

## **FAQ's**

### **Why do I have to get a background check to volunteer with my child?**

School districts are required to obtain criminal history record information on certain volunteers (TX Education Code Section 22.083). The Safety Check (Raptor) screening performed for campus visitors does not satisfy the legal requirements to obtain criminal history information as it only checks for registration as a sex offender, not all criminal history.

### **How do I sign up for a background check?**

When you enter your email address on the volunteer registration page, there is a box that asks if you authorize us to run a background check. By giving us authorization, your information is submitted to our background check company, True Hire.

### **How long does my volunteer application/background check take?**

It takes 7-10 days to process your background check. If you already have a background check on file, our system will automatically place you on the approved list and you will hear from us within 2 business days. Background checks are valid for 3 school years.

### **What are the background check clearance levels?**

**Level 3** – Drivers: Applicants are approved to drive their own child and other students to off-campus events.

**Level 2** – Low supervision or unsupervised volunteers: Volunteers who work with students without direct supervision from AISD staff.

**Level 1** – High supervision volunteers: volunteers that will be working in on-campus environments where staff is present and engaged with the students.

**Not Approved** - The applicant cannot volunteer through APIE. Volunteer may have their background check ran every year, if requested.

**For a complete understanding of each level and clearance and criteria, please view our guidelines by clicking [here](#).**

*Please note: though not listed specifically on our Background Check Guidelines, APIE does take multiple revoked probations and open warrants into consideration.*

### **I have a recent arrest that is pending. Will I be able to volunteer?**

As our guidelines state, you will not be approved to volunteer if you have a pending felony or misdemeanor.

### **What if I don't pass my background check or don't meet the required clearance?**

You will receive a letter in the mail, as well as an email with the status of your background check. The email and letter will provide you with the contact information of True Hire, who can review your report with you.

### **What if I am arrested after I have already been cleared to volunteer?**

You must notify APIE within three business days if you are arrested, charged with, convicted of, granted deferred adjudication or deferred prosecution for, or enter a plea of nolo contendere for, any felony or any misdemeanor involving moral turpitude.

### **Who can view my results?**

APIE's Operations Coordinator will be able to see if you pass, fail, or do not pass at the *required* level. The school or program that you registered for will not be notified of the results of your background check if you are not approved to volunteer. Our background check company does not send us criminal history reports unless results are contested by the applicant.

### **How can I contest my results?**

You will be provided with the contact information of the background check company, True Hire. They will review your results and go over any questions you have regarding your criminal history report. They will walk you through the process of submitting the appropriate documentation if your results are incorrect.

If any changes are made, True Hire will send APIE official documentation and adjust your background check level. Please note, if you contest your results, **ONLY** the appropriate staff at APIE will review your criminal history report with complete discretion. The coordinators at the school and/or service organization will not be notified.

### **How long does my registration application/background check take?**

It takes 7-10 days to process your background check. If you already have a background check on file, our system will automatically place you on the approved list and you will hear from us within 2 business days. Background checks are valid for 3 school years.

### **I already had a background check completed through APIE, why does the volunteer coordinator not have my name?**

While your background check is valid for 3 years, you must sign up through APIE's website every school year, for each volunteer opportunity you want to participate in. Once you go through our registration process, your name will appear on the volunteer coordinator's list for that specific opportunity.

**I already had a background check done with another company. Do I still need one?**

Yes. Your background check must be run through APIE's background check company and kept in our records in order to obtain approval.

**What if I don't have an email?**

Please enter your first name and last name @noemail.com. Please note, we use email as our primary source of contact. Please feel free to call us for an update on your background check. The coordinators will received your information if you are approved to volunteer.

**I don't have a computer. How can I sign up?**

You have two options. You may contact the volunteer coordinator at the school you want to volunteer with and ask for assistance. Alternatively, you may call our office and we will assist you. Our number is (512) 637-0900.