COMMUNICATION TO VOLUNTEERS

NYC Service, in partnership with the Office of Personnel Investigation (OPI) at the Department of Education, offers organizations engaging volunteers the opportunity to register with GoPass for volunteer background checks. GoPass is a simple, thorough, and reliable screening process for volunteers who work with vulnerable populations. Once an organization registers, all sponsored volunteers undergo a real time, fingerprint-based background check.

Applying for a GoPass is a five-step process.

1. Your sponsoring organization adds you to their Go Pass roster.*

2. Receive an email to complete the online application forms in Applicant Gateway.

3. Complete your online application within 10 days and print your referral form.

4. Present the referral form and your government-issued photo ID to get fingerprinted and photographed in person.

5. After undergoing a criminal background check...

*We will ask for your name and Social Security Number. We will use this information to look up your record in the GoPass System. This record is kept up-to-date in real time, and it includes your photograph to verify your identity and your eligibility for service.

APPLYING ONLINE

Once we have entered you onto our organization's roster, you will receive an email that prompts you to utilize [Applicant Gateway](#). Applicant Gateway is the secure website used by the NYC Department of Education to collect information from people applying to work in our schools. It is also used for Go Pass applications.

[Here is step-by-step tutorial for completing your Go Pass Applicant Gateway application](#)

TIP: filling out your Referral Form ahead of time expedites the process and gets you in and out of your fingerprinting session with ease.

GETTING FINGERPRINTED

65 COURT STREET

Monday – Friday
9:00am-4:30pm
(walk-in)

MOBILE UNIT EVENT

For large groups of volunteers, a GoPass Member Organization may arrange an on-site fingerprinting session using the Department of Education's Mobile Unit. If you are unable to attend the Mobile Unit session, you must go to 65 Court St. to be fingerprinted any time during office hours (or we can make apt @ 100 Gold St).

COMMUNICATION TO VOLUNTEERS (cont.)

BACKGROUND CHECK

Your name and fingerprints will be sent to the New York State Division of Criminal Justice Services and the FBI for a nationwide criminal background check. The entire background check process can take anywhere from 2-3 business days, best-case scenario, and worst-case scenario, up to 6 weeks.

Strict confidentiality will be observed with respect to the maintenance and use of your information developed during the background investigation.

The background investigation shall include a review of any or all of the following:

- **Criminal History Record**
  - Based on the information we receive from the Division of Criminal Justice Services after the volunteers is fingerprinted
- **Employment History**
- **Military Service**
- **Any other relevant information** related to an applicant's character, conduct, or background (e.g. reference letters and/or letters of recommendation)

If, prior to the conclusion of any background investigation, information of a derogatory nature is obtained, which may result in denying your application, you will be given an opportunity to review the information with the GoPass investigator and to include in the investigatory file, any written statement or documents which refute or explain such information. At the conclusion of the background investigation, GoPass may approve or deny your application.

IMMEDIATELY ELIGIBLE

If there is no need for additional information or clarification, you will be considered eligible for GoPass service. You will receive a welcome notice via email, and you can start volunteering.

UNDER INVESTIGATION

If there is a need for additional information/clarification, you will be contacted by the NYC Department of Education's Office of Personnel Investigation asking for your permission to investigate. Information shared will work to determine your final eligibility for GoPass service.

USING YOUR GOPASS

If there is ever a need for clarification of your status, the organization(s) where you volunteer will be notified immediately, and your volunteer activity will be suspended while the issue is investigated.

It is very important to keep your GoPass contact information up to date, in case we need to contact you or investigate an incident that could make you ineligible for GoPass service.

If you change your address, phone number, or email address, reach out to your organization to update these changes in the GoPass System online.

FAQs - VOLUNTEERS

Q: What is GoPass?

A: NYC Service, in partnership with the Office of Personnel Investigation (OPI) at the Department of Education, offers organizations engaging volunteers the opportunity to register with GoPass for volunteer background checks. GoPass is a simple, thorough, and reliable screening process for volunteers who work with vulnerable populations. Once an organization registers, all sponsored volunteers undergo a real time, fingerprint-based background check.

Q: I want to volunteer with my organization, but do not understand why I am being asked to undergo a background check via GoPass?

A: It is a highly encouraged best practice for organizations to perform background checks for volunteers working with vulnerable populations.

Q: What personal information am I required to give to my CBO representative?

A: Volunteers will need to provide the following personal information:

- First and Last Name
- Address
- Email
- Full Social Security Number
- Date of Birth
- Primary Phone Number

Q: What does the background check entail for a volunteer?

A: The GoPass background check process covers a statewide search through the New York State Division of Criminal Justice Services (DCJS) with a request for a statewide criminal background check. Additionally, a FBI nationwide criminal background check is requested. Overall, the background check covers areas including, criminal history, adverse employment, military history, and status of any licenses or certificates. Each volunteer application is considered on a case-by-case basis, and all active volunteers are monitored in real time.

Q: I have been fingerprinted by GoPass before – what do I do now?

A: If a volunteer has been specifically fingerprinted for GoPass, the organization's representative will enter the volunteer's full social security number and last name into the GoPass system and the volunteer's profile, photo, and eligibility status will be visible and confirmed. Volunteers must connect directly with their organization's representative on next steps.

FAQs - VOLUNTEERS (cont.)

Q: What is the background check and clearance process for GoPass?

A: The GoPass background check and clearance process is as follows:

1. Once a volunteer is entered into the GoPass roster, he/she will receive a link from Applicant Gateway. Volunteers **must** complete the Background Check Questionnaire and print out the Fingerprint Referral form <u>at least 24 hours</u> before getting fingerprinted. Volunteers must bring the Fingerprint Referral form to the fingerprinting location.
2. The volunteers' fingerprints are transmitted to the New York State Division of Criminal Justice Services (DCJS) for a statewide criminal background check and the FBI for a nationwide criminal background check.
3. Once the Office of Personnel Investigation (OPI) at the DOE receives the background check results, there is a dedicated GoPass investigator who reviews the results and either clears volunteers or puts volunteers under investigation for additional screening. If an individual is deemed ineligible as a result of the investigation, he/she will not be able to volunteer.
4. The entire background check process can take anywhere from 2-3 business days, best-case scenario, and up to 6 weeks, worst-case scenario.

Q: Why is my organization representative requesting a photocopy of my Social Security Card?

A: If a volunteer's social security number has been entered incorrectly in the GoPass roster, the volunteer will be asked to provide a photocopy of their social security card to the organization's representative. Once the volunteer's identity is confirmed, the incorrect GoPass profile will be deleted and the representative will be able to re-enter the correct information.

Q: I would like to use the fingerprints I submitted for GoPass as proof of background check for an employer or another organization. How can I access my fingerprints?

A: Unfortunately, this is not something that GoPass can provide. The GoPass background check is handled internally by the Department of Education's Office of Personnel Investigation (OPI). The results cannot be shared with any outside organizations. Correspondingly, the GoPass background check process only clears a volunteer for service with GoPass member organizations only.

Q: Can I get fingerprinted through GoPass as an individual?

A: GoPass is a background check system for NYC 501(c)3 nonprofit organizations and city agencies. Individuals must be volunteers sponsored by a GoPass participating organization.

Q: Who do I reach out to for my GoPass inquiries?

A: For all inquiries, please reach out to GoPassInfo@cityhall.nyc.gov.