is making three adjustments:

- Staff and higher risk volunteers are screened every 3 years. A key learning was that 34 percent of the 1500 screenings resulted in red flags, of which 95 percent of these red flags were due to motor vehicle violations (e.g. speeding, no seat belt, accident). This will reduce screening costs to counties.
- We will modify the “Order Entry” screen. The changes avoid duplicate charges for inadvertently ordering individual search components (SSN, National Criminal File Plus, etc.) that are already included in the standard package.
- The fee to counties is adjusted due to charges First Advantage received from state agencies. What we learned is Iowa Department of Transportation charges $8.50 for each MVR. These costs were not included in our contract price with First Advantage.

These adjustments will improve the overall efficiency and effectiveness of the screening process and lower overall costs to the counties. We will continue to listen to your questions and concerns and modify as needed to make the process work better. Many counties have completed the screenings of staff, Master Gardeners and higher risk volunteers.

The goal is for all counties are to have completed the screening process for 100 percent of
their higher risk volunteers, new volunteers, and county paid staff by March 31, 2014. Impact of the changes include:

- The adjusted price from First Advantage will now be $34.60 ($23.78 base price, $2.32 for customization of the order entry screen, and $8.50 for the State of Iowa Motor Vehicle Record search).
- With the change in screening frequency for staff and higher risk volunteers to once every three years, the cost of screening an individual over three years will now be $34.60 versus $71.34 ($23.78/year x 3 years). This is a 51% reduction in First Advantage screening fees over the three year period.
- The Motor Vehicle Record search, which includes a national driver licenses search, will continue to be part of the package, and is mandatory. The MVR fee will be included on the monthly invoice that counties receive.
- The Order Entry screen will be customized. Going forward only three variations of a person’s name will appear. So even if all three variations are selected we will not exceed the up to “10 aliases/addresses” that are included in the cost of our package. In addition once you select ISUEO Package (renamed from Youth Package) you will no longer be given the option to individually select search components; thereby, avoiding duplicate fees.
- Master Gardener interns for winter-spring training beginning in January 2014 are to be screened BEFORE being accepted into the class and starting the course.
- After completing the initial and re-screenings of volunteers, the next required re-screening of higher risk volunteers will be the fall 2016 enrollment period. County staff re-screenings will also be fall 2016.
- As per the Memorandum of Understanding, staff on the ISUEO state employment system will be completed by March 31, 2014.
- The Background Process and FAQ documents will be updated and re-posted on the ISUEO and IACEC websites.
- We expected the Order Viewing screen changes to be in place during the week of Dec. 9.
- Invoice credits for the duplicate charges will appear on the November invoice.

Please contact Terry Maloy at maloy@iastate.edu with any questions or feedback.

Committee Members
Sherry Glenn            Terry Maloy
Craig Hertel            Gene Mohling
Mitch Hoyer             Denny Schrock
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