



County Operations for Processing Background Screening Reports

Frequently Asked Questions

Q: What is the cost of a background screening report?

- The First Advantage fee is \$24.80 + \$.25 SSN Verification fee + \$8.75 for an Iowa Motor Vehicle Search for a total of \$33.80.
- The ISUEO package cost includes up to three (3) versions of a person's name and up to ten (10) county court house searches. If more than three (3) names are selected to be searched there will be an additional fee of \$6.41 for each name above the three (3) names included in the package cost. Additional fees may be also occurred if the search exceeds ten (10) court house searches.
- The MVR fee is included on the county monthly invoice from First Advantage. Note: When using a non-Iowa driver license the MVR fee could be higher or lower than the Iowa \$8.50 fee as it varies from state to state. Also, some states only allow an MVR search on employees and not volunteers through First Advantage or other third party vendors. In such cases you will need to access that state's Motor Vehicle department for an MVR search.
- If an applicant has lived in other counties outside the state Iowa additional fees may occur.

Q: How do I set up another person in our office with the ability to process background screenings?

A: Click on "Admin" tab, then click on "Company user List" and then at the bottom of the "User List" click on "Add New User." You can then assign them an ID and temporary password. You may also contact First Advantage Administrator at maloy@iastate.edu

Q: What is the appropriate number of people in a county office to have credentials to process background screenings?

A: It is recommended that every county have at least two people that are able to process background screenings. Some counties, because of the large number of volunteers and employees, may opt to have more than two. Because of the sensitive and confidential nature of the information contained in the background reports, it is critically important that everyone handling the confidential information treat it accordingly.

Q: Are there certain forms or pages that I am supposed to print and file?

A: The signed Authorization and Disclosure forms are to be kept in a locked limited access filing cabinet for 7 years after the volunteer service has ceased. If a county opts to print out hard copies of the background report they too are to be filed in a secure locked file. For example, each volunteer has their own physical file folder and labeled with the person's name on the folder. It is important to separate the folders that contain sensitive background screening information, from "working folders" that staff members use for items like correspondence, interest lists, working notes, and such.

If a county wants to avoid paper copies and chooses to file electronically they should **not** be stored on the S-DRIVE as they will be viewable by all staff! If storing electronically it is recommended to be saved on the computer hard drive and password protected. Electronic copies are always available on-line through First Advantage.

Q: How are we billed?

A: Each county will receive a monthly invoice from First Advantage for orders processed. The First Advantage invoice may include additional fees incurred by First Advantage e.g. when searching other state court records they may have an additional fee that is not included in the ISUEO package price.

Q: A person wants to help a youth leader chaperone youth on a one day trip, do they need to have a background screening?

A: Yes. It is required that “all approved” authorized volunteers be screened regardless of the frequency that a person volunteers. By doing so approved volunteers will be covered by the county’s liability coverage through LMC Insurance & Risk Management.

Q: How often do we need to complete background screenings on volunteers and staff?

A: All volunteers and staff are to be re-screened every three years.

Q: When doing the background screenings do we have to add the National Sex Offender Registry and State Sex Offender Registry components to our requests?

A: NO! The National and State Registries are part of the National Criminal Record File Plus and are included in the ISUEO package at no additional cost. If after selecting the ISUEO package and then you also click on the individual components your will receive additional charges for each component.

Q: Can volunteers and new employees start work before the background process is completed?

A: NO. It recommended that you not start an employee or volunteer until you receive a completed background report. FABS typically completes a background report in 24 – 72 hours. By doing so you will avoid the awkward situation of having to retract an offer of employment or inform a volunteer that they are no longer approved. FABS is able to turn screening requests around and have reports back to you fairly quickly. It is better to wait for a successful report before the volunteer or employee starts work. The “hiring process” can move forward after a favorable First Advantage Background Screening Series (FABSS) report.

Q: Do we have to complete a background screening on all our Master Gardeners now?

A: Yes. A background screening will be completed on all applicants for the Master Gardener program; cost of the screening is included in the registration fee.

Q: Can we share the results of the background screening with the applicant?

A: We have had some counties inquire if they may share a volunteer’s background check report with another county if that volunteer also wants also volunteer in another county. We have verified with First Advantage and Whitfield & Eddy Law (Iowa Extension Council Association’s law firm) that it is permissible to share a volunteer’s background screening report with another county. The volunteer and/or employee must complete and sign the “Volunteer Request for Background Check” form. The original request form should be filed in the county that generated the background check and a copy also needs to be on file in the county receiving a copy of the volunteer’s background check report. Background Check reports are not to be shared outside of the ISUEO County Extension Council Organization.

Q: I made an error in entering a Social Security Number. It appears I was charged by First Advantage for that record. How can I get refunded for errors made?

A: Call First Advantage support services and have them delete the duplicate record to receive credit. To reach First Advantage support services, call 800-888-5773.

Q: Can we modify the screens of the First Advantage program?

A: No. The First Advantage program platform is used by thousands of FABS clients in the US and other countries and can't be modified.

Q: There is a place on the database that asks for “upload” of the authorization. Is this upload optional?

A: Yes it is optional. If a county chooses, though, they can upload the Authorization and Disclosure forms for electronic storage at FABS.

Q: Are minors able to sign the Authorization and Disclosure forms?

A: No. Applicants under the age of 18 are not allowed to sign the Authorization and Disclosure forms and need parental approval. There is a space provided on both forms for the parent signature.

Q: Does the FABS screen include a credit check?

A: No. Information provided by the consumer reporting agency for the criminal background check will not include a consumer credit report or credit score.