

Memorandum

DATE: November 21, 2006
TO: Background Check Coordinators
FROM: Chad Ryan, Staff Accountant
RE: Background Check Issue

This memo addresses a number of issues relating to background checks that have come up recently.

Confidentiality Breach: I have already received a report of a breach of confidentiality at the parish level. To ensure that something like this doesn't happen again, I would like to take this opportunity to remind everyone of some vital points.

You should NEVER reveal to anyone any information gathered during the background check process; this includes information on the Acknowledgement and Consent form as well as information on the report from ChoicePoint. ***If anything negative is revealed during the background check process, the Diocese will determine whether that information is relevant to the person's work with the parish.*** If the Diocese determines that something is relevant, we will inform the pastor. ***If the information is not relevant, then there is no reason for anyone else to know about it.*** People have a right to their privacy, and if something does not relate to their work with the parish, then there is no reason to share that information with other people.

The exception to this rule is the person being checked. If you run a background check on someone, that person has the right to view the report.

Invoice Retrieval: Most of you have probably received your first bill from ChoicePoint by now. The bill that you receive only has a summary of charges; it does not provide a breakdown of those charges. You can obtain a more detailed invoice off the VolunteerSelectPlus website. When you get to the page where you select "Order A Report Now" or "View Reports", you will see a list of options on the left side of the screen. One of these options is "Invoice Retrieval". Click on this link to obtain a more detailed invoice.

The Invoice Retrieval section of the website requires a different login. Contact ChoicePoint Customer Service at 1-866-399-6647 to set up the login information for this portion of the site.

Passwords expiring: All of you are probably running into a situation where your ChoicePoint password is expiring. This is completely normal; for security reasons, you will be asked to change your password every few months. When this happens, simply follow the onscreen instructions to change your password.