



2018 Adventist Child Protection

Annual Program Review



Christina Brown
VP Client Experience

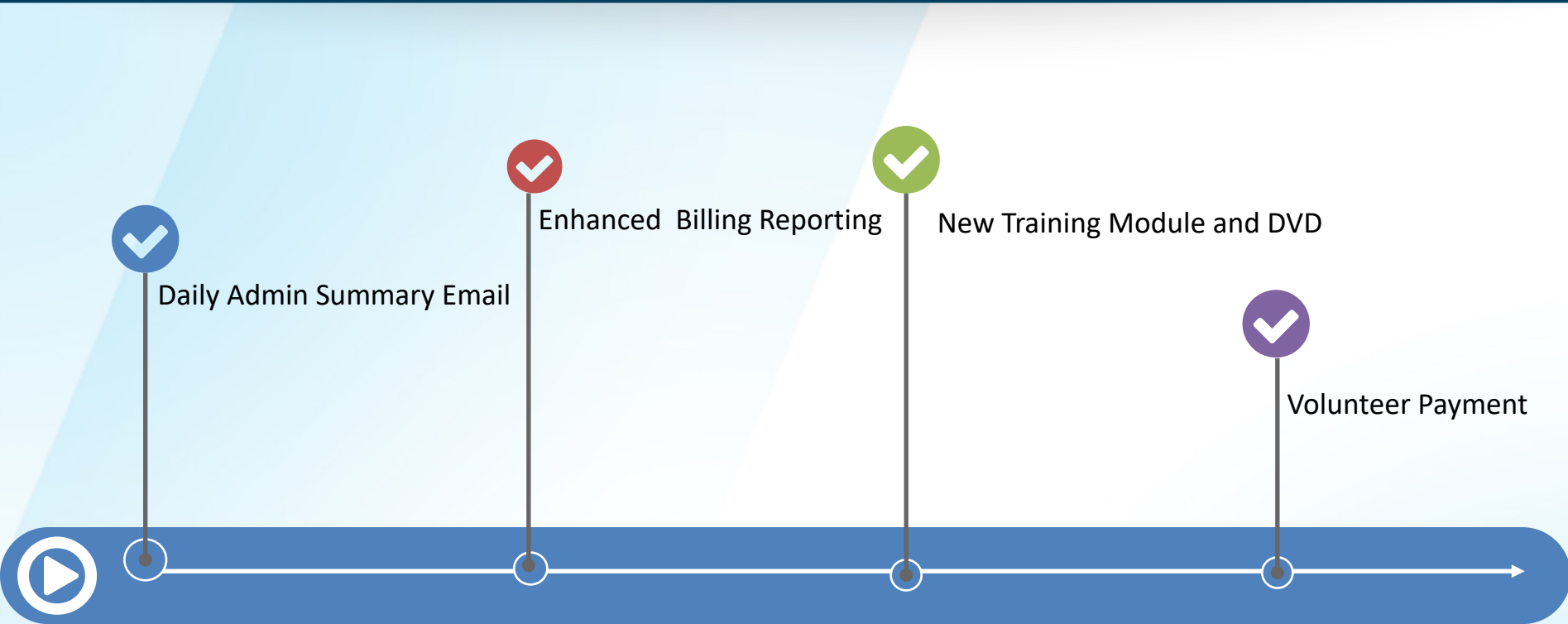
11/06/2018



Agenda

- 2018 Program Enhancements
- Program Administration & Outreach
- 2018 Division Activity Summary
- 2018 Key Metric Updates
- Conference Feedback
- Current Projects

2018 Key System Feature Enhancements



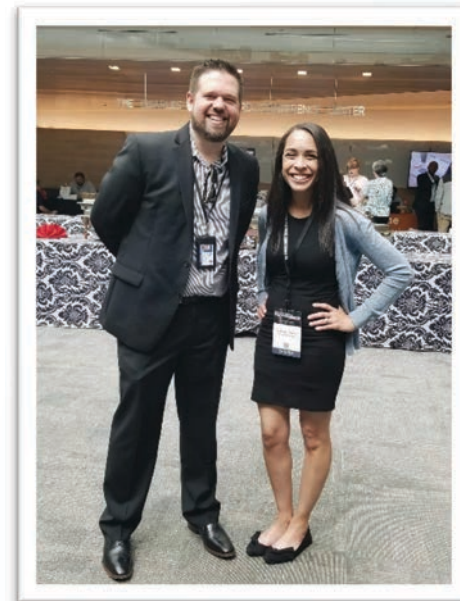
2018 Program Administration & Outreach



Administration Guide

Frequently Asked Questions:

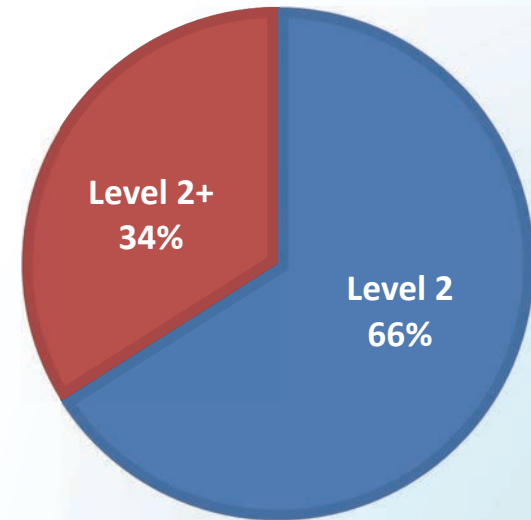
- How do I read the Admin Summary Section? Pg. 2
- How do I view my own location's employees and volunteers who have online registrations, and how to assist with login information? Pg. 3
- How do I assist an individual with his/her own personal online registration? Pg. 4
- How do I create/add a new online registration/account on behalf of a registrant? Pg. 5








2018 Activity Summary

2018 YTD Activity Summary	YTD	January	February	March	April	May	June	July	August	September	October
Users Registered	34,815	2817	2430	3339	3527	2992	3515	3473	3448	5043	4231
Training Sessions	30,200	2328	1940	3113	3146	2572	3085	3218	2927	4302	3569
Employees Screened	7,051	620	479	580	730	647	880	674	803	887	751
Volunteers Screened	19,131	1423	1199	2085	2094	1256	1760	1970	1865	2972	2507

Over 26,000 Criminal Screens completed YTD



2018 North American Division Key Screening Metrics

General	Activity	Turnaround Time	Quality Screen	Findings
896  Administrator level users	87%  Complete both training and screening	79%  Orders processed within 24 hours	29,620  County and State Searches Conducted	24%  Hit Rate
64 Active Locations	24,802 Trainings Taken	92% Orders processed within 36 hours	11,595 Driving Reports Provided	84% Traffic Offenses 12% Misdemeanors 3% Felonies 11 Sex Offenses
9 Training webinars and Solution Showcases	26,182 Individuals Screened	22.9 Average Turnaround Time (Hours)	254,053 Monthly Updates were conducted	39 Actionable hits found on monthly updates

Conference Feedback

Fall Survey conducted in August 2018

Believe that Verified Volunteers is very response to their needs	85%
The program meets their needs very well	90.7%



Overall Satisfaction Rating

“Adventist Support provided superior support to me today. Not only did they address the issue that prompted my call expeditiously, but they anticipated additional issues, advised me on how to be more efficient, and quickly resolved another problem that surfaced during the call. Throughout, they were patient, professional and knowledgeable throughout.”
- Anonymous administrator

Current Projects

2018 Adventist Child Protection – Updated Training Module!

Group Training Path – DVD Module Format

Continued Program Education

Support Assessment – Team Alignment

THANK YOU