

Volunteer Clearance FAQ

A Guide for School Site Office Managers and Volunteer Coordinators

Clearance Quick Reference

Clearance Type	Validity Period	Who Inputs the Date in the Volunteer Clearance Spreadsheet?
Tuberculosis (TB)	Good for 4 years from the date of completion.	District HR enters historical dates (back to 2023) and future district-run clearances. School Sites input dates for TB Risk Assessments submitted directly to them or ones attached to the form.
Mandated Reporter Training	Must be completed every year before coming on campus.	School Sites are responsible for entering future completion dates. (Note: District HR is temporarily entering these while setting up site access).
LiveScan	Valid for the length of volunteer service.	District HR (acting as Custodians of Records). Sites must double-check clearance is still active on spreadsheet for each application.

Mandated Reporter Training (Category C)

Why are volunteers now required to take this training?

- **Student Safety Laws:** California Senate Bill 848 expanded training requirements to include Category C volunteers (those who may have unsupervised access to students).
- **Mandatory Requirement:** Category C volunteers must complete this training before they can be on campus with students.

How do volunteers access and complete the Mandated Reporter training?

- **Account Setup:** When a volunteer selects "Category C" on their application form, they will receive an automated registration email for the Keenan portal (the same portal staff use).
- **Direct Registration Link:** Volunteers can register directly using this link: <https://chico-keenon.safeschools.com/register/16d099e2>
- **Technical Support Contact:** If a volunteer experiences login issues with Keenan, they should contact **Julia Hohberg** in Certificated HR at jhohberg@chicousd.org.

LiveScan & Background Checks

What is a LiveScan and why is it required?

- **Background Check Method:** A LiveScan is how the district conducts criminal background checks through the California Department of Justice and FBI.
- **Process:** It requires physical fingerprinting and a signed authorization form.
- **Non-Transferable:** Because background checks contain highly confidential personal records, they cannot be shared between organizations/employers. Even if a volunteer did a LiveScan for another program (like the Boys & Girls Club or a previous job), they **must** complete a new one for our district.

Why do I need to double-check the LiveScan spreadsheet every year?

- **Subsequent Arrests:** As Custodians of Records, District HR receives automated updates if a cleared individual is arrested after their initial check. HR will notify your school site immediately if a volunteer's status changes.
- **No "Lifetime" Status:** The district is legally required to notify the DOJ and stop receiving records when a volunteer or employee is no longer active with us.
- **Best Practice:** To ensure a volunteer's clearance has not been canceled or updated, **always** check the **Volunteer Clearance Spreadsheet every time you receive a Category C application**.

Volunteer Clearance Spreadsheet Updates

Why are there new columns in the spreadsheet?

- **Faster Approvals:** We are adding expiration and completion dates for TB and Mandated Reporter training to make it quicker to clear returning or multi-campus volunteers from year to year.

What are my site's tracking responsibilities?

- **Tuberculosis (TB):** School sites must input the expiration date (exactly 4 years from completion) for any TB Risk Assessments that volunteers submit directly to your office.
- **Mandated Reporter Training:** Once school sites are granted "View Only" access to Keenan (which HR is actively working on), sites will be responsible for entering these completion dates. In the meantime, HR will continue to input them.

Troubleshooting & Issue Resolution

 **Important:** *If your site rejects a volunteer application at any point in the system, it completely deletes the application. The volunteer will have to start the application process over from the beginning.*

What if a clearance is missing from the spreadsheet?

If a volunteer claims they completed their clearances but you cannot find them on the spreadsheet, check the following:

- **Application Status:** Confirm if they marked "No" to having an active TB or LiveScan clearance on their form. If they marked "Yes", the system will **not** send them the automatic scheduling links.
- **Send Direct Links:** If they marked "Yes" to already having one on file but do still need to complete the clearance, you can manually email them the correct scheduling link below:
 - **TB Risk Assessment Phone Call Scheduler:** <https://forms.chicousd.org/Forms/schedule-tb-test>
 - **LiveScan Scheduling Link:** <https://forms.chicousd.org/Forms/schedule-livescan>

Note: Please do not distribute these links publicly. Only send them to individuals who have already submitted an application.

What if we are waiting on a clearance from the District Office?

- **Search Email/Spam:** Most delays occur because volunteers forget to schedule their appointments or the email went to their spam folder. Advise them to search their email inbox and junk folders for the word "**Laserfiche**".
- **Rejected Prints or TB Referrals:** Occasionally, fingerprints are rejected by the DOJ, or a TB phone assessment requires a clinic referral. In these cases, the District Office will work directly with the volunteer to resolve the issue.
- **Escalation:** If a clearance has been pending for **more than two weeks**, you are welcome to email **Julia Hohberg** (jhohberg@chicousd.org) to check the status of a missing clearance.