

Recognizing and Reporting Child Abuse and Neglect

Volunteer Frequently Asked Questions: 2026-2027



Montgomery County Public Schools (MCPS) values the volunteers who work in our schools to enrich our students' experiences. As a community, we are mindful of our shared responsibility to create safe and nurturing environments for our students. These answers to frequently asked questions (FAQs) serve to clarify volunteer training and background check requirements.

This FAQ document is in alignment and supported by Montgomery County Board of Education [Policy JHC](#), *Child Abuse and Neglect*, Montgomery County Public Schools [Regulation JHC-RA](#), *Reporting and Investigating Child Abuse and Neglect*, and Montgomery County Public Schools [Regulation IRB-RA](#), *Volunteers in Schools*. Additional information can be access on the Child Abuse and Neglect website at <https://www.montgomeryschoolsmd.org/childabuseandneglect/>

Visitor Management System:

Question	Answer
Q1: What should visitors, including volunteers, do when they arrive at schools?	A1: During designated school hours, all visitors, including volunteers, must sign in to schools using the MCPS Visitor Management System (VMS).
Q2: What is the Visitor Management System (VMS)?	A2: The VMS scans the visitors' driver's license or state-issued identification card against the state sex offender registry. The VMS also produces a name tag that should be worn at all times while in the school building.

Volunteer Training Requirements:

Question	Answer
Q3: Do volunteers need to be trained in <i>Recognizing and Reporting Child Abuse and Neglect for Volunteers and Contractors</i>?	A3: Yes. All volunteers who regularly support schools and students and those who attend field trips must complete the online module, <i>Recognizing and Reporting Child Abuse and Neglect</i> training for volunteers and contractors. This training requirement also applies to volunteers who regularly support school-sponsored activities.
Q4: How do I access this training?	A4: The training is available online on the Child Abuse and Neglect webpage HERE .
Q5: Does everyone who provides support for schools need to complete the training requirements?	A5: While we encourage all community members to engage in this important informative training, currently we only require individuals who regularly support schools to complete the Child Abuse and Neglect training. However, this requirement does not apply to individuals who support at large events or those who assist at one-time events under supervision of school staff members. The following are examples of the types of activities that do not require completion of the volunteer training (not an exhaustive list): • Guest readers and speakers in classrooms where they will be supervised by a MCPS employee • High school/college recruiters and volunteers at job and college fairs • Parent/Guardians or other relatives who are observing or supporting a celebration (e.g., a parade) or helping with a class party, and • Parent/Guardians staffing concessions and ticket booths at large events MCPS has created a document that identifies the specific types of volunteering that require training.
Q6: When will the volunteer training be available?	A6: The training is available online on the Child Abuse and Neglect webpage HERE .
Q7: If I already completed MCPS training, do I have to do so again in the 2026-2027 school year?	A7: If MCPS records reflect that an individual completed MCPS training offered last year, the individual does not have to undergo additional training this school year. The training is required every three years: • 2023-2024 renew in 2026-2027 • 2024-2025 renew in 2027-2028 • 2025-2026 renew in 2028-2029

Q8: Do all volunteers have to complete the training module online?

A8: All volunteers are required to complete the training online on the Child Abuse and Neglect webpage [HERE](#) in order to receive electronic confirmation that this requirement has been completed. If a volunteer **has already completed the Child Abuse and Neglect training**, their name will populate in the report titled Volunteer/Contractor Completion Report. You can find a link to the report in the [MCPS Business Center](#) (under the compliance section).



- If a volunteer **has not** already completed the **Child Abuse and Neglect training**, they will need an account to do so. Parents or guardians will use or create their account in the MCPS Parent Portal, while non-parents will create an account at this [link](#). Once they access their account, they will be able to complete the training and will have a record of their completion recorded in the training course. Confirmation of Child Abuse and Neglect completion will be noted with a 100% in their course grades. Schools will access the report linked above, but should volunteers need to share their grade completion with the school, they can access it at any time by returning to their training course. Due to this reporting format, schools **will not** have the option of using the online module as a resource to provide individual or small group training sessions for their volunteers. Parents/guardians will not be barred from participation in schools due to the need for accommodations. Contact Student Leadership and Extracurricular Activities (SLEA), 240-740-3977, for accommodation requests.
- MCPS has created a [document](#) that identifies the specific types of volunteering that require training.

Q9: What if I require accommodations for disabilities to complete training?

A9: Principals and school staff should accommodate individuals within their schools as appropriate, in consultation with SLEA as needed. [see A8]

Q10: Will the online volunteer training be provided in multiples language?

A10: Yes. The online training is currently available in **English, Spanish, Chinese, French, Korean, Amharic, and Vietnamese**.

Q11: How will we know that volunteers have completed the training?

A11: As volunteers complete the training, participation is recorded and tracked by MCPS. Since the new process requires an account on the MCPS Parent Portal, confirmation of completion will be noted with a 100% in their course grades. Schools will access the report linked above but should volunteers need to share their grade completion with the school, they can access it at any time by returning to their training course.

Q12: Once volunteers have been trained, may they work with students?

A12: Yes. Volunteers may support the school the various ways the school has established.

Q13: Do parents/guardians who are eating lunch with their child need to complete the online training?

A13: No. Parents/guardians eating lunch in the cafeteria with their children are not considered regular volunteers and will be under the supervision of MCPS employees during this time.

Q14: Do parents/guardians need training if they are helping at dismissal or at recess?

A14: Yes. Parents/guardians who regularly work with students in school or during school sponsored activities must complete the online training prior to volunteer at school.

Q15: Do MCPS student-volunteers who are helping in schools have to complete the online volunteer training?

A15: No. MCPS student-volunteers who are helping in schools must be supervised at all times by an MCPS employee.

Q16: Do student teachers and interns need to complete the online volunteer training?

A16: Yes. Student teachers and interns are required to complete mandatory online Districtwide Compliance training found [HERE](#).

Fingerprinting and Background Check Requirements:

Question	Answer
Q17: What are the background check requirements for volunteers?	A17: The following categories of volunteers are required to complete fingerprinting and background checks: • Volunteer coaches • Grade 6 Outdoor Environmental Education Programs chaperones • Volunteers on out-of-area (<i>50 miles or more from Rockville</i>) and/or overnight field trips • Volunteers on extended day trip that require Office of School Support and Improvement approval. (e.g., if departure time is not within the MCPS operations start time and/or return time is later than 7:00 p.m.) <i>[Note -- All Athletics/Fine Arts trips travelling less than 100 miles on a single-day trip will not require chaperone/volunteer fingerprints or background checks.]</i> Active Law Enforcement Officers (Local, State, Federal) are exempt from the MCPS background check requirements. You must email Backgroundscreening@mcpsmd.org for further instructions. Non-exempt personnel (e.g., non-law enforcement personnel, military, federal employees) must be fingerprinted under the MCPS authorization codes: Agency Authorization #0000084571, ORI# MD920523Z. You may schedule an appointment with the BSO https://americanident.as.me/ or visit an authorized state location at https://dpsscs.maryland.gov/publicservs/fingerprint.shtml MCPS has created a document that identifies the specific types of volunteering that require training.
Q18: Where do volunteers go for background checks and how long does it take to be cleared?	A18: Fingerprinting and background check information can be found HERE. Appointments are required: 850 Hungerford Drive, Room 137 Rockville, MD 20850 240-740-4670 or Backgroundscreening@mcpsmd.org. <i>Background check process takes approximately four weeks to complete.</i>
Q19: Who pays for volunteers to complete their background checks?	A19: The volunteer is responsible for the cost of the Fingerprinting background check fee of \$62.50. If the cost of fingerprinting prevents you from volunteering, financial assistance is available. To request support, please fill out the Fee Assistance Request Form. If approved, you must schedule an appointment at BSO-CESC, 850 Hungerford Dr., Suite 137, Rockville, MD 20850 https://americanident.as.me/ • Outdoor Education overnight chaperones will have a reduced fee of \$25.20. • Volunteer coaches will continue to pay for their background checks as arranged through the Athletic Department
Q20: Do I need to undergo another background check if I completed a MCPS background check last year?	A20: If you are a parent, guardian, or community member who completed the MCPS background check process (fingerprinting and the Child Protective Services/CPS form) in 2019 or later, your clearance may still be active. MCPS uses the federal Rap Back (Record of Arrest and Prosecution Background) program, which provides continuous background monitoring to keep our students safe. If your student has remained continuously enrolled in MCPS since you were screened, your status simply needs to be verified. Please contact the Background Screening Office to check your clearance status at 240-740-4670 or email: backgroundscreening@mcpsmd.org

Q21: If a school's Parent Teacher (Student) Association (PTA/PTSA) sponsors an after-school activity, enrichment program, or other program, are the providers subject to the requirements applicable to MCPS contractors regarding fingerprinting and background checks?	A21: Fingerprinting and background checks are required for school-sponsored events only. • If the after-school program is <u>funded or sponsored by MCPS, or MCPS is part of the contract</u> (i.e., <i>the principal's signature is on the contract</i>), and the after-school program providers will have direct, unsupervised, and uncontrolled access to students in an MCPS facility, background checks and training are required. • If the contract is not school-sponsored and <u>sponsored solely</u> by the PTA/PTSA or other organization, or arranged solely through the Interagency Coordinating Board (ICB), MCPS does not require background checks or training. However, the PTA/PTSA or ICB may have additional requirements for their contractors.
Q22: Who informs potential volunteers that they have been approved or not approved?	A22 Potential volunteers will be notified by email of their approval status by the Background Screening Office.
Q23: Who should I contact if I have questions about volunteer training and background checks?	A23: If you have any questions or concerns about volunteer requirements, please contact your school. In addition, concerns not addressed at the school level contact: • Volunteer Training: Student Leadership and Extracurricular Activities, 240-740-3977 • Background Checks: Contact the fingerprinting office 240-740-4670 Backgroundscreening@mcpsmd.org
Q24: How do these requirements apply to Montgomery College staff working at MCPS sites?	A24: Montgomery College employees working with the dual enrollment program/ACES undergo a criminal background check to include fingerprinting, at the time of hire. They must have their Montgomery College-issued identification badge visible while in the schools.
Q25: How do these requirements apply to Montgomery County Government (MCG) employees?	A25: Montgomery County Government employees working in our schools, such as health room technicians, nurses, and Department of Health and Human Services (DHHS) staff, undergo a comprehensive criminal background check through MCG. Depending on their role, some employees may also need to complete additional MCPS background clearances. Once fully cleared, designated MCG staff are issued contractor access badges by MCPS Security to ensure secure entry into our school buildings.

MCPS Volunteers: <https://www.montgomeryschoolsmd.org/departments/student-leadership/volunteer.aspx>

MCPS Background Screening: <https://www.montgomeryschoolsmd.org/departments/security/fingerprint/>

Child Abuse and Neglect Training: <https://www.montgomeryschoolsmd.org/childabuseandneglect/#Volunteer>