1. Support Services Report Template

Report Info
Name of the person completing this report: Nyassa Love
Title of the person completing this report: Associate Vice President
Supervisor/dean reviewing report: Brad Wells
Service: Oversee Livescan for University applicants, employees, and students as required.
Division/College: Administration and Finance/Risk Management

3. Mandated Service

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Federal Law: Federal Fair Credit Reporting Act (FCRA) 15 U.S.C. § 1681, et seq, applies only when the background check is prepared by an outside screening company (ie Sworn Police Officers, Dispatchers)
State Law: "CA Law - The Investigative Consumer Reporting Agencies Act (ICRA), Civil Code § 1786, et seq, applies only when the background check is prepared by an outside screening company; CA Law - The Information Practices Act (IPA) Civil Code §1798, et seq; Labor Code §432.7; State of California Education Code"
Executive Order: CSU Chancellor’s Office FSA74-02, FS74-02A, FSA 82-31 and Supplement 1, FSA82-1, FSR85-72,HR2005-10, HR2005-26, HR2008-25, HR2012-04, HR2013-01
Campus Policy: Executive Order 11-09 (4/16/12) requiring LiveScan for sensitive positions and departments. University policy recognize the individual’s right to privacy and prohibit campus employees and others from seeking, using, and disclosing personal information except within the scope of their assigned duties.

Provide a brief explanation, if necessary, in < 60 words.
The University conducts LiveScan prior to employees and students being hired in sensitive positions, including working with minors both on campus and in the community. LiveScans ensure the University’s due diligence in screening potential employees for egregious criminal activities.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words
Provide the safest possible environment for students, visitors, faculty, and staff, and enhance the security of physical resources, CSUEB shall, consistent with the requirements of the law and prudent practices, conduct criminal records check on applicants or current employees who are under final consideration for a position that has been designated as security sensitive.

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 58%
Faculty: 2%
Administrators/staff: 38%
Colleges/departments: 2%
2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>By conducting and managing the background check process prospective students and their families can feel confident they will be attending a safe campus.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>By conducting and managing the background check process the students, and their families, can feel confident they are attending a campus with safe programs, classes, and facilities. Also students have the opportunities to work as student employees/interns on campus which they themselves are background checked and they become aware of the process and necessity.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>The work experience students gain from student life, activities, education and employment with CSUEB will help to establish a meaningful life and be socially responsible contributors to society. Live Scanning ensures the people that hire our graduates are suitable for their positions.</td>
</tr>
</tbody>
</table>

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your choice.

<table>
<thead>
<tr>
<th>Impact Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each selection)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>Groups attending outreach, orientation and welcome tours on campus will be interacting with campus students and staff. Risk Management ensures a safe campus by Live Scanning new prospective students.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>Live Scanning ensures a safe campus by Live Scanning new students.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>Live Scanning ensures a safe campus by Live Scanning new students.</td>
</tr>
<tr>
<td>to enter the system</td>
<td>Campus Students and staff risk management ensures a safe campus by LiveScanning new employees.</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>The university’s risk will go up if background checks are not completed, especially on those in sensitive positions, or in sensitive departments. Students will be unable to participate in programs requiring LiveScan services, such as intercollegiate athletics, student teaching, and speech clinic.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>Impact after college include when the alumni applies for jobs they will be aware of background checks and fingerprinting. Alumni would also know their actions, such as drunk driving, could be reported and included in background checks for future jobs, credit applications, etc. and impact their lives until they are 100 years old.</td>
</tr>
</tbody>
</table>

**2.4 Alignment with Shared Strategic Commitments**

**How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?**

<table>
<thead>
<tr>
<th>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</th>
<th>If aligned or contributing, provide a description. (&lt;60 words for each SSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>Provide students with a safe community through performing background checks for employees, volunteers, and students working on campus in sensitive positions/departments.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner</td>
<td></td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>LiveScanning for certain programs, (ie. MSW, Teacher Ed) supports alternative learning; Students are able to learn outside the classroom in the actual environment of their career choice.</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td></td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>LiveScan improves the university’s transparency and accountability by fingerprinting employees, volunteers, and students working in sensitive positions/departments, while maintaining confidentiality of sensitive background results.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td>LiveScan supports intercollegiate athletics, housing and other departments on campus which host camps and other activities/events that bring the community on to campus.</td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td></td>
</tr>
</tbody>
</table>

**2.5 How might the demand for this service change over the next five years? (Please choose one category below).**

Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

New Chancellor’s Office Executive Orders, state and federal laws are in the process of being drafted to further protect minor children
from sexual predators. The CSU Chancellor's office has created Executive Orders to meet the demands including, the most recent, Ex Order 2012-04 Camps, Clinics with Minors Participating; Technical Letter 2013-01 Clarification of Sensitive Positions (not yet implemented). It is anticipated there will be a new background check policy for all employees after it has been vetted by the CSU unions.

5. Quality of Service

Link to Scoring Rubric

3.1 Do you assess the quality of the service you provide?

Yes

If "Yes", what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

Oversight is done informally, by tracking LiveScans requested, completed, results obtained, and departments/human resources notified. Results are archived and for those hired kept until they no longer are employed on campus.

Link to Scoring Rubric

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

Risk Management took over responsibility for LiveScan in October 2011. In 2012, Risk Management wrote the LiveScan Guidelines Procedures, approved by the Cabinet and signed by President Morishita April 16, 2012. The process has been developed to notify departments and Human Resources of results via email. If there is history the HR Manager will notify the Department Manager.

Link to Scoring Rubric

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in < 120 words.

To relocate the LiveScan paperwork function, and scanning equipment to the 2nd floor of SA Building. Students would have easier access to LiveScan services, and be close to the Cashiers office when payments are due. Offer LiveScan services Monday through Friday during normal business hours, 8:00 am to 5:00 pm.

Link to Scoring Rubric

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

LiveScan services would be located in an area with easy access to the public. One full time employee, and 2 student assistants (working different work schedules) located in an area with a reception area to accommodate those completing paperwork, and a private locked office, and securely locked file cabinet, to accommodate the scanning equipment and the locked files, as required by the California Department of Justice.

Link to Scoring Rubric

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes
There is constant communication with the departments requesting LiveScan services. The department notifies Risk Management they have people to scan, we keep the department updated on who has not picked up paperwork. If results are taking time, the departments are notified the results are still in process. Departments are encouraged to contact Risk Management with any questions. Applicants are also referred to the DOJ hot line phone number to verify their own fingerprint status, reducing employee cost of responding to those questions, and letting the person scanned have the ability to follow the status of their LiveScan results.

Applicants are also referred to the DOJ hot line phone number to verify their own fingerprint status, reducing employee cost of responding to those questions, and letting the person scanned have the ability to follow the status of their LiveScan results.

Employees in Risk Management greet the LiveScan applicants. The applicants are directed to the LiveScan office, Monday - Friday 8:30 am to 1:30 pm. Staff and students are encouraged to contact the LiveScan Custodian of Records via telephone or email, if they have questions. Every applicant is given our business card so they have our contact information.

Job postings, new hire lists, and new employee orientations are monitored to determine if new employees in sensitive positions have been LiveScanned. As we identify additional programs working with minors, they are added to those who are required to be scanned. Comparing the number of LiveScans requested for FY 11-12 (146) and FY 12-13 (296) there has been a 202.7% increase.

The University processes the LiveScan paperwork. California Department of Justice (DOJ) monitors the actual scans sent for processing. If there are numerous rejections of fingerprints the DOJ will address those rejections with the department scanning the applicants. When results are received from DOJ and FBI an email is sent to the department manager and the Human Resources Director. If the results are for an employee, the Human Resources Specialists are copied on the “no record” email, so they can completed processing the hiring packet.
4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

Attach your allocated spreadsheet here.

PFD_AF- Risk Mngmnt 2011-12 Expenses MPG Aug 13.xlsx

4.2 Using the spreadsheet provided, please distribute your department’s annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

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4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

55

Attach your allocated spreadsheet here.

PFD - Space AF Risk Mgmt - Sept 6.xlsx

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

The Criminal Records Check Guidelines, Executive Order 11-09 was signed April 16, 2012. Prior to that date LiveScan was performed only for programs/services requiring a background check.

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Implement a rolling fee for pre-employment applicants. CSU Fullerton charges a $12 rolling fee to all employment applicants. (Currently the CSUEB rolling fee for outside applicants is $20.) Have all of the departments on campus that require LiveScan for their programs send the participants to our department. Currently many are scanned off campus and those LiveScan providers are earning the rolling fees. For the student’s convenience they could be encouraged to use our LiveScan services.

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Negotiate contracts with surrounding schools, child care providers, etc. to have their LiveScans done at CSUEB. The campus would
earn and collect the rolling fees, and the results and billing would go to those agencies. CSU Irvine has a contract with local convalescent homes to run their LiveScans, and collect the rolling fees. The income would offset our costs for LiveScanning CSUEB applicants, employees, and students. In addition, the university can consider raising the rolling fee to individuals not affiliated with CSUEB. Hayward Police Department currently charges $23. Rolling fees in California vary from $10 - $72, with most providers $20 - $25.

**Link to Scoring Rubric**

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?

Yes

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

All new employees, including faculty, volunteers, student assistants, consultants should be LiveScanned. There would be no need to monitor job postings, new hire lists, etc. This would reduce administrative time. This would also reduce the need to negotiate with the unions/associations on campus as LiveScan would be performed prior to hiring. Employment applicants should pay for their own LiveScan as a pre-employment expense. CSU Fullerton charges $12 for pre-employment LiveScan.

**Link to Scoring Rubric**

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

LiveScans requested by HR/Risk Management FY 2011-2012 146 scans; FY 2012-2013 296 scans and increase of 202.7%

7. Other

**Link to Scoring Rubric**

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in < 60 words.

Foundation LiveScan paperwork is created in Human Resources, and LiveScan done by the University Police Department. LiveScan paperwork is created by the Social Work department, Teacher Education Credentialing, and other programs on campus. Those programs advise LiveScan can be completed through any vendor. The university is missing an opportunity to earn the rolling fee by not encouraging on campus LiveScan.

**Link to Scoring Rubric**

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

LiveScan services are administered by the California Department of Justice. The university has at least two Custodian of Records appointed by the DOJ, the Foundation has two more. The LiveScan Custodian of Records responsibilities include: electronically receiving the DOJ and FBI results; if there is history on the results then the review the record is done by the Human Resources Director. When there are no results then the department manager and Human Resources Managers are notified. A blanket Purchase Order is created and monitored to compare to the monthly invoice from the DOJ. Expenditure Transfers are done for those departments/programs that we can charge back for LiveScan, such as Athletics Sports Camps/Clinics, Housing, Parking, MSTI (Math, Science Technology Institute).
5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

To mitigate the university’s risk all employees should be LiveScanned. It is extremely important this include faculty. There are an increased number of minor students on campus taking classes, living in Housing, visiting on field trips, attending our Welcome Days, al Fresco, sporting events, seen in clinics (such as Speech Pathology), attending overnight trips with the Geology Department, on field trips with youth and the Hayward Historical Society, etc. When camps, clinics, festivals rent our facilities we should consider requiring those participants to be LiveScanned. When contractors are working on campus, they should be LiveScanned, the cost can be added to the contract. The university and Risk Management has a business need to know who is on campus, who is working with our students, and university community, and who is representing CSUEB to the public.