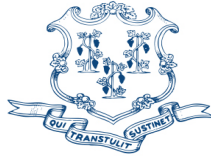


# STATE OF CONNECTICUT

## DEPARTMENT OF PUBLIC HEALTH



Manisha Juthani, MD  
Commissioner

Ned Lamont  
Governor  
Susan Bysiewicz  
Lt. Governor

### Public Health Preparedness and Local Health Section

Date: July 26, 2022

OPHPR-2020-010

To: Medical Reserve Corps (MRC) Chapter Leads, and MRC Regional Coordinators

From: Caroline Carini, Health Program Assistant 2  
MCM Coordinator and DPH MRC Coordinator

RE: MRC Volunteer Management Background Check Procedure

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The purpose of this memorandum is to provide all MRC chapters and MRC regional coordinators with an overview of the Juvare System (*CT Responds*) capability to conduct background checks, and to describe implementation of the background check process for new and existing volunteers.

To conduct background checks on volunteers, the MRC chapter lead must be an active *CT Responds* account holder and use the system regularly. Potential volunteers must also enter their profiles into the *CT Responds* system as a condition of joining an MRC unit. Once a potential volunteer's *CT Responds* profile is completed, the MRC chapter lead will reach out to the interested member to confirm the person's interest in volunteering, and to notify the person that a background check will be run as a condition of MRC membership.

Background checks will be conducted before the loyalty oath for those wishing to volunteer with the MRC. As such, new potential volunteers who (1) have completed a profile in *CT Responds*, and (2) existing members with a completed profile in *CT Responds* who have loyalty oaths set to expire will be eligible for the background check function. Current volunteers in good standing with all completed and applicable requirements to volunteer, may continue to volunteer until expiration of the required 2-year loyalty oath as recorded in the *CT Responds* system. Upon expiration of the member-in-good-standing's loyalty oath, the MRC chapter lead can then run a background check. This process will allow for a phased in approach on background checks, while also ensuring MRC chapter leads become more familiar and comfortable with the *CT Responds* system and its functions.

The DPH has chosen a background check process that includes a review of validated criminal databases, arrest records, validated nationwide sex offenders, validated department of corrections



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records, and social security number verification. The background check meets the same criteria used by the DPH for licensed practitioners working in long-term care facilities [per C.G.S. §19a-491c(a)(3) and as described in 42 USC 1320a-7(a)(1-4) which defines disqualifying offenses as conviction of neglect, abuse, or misappropriation; and including amendments\*]. No potential MRC volunteer shall be approved if a disqualifying offense is identified as part of the CT Responds background check.

Disqualifying offenses include the following:

1. **Conviction of program-related crimes:** any criminal offense related to the delivery of an item or service under Medicare or a State health care program (State health care programs include Medicaid, the Title V Federal maternal and child health block grant, Title XX Federal social services block grants, and the State Children's Health Insurance Program).
2. **Conviction related to patient abuse:** any criminal offense under Federal or State law relating to neglect or abuse of patients in connection with the delivery of a health care item or service.
3. **Felony conviction relating to health care fraud:** any felony offense relating to fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct in connection with the delivery of a health care item or service or with respect to any act or omission in a health care program operated by or financed in whole or in part by any Federal, State, or local government agency, if the offense occurred after August 11, 1996.
4. **Felony conviction relating to a controlled substance:** any felony offense under Federal or State law relating to the unlawful manufacture, distribution, prescription, or dispensing of a controlled substance, if the offense occurred after August 11, 1996.
5. **Possession of a substantiated finding of neglect, abuse, or misappropriation of property\*** by a state or federal agency pursuant to an investigation conducted in accordance with 42 USC 1395i-3(g)(1)(C) or 42 USC 1696r(g)(1)(C). See C.G.S. §19a-491c(a)(3).
  - A. **1st degree, 2nd degree, or 3rd degree assault** of an elderly, blind, disabled, or pregnant person or a person with intellectual disability.
  - B. **2nd degree assault with a firearm** of an elderly, blind, disabled, or pregnant person or a person with intellectual disability.
  - C. **1st degree, 2nd degree, or 3rd degree abuse** of an elderly, blind, or disabled person or a person with intellectual disability.

\*Public Act 19-166, Section 2, has the [amended](#) definition of a disqualifying offense under C.G.S. §19a-491c(a)(3)) to include *a conviction of any crime described in section 53a-59a, 53a-60b, 53a-60c, 53a-61a, 53a-321, 53a-322, or 53a-323.*

### **Background Check Process in CT Responds**

As a best practice, the background check should be processed within 30 days of the volunteer completing a profile in *CT Responds*, and prior to the potential volunteer being administered the loyalty oath.

The MRC chapter leads will be responsible for processing the background checks for individuals wishing to volunteer within their chapters. This process must be done through the *CT Responds* system as follows:

1. Search or select the volunteer for whom you will be conducting a background check
2. Select the Profile tab
3. Select the subtab of “Background Check”
4. Select “View Details” for the “Validated Criminal Check”
5. Select “Results” in the top right corner of the screen
6. Select “Submit Background Check”

The background check process ranges from two to fourteen (2-14) days. It is also worth noting that the status of a background check can be viewed in *CT Responds*, under the Administration tab at any time.

<b>Notification Process</b>
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Once the background check is complete, the MRC chapter lead will receive a notification in *CT Responds* with the volunteer’s information and background check report.

If non-disqualifying offenses are identified, the MRC chapter lead may proceed with the applicant, at their discretion. A loyalty oath may then be administered.

If the person’s background check contains disqualifying offenses:

1. The person cannot be a volunteer in any MRC chapter;
2. The MRC chapter lead shall notify the DPH MRC coordinator, Caroline Carini, via email with the individual’s name, and the disqualifying offense(s); and
3. The MRC chapter lead shall also notify the individual of the findings on the background check using the suggested language in the attached template letter entitled, *Failed Background Check Letter*.
  - a. The letter contains information about the person’s consumer rights regarding a background check and how the person can submit forms and requests for more information or to appeal the findings directly with the background check company, Intellicorps.

Should you have any questions about this new process, please submit them to [dph.phep@ct.gov](mailto:dph.phep@ct.gov) with the title of the email reading: “MRC Background Check Question” so that the questions can be compiled and addressed during the monthly MRC meetings. Thank you.

c: F. Provenzano, Section Chief  
OPHPR staff



# COPY REQUEST

## Section A: Consumer Information

Please complete all fields except as noted.

Full Name: First:  Middle:  Last:

(Check one if applicable):  Jr.  Sr.

Date of Birth:

Social Security Number:

### Full Current Address: (Information will be mailed to this address)

Street Address:  Apt. #:

City:  State:  Zip:

### Phone Numbers (Optional):

Home:   (Area Code) (Number) Work:   (Area Code) (Number) Mobile:   (Area Code) (Number)

Current Email Address (Optional):

Check here to have your consumer report delivered via email to the address specified above.

## Section B: Authorization Release

Please complete the following release to authorize the copy request.

I,  (your name), authorize IntelliCorp Records, Inc. to release a copy of my background

check report that I have requested.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please mail, fax or e-mail this completed form to:

IntelliCorp Records, Inc.  
3000 Auburn Drive, Suite 410  
Beachwood, Ohio 44122  
Phone: 866-202-1436  
Fax: 216-450-5279  
E-Mail: reinvestigation@intelicorp.net



## REINVESTIGATION REQUEST

### Section A: Consumer Information

Please complete all fields except as noted.

Full Name: First:  Middle:  Last:

(Check one if applicable):  Jr.  Sr. Date of Birth:

Social Security Number:

Full Current Address: (Information will be mailed to this address)

Street Address:  Apt. #:

City:  State:  Zip:

Phone Numbers (Optional):

Home:   (Area Code) (Number) Work:   (Area Code) (Number) Mobile:   (Area Code) (Number)

Current Email Address (Optional):

Check here to have the results of your dispute reinvestigation delivered via email to the address specified above.

The results of your dispute reinvestigation will be sent via email to the company that made the original request for your background report.

### Section B: Disputed Information

You may include supporting documentation – i.e. expungement papers or other court documents to support your dispute. Per the Fair Credit Reporting Act (FCRA), reinvestigations of disputes may take up to 30 days.

Provide a description of the item(s) that you are disputing.

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**Section C: Authorization Release**

*Please complete the following release to authorize the reinvestigation.*

I, , authorize the release of any information to IntelliCorp Records, Inc. and its  
(your name)

agents, pertaining to my background check for volunteering/ employment / residency in the course of the reinvestigation that I have requested.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Please mail, fax or e-mail this completed form to:*

IntelliCorp Records, Inc.  
Attn: Compliance Department  
3000 Auburn Drive, Suite 410  
Beachwood, Ohio 44122  
Phone: 866-202-1436  
Fax: 216-450-5279  
E-Mail: [reinvestigation@intellicorp.net](mailto:reinvestigation@intellicorp.net)



### **Important Consumer Information**

Upon receipt of the properly completed Reinvestigation Request form IntelliCorp will complete the investigation of this dispute.

In accordance with Federal law, IntelliCorp has 30 days from the receipt of the properly completed documentation to complete the reinvestigation. (This period may be extended by an additional 15 days if you provide information relevant to the investigation).

Upon completion of the reinvestigation you will receive a letter comprised of the following information:

- The company (including name and business address) that requested your consumer report
- The date the company requested your consumer report
- The source of the records found in your consumer report
- A statement indicating the reinvestigation has been completed
- Details regarding how the reinvestigation was completed
- A copy of your consumer report that is based upon your report as that file is revised as a result of the reinvestigation
- A statement, upon request, that includes a description of the procedure used to determine the accuracy and completeness of the file
- A statement, upon request, that you have a right to have notifications sent to any company that has viewed your record through IntelliCorp within the last 2 years for employment purposes or the last 6 months for any purpose
- Notification that you have the right to add a brief and concise statement to the file disputing the accuracy of the information if the reinvestigation does not resolve your dispute

If you have any questions or concerns in the interim, please contact IntelliCorp's Compliance Department at 866-202-1436.

Para información en español, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) o escribe a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

### A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W, Washington, DC 20552.**

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
  - a person has taken adverse action against you because of information in your credit report;
  - you are the victim of identity theft and place a fraud alert in your file;
  - your file contains inaccurate information as a result of fraud;
  - you are on public assistance;
  - you are unemployed but expect to apply for employment within 60 days.In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) for additional information.
- **You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.
- **You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) for an explanation of dispute procedures.
- **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.
- **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.



- **Access to your file is limited.** A consumer reporting agency may provide information about you only to people with a valid need – usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.
- **You must give your consent for reports to be provided to employers.** A consumer reporting agency may not give out information about you to your employer, or potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).
- **You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.** Unsolicited “prescreened” offers for credit and insurance must include a toll-free number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt out with the nationwide credit bureaus at 1-888-5-OPTOUT. (1-888-567-8688).
- **You may seek damages from violators.** If a consumer reporting agency, or in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identity theft victims and active military personnel have additional rights.** For more information, visit [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).

**States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. For information about your federal rights, contact:**

TYPE OF BUSINESS:	CONTACT:
1.a. Banks, savings associations, and credit unions with total assets of over \$10 billion and their affiliates.  b. Such affiliates that are not banks, savings associations, or credit unions also should list, in addition to the CFPB:	a. Consumer Financial Protection Bureau 1700 G Street NW Washington, DC 20552  b. Federal Trade Commission: Consumer Response Center – FCRA Washington, DC 20580 (877) 382-4357
2. To the extent not included in item 1 above:  a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks  b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and Insured State Branches of Foreign Banks), commercial lending companies owned or controlled by foreign banks, and organizations	a. Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney Street, Suite 3450 Houston, TX 77010-9050  b. Federal Reserve Consumer Help Center P.O. Box 1200 Minneapolis, MN 55480  c. FDIC Consumer Response Center 1100 Walnut Street, Box # 11 Kansas City, MO 64106  d. National Credit Union Administration Office of Consumer Protection (OCP) Division of Consumer Compliance and Outreach

<p>operating under section 25 or 25 A of the Federal Reserve Act</p> <p>c. Nonmember Insured Banks, Insured State Branches of Foreign Banks, and insured state savings associations</p> <p>d. Federal Credit Unions</p>	<p>(DCCO) 1775 Duke Street Alexandria, VA 22314</p>
<p>3. Air carriers</p>	<p>Asst. General Counsel for Aviation Enforcement &amp; Proceedings Aviation Consumer Protection Division Department of Transportation 1200 New Jersey Avenue, S.E. Washington, DC 20590</p>
<p>4. Creditors Subject to Surface Transportation Board</p>	<p>Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street, S.W. Washington, DC 20423</p>
<p>5. Creditors Subject to Packers and Stockyards Act, 1921</p>	<p>Nearest Packers and Stockyards Administration area supervisor</p>
<p>6. Small Business Investment Companies</p>	<p>Associate Deputy Administrator for Capital Access United States Small Business Administration 409 Third Street, SW, 8<sup>th</sup> Floor Washington, DC 20416</p>
<p>7. Brokers and Dealers</p>	<p>Securities and Exchange Commission 100 F Street, N.E. Washington, DC 20549</p>
<p>8. Federal Land Banks, Federal Land Bank Associations, Federal Intermediate Credit Banks, and Protection Credit Associations</p>	<p>Farm Credit Administration 1501 Farm Credit Drive McLean, VA 22102-5090</p>
<p>9. Retailers, Finance Companies, and All Other Creditors Not Listed Above</p>	<p>FTC Regional Office for region in which the creditor operates <u>or</u> Federal Trade Commission: Consumer Response Center – FCRA Washington, DC 20580 (877) 382-4357</p>