

Volunteer Background Checks: *Frequently Asked Questions*



General

Why do I need a background check?

By participating in the ALSAC Volunteer Background Check Process, you help protect St. Jude patients, families, donors, sponsors, and your community while also reducing the risk and liability to the organization.

I've been volunteering for ALSAC/St. Jude for years and have never been asked to complete a background check. Why now?

While in the past we haven't required a background checks, we continue to evolve and grow—especially when it comes to protecting you and our patients and families. Our background check process will enhance security for everyone while also protecting those who make our lifesaving mission possible.

Do all volunteer roles need a background check?

No. The ALSAC team reviewed the risk associated with different volunteer activities, as well as how other charities handle volunteer background checks. We established criteria for background checks based on activities that present a higher level of risk to the organization, including:

- Handling money
- Accessing ALSAC systems
- Accessing credit card or other sensitive information
- Interacting with children
- Managing other volunteers who perform these activities

Does this apply only to new volunteers?

No. It applies to all volunteers performing the identified activities

What about volunteers under age 18?

Volunteers under the age of 18 are not subject to background checks. They may undergo other types of screening, such as an interview.

How often must background checks be repeated?

Background checks must be repeated at a minimum every three years.

What information is ALSAC/St. Jude looking for?

Sterling Volunteers will conduct a criminal background check* that searches for criminal misdemeanor or felony offenses over the past 7 (seven) years

** A motor vehicle records check may be required in limited cases where a volunteer is tasked with driving an ALSAC vehicle.*

What information do I have to provide?

Three things are required:

1. First name and last name, correctly spelled and exactly as it appears on your birth certificate or other legal documentation (i.e., no nicknames or shortened names)
2. Date of birth
3. Social Security Number (SSN)

Can volunteers without a Social Security Number complete the background check?

Yes. Sterling Volunteers can process background checks without a SSN. Contact your ALSAC representative to begin this process.

What happens if I choose not to complete a background check?

ALSAC has determined that background checks are required for certain volunteer roles. To serve in these roles, you must consent to the check and provide the required information. If you choose not to consent to the background check, you will not be able to serve in that role and may choose to engage in a different role that doesn't require a background check.

What findings will make an individual ineligible to volunteer with ALSAC?

A criminal conviction within the past 7 (seven) years will not automatically prohibit an individual from volunteering at ALSAC but will be reviewed on a case-by-case basis.

Arrests or charges that have not resulted in conviction will not be considered.

Who pays for the background checks?

ALSAC will cover the cost of the volunteer background checks. You have the option to cover some or all the cost.

How long does a background check take?

It should take you less than 10 minutes to submit the required information. It may take up to three days to get the results from Sterling Volunteers.

How will I know if I passed my background check?

Sterling Volunteers will notify you via email that your background check report is complete and ready for you to view. ALSAC will update your volunteer record with your background check status, and you will receive an email confirmation about placement in a volunteer role.

Data/Privacy

Who has access to the background reports?

[Sterling Volunteers](#) is our partner in the volunteer background check process. Through the Sterling Volunteers platform, you can access your own background check report. A limited number of ALSAC staff will be able to see the full report on a need-to-know basis, but they will not be able to see Social Security Numbers.

How secure is my information?

All information will remain on the Sterling Volunteers platform. Sterling Volunteers is contractually obligated to comply with all national and local regulations with respect to the storage and transmission of sensitive data and is hosted in ISO 27001-audited data centers.

Please review the Sterling Volunteers Privacy Policy at <https://www.sterlingvolunteers.com>.

Who knows that a background check is being conducted on an individual?

Only you, your volunteer supervisor, limited ALSAC staff, and the third-party company will know that the background check is being conducted.

Who do I reach out to if I have additional questions?

If you have questions about security or other components of your background check, you can contact Sterling Volunteers directly at: TheAdvocates@sterlingvolunteers.com or 855-326-1860 Option 1.