



NOVEMBER  
2023



# Sterling Volunteers



Florida Conference  
Risk Management Dept



# Why?

“Church should be a safe place to bring our children. Everyone involved in work with children who are minors must meet all Church and legal standards and requirements”

*Church Manual,*  
Edition 18, pp. 168-169



# Who Needs to Train and Screen?

## Florida Conference Working Policy 6000

- *In compliance with North American Division Working Policy, it is a Florida Conference mandate that anyone working with children (defined as anyone under the age of 18) and all church ministry volunteers, leaders, pastors, and officers voted or appointed by the local church board are required to complete an online training course on child abuse and a background check.”*
  - All volunteers working with children (under the age of 18),
  - All church ministry volunteers, leaders, and officers voted or appointed by the local church board,
  - Pastors,
  - Local administrators for the Sterling Volunteers program.





# What is Required?

## Every Three Years:

- Child Protection Training
- Background Screening

**Sterling Volunteers:**

**[Ncsrisk.org/Adventist](https://ncsrisk.org/Adventist)**

## What is Included in the Background Screening?

- Statewide Criminal or Auto County/State
- Office of Foreign Assets Control (OFAC)
- Enhanced Nationwide
- DOJ Sex Offender
- SSN Trace
  
- Motor Vehicle Record
  - If Driver is selected as Role
  
- A Credit Check is NOT included

### What About Costs?

\$14 per Screening

\$1 per Training

\*Covered through annual liability billing.



# Privacy

**Sterling Volunteers is a secure website.**

**The company respects the privacy of our volunteers.**

**Sterling does not pass back information to any government entity.**

Sterling  
Volunteers  
Privacy  
Policies



<https://privacy.sterlingcheck.com/>

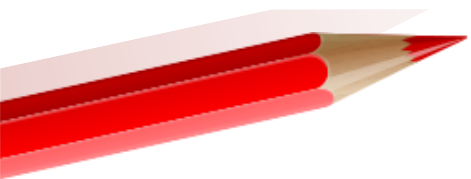


## **What if a volunteer refuses to train and screen?**

They cannot be allowed to volunteer/serve.

**What if a volunteer already has a background screening or fingerprinting report through the public school system, government, police department, etc?  
Can we accept the report in place of SV?**

No, they must still complete the training and screening through Sterling Volunteers.



## What are the Responsibilities of a Local Admin?

- Must remain current with own child protection training and background screening every three years.
- Check church's volunteers in Sterling regularly:
  - Who in my church is required to train/screen?
  - Have they trained/screened within 3 years?
  - Who do I need to remind?
- Notify church administration if there is a flag noted on the eligibility status of a volunteer.
- You are the contact person within your church for other ministries to verify their volunteer's eligibility to serve:
  - Pathfinders, Adventurers, Children's, Youth...
- Promote the program within your church.



# FAQs

## THE ANSWERS TO THE TOP QUESTIONS OUR VOLUNTEERS ASK

- Why is there no training module assigned?
  - A “Role” must be selected during registration, if not, the system doesn’t know what to assign.
  - Contact Sterling support or us to assign training.
- What name should I use?
  - Full legal names must be used when enrolling.
  - Name for background screening must match profile.
  - Even a space after a name could cause an error.
- What if I enter my birthdate wrong?
  - Must rescreen with correct date.
  - Important to make sure birthdate is correct.
- What if I don’t remember my login information?
  - Volunteers should not register for a second profile.
  - Use “Need Login Information” feature.
  - Contact Sterling support.
  - Contact the conference Risk Management dept.
- What if I receive an error when submitting my screening?
  - Must contact Sterling: 855-326-1860 option 3
  - [AdventistSupport@SterlingVolunteers.com](mailto:AdventistSupport@SterlingVolunteers.com)

## FAQs, cont...

### THE ANSWERS TO THE TOP QUESTIONS OUR VOLUNTEERS ASK

- What if I do not have an SSN?
  - The background screening can be run without an SSN.
  - No concern for immigration status.
  - SSNs should be used unless there is strong resistance.
- The background screening states a credit check will be run, that's an invasion of my privacy.
  - Background Screenings fall under the Fair Credit Reporting Act.
  - Sterling is required by law to include statements regarding this act.
  - Sterling DOES NOT run credit checks.
  - Statement is included in the background screening authorization that a credit check will not be run.
- Do I need to get fingerprinted?
  - No, fingerprinting is not part of the child protection program.
  - Some school activities may require fingerprinting, the school will let you know.
- How do I remove names that no longer attend our church?
  - Send me a list of names and the reasons why they need to be removed.



# Updates!

## Fewer Roles

- Pastors
- Pathfinders/Adventurers
- Children's Ministry/Sabbath School
- Driver (will run driving record)
- Other



# Updates!

## Continued...

- New Training Module – Current  
Helps with video errors
- New Reports – Current
- Merging Duplicate Profiles - Upcoming

# 2023 SAFETY INCENTIVE



The 2023 Safety Incentive Program will allow each church/company to receive up to \$750 of credit towards their 3/1/2024 – 3/1/2025 liability package premium. Items must be completed and reported by January 31, 2024.

-Ways to earn:

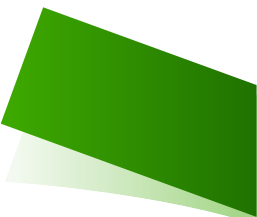
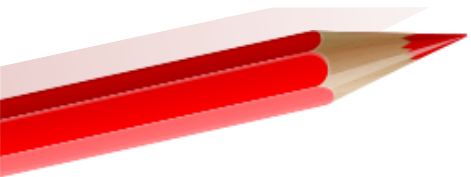
-\$150 – Complete and submit a Safety Inspection Form for your facility.

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-\$300 – Have an active Local Administrator to oversee the church's Sterling Volunteers program, and ensure volunteers are staying current with their training and screening.

-\$300 – Pastor/Lay Pastor completes the Florida Conference Risk Training Center program for Pastors (Risk Management Basics for Pastors).

-One credit per church/company that the Pastor is assigned to





Questions?

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