



# Volunteer Packet

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### Mission Road Developmental Center Statement of Mission

Mission Road Developmental Center is a community based, church sponsored organization with a call from God to minister to persons with intellectual developmental disabilities by challenging them to achieve their full potential for independence, productivity and inclusion in the community.

## Mission Road Developmental Center

Mission Road Developmental Center is a living and training facility for children and adults with intellectual developmental disabilities. We are a private, non-profit; church sponsored agency and a member of the United Way of San Antonio and Bexar County. MRDC provides residential care and day services in a safe, stable and Christian environment. Our goal is to help residents achieve their full potential for independence, productivity and inclusion in the community.

MRDC serves adults, teenagers and children over three years of age. All of our clients have intellectual developmental disabilities ranging in the mild, moderate and severe categories. Many have a combination of physical disabilities, such as epilepsy, cerebral palsy or hearing and speech defects. Several have histories of neglect and abuse.

MRDC celebrated its 60<sup>th</sup> year in 2007. Since 1947 we have grown from a single home to six homes on our campus and seven homes located throughout San Antonio. Our emphasis is a normal, family life-style for all residents. Regular activities are scheduled both on and off campus to develop social and living skills. Residents are encouraged to attend non-denominational chapel services on campus or to visit a variety of community churches. Residents also attend school, day service programs, vocational programs and some residents work in the community.

In its 60 years of services to persons with intellectual developmental disabilities, MRDC has focused on the particular needs of those persons hardest to serve. After conducting a comprehensive survey of all San Antonio school districts in 1994, MRDC learned that approximately 150 students with severe developmental disabilities graduate annually and have no place to go during the day to continue skills training. In an effort to meet the demand for services and to help insure that families of persons with developmental disabilities remain strong, MRDC established a Day Services Program. It has been well received by program participants as well as their families and continues to grow.



## What Is Intellectual developmental disabilities?

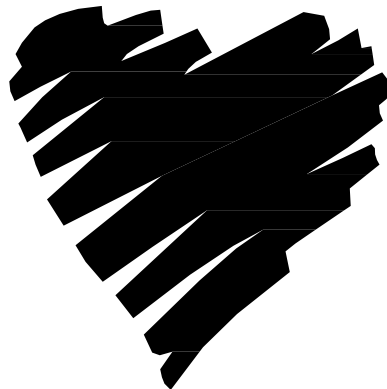
Residents at MRDC may display a wide range of ages, interests and personalities, but they all have one thing in common – they all have intellectual developmental disabilities. That does not mean that they cannot learn, it means that they learn more slowly than other people do.

It also does not mean they will never “grow-up”; they have the same range of emotions, physical needs, and varying interests as all other people. Children at MRDC need love and attention like all children. Teenagers go through the pains of adolescence, and adults have the right to be treated as adults.

Intellectual developmental disabilities are divided into four categories: mild, moderate, severe and profound. Eighty-nine (89) percent of all people with intellectual developmental disabilities in this country are mildly intellectually disabled and can, with proper training and encouragement, learn to live independently in the community. Those diagnosed with moderate intellectual developmental disabilities can learn and perform job skills and meet their own daily living needs, but will always require some guidance.

The pattern continues with the severity of a person’s intellectual developmental disabilities. Everyone, even the most severely disabled, can learn some skills and can learn to contribute in some way to their own care. Some people need more help than others in understanding and achieving their own potential.

As a volunteer at MRDC you can help those with mental and physical disabilities find and reach their own potential. You can help them to understand that they are worthwhile human beings. You can share your experiences with them and encourage them to share with you.



## How Can I Help?

Volunteers of all kinds are important additions to the program at MRDC. As a volunteer, you enjoy not only the direct contribution that you make in your volunteer work, but the indirect joy of knowing that you are exposing MRDC residents to a new individual from the community.

There are several ways to volunteer at MRDC:

1. On-Campus Group Volunteers:

Volunteering in group activities, either directly with residents or in some aspect of the maintenance of MRDC; for example, painting, repair work, hanging Christmas lights etc.

2. Day Services Volunteer:

Volunteering in our Day Services program which operates Monday through Friday 8:00 AM – 3:00 PM. Volunteers help with vocational, educational and daily living skills training as well as going on walks, field trips and feeding.

3. Individual Volunteer:

Aid in on-campus programming, such as arts/crafts class, music lessons/program, tutoring, field trips, birthday parties, fund-raisers, holiday parties and so much more.

4. Sponsors:

Sponsors may donate items such as jerseys for Special Olympics, Christmas parties, toys, educational books, tickets for community events etc.

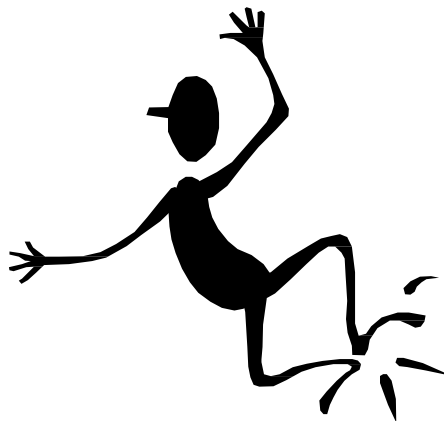
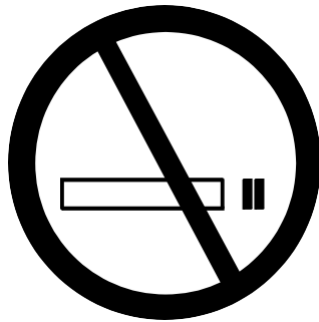


# Mission Road Developmental Center

## Volunteer Policies

1. Smoking, alcohol, illegal drugs and firearms are strictly prohibited on MRDC property.
2. All individual volunteers must submit written physician documentation of negative result for tuberculosis test within the past six months of your start date.
3. Volunteers must report accidents resulting in personal injury immediately to the Volunteer Coordinator and/or the supervisor in the area you are working (i.e. Day Services).
4. Volunteers should be courteous and respectful to MRDC residents at all times. Volunteers will not at any time treat, talk to or refer to MRDC clients in a degrading manor.
5. Residents emulate volunteers and staff, so dress appropriately. Slacks, walking shorts and jeans are permitted. Wear comfortable shoes. Please, no T-shirts with questionable slogans.
6. All information obtained about our clients is CONFIDENTIAL. Volunteers must never disclose any information concerning a client unless it is for the client's well being. Information should then be disclosed to the Volunteer Coordinator and the supervisor of the area you are working in (i.e. Day Services).
7. Volunteers must be at least 16 years of age.
8. Volunteers must report any signs of abuse, neglect or exploitation, will call the posted hotline number and will make an immediate verbal and written report of the incident to the Volunteer Coordinator, Social Services Associate, Day Services Supervisor or a Case Manager.
9. All Volunteers must sign in and out on a sign in sheet. This will enable us to maintain the number of hours served, as well as keeping MRDC informed on the volunteer's location in the case of an emergency.
10. Every client must be treated as a competent individual capable of benefiting from active treatment.
11. Volunteers will not discuss client behavior or other personally identifiable information publicly or in front of other clients.
12. Volunteers will not meet a client (s) away from the facility for social reasons without consent from the Volunteer Coordinator, Social Services and the Case Manager.

13. Clients will not be driven to and from a scheduled function in a privately owned vehicle without the consent of the Volunteer Coordinator and Case Manager.
14. Dating between Volunteers and clients is prohibited.
15. At no time will volunteers lend money to, or borrow money from, a client.
16. Volunteers must sign a Statement of Understanding in regards to the MRDC neglect/abuse policy.
17. Volunteers should never hesitate to ask the Volunteer Coordinator, A Case manager, a Social Services Associate or the Day Services supervisor about any concerns they may have in regards to the clients well being. Always ask any questions you may have.





8706 Mission Road  
San Antonio, Texas 78214  
(210) 924-9265 Fax (210) 922-6006

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### VOLUNTEER APPLICATION

Name: \_\_\_\_\_ Social Security# \_\_\_\_\_  
(Last) (First) (Middle)

Address: \_\_\_\_\_  
(Street) (City) (State) (Zip)

Telephone # \_\_\_\_\_ Alternate # \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Are you currently employed? Yes or No

How were you referred to this agency? \_\_\_\_\_

Have you ever been convicted of /entered a plea of guilty/ received deferred adjudication to a felony and/or misdemeanor or currently have criminal charges pending against you?

Yes \_\_\_\_\_ or No \_\_\_\_\_

If yes, please explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why do you want to volunteer for this agency?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Certifications: \_\_\_\_\_

Hobbies/Interests/Special Skills: \_\_\_\_\_

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Signature (If under 18)

\_\_\_\_\_  
Date

#### **NOTICE TO VOLUNTEER APPLICANTS (PLEASE READ CAREFULLY):**

Mission Road Developmental Center is a non-for-profit agency serving persons with developmental disabilities under licenses from the State Regulatory Authorities. Under these regulations the Center is required to conduct criminal conviction checks on any person having direct contact with the residents at Mission Road Developmental Center.



# Volunteer Policies Statement of Understanding

I have read and understand the volunteer policies of the Mission Road Developmental Center Volunteer Program.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

## Mistreatment, Neglect or Abuse of Residents

### Rationale:

All residents of Mission Road Developmental Center have been entrusted by their families, guardians or managing conservators to our care. Each resident is entitled to humane treatment, dignity, and respect from all employees, volunteers, and others. Mistreatments, neglect, or abuse of any Mission Road Developmental Center resident will not be tolerated.

Please read and sign that you have read, understand and agree to this statement:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

# DPS Computerized Criminal History (CCH) Verification

(AGENCY COPY)

I, \_\_\_\_\_, acknowledge that a Computerized Criminal

APPLICANT or EMPLOYEE NAME (Please print)

History (CCH) check will be performed by accessing the Texas Department of Public Safety Secure Website and will be based on name and DOB identifiers I supply. (This is not a consent form.) Authority for this agency to access an individual's criminal history data may be found in Texas Government Code 411; Subchapter F.

Name-based information is not an exact search and only fingerprint record searches represent true identification to criminal history, therefore the organization conducting the criminal history check is not allowed to discuss with me any criminal history record information obtained using this method. The agency may request that I have a fingerprint search performed to clear any misidentification based on the result of the name and DOB search. Once this process is completed the information on my fingerprint criminal history record may be discussed with me.

In order to complete the process I must make an appointment with the Fingerprint Applicant Services of Texas (FAST) as instructed online at [www.txdps.state.tx.us/CrimeRecords/Review of Personal Criminal History](http://www.txdps.state.tx.us/CrimeRecords/ReviewofPersonalCriminalHistory) or by calling the DPS Program Vendor at 1-888-467-2080, submit a full and complete set of fingerprints, request a copy be sent to the agency listed below, and pay a fee of \$24.95 to the fingerprinting services company.

**(This copy must remain on file by your agency. Required for future DPS Audits)**

\_\_\_\_\_  
Signature of Applicant or Employee

\_\_\_\_\_  
Date

Mission Road Ministries  
Agency Name (Please print)

\_\_\_\_\_  
Agency Representative Name (Please print)

\_\_\_\_\_  
Signature of Agency Representative

\_\_\_\_\_  
Date

<b>Please:</b> <b>Check and Initial each Applicable Space</b>	
CCH Report Printed:	
YES _____ NO _____	_____ initial
Purpose of CCH: _____	
Empl _____ Vol/Contractor _____	_____ initial
Date Printed: _____	_____ initial
Destroyed Date: _____	_____ initial
<b>Retain in your files</b>	

Mission Road Ministries  
**Applicant Statistical Information**

The following statistical information is for *statistical purposes only* and will remain separate from your application for employment.

**Application Date:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Sex:**     Male             Female

**Race and Ethnic Identification:**

- Hispanic or Latino – a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race
- White (not Hispanic or Latino) – a person having origins in any of the original peoples of Europe, the Middle East, or North Africa
- Black or African American (not Hispanic or Latino) – a person having origins in any of the black racial groups of Africa
- Native Hawaiian or Other Pacific Islander (not Hispanic or Latino) – a person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands
- Asian (not Hispanic or Latino) – a person having origins in any of the original peoples of the Far east, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam
- American Indian or Alaska Native (not Hispanic or Latino) – a person having origins in any of the original peoples of North and South American (including Central America), and who maintain tribal affiliation or community attachment
- Two or More Races (not Hispanic or Latino) – all persons who identify with more than one of the above five races

**Position Applied For**

- Residential Care Professional                       Maintenance Technician
- QMRP/Case Manager                                       Group Home Supervisor
- Foster Care     Volunteer

**Referral Source**

- Walk-in     Texas Workforce Commission
- By a Current MRM Employee                       Craig’s List (website)
- Mission Road Ministries’ website
- Other: \_\_\_\_\_

List all of the counties (including city & state) you've lived in for the **last seven (7) years**...PRINT

City	State	County
1.		
2.		
3.		
4.		
5.		
6.		
7.		

**RELEASE FORM**

I hereby release and hold harmless RedStar Backgrounds, Inc., their respective officers, employees, agents, representatives, affiliates, and all other persons, corporations, partnerships, associations, and entities from which RedStar Backgrounds, Inc. obtains its reports from any and all claims, demands, or liabilities arising out of or in any way related to the request, preparation, transmission, disclosure, and use of any consumer report and/or investigative consumer report made in connection with my application for employment.

I certify that I have received and executed a Disclosure and Authorization Form permitting RedStar Backgrounds, Inc. to obtain, prepare, and disclose a consumer report and/or investigative consumer report\* on my behalf. I understand that I have the right to have my own legal counsel review this release form.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Please Print Name

*A consumer report* may consist of employment records, educational verification, licensure verification, driving history, previous addresses, and other public records relative to criminal charges. A credit report will not be requested unless it is deemed pertinent to the functions of the position for which you are applying.



**DISCLOSURE**

COMPANY Mission Road Ministries may obtain information about you from RedStar Backgrounds, Inc., 1846 Lockhill Selma, STE 107 SAN ANTONIO, TX 78213, 210-960-4000 AND WWW.REDSTARBACKGROUNDS.COM, or another third-party consumer reporting agency, for employment purposes, volunteer work including without limitation, for the purpose of evaluating you for employment, volunteer work, promotion, reassignment and retention as an employee, at any time prior to or during your employment, if applicable, and without giving you any further notice. Thus, you may be the subject of a background check, also known as a “consumer report” and/or an “investigative consumer report,” which may include information about your character, general reputation, personal characteristics, and/or mode of living. These reports may contain, without limitation, all or some of the following types of information about you: credit history, social security number verification, address and alias history, personal references, professional references, employment history, educational history, licenses, certifications, motor vehicle records, driving records, criminal history, and civil court record history. Credit history will only be requested where such information is substantially related to the duties and responsibilities of the applied-for position. You have the right to know whether a consumer report has been obtained about you; and you have the right to request a copy of any report obtained by Company, a copy of “A Summary of Your Rights Under the FCRA,” and a complete and accurate written disclosure of the nature and scope of any investigative consumer report obtained by Company. An investigative consumer report is information on an individual's character, general reputation, personal characteristics, or mode of living is obtained through a personal interview with an information source. The nature and scope of the most common form of investigative consumer report obtained for employment purposes is an interview with a reference, employer, coworker, supervisor, or customer.

**AUTHORIZATION**

I acknowledge receipt of the Background Check Disclosure and A Summary of Your Rights Under the FCRA, and certify that I have read and understand both documents. I hereby authorize Company to obtain background check information, including consumer reports and investigative consumer reports, about me from [RED STAR BACKGROUNDS INC.] or another third-party consumer reporting agency, for employment purposes, volunteer work, including without limitation, for the purpose of evaluating you for employment, promotion, reassignment and retention as an employee, at any time prior to or during my employment, if applicable, and without giving me any further notice. To this end, I hereby authorize, without reservation, any credit bureau, creditor, employer, coworker, supervisor, customer, institution, school, college, university, license or certificate granting entity, state department of motor vehicles, state department of revenue, court, governmental agency, law enforcement agency, information service bureau, insurance company, other record-keeping agency, person, administrator, organization, company, corporation, entity, and any other information source, to furnish any and all background information requested by [RED STAR BACKGROUNDS INC., 1703 Lockhill Selma, STE 107 SAN ANTONIO, TX 78213, 210-960-4000 AND WWW.REDSTARBACKGROUNDS.COM], another third-party acting on behalf of Company, and/or Company itself, and regardless of whether the requested information was received from another source. I agree that a copy of this Authorization shall be as valid as the original.

_____	_____	_____	_____
First Name	Middle Name	Last Name	Maiden / Other Names
_____	_____	_____	_____
Social Security #	(please check one) <input type="checkbox"/> ID or <input type="checkbox"/> DL Number	State	County of Residence
_____	_____	_____	_____
Current Address	City	State	Zip
_____	_____	_____	_____
Date of Birth	Email Address	Mobile #	
_____	_____	_____	
Authorization Signature	Date		
_____	_____		

**INFORMATION FOR REDSTAR BACKGROUNDS CUSTOMERSON  
ADDITIONAL STATE LAW REQUIREMENTS**

**DISCLAIMER: THE DISCLOSURE AND AUTHORIZATION FORM, AND THE DISCUSSION OF STATE REQUIREMENTS BELOW, ARE NOT MEANT TO PROVIDE LEGAL ADVICE OF ANY KIND. LEGAL ADVICE SHOULD BE SOUGHT FROM YOUR ATTORNEY IN CONNECTION WITH THE USE OF THESE FORMS OR THE DETERMINATION OF STATE LAW REQUIREMENTS THAT MAY BE APPLICABLE TO YOU. REDSTAR BACKGROUNDS, INC. MAKES NO CLAIMS, PROMISES OR GUARANTEES ABOUT THE ACCURACY, COMPLETENESS, OR ADEQUACY OF THE INFORMATION CONTAINED HEREIN.**

**IN ADDITION TO THE PRECEDING DISCLOSURE AND AUTHORIZATION FORM NEEDED TO CONFORM WITH THE FEDERAL FAIR CREDIT REPORTING ACT, VARIOUS STATES IMPOSE ADDITIONAL DISCLOSURE OR OTHER OBLIGATIONS ON EMPLOYERS WHEN THEY OBTAIN CONSUMER REPORTS OR INVESTIGATIVE CONSUMER REPORTS ON EMPLOYEES OR APPLICANTS.**

**THE FOLLOWING IS A SUMMARY OF POSSIBLE STATE REQUIREMENTS.**

**1. WITH REGARD TO INDIVIDUALS WHO ARE OR WILL BE EMPLOYED IN CALIFORNIA, MINNESOTA, AND OKLAHOMA, you should add the following language to the end of the Authorization:**

You may request free copy of any consumer report or investigative consumer report we obtain on you by checking the box.

**2. WITH REGARD TO INDIVIDUALS WHO ARE OR WILL BE EMPLOYED IN CALIFORNIA:**

Under California Civil Code §§ 1786.16(a)(2) and 1786.22, the following additional disclosure should be provided before procuring a consumer report:

We will be obtaining a consumer report from [name, address, and telephone number of the consumer reporting agency]. You have the right to request from that agency, upon proper identification, the nature and substance of all information in its files on you, including the sources of information, and the recipients of any reports on you, which the agency has previously furnished within the three-year period preceding your request. You may view the file maintained on you by the agency during normal business hours. You may also obtain a copy of this file upon submitting proper identification and paying the costs of duplication services. Upon making a written request, you may receive a summary of your report via telephone.

**3. WITH REGARD TO INDIVIDUALS WHO ARE OR WILL BE EMPLOYED IN NEW YORK:**

Under Article 25 Section 380-g of the New York General Business Law, if an employer receives a consumer report containing criminal conviction information, the employer must provide the applicant or employee who is the subject of the report, a printed or electronic copy of Article 23-A of the New York Correction Law, which governs the employment of persons previously convicted of one or more criminal offenses.

**4. WITH REGARD TO INDIVIDUALS WHO ARE OR WILL BE EMPLOYED IN WASHINGTON STATE:**

Under the Washington Fair Credit Reporting Act, you have the right to ask IntelliCorp for a written summary of your rights. If you submit a request to Employer in writing, you have the right to get from Employer a complete and accurate disclosure of the nature and scope of the investigative consumer report Employer ordered, if any. If Employer obtains information bearing on your credit worthiness, credit standing or credit capacity, it will be used to evaluate whether you would present an unacceptable risk of theft or other dishonest behavior in the job for which you are being considered.

**5. WITH REGARD TO INDIVIDUALS WHO ARE OR WILL BE EMPLOYED IN OREGON:**

Information describing your rights under federal and Oregon law regarding consumer identity theft protection, the storage and disposal of your credit information, and remedies available should you suspect or find that Employer has not maintained secured records is available to you upon request.

**A Summary of Your Rights Under the Fair Credit Reporting Act**

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to [www.ftc.gov/credit](http://www.ftc.gov/credit) or write to: Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.**

**You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.

**You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if: a person has taken adverse action against you because of information in your credit report; you are the victim of identify theft and place a fraud alert in your file; your file contains inaccurate information as a result of fraud; you are on public assistance; you are unemployed but expect to apply for employment within 60 days.

In addition, by September 2005 all consumers will be entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See [www.ftc.gov/credit](http://www.ftc.gov/credit) for additional information.

**You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.

**You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See [www.ftc.gov/credit](http://www.ftc.gov/credit) for an explanation of dispute procedures. **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate. **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.

**Access to your file is limited.** A consumer reporting agency may provide information about you only to people with a valid need -- usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.

**You must give your consent for reports to be provided to employers.** A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to [www.ftc.gov/credit](http://www.ftc.gov/credit). **You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.** Unsolicited “prescreened” offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt-out with the nationwide credit bureaus at 1-888-5-OPTOUT (1-888-567-8688).

**You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.

**Identity theft victims and active duty military personnel have additional rights.** For more information, visit [www.ftc.gov/credit](http://www.ftc.gov/credit).

**States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. Federal enforcers are:**

TYPE OF BUSINESS:	CONTACT:
Consumer reporting agencies, creditors and others not listed below	Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 1-877-382-4357
National banks, federal branches/agencies of foreign banks (word "National" or initials "N.A." appear in or after bank's name)	Office of the Comptroller of the Currency Compliance Management, Mail Stop 6-6 .Washington, DC 20219 800-613-6743
Federal Reserve System member banks (except national banks, and federal branches/agencies of foreign banks)	Federal Reserve Consumer Help (FRCH) P O Box 1200 Minneapolis, MN 55480 Telephone: 888-851-1920 Website Address: <a href="http://www.federalreserveconsumerhelp.gov">www.federalreserveconsumerhelp.gov</a> Email Address: ConsumerHelp@FederalReserve.gov
Savings associations and federally chartered savings banks (word "Federal" or initials "F.S.B." appear in federal institution's name)	Office of Thrift Supervision Consumer Complaints Washington, DC 20552 800-842-6929
Federal credit unions (words "Federal Credit Union" appear in institution's name)	National Credit Union Administration 1775 Duke Street Alexandria, VA 22314 703-519-4600
State-chartered banks that are not members of the Federal Reserve System	Federal Deposit Insurance Corporation Consumer Response Center, 2345 Grand Avenue, Suite 100 Kansas City, Missouri 64108-2638 1-877-275-3342
Air, surface, or rail common carriers regulated by former Civil Aeronautics Board or Interstate Commerce Commission	Department of Transportation , Office of Financial Management Washington, DC 20590 202-366-1306
Activities subject to the Packers and Stockyards Act, 1921	Department of Agriculture

Para obtener información en español, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) o escriba a: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

### Un resumen de sus derechos en virtud de la Ley de Informe Justo de Crédito

La Ley de Informe Justo de Crédito (Fair Credit Reporting Act, FCRA), una ley federal, fomenta la exactitud, imparcialidad y privacidad de la información en los archivos de las agencias de informe del consumidor. Existen muchos tipos de agencias de informe del consumidor, incluidas las agencias de crédito (credit bureaus) y las agencias especializadas (como las agencias que venden información sobre el historial de extensión de cheques, registros médicos y registros de historial de alquiler). A continuación se presenta un resumen de sus principales derechos en virtud de la FCRA. **Para obtener más información, incluyendo información sobre derechos adicionales, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) o escriba a: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.**

- **Deben notificarle si la información contenida en su archivo se ha utilizado en su contra.** Todo aquel que utilice un informe de crédito u otro tipo de informe de consumidor para denegar su solicitud de crédito, seguro o empleo, o para emprender otra acción adversa en su contra, debe informarle y debe darle el nombre, la dirección y el número de teléfono de la agencia que proporcionó esa información.
- **Usted tiene derecho a saber lo que contiene su archivo.** Usted puede solicitar y obtener toda la información registrada bajo su nombre en los archivos de una agencia de informe del consumidor (divulgación de su información). Usted deberá proporcionar una prueba de su identidad, que puede incluir su número de Seguro Social. En muchos casos, la divulgación de la información de su archivo será gratuita. Usted tiene derecho a recibir una copia gratuita de su archivo si:
  - Una persona ha emprendido una acción adversa en su contra debido a la información contenida en su informe de crédito.
  - Usted es víctima de un robo de identidad y coloca una alerta de fraude en su archivo.
  - Su archivo contiene información inexacta como resultado de fraude.
  - Usted recibe asistencia pública.
  - Usted no está empleado pero prevé solicitar empleo en un plazo de 60 días.

Asimismo, todos los consumidores tendrán derecho a recibir una copia gratuita de la información registrada en su archivo cada 12 meses si así se lo solicitan a cada agencia de crédito a nivel nacional y a las agencias especializadas de informe del consumidor a nivel nacional. Para obtener más información, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).

- **Usted tiene derecho a pedir su puntaje de crédito.** Los puntajes de crédito son resúmenes numéricos de su solvencia de crédito basados en la información de las agencias de crédito. Usted puede solicitar su puntaje de crédito a las agencias de informe del consumidor que generan o distribuyen los puntajes utilizados en préstamos de bienes raíces residenciales, pero tendrá que pagar un cargo. En algunas transacciones hipotecarias, el prestamista le dará información sobre su puntaje de crédito gratuitamente.
- **Usted tiene derecho a impugnar la información incompleta o inexacta.** Si usted identifica información en su archivo que es incompleta o inexacta, y la reporta a la agencia de informe del consumidor, la agencia debe investigar, a menos que su impugnación sea frívola. Para consultar una explicación sobre los procedimientos de impugnación, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).
- **Las agencias de informe del consumidor deben corregir o eliminar la información inexacta, incompleta o no verificable.** La información inexacta, incompleta o no verificable debe ser eliminada o corregida, por lo general en un plazo de 30 días. No obstante, si una agencia de informe del consumidor verifica la exactitud de la información, puede seguir reportándola.
- **Las agencias de informe del consumidor no pueden reportar información negativa desactualizada.** En la mayoría de los casos, una agencia de informe del consumidor no puede reportar información negativa ocurrida hace más de siete años, ni quebras ocurridas hace más de 10 años.
- **El acceso a su archivo es limitado.** Una agencia de informe del consumidor puede proporcionar información sobre usted solamente a aquellas personas que realmente la necesiten — generalmente para considerar una solicitud presentada por usted ante un acreedor, asegurador, empleador, propietario de una vivienda en alquiler u otro negocio. La FCRA especifica quiénes son las personas que tienen una necesidad válida de acceso.
- **Usted debe otorgar su consentimiento para que se envíen sus informes a los empleadores.** Una agencia de informe del consumidor no puede darle información sobre usted a su empleador, ni a un posible empleador sin su consentimiento escrito a nombre del empleador. Por lo general, el consentimiento escrito no es requerido en la industria del transporte de carga por camión. Para obtener más información, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).
- **Usted puede limitar las ofertas "pre-evaluadas" de crédito y seguro que recibe y que están basadas en la información de su informe de crédito.** Las ofertas "pre-evaluadas" de crédito y seguro no solicitadas deben incluir un número de teléfono gratuito al que usted puede llamar si desea eliminar su nombre y dirección de las listas en las que se basan estas ofertas. Puede solicitar su exclusión voluntaria de estas listas llamando a las agencias de crédito a nivel nacional al 1-888-5-OPTOUT (1-888-567-8688).
- **Usted puede obtener compensación de los infractores.** Si una agencia de informe del consumidor o, en algunos casos, un usuario de informe del consumidor, o un proveedor de información de una agencia de informe del consumidor infringe la FCRA, usted puede demandarlo ante una corte estatal o federal.
- **Las víctimas del robo de identidad y el personal militar en servicio activo tienen derechos adicionales.** Para obtener más información, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore).

**Los estados tienen autoridad para hacer cumplir la FCRA, y muchos estados tienen su propia legislación sobre los informes de los consumidores. En algunos casos, usted puede tener más derechos en virtud de la ley estatal. Para obtener más información, comuníquese con su agencia estatal o local de protección del consumidor o con el Fiscal General estatal. Para obtener información sobre sus derechos federales, establezca contacto con:**



<b>TIPO DE NEGOCIO:</b>	<b>ESTABLEZCA CONTACTO CON:</b>
<p>1.a. Bancos, asociaciones de ahorro y cooperativas de crédito con activos totales de más de \$10 mil millones de dólares y sus filiales</p> <p>b. Dichas filiales que no sean bancos, asociaciones de ahorro o cooperativas de crédito también deben listar, además del CFPB:</p>	<p>a. Consumer Financial Protection Bureau 1700 G Street, N.W. Washington, DC 20552</p> <p>b. Federal Trade Commission: Consumer Response Center – FCRA Washington, DC 20580 (877) 382-4357</p>
<p>2. En la medida en que no estén comprendidos en el punto 1 anterior:</p> <p>a. Bancos nacionales, asociaciones de ahorro federales y sucursales federales y agencias federales de bancos extranjeros</p> <p>b. Bancos miembros del estado, sucursales y agencias de bancos extranjeros (que no sean sucursales federales, agencias federales, o Sucursales Estatales Aseguradas de Bancos Extranjeros), compañías de préstamos comerciales de propiedad o controladas por bancos extranjeros y las organizaciones que operan bajo la sección 25 o 25A de la Ley de la Reserva Federal (Federal Reserve Act)</p> <p>c. Bancos Asegurados No Miembros, Sucursales Estatales Aseguradas de Bancos Extranjeros y asociaciones de ahorros estatales aseguradas</p> <p>d. Cooperativas Federales de Crédito</p>	<p>a. Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney Street, Suite 3450 Houston, TX 77010-9050</p> <p>b. Federal Reserve Consumer Help Center P.O. Box. 1200 Minneapolis, MN 55480</p> <p>c. FDIC Consumer Response Center 1100 Walnut Street, Box #11 Kansas City, MO 64106</p> <p>d. National Credit Union Administration Office of Consumer Protection (OCP) Division of Consumer Compliance and Outreach (DCCO) 1775 Duke Street Alexandria, VA 22314</p>
<p>3. Compañías aéreas</p>	<p>Asst. General Counsel for Aviation Enforcement &amp; Proceedings Aviation Consumer Protection Division Department of Transportation 1200 New Jersey Avenue, S.E. Washington, DC 20590</p>
<p>4. Acreedores sujetos a la Junta de Transporte Terrestre (Surface Transportation Board)</p>	<p>Office of Proceedings, Surface Transportation Board Department of Transportation 395 E Street, S.W. Washington, DC 20423</p>
<p>5. Acreedores sujetos a la Ley de Empacadores y Corrales Ganaderos de 1921 (Packers and Stockyards Act, 1921)</p>	<p>Nearest Packers and Stockyards Administration area supervisor</p>
<p>6. Compañías de Inversión en Pequeños Negocios</p>	<p>Associate Deputy Administrator for Capital Access United States Small Business Administration 409 Third Street, S.W., 8<sup>th</sup> Floor Washington, DC 20416</p>
<p>7. Agentes y Distribuidores</p>	<p>Securities and Exchange Commission 100 F Street, N.E. Washington, DC 20549</p>
<p>8. Bancos Agrícolas Federales, Asociaciones de Bancos Agrícolas Federales, Bancos Federales de Crédito Intermedio y Asociaciones de Crédito a la Producción</p>	<p>Farm Credit Administration 1501 Farm Credit Drive McLean, VA 22102-5090</p>
<p>9. Minoristas, Compañías Financieras y todos los demás acreedores no indicados anteriormente</p>	<p>FTC Regional Office for region in which the creditor operates or Federal Trade Commission: Consumer Response Center – FCRA Washington, DC 20580 (877) 382-4357</p>



8706 Mission Road \ San Antonio, Texas 78214-3144  
210/924-9265 \ Fax 210/922-6006 \ [missionroadministries.org](http://missionroadministries.org)

## Personal References

\_\_\_\_\_ has applied to volunteer at Mission Road Developmental Center, a residential care facility for persons with intellectual developmental disabilities. In the interest of providing the best care for our clients, please provide your frank and honest opinion of the applicant. It would be appreciated if you would assist us by completing the following information. Thank you for your cooperation and promptness to this request.

*Instructions: Please complete, insert into envelope provided. Please seal and sign over the seal, then return to applicant.*

How long and how well have you known the applicant? \_\_\_\_\_

Has the applicant worked for you? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, please indicate type of work, length of employment. Etc. \_\_\_\_\_

What are the applicant's strengths? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What are the applicant's weaknesses? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How industrious and dependable do you consider the applicant to be? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Any additional information/comments about the applicant in regard to teamwork, interpersonal skills, reliability, performance, etc. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Phone Number: \_\_\_\_\_



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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Phone Number: \_\_\_\_\_

HCS  
Abuse, Neglect and Exploitation Policy  
Mission Road Developmental Center

Mission Road Developmental Center has provided the individuals served under the HCS program and their LARs or family members with information on how to report abuse, neglect or exploitation to the Texas Department of Family and Protective Services (TDFPS). They have been given the toll-free number (1- 800-647-7418) in writing.

MRDC has instructed all service personnel and contracted personnel to immediately, but no later than one hour after having knowledge or suspicion, that an individual has been or is being abused, neglected or exploited to TDFPS and we have provided service personnel with the toll-free number (1800-647-7418).

MRDC encourages individuals, LARs, family members service personnel and contracted personnel, who suspect abuse, neglect or exploitation to report directly to the MRDC Coordinator of HCS Services, immediately after reporting to TDFPS. This will provide for immediate protective action to be taken to assure the safety of the people serviced as noted above.

Upon suspicion that an individual has been or is being abused, neglected, or exploited or notification of an allegation of abuse, neglect or exploitation, MRDC will take the necessary actions to secure the safety of the alleged victim, including but not limited to:

- Obtaining immediate and on-going medical and other appropriate supports for the alleged victim, as necessary.
- Restrict access by the alleged perpetrator of the abuse, neglect or exploitation to the alleged victim or other individuals pending investigation of the allegation, when an alleged perpetrator is an employee or contractor of MRDC.
- MRDC will notify as soon as possible but no later than 24 hours after the report, or notification of an allegation, the alleged victim, the alleged victim's LAR, and the MRA of the allegation report and the actions that have been taken.
- MRDC and its contractors must cooperate with the TDFPS investigation of an allegation of abuse, neglect or exploitation, including but not limited to:  
Providing complete access to all HCS Program service sites owned, operated, or controlled by MRDC.
- Provide complete access to individuals and MRDC or contracted personnel.
- Provide access to all records pertinent to the investigation of the allegation Preserve and protect any evidence related to the **allegation in accordance with TDFPS instructions.**

MRDC must report the findings of a TDFPS investigation of abuse, neglect or exploitation to the department in accordance with department procedures within 14 calendar days of the receipt of the investigation findings.

MRDC will promptly, but no later than five calendar days from the program provider's receipt of the TDFPS investigation finding, notify the alleged victim of the investigation finding and the corrective action that will be taken by MRDC if TDFPS confirms that abuse neglect or exploitation occurred.

If abuse, neglect or exploitation is confirmed, MRDC will take appropriate action to prevent the reoccurrence disciplinary action or termination of personnel confirmed to have committed abuse, neglect or exploitation.

- In all respite facilities, the program provider must post in a conspicuous location:
- The name, address and telephone number for MRDC
- The effective date of the MRDC's agreement
- The name of the legal entity named on the MRDC agreement

At least quarterly, MRDC will review incidents of confirmed abuse, neglect or exploitation, complaints, temporary and permanent discharges, transfers and unusual incidents to identify program operation modifications that will prevent the reoccurrence of such incidents and improve service delivery.

I have received a copy of the MRDC HCS Abuse, Neglect and Exploitation Policy.

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Signature/Title	Date
 <hr style="border: none; border-top: 1px solid black; margin-top: 10px;"/>	 <hr style="border: none; border-top: 1px solid black; margin-top: 10px;"/>
MRDC employee explaining Policy	Date