



Background Check - Frequently Ask Questions

Volunteer background check policy and procedures: Frequently asked questions

Thank you for choosing to volunteer with Journey Church. This document is intended to help you understand our background check policy as relates to engaging in volunteer roles within Journey.

Q: I just received an email from a company called Checkr requesting my personal information to complete a background check. The email did not come from Journey Church—is this a legitimate email?

A: Yes. Checkr is the third-party company that we utilize to process background checks. You should receive a separate email from Checkr directing you to their site to complete the screening. The link is secure and the information retained is confidential.

Q: Why does Journey Church require background checks for volunteer roles?

A: Journey Church highly values the safety of everyone who walks in through our doors. In efforts to continue to prioritize safety, we require background checks for volunteers during the initial screening process, which helps us assess the suitability of prospective volunteers.

Q: Who is subject to background checks?

A: All individuals over the age of 18, serving in any Journey Church ministry, must complete a background check prior to serving.

Q: I have a background check on file with CLS. Do I still have to complete one for Journey?

A: If you have completed a background check with CLS in the last 3 years, you can use it for serving at Journey. If your background check was completed prior to 3 years, a new one will be required.

Q: Who conducts the screening and who has access to the information related to my background check?

A: The background checks are conducted securely online through a third-party agency called Checkr. All information shared with Journey Church will be kept in confidence.

Q: What screenings will be conducted for my background check?

A: The background check includes the following screens for U.S. residents:

- SSN Trace
- Sex Offender Search
- Global Watchlist Search
- National Search
- County Searches

Q: Who pays for the background check?

A: Journey Church covers the cost of the volunteer background checks.

Q: What personal information will I need to provide?

A: Once you navigate to Checkr's secure website using the link provided in your email, you will need to provide: your full legal name; date of birth; Social Security number; phone number; email; and address history. Lastly, you will be asked for an electronic signature consenting to a background check authorization.

Q: Will Journey Church have access to my Social Security number?

A: No. A benefit of using a third-party background check company is that your information will remain secure and confidential.

Q: Is Checkr going to run my credit report?

A: No. While Checkr has the capacity to do this, Journey does not pay for credit reports to be run. Your information will not be collected for these purposes or sent to any credit bureaus.

Q: When I went to the Checkr website, it asked me for my email address. Which one should I use?

A: Please use the email address Journey sent the initial background check request to.

Q: Will I be notified of the result of the background check?

A: Journey will not follow up for background checks that have cleared. Journey will follow up if your check does not clear and there is something that needs to be discussed in more detail.

Q: What if I refuse to undergo a background check?

A: Journey Church highly values the safety of everyone who walks in through our doors. Background checks are conducted to assess the suitability of prospective volunteers for serving opportunities. The way we help ensure the safety and well-being of those we serve is to include background checks as a part of the screening process. If you wish to volunteer for Journey, background checks are required. Therefore, if you refuse to undergo a background check, you will not be able to serve.

Q: What if I do not clear the background check?

A: Journey Church will provide an opportunity for the individual to review, explain, and/or dispute the adverse information in a background check prior to making its decision to disallow serving. Ultimately, if you do not clear the background check, Journey will notify you.

Q: Can I get a copy of my background check results?

A: Yes. If you ever need a copy of your background check, you are more than welcome to one. You can request a copy by contacting info@ourjourneychurch.com

Q: Will this background check ever expire?

A: Background checks are valid for 3 years. Volunteers who wish to re-engage after that period must complete a new background check to ensure they continue to meet Journey's standards. This time period requirement is part of Journey's commitment to ensuring the volunteers' safety and that of everyone around them.

Q: What is the background check process for new volunteers?

A: The background check is the first step in the process of approving a volunteer to participate in the respective ministry. Once a volunteer's background check has been evaluated and cleared, they can progress in the standard process to become an approved volunteer.

Q: What if I have already cleared a background check from a different company or employer?

A: Getting your background checked via Checkr is a secure, easy, and efficient process that shouldn't take more than a few minutes of your time to initiate and does not negatively impact you in any way. Under some circumstances, we can accept a background check from a trusted source but in most cases, we will require you to complete the background check we send you.

Q: Do non-U.S. citizens need to be background-checked?

A: Yes. All individuals who fall into this category of volunteers will be screened. However, at the current time, screenings for non-U.S. citizens are conducted via a different process. Screenings are not reported to outside organizations/agencies. They are strictly internal.

Q: How can I change the language of the background check application?

A: Candidates can adjust the language displayed within the background check invitation by scrolling to the bottom of the first page and clicking the language button. Candidates may also change the language they see within the [Candidate Portal](#) by selecting the language from the dropdown located in the top right corner of the screen.

Q: Why am I being asked to provide more information after I complete the background check?

A: You may be asked to provide additional information after completing your background check invitation for the following potential reasons:

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- Checkr was unable to complete the Social Security number (SSN) trace with the information you submitted. If this occurs, Checkr may ask you to resubmit your SSN, which may include uploading a photo of your SSN card or a letter from the Social Security Administration confirming that the SSN belongs to you.
 - Additional information is required to continue your background check.
 - The documentation provided in the application was not clear or was filled out incorrectly.
 - There may be a need for special or hand-signed consent forms, in which case the forms must be printed, signed by hand, and returned as a scanned attachment.
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Q: I have a minor child who would like to serve. Are they required to complete a background check?

A: Minors are not required to complete a background check. They may still get a request to complete one. Please disregard requests for minors and let your team lead know so they can update their profile accordingly.

Q: I'm seeing a "Report Expired" error. What should I do?

A: The "Report Expired" error indicates that the link sent to you by Journey Church has expired. To resolve this issue, contact the church and request a new link.

Q: What do I do if the records on my report are not mine or are not accurate?

A: If your background check report contains information you believe to be inaccurate, you can file a dispute. Examples of disputes include:

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- A record reported doesn't belong to you.
 - A record has incorrect details such as dates or charge type.
 - A case status changed after the record was reported.

To submit a dispute, log in to the [Candidate Portal](#) and select "File a dispute" at the bottom of the page. You can upload supporting documents as well. If the "File a dispute" button isn't an option and you want to dispute something, you can use one of two methods below:

- [Contact Checkr](#).
- Mail your dispute to:
Checkr Inc.
1 Montgomery St. Suite 2400
San Francisco, CA 94104

Checkr will review and conduct a reinvestigation into the information.