

CRIMINAL BACKGROUND CHECK FREQUENTLY ASKED QUESTIONS FOR PROFESSIONAL AND INTRODUCTORY COACHES



WHO

Q: Who must complete the background check?

A: All USA Gymnastics Professional/Introductory Coach Members must complete and pass a criminal background check. Professional membership will carry a pending status until the background check and safety/risk management certification have been successfully completed.

Q: Can an Instructor Member or Non-Member complete the criminal background check?

A: No, the background check process is only available to Professionals, Pending Professionals, Introductory Coaches and Pending Introductory Coach members.

Q: Can a club do criminal background checks for their employees?

A: Yes, USA Gymnastics and the National Center for Safety Initiatives are proud to announce the USA Gymnastics Club Background Check Program. USA Gymnastics clubs will now have the ability to complete the NCSI background check screening program in their club at the same discounted rate that is offered to USA Gymnastics. Please visit the following link for more information: http://www.usagymnastics.org/membership/pages/background_ncsi.php or visit the USA Gymnastics website at www.usa-gymnastics then click on member services.

Q: Can a non-citizen of the United States without a social security number complete the background check requirement?

A: Yes. Please email USA Gymnastics at membership@usa-gymnastics.org to request a Non-citizen without a social security background check application. The processing time for this background check is 30 days and the cost is \$50.00.

Q: Can one go through the criminal background check prior to their membership expiring?

A: Yes, the background check will be valid for two years from the month of the original background check.

WHAT

Please Note: USA Gymnastics and/or NCSI are NOT running a credit check on ANYONE going through the background screening process.

Q: What criminal offenses is the criminal background check looking for?

A: Below is a list of offenses that NCSI is searching. NCSI search guidelines have been developed by the National Council of Youth Sports (NCYS). A finding in any of the below offenses may result in a “red light” of the background check screening.

- Any felony (any crime punishable by confinement of greater than one year)
- Any lesser crime involving force or threat of force against a person
- Any lesser crime in which sexual relations is an element, including “victimless” of a sexual nature and pornography
- Any lesser crime involving controlled substances (not paraphernalia or alcohol)
- Any lesser crime involving cruelty to animals

- Anyone who appears on a sex offender registrant list

Q: How does NCSI go about researching information?

A: NCSI searches the following database in order to obtain information.

- 2 independent national databases
- Sex offender registries of all available states
- Social Security number and address verification
- Federal terrorist database search
- Non-database (county courthouse runner) searches of county criminal records of all jurisdictions of residence in the prior 7 years and any names used in the past 7 years.

Q: How does NCSI determine the counties that need to be searched?

A: Applicants are asked to provide name and county history during the NCSI registration process. In addition, a Social Security Number Trace is used to verify the applicant's information. The SSN Trace reports name and address history associated with a SSN. NCSI will utilize the applicant's submitted information and the SSN Trace to search all names and counties reported in accordance with USA Gymnastics policy.

Q: What is my username and password?

A: Username = Professional Membership Number
Password = 8 digit date of birth (mmddyyyy)

PROCESS

Q: How do I begin the criminal background check requirement?

A: The first step in completing the criminal background check requirement is to become a Professional/ Introductory Coach member. Once your membership has been processed, your member number and password will be emailed to you. Once you have this information log on to the USA Gymnastics website (www.usa-gymnastics.org), and click on the Red Member Services link. Once on the Member Services homepage, click on the background check box located on the right hand side.

Q: What information is required for the criminal background check?

A: The screening will need the following information:

- Social security number (Required for the verification purposes. Background check will not be submitted or completed without this information).
- Your legal first and last name
- Date of birth
- 7 year address history including city, state, zip and county
- Contact information
- Gender

Q: Do I need to have an active e-mail address?

A: Yes. An active e-mail address is required in order to complete your background screening. NCSI's main form of communication with you is via phone and e-mail. It is **VERY IMPORTANT** that you provide an e-mail address and that you check it frequently following your initial application. **Please add ncsisafe.com to your accepted email domain list to receive notifications from NCSI.**

Q: I tried to complete my background screening with NCSI and their system "timed out". What do I need to do?

A: NCSI's system is set to time out after 30 minutes without activity. Please have all information ready in advance to avoid a time out event. In the event of a time out, information you entered is not stored or transmitted, so you will need to start the process over from the

beginning. You will know the process is completed when you receive a confirmation page with your 16 digit applicant ID number.

Q: I received an error when processing my credit card payment with NCSI. Why did this happen and what do I need to do?

A: NCSI is fully compliant with all online transaction regulations and has the highest level of fraud protection available. Transactions are processed using PayPal services. This protection requires certain data to match in order for the transaction to process correctly. Please verify the billing address for the card and be sure to have all information correct before attempting to process again. If you submit your payment information without a correct match, the transaction will attempt to go through and fail. Sometimes you may see multiple line items on your bank account. However, you will not be double-billed for NCSI's services.

Q: The NCSI page is asking for an "8 digit individual id number", where do I obtain this number?

A: For security purposes, the NCSI website is programmed to log out a user who has sat idle or has been on a page for too long. When this occurs the page will ask for an 8 digit individual number. There is NOT an 8 digit number for USA Gymnastics members to enter, therefore the member must re-login from the USA Gymnastics website and begin the background check process again.

Q: Can I mail or fax my criminal background check?

A: For security reasons, NCSI discourages the use of paper forms. Paper forms may be sent, but this will cause an increase in the processing time for the background check and there is an additional charge of \$5.00. Please e-mail NCSI Client Services at clientservices@ncsisafe.com if you are in need of a paper application.

COST

Q: What is the cost of the criminal background check?

A: The minimum cost of the background check is \$20.00 plus a \$1.25 processing fee. This cost includes a Full Service Check-it-Twice™ search package plus one single county search. The cost of the background check may increase depending on the state and/or number of counties or names that are being searched. A full fee schedule is available upon logging into the background screening application. Payment is made on NCSI's website at the end of the background check process. MasterCard and Visa are accepted.

Q: I would like to dispute the charges on my background check. Who do I contact?

A: Contact NCSI by email at compliance@ncisafe.com or at 866-833-7100. Please note: USA Gymnastics cannot answer or resolve any questions regarding payments made toward the background check screening.

Q: Why would I need to pay more?

A: NCSI uses information provided by you and the SSN Address Trace report. This report associates your SSN with names and addresses. USAG's background screening applies to all names and addresses within seven (7) years. NCSI searches county level records for all names and counties that are reported in that time frame. The initial payment covers ONE name and ONE county.

Q: Why aren't the fees for the criminal background check included in my membership dues?

A: After a great deal of investigation, USA Gymnastics identified a company who would perform the necessary functions of a background check as well as identify and uphold the required criteria, to analyze the results, determine a green/red light determination, store all records,

maintain the confidentiality and privacy of our members, communicate with the individuals and send results to USA Gymnastics. The fees go directly to NCSI – a private company. Therefore, the fees must be separated out of any membership fees. USA Gymnastics does not receive any of these funds.

Q: Who receives the revenue from the criminal background check screening?

A: Background screening fees go directly to NCSI to cover provider and processing costs. USA Gymnastics does NOT receive any of the money from the background check process. We are serving as a facilitator for the background screening agency and its members. USA Gymnastics works closely with NCSI to obtain an affordable price for this important service

Q: How do I obtain a receipt from my criminal background check screening?

A: Go to NCSI's website: www.ncsisafe.com/status. Look yourself up using the search tools and then select "Invoice Details". You can print your receipt directly from this page.

FOLLOW-UP

Q: How do I check the status of my background check?

A: You can check the status of your background screening by logging into www.ncsisafe.com/status. NCSI does not provide verbal status of background screenings to applicants.

Q: Who do I contact if I have questions about my criminal background check?

A: Email NCSI at compliance@ncsisafe.com or call 866- 833-7100.

Q: How will I be notified if NCSI needs additional information or payment from me?

A: NCSI will send a notice to you via e-mail with relevant instructions. This notice will come to you in the days following your initial application. It is very important that you check your e-mail and respond promptly to this request, since your background screening will be on hold until you respond. **Please add ncsisafe.com to your accepted email domain list to receive notifications from NCSI.**

Q: What happens if I am in a PAYMENT PENDING status?

A: After 30 days, USAG will send a notice to you regarding your payment pending status. Failure to resolve this matter promptly within 30 days with NCSI will result in a Red Light determination and require you to reprocess your entire background screening at your expense.

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

A: Yes, NCSI will provide a copy of your background check with written request. Please fax written requests to 440-542-9833 and provide your legal name, email address and applicant ID number. The information will be sent to you electronically.

RESULTS

Q: When will I be notified of criminal background check results?

A: Once you have completed the background check you will receive email notification from USAG. Normal processing time is 3 - 4 weeks.

Q. What if I am given a green light?

A: The "green light" indicates an individual has passed the background search with regard to suitability for participation as a professional or Introductory coach member of USA Gymnastics.

Q.: What if I am given a red light?

A: The “red light” indicates an individual does not meet the criteria as suitable for participation as a professional member of USA Gymnastics. If a question arises concerning a background search, the applicant will be contacted by NCSI and provided with an opportunity to correct potential errors in the applicant’s record or to provide additional information prior to issuing a “red light.” In such situations USA Gymnastics may also be contacted. Red Lights may also be issued for Incomplete Information and Payment Pending. Please be sure to respond immediately if NCSI should contact you for additional information or payment.

Q: Can I contest a red light?

A: For an applicant to contest the content of a record provided to the applicant as part of USA Gymnastics background check, the applicant may seek an appeal of his/her record with NCSI pursuant to the Fair Credit Reporting Act. USA Gymnastics will use the determination provided by NCSI, in accordance with USA Gymnastics Bylaws Article 9 Membership, to determine an individual’s eligibility for membership in USA Gymnastics. Should an individual contest a USA Gymnastics decision to deny participation based upon a “red light” from the background search, the applicant then has the right to appeal the decision pursuant to Article 10 of the USA Gymnastics Bylaws.

GENERAL INFORMATION

Q: What information is USA Gymnastics provided on my criminal background check?

A: The Presidential and Vice Presidential offices of USA Gymnastics can be made aware of the content provided on a background check. No other employees of USA Gymnastics have access to the content of an individual’s background check.

Q: When does the criminal background check expire?

A: The background check must be redone every two years, dating from the month the first background check was completed. If your background check expires your membership will be placed in a pending status until the background check is renewed.

Q: My background check certification has expired what do I do?

A: The process to re-certify your background check is the same as when you originally applied. Go to the USA Gymnastics website, click on the Red Member Services button, then click on the Background Check box located on the right hand side. USA Gymnastics recommends that you begin the re-screening 4-6 weeks prior to your background check expiration date. Please note: The cost of the background check re-screening will begin at \$21.25. But, unlike the first time screening which searched the past 7 years of an individual’s history, the re-check will only search the last 2 years of an individual’s history.

Q: Can I use the results from a different criminal background screening agency?

A: No, NCSI is the only background check accepted by USA Gymnastics. Each organization that conducts background checks has a unique set of criteria and number of years that are being checked, as well as diverse re-check policies. While USA Gymnastics truly respects the background check policies of other organizations and trust that their findings would be thorough, we cannot accept another background check agencies results as a matter of policy. Any one exception would mean we would have to accept checks from a variety of organizations, thus diluting the consistency and value of the NCSI system.