Sex Offender Registry Check

Contents

Important SOR Check Info
IMPORTANT SOR INFORMATION

The KeepnTrack Sex Offender Registry checks are performed against a database that contains data updated on a continual basis. The data is pulled directly from each individual state maintained SOR database as well as separately maintained databases for US Territories and tribal registries. The states themselves determine how often they update their databases and state laws can also prohibit what information can legally be shared and collected.

We do not pull SOR data from any third party pre-gathered databases, National databases, or Federally maintained databases. The data is pulled directly from the state databases themselves so that the data is as up-to-date as possible.
KeepnTrack is set up to provide you the information, however what specifically you and your team do with that data is up to you. Clear policies as well as plans for ongoing training should be in place to deal with this data when it is presented to your operators.

We suggest:

- Outlining very clear policies
- Extensively testing and reviewing the SOR processing workflow
- Making yourselves familiar with the kinds of data that KeepnTrack shares
- Educating your teams about the nature of Sex Offender crimes and categories
- And possibly even role-playing the process of handling a potential offender match

It is imperative to remember that the SOR information offered by KeepnTrack is in no way meant to be the lone final word in the vetting of individuals to a site; it is intended to be a supplementary tool to an already existing security policy and work habits. In some cases you may need to do research past the KeepnTrack system, such as reaching out to your local sheriff's office, etc.

Please remember that our Customer Support Team is available 24/7 to assist you!
Their contact info is:
(800) 347-4942 · support@companioncorp.com
We would also strongly suggest considering conducting a personalized training with our Training Team if you feel you need the extra guidance. To schedule a training reach out to our Sales Team at:
(800) 347-6439 · sales@companioncorp.com

Videos

Unknown macro: 'multiexcerpt-include-macro'

Unknown macro: 'multiexcerpt-include-macro'

Unknown macro: 'multiexcerpt-include-macro'

Unknown macro: 'multiexcerpt-include-macro'

Unknown macro: 'multiexcerpt-include-macro'

Unknown macro: 'multiexcerpt-include-macro'

Unknown macro: 'multiexcerpt-include-macro'

SOR Checks
There are a few different settings that control when automatic Sex Offender Registry checks are run.

- Volunteer Approval Preferences: **Automatically Perform Sex Offender Checks**
    - Automatic sex offender checks are run when a Volunteer Application is submitted.

- Workstation Managemen: **Enable Sex Offender Checks for Visitors and Volunteers**
    - Automatic sex offender checks will be run every time a visitor or volunteer signs in.

You can also run a check manually in People Management > Check: **Perform Sex Offender Check**

✅ **No Records Found:** If a matching offender record is *not* found, the Registered Sex Offender Matches dialog will *not* appear during visitor or volunteer sign-in, and the kiosk will proceed directly to the Select Activity step.

ⓘ

❌ **Match Found:** If a match *is* found, the operator will see the Registered Sex Offender Matches dialog.

ⓘ The visitor and volunteer record is updated twice during the sign-in process: after the potential sex offender matches have been handled, and after an Activity has been selected.

Possible Offenders

The Possible Offenders dialog consists of two panels; the left shows the visitor or volunteer who is attempting to sign in and the right contains the records of potential sex offender matches. You are required to examine all potential sex offender matches before proceeding to the next step.

- Choose **Not A Match** if you're absolutely sure that your visitor or volunteer does not match a specific sex offender record. Every record you determine to be a non-match will be excluded (for this person) from future sex-offender results. Then KeepnTrack will proceed to the Activity selection step.

- Choose **This is a Match** if you're confident that your visitor or volunteer matches one of the records in your sex offender results. Any visitor or volunteer identified as a sex offender will be "remembered" (i.e. saved to the enrolled visitor's person record) when you conclude the sex offender check.

After the last offender record has been examined or a match has been identified, some closing information and the following selection options will be presented:

⚠️ Actual sex offender records are *never* saved or stored in KeepnTrack.

This is a Match

For each record that was identified as a match, you'll see this dialog. It confirms that a matching offender record was identified and gives you the ability to deny or allow them access to your facility based on that information. Choose one of the following options, then click **Continue**.

This is a Match

You've identified John Doe as the registered sex offender named TRUE K SEAL.

○ **Allow Once and Block**
Allows the Visitor to enter your Facility one time and sets their status to Access Denied so further entry is prohibited.

○ **Deny Access**
Do not allow entry. Sets the current Visitor's status to Access Denied so future entry is prohibited.

○ **Sex Offender But Allow Access**
Allow Access and ignore this offender record in future checks. Offender notifications may still be sent.

Automatically process remaining records as: *

　○ This is a Match

　○ Not a Match

　⊙ Don't process remaining records

We recommend reviewing all records before making a final determination.

Cancel	Continue

Allow Once and Block

If selected, this visitor or volunteer will be permitted to enter the facility this time, but will be denied access on any other subsequent attempts by the visitor or volunteer.

Deny Access

If selected, the visitor or volunteer is not allowed to proceed with Sign In and is denied access to your facility. Furthermore, their Status is set to Access Denied. Information about the visitor or volunteer, including the operator who performed the sex offender check, the date and time it was performed, and the final decision made (e.g. denied) will be logged in the person's History record.

Sex Offender But Allow Access

If selected, even though the visitor or volunteer was positively identified as an offender, they will be granted access to your facility today and in the future, and their Status is permanently set to Active. On future sex offender checks, all previously examined records (matched or non-matched) will be ignored; however, if a new potential sex offender record is discovered, the Registered Sex Offender Matches dialog will reappear.

Automatically process remaining records as:

- **This is a Match.** This and all of the other possible offender records in this inquiry match the person in front of you.
- **Not a Match.** This record is a match to the person in front of you, but the other potential records are not.
- **Don't process remaining records.** This record is a match to the person in front of you, and you don't want to go through the remaining records at this time.

> ✓ **Reset**
>
> If you want to clear all previously saved sex offender results for a select visitor or volunteer so you can initiate a new offender check, go to People Management > Checks and click **Reset**. Once you're satisfied with the results of the new check, you can continue with the sign-in process.

Notification

When a visitor or volunteer is positively identified as a sex offender, an alert notification (based on your Volunteer Notification preferences) can be automatically delivered to your account or facility emergency contact via email or text message. COMPanion Corporation is also notified via blank carbon copy every time there is a positively identified sex offender match, so that we may contact your district authorities as we see fit to make sure all is well. Information provided in the email includes the visitor's or volunteer's information, the determination made by the operator (i.e. denied or allowed), date and time stamp, operator information, operator notes, and facility location.

Here is an example of the email message:

From: KeepnTrack Alert <noreply@keepntrack.com>
Subject: A KeepnTrack sex offender check has resulted in possible matches.
Date: February 5, 2019 at 8:04:36 AM MST
To:
Reply-To: KeepnTrack Alert <noreply@keepntrack.com>

This is an automated message from your KeepnTrack system.

A KeepnTrack sex offender check has resulted in possible matches. The information is as follows:

Name: john doe
Birthdate: 1905-Jan-01
Reason: Potential Sex Offender Matches
Time: 2019-Feb-05 8:04am MST

The following operator was logged in at the time:

Name: Josh H
Username: josh
IP Address: 10.210.71.98

The search request was submitted from a Self Service Kiosk at the following facility:

Facility: The Isaac School

Click this link for more information:
https://josh.keepntrack.com/alertdetails/index.html?db=josh&id=0&key=IiwEZP8a4mS8LbK0

You received this message because you are designated within KeepnTrack to receive these notifications.
Please handle this information according to your organization's policies.

How Does It Work?

The following information, input by you (the user), is used in sex offender lookups:

- Last Name
- Middle Name
- First Name
- Date of Birth (DOB)
- Gender

Incomplete or missing information is not used during the search.

A search is performed against a database at COMPanion which is updated weekly. The information provided for the search is checked against both person identity records, as well as known alias records. For date of birth, KeepnTrack performs both an *exact match* search as well as an *age range* search, plus or minus one year. Any possible match on the information you provided will be returned with a higher score and more closely matching results listed near the top of the results list.

How Matches Are Ranked

Each record returned by the search is ranked internally from 0 to 100. This rank is determined by examining all the information in the match against the information supplied by the user. As information is examined, a sum of points is awarded and totaled for the match. The resulting ranking returned is a percentage determined by dividing the points total for the match by the maximum number of points possible, which is 100. Matches that score less than 40 will be ignored.

The points are assigned as follows:

Field	Exact	Age Range
Last Name	25	
Middle Name	14	
First Name	35	

DOB	22	15
Gender	4	

The Sex Offender Score only represents how closely the sex offender record matches the criteria you entered and is used solely for ranking and ordering the list of results returned. In other words, a score of 86 is only better than 73 in that it more closely meets our criteria. However, our interpretation is not an absolute and you should should never make a determination based on this number alone—a match with a score of 86 is not the same as saying, "we're 86% certain this person is a criminal sex offender."

Also, a higher ranked match percentage does not indicate the severity of the individual's past transgression—it just means—as they do more closely match—that KeepnTrack will display these results first, before others.

ⓘ **Wait! What About Social Security Numbers?**

Social Security Numbers are not recorded for the majority of sex offender or criminal background records due to concerns about identification theft.