Recognizing and Reporting Child Abuse and Neglect
Volunteer Frequently Asked Questions – FY20

Montgomery County Public Schools (MCPS) values the volunteers who work in our schools to enrich our students' experiences. As a community, we are mindful of our shared responsibility to create safe, nurturing environments for our students. These answers to frequently asked questions (FAQs) serve to clarify volunteer training and background check requirements.

This FAQ document is in alignment and supported by Montgomery County Board of Education Policy JHC, *Child Abuse and Neglect*, Montgomery County Public Schools Regulation JHC-RA, *Reporting and Investigating Child Abuse and Neglect*, and Montgomery County Public Schools Regulation IRB-RA, *Volunteers in Schools*. Additional information can be access on the Child Abuse and Neglect website at https://www.montgomeryschoolsmd.org/childabuseandneglect/

Visitor Management System:

Question	Answer
Q1: What should visitors, including volunteers, do when they arrive at schools?	**A1:** During designated school hours, all visitors, including volunteers, must sign in to schools using the MCPS Visitor Management System (VMS).
Q2: What is the Visitor Management System (VMS)?	**A2:** The VMS scans the visitor's driver's license or state-issued identification card against the state sex offender registry. The VMS also produces a nametag that should be worn at all times while in the school building.

Volunteer Training Requirements:

Question	Answer
Q3: Do volunteers need to be trained in *Recognizing and Reporting Child Abuse and Neglect for Volunteers and Contractors?*	**A3:** Yes. All volunteers who **regularly** support schools and students and those who attend field trips must complete the online module, *Recognizing and Reporting Child Abuse and Neglect* training for volunteers and contractors. This training requirement also applies to volunteers who regularly support school-sponsored activities.
Q4: How do I access this training?	**A4:** The training is available online on the Child Abuse and Neglect webpage HERE.
Q5: Does everyone who provides support for schools need to complete the training requirements?	**A5:** While we encourage all community members to engage in this important, informative training, currently we only require individuals who **regularly** support schools to complete the Child Abuse and Neglect training. However, this requirement does not apply to individuals who support at large events or those who assist at one-time events under supervision of school staff members. The following are examples of the types of activities that **do not** require completion of the volunteer training (not an exhaustive list): • Guest readers and speakers in classrooms where they will be supervised by a MCPS employee, • High school/college recruiters and volunteers at job and college fairs, • Parent/Guardians or other relatives who are observing or supporting a celebration (e.g., a parade) or helping with a class party, and • Parent/Guardians staffing concessions and ticket booths at large events

Q6: When will the volunteer training be available?	**A6:** The training is available online on the Child Abuse and Neglect webpage HERE.
Q7: If I already completed MCPS training in the 2016-2017, 2017-2018, or 2018-2019 school year, do I have to do so again in the 2019-2020 school year?	**A7:** No. If MCPS records reflect that an individual completed MCPS training offered last year, the individual does not have to undergo additional training in the 2019-2020 school year. The training is required every three years beginning after the FY17 school year*. If volunteer training was taken in: • 2016-2017 renew in 2020-2021* • 2017-2018 renew in 2020-2021 • 2018-2019 renew in 2021-2022
Q8: Do all volunteers have to complete the training module online?	**A8:** All volunteers are required to complete the training online on the Child Abuse and Neglect webpage HERE in order to receive electronic confirmation that this requirement has been completed. If a volunteer **has already completed the Child Abuse and Neglect training**, their name will populate in the myMCPS report titled Volunteer/Contractor Completion Report (under the compliance section). If a volunteer **has not already completed the Child Abuse and Neglect training**, they will need an account to do so. Parents or guardians will use or create their account in the MCPS Parent Portal, while non-parents will create an account at this link. This resource will help schools support parents/guardians in creating their MCPS Parent Portal accounts. Once they access their account, they will be able to complete the training and will have a record of their completion recorded in the training course. As of July 1, confirmation of Child Abuse and Neglect completion will be noted with a 100% in their course grades. Schools will access the report linked above but should volunteers need to share their grade completion with the school, they can access it at any time by returning to their training course. The advantage to this new process is twofold: volunteers will never lose their own completion data and since parents/guardians are using their MCPS Parent Portal accounts, they will be connected to their student so their completion information (for the Volunteer/Contractor Completion Report) will articulate with their students who may move schools for whatever reason. Due to this new reporting format, schools **will not** have the option of using the online module as a resource to provide individual or small group training sessions for their volunteers. Parents/guardians will not be barred from participation in their schools due to the need for accommodations. Schools may contact the Office of Student and

	Family Support and Engagement (OSFSE) at *OSFSE@mcpsmd.org* for input into the volunteer training database reports, as well as any special accommodation requests.
Q9: What if I require accommodations for disabilities to complete training?	**A9:** Principals and school staff should accommodate individuals within theirs schools as appropriate, in consultation with OSFSE, as needed. [see A8]
Q10: Will the online volunteer training be provided in multiples language?	**A10:** Yes. The online training is currently available in **English, Spanish, Chinese, French, Korean, Amharic, and Vietnamese**.
Q11: How will we know that volunteers have completed the training?	**A11:** As volunteers complete the training, participation is recorded and tracked by MCPS. Since the new process requires an account on the MCPS Parent Portal, confirmation of completion will be noted with a 100% in their course grades. Schools will access the report linked above but should volunteers need to share their grade completion with the school, they can access it at any time by returning to their training course.
Q12: Once volunteers have been trained, may they work with students?	**A12:** Yes. Volunteers may support the school the various ways the school has established.
Q13: Do parents/guardians who are eating lunch with their child need to complete the online training?	**A13:** No. Parents/guardians eating lunch in the cafeteria with their children are not considered regular volunteers and will be under the supervision of MCPS employees during this time.
Q14: Do parents/guardians need training if they are helping at dismissal or at recess?	**A14:** Yes. Parents/guardians who regularly work with students in school or during school sponsored activities must complete the online training prior to volunteer at school.
Q15: Do MCPS student-volunteers who are helping in schools have to complete the online volunteer training?	**A15:** No. MCPS student-volunteers who are helping in schools must be supervised at all times by an MCPS employee.
Q16: Do student teachers and interns need to complete the online volunteer training?	**A16:** Yes. Student teachers and interns are required to complete mandatory online Child Abuse and Neglect training found HERE.

Fingerprinting and Background Check Requirements:

Question	Answer
Q17: What are the background check requirements for volunteers?	**A17:** The following categories of volunteers are required to complete fingerprinting and background checks: • Volunteer coaches, • Grade 6 Outdoor Environmental Education Programs (Outdoor Education) chaperones, • Volunteers on overnight field trips, and • Volunteers on extended day trip that require Office of School Support and Improvement approval. (e.g., if departure time is not within the MCPS operations start time and/or return time is later than 7:00 p.m.) *[Note -- All Athletics/Fine Arts trips travelling less than 100 miles on a single-day trip will not require chaperone/volunteer fingerprints or background checks.]* Active federal, state, and local law enforcement personnel who have completed a criminal background check as a requirement of employment are exempt from the MCPS background check requirement. However, they are required to contact the fingerprinting

	office at 301-279-3276 to verify the agency form which they are employed, including their work identification number. For all others who have been fingerprinted for their work (White House, a government agency, etc.), they must be fingerprinted through MCPS or American Identity Solutions (AIS) in order for MCPS to receive the reports from the authorities (past and future criminal activities).

Q18: Where do volunteers go for background checks and how long does it take to be cleared?	**A18:** Fingerprinting and background checks may be obtained at the following location(s) **by appointment**:
	
	• The Office of Human Resources Development (OHRD), located at 45 West Gude Drive, Rockville, Maryland 20850, 301-279-3276.
	• American Identity Solutions (AIS), located at:
	  1. 6701 Democracy Boulevard, Suite 110, Bethesda, Maryland 20817, 301-571-9479
	  2. 12501 Prosperity Drive, Suite 200, Silver Spring, Maryland 20904, 240-670-7952
	  3. 7361 Calhoun Place, Rockville, Maryland 20855, 301-296-4499
	  4. 12800 Middlebrook Rd., Suite 112-B, Germantown, Maryland 20874, 301-383-9651
	• It takes approximately four weeks to complete the background check process.

Q19: Who pays for volunteers to complete their background checks?	**A19:** The volunteer is responsible for the cost of the background checks. The cost is $52.25 at OHRD and AIS. On a case-by-case basis, schools may work with volunteers to make alternative arrangements to cover the cost. • Outdoor Education overnight chaperones will have no cost for background checks if fingerprinting is completed through OHRD. • Volunteer coaches will continue to pay for their background checks, as arranged through the Athletic Department.
Q20: Do I need to undergo another background check if I completed a MCPS background check last year?	**Q20:** Due to new *RapBack* guidelines (*Record of Arrest and Prosecutions BACK program)*, any parent/guardian fingerprinted prior to January 1, 2019, will need to be re-fingerprinted to complete the process again for the 2019-2020 school year.
Q21: If a school's Parent Teacher (Student) Association (PTA/PTSA) sponsors an after-school activity, enrichment program, or other program, are the providers subject to the requirements applicable to MCPS contractors regarding fingerprinting and background checks?	**A21:** Fingerprinting and background checks are required for school-sponsored events only. • If the after-school program is funded or sponsored by MCPS, or MCPS is part of the contract (i.e., *the principal's signature is on the contract*), training is required and if the after-school program providers will have direct, unsupervised, and uncontrolled access to students in an MCPS facility, background checks are required. • If the contract is not school-sponsored and sponsored solely by the PTA/PTSA or other organization, or arranged solely through the Interagency Coordinating Board (ICB), MCPS does not require background checks or training. However, the PTA/PTSA or ICB may have additional requirements for their contractors.
Q22: Who informs potential volunteers that they have been approved or not approved?	**A22:** Potential volunteers will receive notification by mail of the State background results only. MCPS (OHRD) will conduct a case-by-case analysis and promptly follow-up with the potential volunteer regarding information about sexual offenses, child sexual abuse offenses, and crimes of violence, as well as any offenses involving distribution of drugs or other controlled substances. OHRD will not share any details

	regarding a potential volunteer's criminal background check with school-based staff members.
Q23: Who should I contact if I have questions about volunteer training and background checks?	**A23:** If you have any questions or concerns about volunteer requirements, please contact your school. In addition, concerns not addressed at the school level can be addressed in the Office of Student and Family Support and Engagement (OSFSE) via email at *OSFSE@mcpsmd.org* or by phone at 240-453-2426.
Q24: How do these requirements apply to Montgomery College staff working at MCPS sites?	**A24:** Montgomery College employees working with the dual enrollment program undergo a criminal background check, including fingerprinting, at the time of hire. They must have their Montgomery College-issued identification badge visible while in the schools.
Q25: How do these requirements apply to Montgomery County Government (MCG) employees?	**A25:** MCG employees, such as nurses and health room technicians, undergo a criminal background check, including fingerprinting, at the time of hire. They must have their MCG-issued identification badge visible while in the schools. MCPS issues identification badges for county staff in the Linkages to Learning program who have completed the criminal background check screening requirements.