



## USA Gymnastics Criminal Background Screening Frequently Asked Questions

### General Screening Information

**Q: Who must complete the background screening?**

*A: All USA Gymnastics Professional and Instructor members over the age of 18 must successfully complete criminal background screening. Individuals who have not completed the criminal background screening do not meet the eligibility requirements to participate in USA Gymnastics' sanctioned competitions. In addition, they are not eligible to receive USA Gymnastics University credit and/or certifications.*

**Q: Is the information supplied to NCSI secure?**

*A: The National Center for Safety Initiatives (NCSI) is the authorized search organization that performs background screening for USA Gymnastics. Yes, your information is secure. NCSI is aligned with industry best practices regarding data security, including high level encryption to protect information submitted online. Internal security measures ensure that your personal information is only viewed as needed to process your screen by qualified personnel who are trained in handling confidential data.*

**Q: Is USA Gymnastics and/or NCSI completing a credit check when processing the background check information?**

*A: **NO**, USA Gymnastics and/or NCSI are **NOT** processing a credit check on anyone going through the background screening process.*

**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, and as a matter of policy, we cannot accept screening results from another agency. Each organization that conducts background screening uses a unique set of criteria and number of years that are being searched, as well as diverse re-screen policies. To ensure consistency, NCSI is the exclusive background-screening provider for USA Gymnastics.*

**Q: Can a club do criminal background screening for their employees through NCSI?**

*A: Yes, USA Gymnastics Member Clubs have the ability to partner with NCSI to create a customized background screening program for employees in their club. Please note, the background screening results in some cases, may not serve as the criminal background screening requirement for USA Gymnastics' membership. The intent of the NCSI Club background screening program is to provide clubs the opportunity to screen individuals who are not members of USA Gymnastics, such as recreational coaches, office managers, volunteers, booster club members, etc. For more information regarding the NCSI Member Club Background Screening Program [click here](#).*

### Screening Criteria

**Q: What criminal offenses are searched in the criminal background screening?**

*A. Below is a list of criterion offenses. The search guidelines have been developed by the National Council of Youth Sports (NCYS) and adopted by USA Gymnastics. Reportable convictions, pending dispositions or registrations, or disclosures of convictions of any of the following offenses or registrations will result in a Red Light finding:*

- 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 but not limited to "victimless" crimes of a sexual nature and pornography, indecent exposure and lewdness;*
- Any lesser crime involving controlled substances (not paraphernalia or alcohol)*
- Any lesser crime involving cruelty to animals*
- Any lesser crime involving harm to a minor*
- Anyone who appears on a sex offender registrant list*

**Q: How does NCSI go about researching information?**

*A: Individuals will undergo background screening that includes:*

- 2 independent national databases;
- Sex offender registries of all available states;
- Social Security number verification;
- Name and address verification;
- Federal terrorist database search; and
- Searches of county criminal records of all counties 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 Name/Address history search is used to verify the applicant's information and reports name and address history associated with an individual. NCSI will utilize the applicant's submitted information and the sourced information to search all names and counties reported in accordance with USA Gymnastics policy.*

**[Registration for Screening](#)**

**Q: What information is required for the criminal background screening registration?**

*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 as it appears on your driver's license, passport, etc.
- Date of birth
- 7-year address history including city, state, zip and county
- Contact information
- Gender
- A government issued ID is often requested by NCSI, and may be uploaded at the time of registration.

**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 primary form of communication with you is via 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](mailto:ncsisafe.com) to your accepted email domain list to receive notifications from NCSI.*

**Q: NCSI is requesting additional identification? Why?**

*A: It is common for NCSI to request a copy of your ID during the screening process, which may be uploaded at the time of registration. This is used to verify the registration information and to ensure the background screening is as accurate as possible. It is important that you register with NCSI using the legal name that appears on your government issued ID. Please regularly check your status online at [www.ncsisafe.com](http://www.ncsisafe.com) until your screening is complete to see if additional information is required.*

**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: 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 screening registration again.*

**Q: Can I mail or fax my criminal background screening?**

*A: For security reasons, NCSI discourages the use of paper forms. Paper forms will be accepted, but this will cause an increase in the processing time and there is an additional \$5.00 charge. Please e-mail NCSI at [clientservices@ncsisafe.com](mailto:clientservices@ncsisafe.com) to request a hard-copy application.*

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

*A: Yes, the process is the same for all members whether you are a citizen or non-citizen. Please note that there will be additional processing fees assessed to all non-citizens without a social security number. Please allow 60-90 days for processing*

**Q: My background screening certification has expired what do I do?**

*A: The process to re-certify your background screening is the same as when you originally applied. USA Gymnastics recommends that you begin the re-screening 4-6 weeks prior to your background screening expiration date.*

### Costs and Payment

**Q: What is the cost of the domestic criminal background screening?**

*A: The minimum cost of the background screening 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 background screening 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 screening process. MasterCard and Visa are accepted.*

**Q: Why would I need to pay more?**

*A: NCSI uses information provided by you and the Name/Address history report. USA Gymnastics 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. If you used more than one name and/or lived in more than one county in the last 7 years, there will be additional fees for additional county searches.*

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

*A: USA Gymnastics identified NCSI to perform the necessary functions of background screening as well as identify and uphold the required criteria, analyze the results, issue a Green Light/Red Light finding, 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; therefore, the fees are separate from any membership fees*

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

*A: Background screening fees go directly to NCSI to cover provider and processing costs. USA Gymnastics works closely with NCSI to maintain an affordable price for this important service. USA Gymnastics DOES NOT receive any revenue from any fees associated with the background check screening process.*

**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: I have completed the background check 3 different times and have never been asked for additional identifications and/or fees. I am now being asked to submit additional information and \$10, why has this never been asked prior?**

*A: Whether or not additional information is requested from you is based on an evaluation by NCSI at the time of the current screening. Often an ID is requested to verify information provided by you, even if you have been*

screened previously. It is important that you respond promptly to requests for additional information, so your screening can be completed.

Additional fees may be requested when more than one county search needs to be performed. The counties searched are based on information provided on your registration, as well as information sourced in the process. If you have not lived in a county being requested within the last 7 years or since your last screen, you can contact NCSI to dispute the search PRIOR to making a payment. It is important to note that paying for a requested county does serve as consent for the search, so please read carefully prior to submitting payment.

If the county being searched currently is different from the county or counties searched in the past, the additional payment may be because your current county of residence requires additional fees to search. These are not NCSI's fees, but rather the respective state or county.

**Q: I would like to dispute the fees from my background screening. Who do I contact?**

A: Contact NCSI by email at [clientservices@ncisafe.com](mailto:clientservices@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: How do I obtain a receipt from my criminal background check screening?**

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

### **Status and Results**

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

A: You can check the status of your background screening by logging into [www.ncisafe.com/status](http://www.ncisafe.com/status). NCSI does not provide verbal status of background screenings to applicants.

**Q: Why is my background screening screening taking longer than another coach that submitted their screening at the same time?**

A: NCSI performs one or more county court searches as part of the background screening. These involve getting information directly from the courts in question. Some courts may return information to NCSI the same day, while others can take longer. Once NCSI has information back from the courts, it is processed right away. Other delays may result when NCSI requests additional information from you. You can check your status online by visiting [www.ncisafe.com](http://www.ncisafe.com) and click on applicant lookup. In addition, check your email regularly for any NCSI communication.

**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 [ncisafe.com](http://ncisafe.com) to your accepted email domain list to receive notifications from NCSI.

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

A: Email NCSI at [clientservices@ncisafe.com](mailto:clientservices@ncisafe.com) or call 866- 833-7100.

**Q: What information is provided to USA Gymnastics from my criminal background screening?**

A: USA Gymnastics can be made aware of the content provided on a background screening report. The President of USA Gymnastics and limited staff members designated by the president may review the contents of the report.

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

A: After receiving the results of your criminal background screening from NCSI, USA Gymnastics will notify you via e-mail of a Green Light or Red Light determination. Normal processing time is 3 - 4 weeks.

**Q. What if I am given a Green Light?**

A: A Green Light or "meets the screening criteria" finding indicates an individual meets the background-screening requirement for participation in USA Gymnastics.

**Q.: What if I am given a Red Lght?**

A: A Red Light finding means criminal history has been sourced that "does not meet the screening criteria," and thus, you do not meet the eligibility criteria for membership in USA Gymnastics.

*When NCSI sources criminal history information attributable to the applicant, NCSI will send that information to the applicant. Pursuant to the Fair Credit Reporting Act, that individual will be provided with an opportunity to correct potential errors in their record or to provide additional information. NCSI will research issues that are raised and revise the report if any inaccuracies are found. The applicant will be notified accordingly.*

*Red Lights may also be issued for Incomplete Information and Payment Pending. Please be sure to respond immediately if NCSI contacts you for additional information or payment.*

**Q: Can I contest a Red Light determination?**

*A: USA Gymnastics will use the findings provided by NCSI to determine an individual's eligibility for membership in USA Gymnastics in accordance with the USA Gymnastics Bylaws. Should an individual contest USA Gymnastics' decision with respect to a Red Light determination; the applicant has the right to appeal the decision to a USA Gymnastics Review Panel.*

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

*A: Yes, simply go to [www.ncsisafe.com](http://www.ncsisafe.com) and select "Check My Background Screening Status." Once there, fill in the identifying information and the option to receive your report will be available.*

**Q: When does the criminal background screening expire?**

*A: The background screening must be resubmitted every two years. If your background screening expires your membership will be placed in a pending status until the background screening is renewed.*

*Notice Regarding Annual Re-screening:*

*One of the features provided by our background check program is an annual recheck. For the 24-month period that your background check authorization is valid, this recheck will automatically occur on or about the anniversary date of your first background check. This recheck keeps our program current and up-to-date without the need for you to re-register with NCSI every year.*

*If you choose to leave USA Gymnastics during this 24-month period and you want to stop the recheck, you must notify USA Gymnastics' Member Services Department in writing that you have resigned your membership with USA Gymnastics. We will discontinue the annual recheck within 30 days following receipt of your notice of resignation. It is possible, depending on your scheduled annual recheck and your date of resignation, that they recheck may occur following your notice of resignation.*