



## Personnel Vetting Process (Transcription)

### Webcast Episode 2 – Investigation Stage-

NARRATOR VOICE: “Welcome to The Personnel Vetting Process Webcast Series. This three-episode series explores the process a newly hired federal civilian, military member, or contractor will experience as part of the personnel vetting process. You are about to view episode two, the investigation stage. If you haven’t already, we recommend listening to episode one, the pre-investigation stage, prior to episode two.”

HOST: Welcome to the w-CDSE Personnel Vetting radio hour where we take your calls and answer all your PV related questions! I’m your host, Robert LaHart. Tonight, we have another jam-packed show for you. Before we get into it, I’m being told by our producers we have Dwight on the line. You may recall Dwight from the last show. He is a newly hired federal civilian and had some questions for us regarding the security eligibility process. Let’s go to line 1.

CALLER: Hi Robert! Thanks for taking my call again! You were a huge help last week in helping me understand some of the vetting requirements related to getting started with onboarding.

HOST: I’m glad we could help!

CALLER: The process happened just like you said it would. I got my electronic fingerprints done; I completed the SF86 form using the eApp system. I provided accurate information to the best of my knowledge so hopefully that will help speed up the process. I spoke to my security specialist, and she stated that I am now moving into the investigations stage of the process. It sounds a little intimidating, getting investigated. I was hoping you could answer some more questions for me.

HOST: Of course! Before we get into your questions, let’s just clarify your situation for the audience listening at home. You were hired by a government agency and, as part of the employment offer requirements, you are expected to obtain and maintain security eligibility, or clearance as we used to say. You worked with the security professional at your agency to get your fingerprints done and fill out the required security forms outlining your past residences, employments, criminal history, financial situation, and more. The agency has now handed off



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your information to the Investigation Service Provider, or ISP; in most cases the ISP will be the Defense Counterintelligence and Security Agency, or DCSA.

CALLER: That's correct, one of my friends works for the government, and he said he had to do an interview with a background investigator. Will I need to do an interview also?

HOST: You might. It really depends on many factors, including the type of investigation, the information you listed on the SF86, and a few other things. If there will be an interview, then the investigator assigned to your case will contact you using the phone numbers you listed on your SF86.

CALLER: This may seem like a silly question, but with so many scams these days, how will I know it's a real investigator contacting me?

HOST: That's not a silly question at all. DCSA recognizes that it's important for an individual like yourself to be able to verify the identity of investigators and has a process in place to do so. If you are contacted to set up an interview, ask the investigator to provide the investigator verification process. More than likely, you will be given the investigator's badge number, name, and DCSA verification hotline # to call to confirm the identity.

CALLER: If I do get interviewed, where will we meet? What do I wear? What should I bring with me?

HOST: These are all great questions! Usually, the interview will occur at the work location or public locations such as libraries or other private spaces. DCSA investigators are not permitted to conduct Subject interviews in the Subject's home or their own. As far as what to wear, you should dress business casual or professional. You should make an effort to be on time and take the interview seriously. You are usually not required to bring anything other than a photo ID. There are some instances in which the investigator will request you bring your passport with you. It can also be helpful to bring names and numbers of colleagues, friends, and neighbors. Also, if applicable, you can bring financial documentation relevant to any current or past delinquencies. It's also helpful to bring any updated information since completing the SF86.

CALLER: How long is the interview going to take? What type of questions will be asked of me?

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HOST: The length of the interview will vary because you may discuss one thing, or you may discuss many things. As mentioned when you called last week, no two investigations are exactly the same, so the length of the interview is always going to vary. The investigator might be able to approximate the length of interview when they call to schedule the interview if you ask them. As far as what type of questions will be asked, the investigator will have a copy of the SF86 form you completed and will go through your responses for completeness and accuracy. He or she will expand on topics as needed. Just make sure you are truthful throughout the process. In some cases, being untruthful can have a greater negative influence than the issue itself. And remember, don't be nervous; it's an interview, not an interrogation!

CALLER: What if I don't know some of the information?

HOST: Anything you don't know just inform the investigator. Not everyone has all the information required all the time. In some instances, the investigators may permit you additional time to gather information they need. Hey Dwight, my producers are telling me we're due for a commercial break. Stay on the line, we'll be right back after a word from our CDSE Sponsor.

CALLER: OK, no problem. I love CDSE!

FEMALE NARRATOR: Where can I find somewhere to explain TW 2.0?

PITCH NARRATOR: You mean the new Trusted Workforce 2.0?

FEMALE NARRATOR: Yes.

PITCH NARRATOR: That explains the new investigative tiers?

FEMALE NARRATOR: Yes!

PITCH NARRATOR: And the 5 Vetting Scenarios?

FEMALE NARRATOR: YES!!

PITCH NARRATOR: Just go to CDSE.edu and search for the "Federal Personnel Vetting Scenarios" Short!

FEMALE NARRATOR: : Oh WOW, It's so simple to use!

PITCH NARRATOR: That's why CDSE.edu is here!!

Ensuring a trusted workforce to protect assets, information, people, and mission has never been more critical. Trusted Workforce 2.0 transforms the way Personnel Vetting is conducted. In the future, traditional background investigation processes will be replaced with streamlined processes based upon individual vetting scenarios. These scenarios will be tailored depending on

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the mission need, the relevant circumstances of the individual being vetted, the duties and responsibilities of the position, and the management of human risk.

To better assist your understanding of the upcoming changes to the Federal Investigations Program, CDSE has developed the Federal Personnel Vetting Scenarios Short. This interactive short video provides a brief overview of the Five Vetting Scenarios and offers users an opportunity to apply their knowledge by matching the new vetting scenarios to fictitious characters in different stages of their career that require trust determinations.

To view the short, go to [CDSE.edu](http://CDSE.edu) and click on the Security Shorts tab under the Personnel Security Discipline.

Don't delay, view it today!

HOST: Okay, we're back from the break.

CALLER: What else occurs during the investigation stage of this process? Will other people be contacted?

HOST: During your investigation, DCSA may conduct investigative activities at: law enforcement entities, courts, employers, educational institutions, creditors, and other record repositories. Your friends, co-workers, landlords, family, and neighbors may be also contacted. They will be asked to verify where you lived, worked, or went to school, as well as questions regarding your character and conduct.

CALLER: Are they going to pull my credit report because I put a freeze on my credit to protect from identity theft and fraud?

HOST: They will pull a credit report; however, you don't need to take any actions to unfreeze your credit. With the passage of the Economic Growth, Regulatory Relief, and Consumer Protection Act, which was signed into law on May 24, 2018, security freezes do not apply to the making of a credit report for use in connection with "employment, tenant, or background screening purposes."

CALLER: I read online that the investigator is going to check my Facebook account. Is that true?

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HOST: There's a policy called SEAD 5, which is available on CDSE.edu. This policy contains information about the use of social media in investigations. Simply put, the Government is authorized to collect and use publicly available social media information. They will not ask for your passwords or have you log in to your account or send you a "friend request." However, anything that is visible publicly and is relevant to your behavior or you holding a security eligibility can be collected and used.

CALLER: Sounds like a pretty extensive process. I know you said that the duration of the investigation varies from person to person. How will I know when the investigation is complete? Will I be notified?

HOST: Not exactly. The investigator will reach back out to you if any further information is needed, but you won't be specifically notified when the investigation stage is concluded. Your primary point of contact for the status of your investigation will be your security professional that works for your agency. They will have access to the IT systems that show your investigation's status.

CALLER: Will I be able to access my own investigation once it's complete?

HOST: Yes. The DCSA Freedom of Information and Privacy (FOI/P) Office for Investigations supports the collection, dissemination, and re-dissemination of information gathered during the investigative process in accordance with the Privacy Act of 1974. The procedure to obtain a copy of your investigation is available on the DCSA website.

CALLER: Again, thank you so much for the information tonight, you've really put my mind at ease. I now have a much better understanding of this investigation stage.

HOST: No problem at all. Remember, just be honest and engaged throughout the process. Thanks for calling again and please call back in at the conclusion of the investigation if you have questions about the adjudication stage!

NARRATOR: This concludes episode two of the three-episode Webcast series, The Personnel Vetting Process. Please tune in for episode three as we will explore the Adjudication Stage of the PV process next week.

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