



2017 Adventist Child Protection

Annual Program Review



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VP Client Experience

10/31/2017



Agenda

- 2017 Program Milestones
- Program Enhancements
- 2017 Division Activity Summary
- Conference Feedback
- Training Updates
- Current Projects

Adventist Child Protection Launch Milestones



Program Contract Execution with the North American Division



Conference outreach launch with welcome packet sent to all conferences across the North American Division. Follow-up calls made to all contact provided.



System Go-Live



Adventist Ministries exhibit in Arizona.
Conference training sessions held while onsite



Welcome packet resent with updated contacts

2017 Program Timeline

Launch Activities

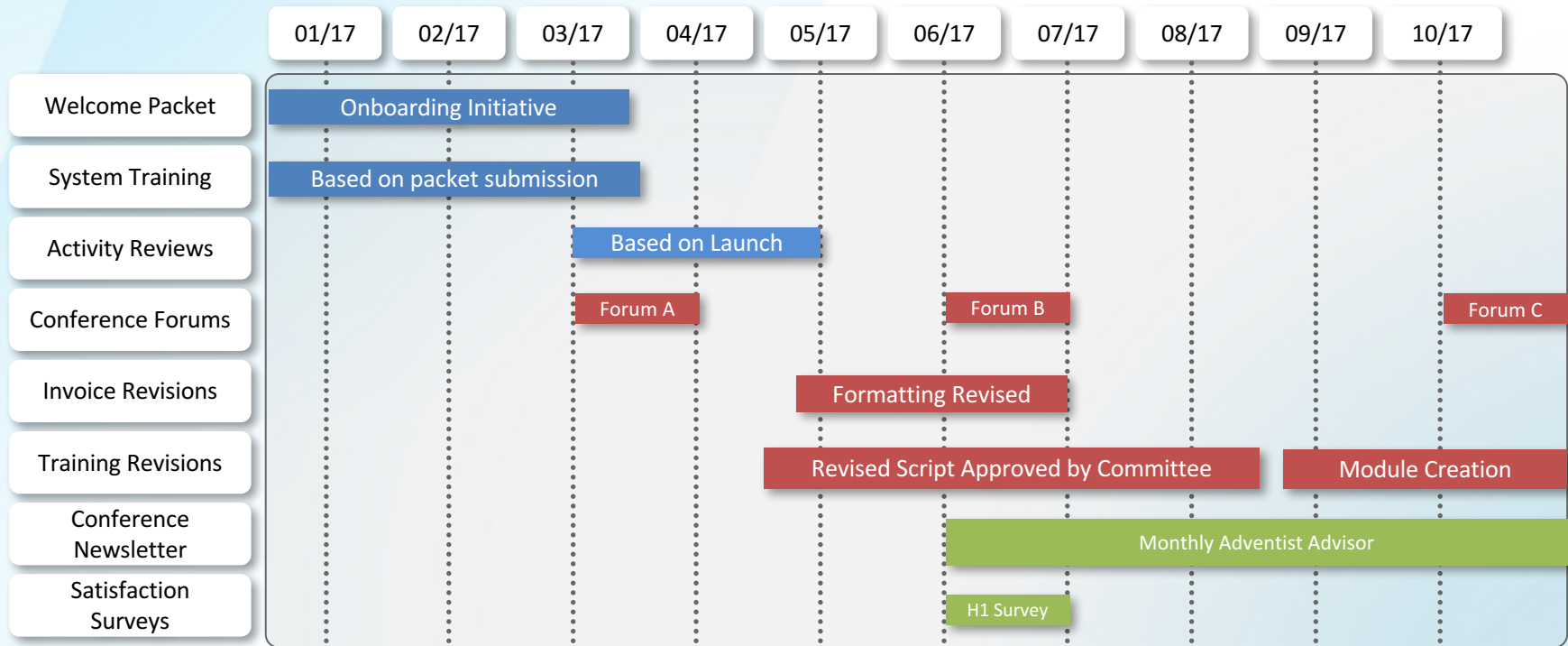
Change Management

Program Adjustments

System Functionality & Tools

Conference Communication

Ongoing Feedback and Service



System Feature Enhancements



Admin Summary



Enhanced Reporting



Seamless Workflow



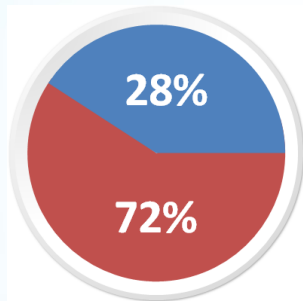
Enhanced Sharing



2017 Activity Summary






<u>2017 YTD Activity Summary</u>	<u>YTD</u>	<u>Jan</u>	<u>Feb</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>
Number of Users Registered	31,819	863	1,424	2,409	2,782	4,155	3,131	3,242	4,927	5,077	3,809
Number of Training Sessions	24,802	251	868	1,641	2,023	3,408	2,649	2,677	4,151	4,054	3,080
Number of Employees Screened	6,381	95	266	345	480	703	787	773	1334	907	691
Number of Volunteers Screened	13,719	93	352	838	1,012	1,741	1,325	1,583	2,374	2,541	1,860
Total Number of Background Checks	20,100	188	618	1,183	1,492	2,444	2,112	2,356	3,708	3,448	2,551

Over 20,000 Criminal Screens completed YTD



72% of screening year to date has been on volunteer roles

2017 North American Division Key Screening Metrics

General	Activity	Turnaround Time	Quality Screen	Findings
872  Screening System Users	82%  Complete both training and screening	65%  Orders processed within 24 hours	24,320  County and State Searches Conducted	16%  Hit Rate
52 Active Conferences	24,802 Trainings Taken	85% Orders processed within 36 hours	9,769 Driving Reports Provided	85% Traffic Offenses 12% Misdemeanors 3% Felonies 9 Sex Offenders
28 Implementation Committee Meetings	20,100 Individuals Screened	24.3 Average Turnaround Time (Hours)	56,333 Monthly Updates were conducted	23 Actionable hits found on monthly updates

Conference Feedback

When surveyed, 65% of conferences responded with the following:

Believe that the training and screening is above average	97.3%
The program meets their needs very well	90.7%



Overall Satisfaction Rating



Child Abuse Prevention Training Updates

1

User Feedback

Feedback was gathered from conference users, registrants and committee members to identify improvements to the module content and workflow.

Jan – April 2017

2

Script Revision

Based on the feedback gathered, a new script was created and reviewed by the North American Division Committee.

May – Aug 2017

3

Module Creation

Using the approved content, the design team will create the online module including narration for final review and approval by the North American Division Committee.

Aug – Oct 2017

4

Committee Approval

The module will be presented to the committee for final approval.

Nov – Dec 2017

5

Revised Module Launch

Once approved, the module will be loaded into the system and made available to all conferences and Adventist organizations utilizing Verified Volunteers.

January 2018

On the Horizon

2018 Adventist Child Protection – Updated Training Module!

Continued Legacy Data Migration

Continued Program Education

Adventist Program Branding and Homepage

THANK YOU