

NYCSERVICE | NYC DEPARTMENT OF EDUCATION



GOPASS USER GUIDE

NYC Service

JANUARY 2019

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DISTINGUISHING THE ROLES

GoPass is an online system run by the NYC Department of Education's (NYC DOE) Office of Personnel Investigation (OPI) in partnership with NYC Service. You can use it to track the eligibility status of your volunteers. NYC Service manages the program by providing support to organizations and volunteers while the NYC DOE provides the background checks and the systems you'll use to track your volunteers.

NYC Service

- ▷ Facilitates the initial communication and organization's onboarding process
- ▷ Provides GoPass trainings
- ▷ Primary point of contact to organization representatives
- ▷ Continues to provide ongoing support and communication

NYCDOE's OPI

- ▷ Takes Payment from Organizations
- ▷ Conducts fingerprinting
- ▷ Manages processing of fingerprints for background checks
- ▷ Manages system used to track volunteers
- ▷ Conducts system updates

ABOUT GoPass

ABOUT

The GoPass System is an online, web-based tool designed and operated by NYC Department of Education to keep track of and monitor GoPass volunteers. It shows real-time feedback on volunteer eligibility and sends out automated notices in case a volunteer is deemed ineligible. It is an expansion of an existing DOE system that is used to track the eligibility of teachers, staff, and contractors working in New York City's public schools.

THE GOPASS SYSTEM

Stores NYC Community Based Organizations' information and gives NYC CBOs access to a pool of eligible volunteers

Perform background checks on new volunteers and stores volunteer bio and background information

Updates NYC CBOs of eligibility changes for volunteers

BENEFITS (ACTIVE VOLUNTEERS)

It is a highly encouraged best practice to screen volunteers who work with vulnerable populations. GoPass was created by NYC Service to provide nonprofit organizations and city agencies with a robust, inexpensive way to screen volunteers for this purpose. GoPass organizations get to be part of an integrated system through which NYC agencies can share their most talented and bright volunteers.



JOINING GoPass

HOW TO JOIN

Prior to joining GoPass, organizations must:

1. Provide proof of your organization's 501(c)3 status.
 - (E.g. recent IRS Form 990 or other official documents may be accepted)
2. Review and sign the GoPass Terms of Use.
 - To be signed by an executive director or managing director
3. Send a Certificate of Liability Insurance:
 - Under the section labeled "Description of Operations/Locations/Vehicles", please include **the New York City Department of Education and the City of New York** as additional insureds.
 - Under the section labeled "Certificate Holder", include **GoPass NYC Service, 253 Broadway 8th Floor, New York, NY, 10007**

Once you have secured these items, please send them electronically to GoPassInfo@cityhall.nyc.gov where a representative from NYC Service will review them. It normally takes 2-3 weeks to complete the process and start screening volunteers.

PAYMENT

Each background check costs \$60. Background check fees are non-refundable. You have a few different options to cover fingerprinting costs when sending your volunteers to be screened individually at one of our locations:

Your volunteer can cover the \$60 fee by credit card or check/money order personally and be reimbursed by your organization.

Provide each volunteer with a check or money order of \$60 and the volunteer brings the check/money order at the fingerprinting location.

FINGERPRINTING PROCESS

USING THE GoPass SYSTEM

Each CBD Rep has a username and password, and are the people who will receive notices about eligibility. Because these representatives will be responsible for entering volunteers into the system, confirming eligibility for service, and acting on any notices of ineligibility, we recommend having at least two GoPass representatives per organization. If you would like additional representatives added to your organization/agency's profile, please email GoPassInfo@cityhall.nyc.gov.

We encourage CBD Reps to advise the GoPass team of any updates. We use this information to make your organization aware of the latest GoPass updates, including Open Mobile Unit opportunities, as well as all GoPass system upgrades and/or any potential system interruptions.

GETTING FINGERPRINTED

Once an organization registers, all sponsored volunteers undergo a one-time, fingerprint-based background check. Within the system, your CBD will have one or more Projects. All volunteers must be assigned to a project. You might have several projects, one for each program that uses volunteers, or one for each location where you place volunteers – it is up to you what projects you create.

CBD REQUIREMENTS

- Add volunteers to your organization's roster (Name, Date of Birth, Address, Email and Social Security Number).
- Make sure that the email address is correct and used frequently.
- Inform your volunteers they should be receiving an automated email from [Applicant Gateway](#).
- Encourage your volunteers to fill out the Online Questionnaire and print out the Fingerprint Referral Form at least 24 hours prior to being fingerprinted.

LOGGING IN

You can log in to the GoPass System by clicking this [link](#).

Because the system contains sensitive information, it requires a username and password to log in. If you have lost your password, email GoPassInfo@cityhall.nyc.gov and we will generate a new one for you.

FINGERPRINTING PROCESS (cont.)

VOLUNTEER REQUIREMENTS

- After receiving the [Applicant Gateway](#) email, log in to your account using your email address and the last four digits of your SSN.
- Fill out the Online Questionnaire and print out the Fingerprint Referral Form at least 24 hours prior to being fingerprinted.
- Bring your Referral Form and a State ID to one of our fingerprinting locations to be screened.
- Reach out to your organization or GoPassInfo@cityhall.nyc.gov for any questions/concerns.

WAITING FOR THE RESULTS

The entire background check process can take anywhere from 2-3 business days, best-case scenario, and worst-case scenario, up to 6 weeks. Please reach out to GoPass@schools.nyc.gov for all inquiries regarding volunteers' statuses.

BACKGROUND CHECK PROCESS

The volunteer's name and fingerprints will be sent to the New York State Division of Criminal Justice Services (DCJS) and the FBI for a nationwide criminal background check.

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

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

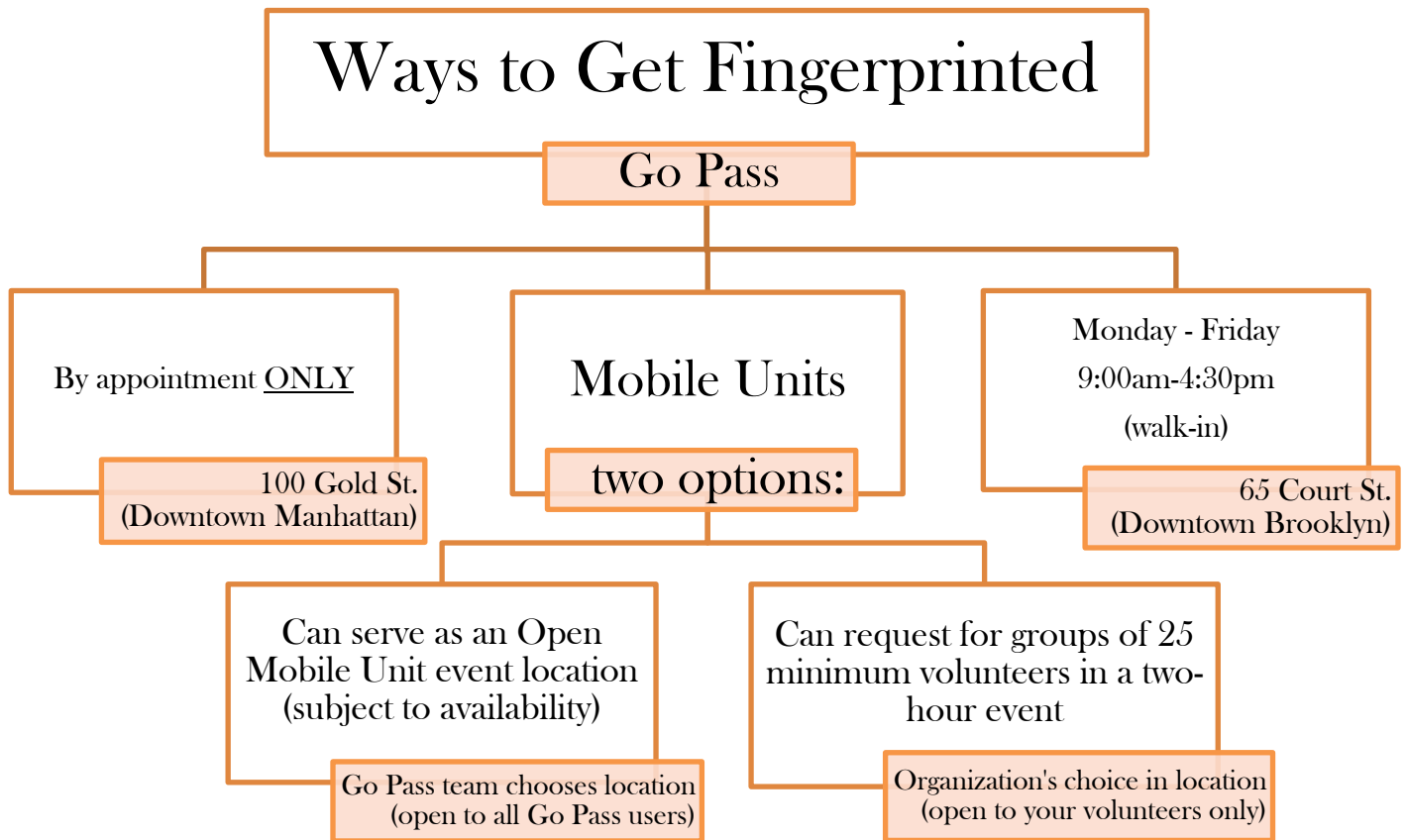
- **Criminal History Record**
 - Based on the information we receive from DCJS after the volunteers are fingerprinted
- **Employment History**
- **Military Service**
- **Any other relevant information** related to an applicant's character, conduct, or background (e.g. reference letters and/or letters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

NOTE: In reviewing the volunteer's record, which includes a previous criminal conviction, GoPass is bound by law to comply with Article 23-A of the New York State Corrections Law.

FINGERPRINTING PROCESS (cont.)

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.

FINGERPRINTING LOCATIONS



To schedule a fingerprinting appointment at 100 Gold St., please reach out to GoPass@schools.nyc.gov.

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.*

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

5. After undergoing a criminal background check...

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

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

*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.

MOBILE UNITS

At a GoPass Mobile Unit visit, a team of technicians come out for an on-site fingerprinting session at a volunteer event or training. To schedule a mobile unit visit, go on our GoPass Online Mobile Unit Scheduling calendar. Requests for the mobile units during normal business hours are preferred. Any volunteers who are unable to attend the mobile session are welcome to be fingerprinted at 65 Court St. at another time.

MOBILE UNIT REQUIREMENTS:

- At least 25 volunteers attending the event.
- Access to the internet or a location where there is good cell phone reception.
- At least two tables, power outlets, and chairs for the mobile units and technicians.

A computer with internet access for volunteers who haven't filled out the Online Application.

BEFORE YOUR MOBILE UNIT VISIT

Ask volunteers to complete the Online Application through the Applicant Gateway and print out their Referral Form at least 24 hours before coming to the session. At least 72 hours before the visit, send (GoPass@schools.nyc.gov) a list of the names and emails of all the volunteers who will be fingerprinted. The GoPass Team will conduct a system wide check of all individuals before fingerprinting to reduce the time it takes to process an applicant.

AFTER YOUR MOBILE UNIT VISIT

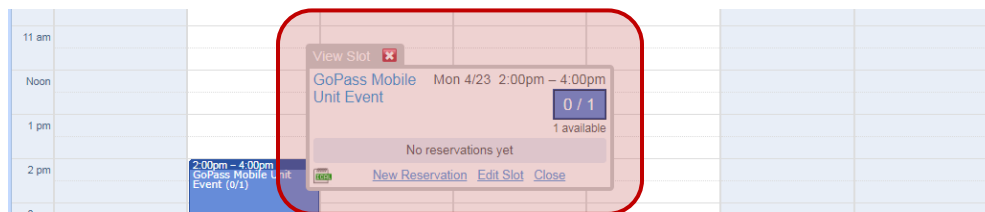
Don't forget to view the status of fingerprinted volunteers on your organization's roster in the GoPass system. You will only receive notifications of eligibility about volunteers who are active and on your roster.

SCHEDULING A MOBILE UNIT:

The mobile unit typically operates Monday through Thursday from 10:00 am to 8:00 pm. Please make your requests on our [GoPass Online Mobile Unit Scheduling calendar](#). *If you are interested in a mobile event on a Friday, please reach out to GoPass@schools.nyc.gov.*

MOBILE UNITS (cont.)

When you first click on a time slot it will ask you to sign in to add a reservation for a mobile event. You must create a login to book a mobile unit event. If it is your first time registering, you must create an account. Moving forward, you may use this same account for future appointments.



No mobile unit event is guaranteed until you receive the confirmation email that states that your status is approved or denied. You will receive a confirmation email once the GoPass Team has **approved** your GoPass Mobile Unit request.

Subject: New reservation for GoPass Mobile Unit

Dear John Smith,

This message is confirmation that your reservation was approved.

Details of the updated reservation:

When : Thu 4/19/2018 2:00pm to 4:00pm
 Title : GoPass Mobile Unit Event
 Status : **Approved**
 Full name : John Smith
 Phone : 9094282093
 Email Address : john.smith@GoPass.com
 Requested Location for Event : Where is the event?
 Created on : 4/5/2018 4:56pm by kbalogh@cityhall.nyc.gov
 Updated on : 4/5/2018 4:57pm by administrator

Highlighted in **GREEN** is where you will view the status of the event.
 Highlighted in **RED** are necessary items to have completed prior to the mobile unit event.

You can access the schedule at:
http://www.supersaas.com/schedule/NYC_Service/GoPass_Mobile_Unit?day=19&month=4&year=2018

Before your Mobile Unit Visit:

Ask volunteers to complete the Online Application through the Applicant Gateway and print out their Referral Form before coming to the session. At least two days before the visit, send GoPass@schools.nyc.gov a list of the names of all the volunteers who will be fingerprinted. Remember, you must have all volunteers on your roster if you would like them to be screened.

The Go Pass Team will conduct a system wide check of all individuals before fingerprinting to reduce the time it takes to process an applicant.

If you have any questions or concerns, please reach out to GoPass@schools.nyc.gov.

The system allows users to view calendar of available mobile unit event dates and times, cancel mobile unit events online, and receive email notifications (including confirmation, reminder, and follow up emails). Not only does this streamline GoPass communication processes, it allows for transparency, and equal opportunity.

ELEGIBILITY STATUS

ELIGIBILITY

If there is no need for additional information or clarification, the volunteer is considered eligible for GoPass service.

- Volunteers will receive a welcome notice via email, and you can start volunteering. They are also marked eligible in system.
- GoPass eligibility does not expire as long as the volunteer has been active within the past 3 years.
- The only requirement is that volunteers have a Social Security Number.

INELIGIBILITY

If ineligible, it may be due to one of four reasons:

- Volunteer is deemed ineligible and cannot volunteer with vulnerable populations.
- Volunteer is marked ineligible because their fingerprints have not yet been processed.
- Volunteer is ineligible due to two failed sets of prints and must be screened through name search.
- Volunteer is ineligible due to an investigation:
 - Volunteer will be contacted by the NYCDOE's Office of Personnel Investigation (OPI/GoPass Investigator)
 - Opportunity to explain the situation to the investigators, who will work to determine the volunteer's final eligibility for GoPass service.
 - A volunteer can withdraw their GoPass application at any time, which will end the investigation.

USER MEETINGS

PURPOSE:

These meetings are designed to give GoPass users the space and opportunity to interact with other GoPass users, ask questions, share best practices, express opinions on GoPass matters, and suggest topics for future User Meetings.

PREVIOUS TOPICS:

NOVEMBER, 2017 MEETING

- ▶ **General Information & Updates**
- ▶ **Fingerprinting**
- ▶ **Eligibility Status & Clearance**
- ▶ **General information & Updates**
- ▶ **Troubleshooting Protocols**

MAY, 2018 MEETING

- ▶ **GoPass Online Mobile Unit Scheduling**
- ▶ **Error Messages & Meaning**
- ▶ **GoPass Tips & Reminders**

These User Meetings will occur semi-annually and organizations should feel free to suggest future topics to the GoPass team.

TROUBLESHOOTING PROTOCOLS

NYC SERVICE

GoPassInfo@cityhall.nyc.gov

- ▶ **Join GoPass Community**
- ▶ **Onboarding Training**
- ▶ **Update Paperwork**
- ▶ **Update CBO Representatives**
- ▶ **Reset Password**
- ▶ **General GoPass Inquiries/Customer Service**

NYCDOE's OPI

GoPass@schools.nyc.gov

- ▶ **Takes Payment from Organizations**
- ▶ **Conducts fingerprinting**
- ▶ **Manages processing of fingerprints for background checks**
- ▶ **Manages system used to track volunteers**
- ▶ **Conducts system updates**

FAQs - ORGANIZATIONS

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: What are the criteria for joining the GoPass network?

A: NYC 501(c)3 nonprofit organizations and city agencies are eligible to join GoPass. GoPass can only be used to perform background checks on volunteers and cannot be used to fingerprint paid employees.

Q: What are the criteria that the Department of Education uses to determine eligibility for a volunteer?

A: The background check process is handled internally by the Department of Education's Office of Personnel Investigation (OPI). OPI is not able to share specifics concerning the criteria used for determining eligibility. There is a legal team at the DOE, however, that ensures that all determinations comply with vulnerable populations laws.

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: Can a volunteer without a Social Security Number be fingerprinted through GoPass?

A: No. Volunteers must have a Social Security Number in order to be eligible for GoPass. Foreign students who are not authorized to work in the United States do not have Social Security Numbers and are therefore, not eligible for GoPass unless they have a Social Security Number from a previous visit.

Q: I accidentally input a volunteer's Social Security Number incorrectly when adding them to my roster. How can I change their Social Security Number?

A: Once you have entered a volunteer's social security number, you cannot change it on your end. If you have entered an incorrect social security number for a volunteer, contact GoPass@schools.nyc.gov with a photocopy of the volunteer's social security card. We will contact the Department of Education's technical team as well Applicant Gateway support in order to change the social security number in GoPass as well as in Applicant Gateway. After verification, the GoPass DOE team will delete the incorrect profile, enabling you to re-enter the volunteer in your roster.

FAQs - ORGANIZATIONS (cont.)

Q: One of my volunteers cannot access the Fingerprint Referral Form in Applicant Gateway. This volunteer was previously fingerprinted by the Department of Education. Could this be the reason why they are not seeing the Fingerprint Referral Form?

A: Yes. If a volunteer has been previously fingerprinted by the Department of Education, they will not be able to access the Fingerprint Referral Form. This Form is only for volunteers who do not have fingerprints in the Department of Education's system. The volunteer may proceed to 65 Court Street to be fingerprinted without the Fingerprint Referral Form.

Q: Does a volunteer who was previously fingerprinted by the Department of Education need to be fingerprinted again for GoPass?

A: Yes. We are required to keep our background checks separate from Department of Education employee/contractor background checks, as volunteers are screened under a different law.

Q: How can I ensure that my volunteer has been fingerprinted through GoPass specifically?

*A: Once you enter a volunteer's social security number and last name in the GoPass system, their profile, eligibility, and **photo** will be pulled. Be sure to confirm the current information of the volunteer and proceed to add them to your GoPass roster. If the volunteer's profile **does not have a photo**, the volunteer has not been fingerprinted through GoPass specifically. In this case, please be sure that the volunteer is fingerprinted and processed through GoPass accordingly.*

Q: What are the payment options for GoPass?

A: Each background check costs \$60. The fingerprinting fee is non-refundable. You have a few different options to cover fingerprinting costs for your volunteers:

- *An organization can provide a check or money order to individual volunteers to take to the 65 Court St. or 100 Gold St. locations.*
- *An organization can pay the full amount for all present volunteers during a Mobile Unit Event.*
- *Volunteers can cover their fingerprinting fee personally.*
- *Volunteers can pay for their fingerprinting fee personally and get reimbursed by the organization.*

Check and money order payments can be made to NYCCOE/DHR at 65 Court St. Brooklyn, NY, 11201. GoPass takes various methods of payment including:

- *Personal and corporate checks*
- *Money orders*
- *Credit and debit cards*

FAQs - ORGANIZATIONS (cont.)

Q: How long does it take for my volunteers to be cleared after they have been fingerprinted?

A: The majority of your volunteers should be cleared within 2-5 business days, as long as everything can be done electronically and there aren't any background check flags. In some rare cases, due to fingerprint unreadability, the clearance process can take up to 6 weeks. You can reach out to GoPass@schools.nyc.gov to find out the status of a volunteer.

Q: I just received an email notifying that a volunteer in my GoPass roster is ineligible. What does this mean and what is my organization's next step?

A: Volunteers deemed ineligible cannot serve with vulnerable populations. If an investigation is required, you will be notified that the volunteer is ineligible. An OPI investigator will reach out to the volunteer directly to notify them of the investigation and request any additional information, if needed. The volunteer's privacy is protected during investigations therefore, you will only know that they are ineligible, not WHY they are ineligible.

There are a few reasons why volunteers are marked as ineligible:

- 1. The volunteer has been added to your roster and his/her status is by default ineligible until the volunteer is fingerprinted.*
- 2. The volunteer's fingerprints have not yet been processed (this typically takes 2-3 business days if everything is done electronically).*
- 3. The volunteer has had two failed sets of prints and must be screened through an FBI name check (this typically takes up to 6 weeks to process).*
- 4. During screening, the volunteer's background is flagged, requiring a GoPass investigator to proceed with additional clearance protocols.*
- 5. One of your eligible volunteers became ineligible due to some recently flagged activity.*

If a volunteer has been deemed "ineligible" for longer than 10 business days, please reach out to: GoPass@schools.nyc.gov.

Q: We received notification that a volunteer is under investigation. Can you inform us why they are under investigation?

A: Unfortunately, we cannot disclose specifics regarding an investigation. A volunteer's privacy is protected during any investigation. The Department of Education's Office of Personnel Investigation (OPI) will be reaching out to the volunteer directly. During this process, you will only know that the volunteer is ineligible; we cannot disclose why they are ineligible.

Q: How does my CBO schedule a Mobile Unit Event?

A: For groups of 25 volunteers or more that can be fingerprinted on a specific date and time frame, an organization can request that the GoPass team in the Office of Personnel Investigation at the DOE send a mobile fingerprint unit and technicians to your location using the SuperSaaS scheduling link at <https://bit.ly/2W3Jj94>. The mobile unit is capable of processing at least 12 volunteers per hour. The mobile unit typically operates Monday through Thursday from 10:00am to 8:00pm. If you are interested in a mobile event on a Friday, please reach out to GoPass@schools.nyc.gov. Mobile Unit requests can be made up to 60 days in advance.

FAQs – ORGANIZATIONS (cont.)

Q: What and when is the GoPass Blackout period?

A: Due to the high volume of DOE teachers and vendors in need of fingerprinting each school year, the Office of Personnel Investigation at the DOE goes into a GoPass black-out period from mid-August to mid-September. During this time the Go Pass team at the DOE cannot offer Mobile Unit services. Volunteers will have the following options to be fingerprinted:

- *Volunteers can be sent to our 65 Court St. location open Monday – Friday from 9:30am – 4:30pm.*
- *Volunteers can schedule appointments to be fingerprinted at our 100 Gold St. location.*
- *GoPass will hold Open Mobile Unit events at 100 Gold St. at specific dates and times to be determined and shared prior to the start of each GoPass blackout period.*

If you anticipate a fingerprinting need for large groups of volunteers during this time, please reach out to GoPassInfo@cityhall.nyc.gov at least 8-12 weeks in advance for planning.

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

A: For general inquiries about program eligibility, on-boarding, GoPass policies, as well as resetting passwords or adding/removing staff users reach out to GoPassInfo@cityhall.nyc.gov. For inquiries about volunteer status updates, mobile unit scheduling, payments, and any technical issues with the GoPass system reach out to GoPass@schools.nyc.gov. For more information, see our [Who To Contact](#) one-pager highlighting the role between NYC Service and DOE DPI at <https://bit.ly/2DrU02Z>.

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 CBD 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 at least 24 hours 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.

ACCESS THE GOPASS USER GUIDE ONLINE AT
[NYC.GOV/SERVICE](https://nyc.gov/service)



STAY CONNECTED. FOLLOW @NYCSERVICE

NYC Service

8.6 MILLION NEW YORKERS. TOGETHER. SERVING EACH OTHER.

JANUARY 2019