

Tips for the Updated Client Protection Applications

Beginning in September 2025, we will transition to our updated Client Protection process. This information is being shared during programmatic Zoom meetings for all programmatic staff. Additionally, staff and program assistants will receive general information on this process, along with a suggested format to store encrypted files efficiently.

There are now two different application forms for Extension Volunteers*

- **Category 1 Volunteers** - Provide episodic educational and/or resource services under the continual guidance and presence of Extension staff or Category 2 screened volunteers.
- **Category 2 Volunteers** - Have direct contact with vulnerable audiences.

*See [Decision Tree](#) for more information about determining the appropriate volunteer category level

For the **Category 2 Application**, some sections of the application have been revised or completed to assist volunteers in completing the form.

These sections include:

- Wherever a volunteer needs to sign or initial, an arrow indicator has been inserted to help a volunteer avoid missing it.
- On the CAN form (page 7 of the application), the “Youth Camp Employee, Contractor, or Volunteer” box has been filled in for your volunteer, as most would not know what box to check.
- On the second page of the CAN check form (page 8 of the application), the “Name of Employer/Agency” area is filled in with the contact information for UK Cooperative Extension.
- On the MVR form (page 9 of the application), you will be able to fill out the department information for your volunteer. These departments are determined by your region/area. A list of department names and department numbers is available [here](#). The supervisor/contact is your AED, so you can insert their name and number. A list of departments is available by county [here](#).

Since you will be scanning information into your county’s encrypted files, the Volunteer Application Packet no longer includes the blank pages where completed information will be attached. (These included reference forms, interview notes, and results from the three background checks, which include Criminal Record, Sex Offender Registry, and CAN check.)

- You will scan the results from the three background checks (Criminal Record, Sex Offender Registry, and CAN) and save them in your encrypted files, along with the entire application.
- Other items to scan and include:

- Client Protection Committee agendas, minutes, and membership rosters
- Interview questions and notes. These forms are found with the list of documents at the top of chapter 5.:
- Reference forms - found [here](#).
- [Checklist for Extension Staff](#)

All volunteers are required to sign [Volunteer Position Descriptions](#) for each role they serve in each program area. Volunteers who continue their service to Extension in the same role do not need to sign a new volunteer position description each year, providing that their thank-you note and invitation to continue serving have been sent and added to their file.

Prior to the end of the program year, agents will send each volunteer a letter, e-mail, thank-you note (retaining a hard copy in the volunteer's file), thanking them for their year of service. For those volunteers whom the agent wants to retain, the following paragraph must be included in the letter: *"The volunteer position in which you have served during the past year is renewable annually. I appreciate your service to Extension and to the (name) program. Unless you notify me differently, your appointment to this volunteer position is renewed for the 20__ - 20__ program year."*

FAQ's

- Q – Can we destroy the documents after they are scanned and saved in the encrypted files?
 - Answer – *Not at this time. We are requesting that you keep these papers secured in your locked, fireproof file cabinets after scanning. We want to ensure our process is working efficiently across the commonwealth before doing so. Our plan is to destroy these at the beginning of 2026, but we will keep you posted on this.*
- Q – Are there any special considerations for scanning the encrypted files?
 - Answer – Yes
 - Be sure scans are clean and readable
 - Be sure to scan all parts of the files, both sides of the form, and in color if possible
 - If you need a new scanner, a recommendation from our IT department is Ricoh fi-8170: <https://www.pfu-us.ricoh.com/scanners/fi/fi-8170>
 - Be sure to use a good-quality shredder. Shredded pieces should not be able to be reassembled. If you need a new high-quality shredder, a recommendation from our IT department is <https://www.amazon.com/dp/B09XT8Z1H8/?tag=thewire06-20&linkCode=xm2&ascsubtag=F0401HZT1AJRZHWTX3SC9WNJR283G&th=1>

- *For large quantities of paper to shred, [UK shredding service](#) can assist you.*
 - *Priorities for scanning include new volunteers followed by active volunteers.*
 - *When a staff assistant has time, inactive volunteers can be scanned and saved, along with disengaged volunteers*
 - *Staff assistants will be given information on a recommended format to store these documents.*
- Q - Do we need to complete a Records Destruction Certificate after saving paperwork to the encrypted file?
 - *Answer - No - since there would still be an electronic copy, you may destroy the paper copy without the destruction certificate.*
- Q – Does sensitive information need to be redacted before scanning and saving to encrypted files?
 - *Answer – As long as the information is scanned and stored in the encrypted files, the sensitive information does not need to be redacted.*
- Q - Are we running credit reports on volunteers?
 - *Answer - The Category 2 application (page 6) includes this statement:*
 - *The REPORT may include, but is not limited to, credit reports and credit history information; criminal and other public records and history; public court records (e.g., bankruptcies, tax liens and judgments); motor vehicle and driving records; educational and employment history, including professional disciplinary actions; drug/alcohol test results; and Social Security verification and address history, subject to any limitations imposed by applicable federal and state law. This information may be obtained from public record and private sources, including credit bureaus, government agencies and judicial records, former employers and educational institutions, and other sources.*
 - ***We're not conducting credit reports; it is just one of several kinds of background checks that are considered "consumer reports" within the meaning of the Fair Credit Reporting Act. This section uses language from the statute to broadly define what a consumer report could include.***
- Q – Where do I find Volunteer Position Descriptions?
 - *Answer – they are located in the Extension Manual, Client Protection chapter 5 - Volunteer application packets, [Volunteer Position Descriptions](#)*
- Q – In the Category 2 application, on page 6, it refers to a copy of "A Summary of your rights under the fair credit reporting act". Where is that found?

- *Answer – In an effort to keep the application in a shorter format, we are permitted to link out to this document, located [here](#) with our Chapter 5 documents. Feel free to print off and share with anyone requesting.*
- Q - When do all the checks need to be completed?
 - *Answer - All checks (Sterling, CAN, MVR) are done every 4 years.*

**We will continue to add information to this document*