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## Fieldprint and Truescreen

### Fieldprint

In September 2015, CNCS contracted Fieldprint, Inc., (Fieldprint) to provide FBI fingerprint-based checks (FBI checks) to grant and sub grant recipients (recipient(s)). Fieldprint is one of a limited number of contractors, called Channelers, approved by the FBI to offer expedited access to the FBI's national criminal history information. Service to CNCS recipients began in January 2016 and can be accessed here:

[www.fieldprintcnscs.com](http://www.fieldprintcnscs.com).

### Truescreen

In July 2018, CNCS approved Truescreen to provide state and National Sex Offender Public Website (NSOPW) checks to recipients. Truescreen is a vendor approved by CNCS to provide NSOPW and state criminal history checks; research source-level documentation when needed; make adjudication recommendations to recipients; facilitate compliance with the Fair Credit Reporting Act (FCRA), including pre-adverse and adverse action notices; provide time records of relevant compliance steps like adjudication; and maintain records. All CNCS recipients may use Truescreen. Service to CNCS recipients began in November 2018 and can be accessed here: <https://applicationstation.truescreen.com>, using the CNCS specific agreement code: CNCSAgreement.

### Using Fieldprint

Recipients may use Fieldprint to obtain fingerprint-based FBI checks on individuals in covered positions. Recipients must establish accounts through Fieldprint's CNCS specific webpage: [www.fieldprintcnscs.com](http://www.fieldprintcnscs.com). Fieldprint can provide FBI checks on individuals that have applied to work or serve in positions that receive an education award from CNCS or a CNCS grant-funded living allowance, stipend or salary.

An alternative search procedure (ASP) is not required to use Fieldprint.

**Please note:** Recipients **may not** use Fieldprint to conduct FBI checks on individuals that are not in covered positions, as such checks are not authorized by law.

Visit [Fieldprint's CNCS-specific webpage](#) and click on "Set Up an Account" to begin the process. Fieldprint will also offer customer service for its web portal via a toll-free helpdesk that is available from 8 a.m. to 10 p.m. ET, Monday through Friday, at 877-614-4364 or [customerservice@fieldprint.com](mailto:customerservice@fieldprint.com).

### Fieldprint Quick Facts:

- **Create an account, learn about the process and read FAQs here:** [www.fieldprintcnscs.com](http://www.fieldprintcnscs.com)
- **Cost:** \$27. 50
- **Fieldprint Customer Service:**  
Monday through Friday  
8 a.m. to 10 p.m. ET,  
Phone: 877-614-4364  
Email: [customerservice@fieldprint.com](mailto:customerservice@fieldprint.com).
- **Average Turnaround Time to obtain Adjudication Recommendation:** 48 hours or 2 business days

## Fieldprint Checks:

Fieldprint will provide a fingerprint FBI check with an adjudication recommendation for recipients. In addition, the Fieldprint process will capture the following information:

- Individual's consent to perform checks
- Individual's understanding that selection to serve/work is based on the NSCHC results
- Individual is informed that they have an opportunity to challenge the factual accuracy of a results before action is taken to exclude the individual from the position

## Fieldprint Process

Fieldprint provides an online process for recipients to get fingerprint FBI checks.

1. Go to [www.fieldprintCNCS.com](http://www.fieldprintCNCS.com) and click on "Set Up an Account." This process includes completing forms, setting up account permissions and signing off on agreements.
2. In one-to-two business days, you will receive an email with more information, including your Fieldprint Code and information on logging into your client portal, where you can review the status and results of all your checks.
3. When you receive this email, save your Fieldprint Code somewhere easily accessible. You will need to provide it to any individuals you direct to Fieldprint for an FBI check. Follow the instructions to create your password and log in to the client portal. If the DUNS number you provided was not on Fieldprint's list of approved organizations, you will be notified at this stage.
4. Provide your Fingerprint Code to the applicant. The applicant will set up an account, complete information, sign off on agreements and set up a Livescan fingerprint appointment
5. The applicant will be fingerprinted at their Livescan appointment and will receive an email notification when the check is complete.
6. You will also receive an email when an individual's check is complete. In most cases, this should not take more than three business days. Log in to your client portal to see the results of the check.
7. You can log into your client portal at any time to view the status of any individuals who have used your Fieldprint Code. Results will be available for you to print for three years from the date of the check. You may need to retain this information for longer than it is available in the client portal to comply with federal grant requirements. See 2 CFR 200.333 for more information on the retention of federal grant records.

## Creating a Fieldprint Account:

Be prepared and save time. Collect the following information before creating a Fieldprint account:

- Organization's legal name
- Organization address
- Organization phone number
- An estimate of the annual number of individuals you expect to check through this system. **This is an estimate only.** Provide your best estimate based on the information you have available at the time you sign up for an account. There are no negative repercussions for an incorrect estimate.
- DUNS number
- CNCS grant number
- Grant end date/performance period end date
- The name, title, address, phone number, and email of the person who will be the primary contact for your account.
- How you intend to pay for the checks. Fieldprint's system offers three payment options:
  - You can pay for the checks directly using a Mastercard, American Express, Discover, or Visa credit card.
    - Your credit card information, if you choose to pay for the checks directly.
  - You can have applicants pay for the checks when they schedule an appointment and reimburse them at a later date.
  - You can setup an invoicing system, if you expect to conduct more than 100 checks annually or, in some cases, if your organization is a state or local government entity.

Prepare your applicant, the individual how will work or serve in the covered position, for the process, as well. The applicant will need to provide the information to complete the Fieldprint process. The Fieldprint FAQ's ([https://www.fieldprintcnscs.com/SubPage\\_FullWidth.aspx?ChannelID=414](https://www.fieldprintcnscs.com/SubPage_FullWidth.aspx?ChannelID=414)) detail the information the applicant will need to provide or bring. Have the applicant review all FAQ's.

## Fieldprint Adjudication Recommendations

Neither CNCS nor Fieldprint can release specific criminal history information obtained from the FBI to recipients. Instead, Fieldprint reviews the specific criminal history information against a set of criteria to generate one of two recommendations: Cleared or Not Cleared.

**Cleared does not necessarily mean eligible. Similarly, Not Cleared does not necessarily mean ineligible.** Organizations must use both recommendations in combination with other information obtained through the other required NSCHC components to make an informed choice before selecting an individual for work or service.

### Cleared Recommendation

A Cleared recommendation means that an individual's FBI criminal history record information did not contain an indication that the individual may have been convicted of murder or be required to register as a sex offender. However, it does not necessarily mean an individual is eligible for work or service. No single source

of criminal history record information is comprehensive. You must, at a minimum, conduct all required steps in the NSCHC process before determining that someone is eligible for work or service.

### Not Cleared Recommendation

A Not Cleared recommendation indicates that the selecting organization needs more information before it can make a final determination as to the fitness of an applicant. It does not mean that an applicant is ineligible for work or service. Selecting organizations must provide applicants with a reasonable opportunity to review and challenge the factual accuracy of a result before taking any adverse action on the basis of a Not Cleared recommendation (45 CFR 2540.205(d)).

**Please note:** Individual applicants have the opportunity to challenge a Not Cleared recommendation. Steps an individual applicant to take to challenge a recommendation can be found here:

<http://www.nationalservice.gov/FBIGuidance>

### Selecting Organizations Steps When an Individual Challenges Results:

If an individual receives a Not Cleared recommendation and challenges those results, a selecting organization should take the following steps:

1. If an individual would like to challenge the results, the organization must provide at least 45 calendar days for an individual to challenge the factual accuracy of the results.
2. If an individual does not contact you to challenge the results, you may proceed with making your selection on the basis of the Not Cleared result and the results of your other screening mechanisms. You should not select someone who has received a Not Cleared recommendation for work or service unless they have satisfactorily challenged the results. If they do challenge the results, proceed to Step 3.
3. Work with applicants to discuss and document what may have caused them to receive a Not Cleared recommendation. The steps they will need to take will vary based on the specific reason they have obtained a Not Cleared recommendation, as described below. In most cases, they will need to obtain a new FBI check. You may choose to pay for this additional check (though you are not required to), and the cost of the additional check is an allowable grant cost. See the "For Applicants" section above for information on ways an applicant can obtain an FBI check, including their costs and turnaround times.
  - a. Applicants whose FBI criminal history record information contains erroneous information, including offenses that have been expunged, must demonstrate to your satisfaction that the record is erroneous. This may require them to present you with additional information, such as court documents, or to contact the agency that provided the erroneous information to correct the record. Instructions are available on the FBI's website at <https://www.fbi.gov/services/cjis/identity-history-summary-checks>. If you intend to select an individual that has gone through this process, maintain (1) dated copies of the Not Cleared recommendation, (2) the evidence you used in making your eligibility determination, and (3) a contemporaneously dated memo to the file documenting your determination of the individual's eligibility.

- b. Applicants whose FBI criminal history record information contains a conviction for an offense that relates to sex offenses or neglect, cruelty, or endangerment that did not actually lead to a requirement to register as a sex offender must demonstrate to your satisfaction that they are not required to register as a sex offender. You may request any additional information necessary to verify their eligibility. If the individual was not required to register, selection is at your discretion. You may choose to disqualify an individual for a conviction, even if it did not render them ineligible. However, the process by which you will determine the kinds of offenses that would render someone ineligible must be documented in your policies and procedures and followed consistently, in accordance with all relevant federal and state laws and regulations. If you select an individual that has gone through this process, maintain (1) dated copies of the Not Cleared recommendation, (2) the evidence you used in making your eligibility determination, and (3) a contemporaneously dated memo to the file documenting your determination of the individual's eligibility.
  - c. Applicants whose FBI criminal history record information contains a charge for a potentially disqualifying offense that does not clearly indicate that the individual was not convicted must demonstrate to your satisfaction the final outcome of the case. You may request any additional information necessary to verify eligibility. If the individual was not convicted of murder and is not required to be registered as a sex offender, selection is at your discretion. If you select an individual that has gone through this process, maintain (1) dated copies of the Not Cleared recommendation, (2) the evidence you used in making your eligibility determination, and (3) a contemporaneously dated memo to the file documenting your determination of the individual's eligibility.
4. Whether an individual is fit to work or serve with a selecting organization is a matter of discretion for the selecting organization, even though an individual may otherwise be eligible. Selecting organizations have a right and a duty to exercise their discretion in a manner that promotes a safe and effective program, mindful of state and federal nondiscrimination laws. Any eligibility determination must be dated contemporaneously with the determination and must be maintained as a grant record.

## Fieldprint Documentation and Compliance

Recipients must follow these steps to document the NSCHC Process:

<b>Required Documentation and Compliance</b> The checked boxes indicate that this step is captured when using Fieldprint for FBI fingerprint checks.	<b>How Fieldprint can assist recipients with CNCS Documentation and Compliance requirements</b>
<input type="checkbox"/> document that they verified the individual's identity through government-issued photo identification (e.g. ID number, photocopies of ID, etc.)	
<input checked="" type="checkbox"/> document that they obtained written consent from candidates to perform checks (e.g. as part of service agreement)	Consent to conduct an FBI check is captured by Fieldprint and individual consent forms can be accessed in the recipient's Fieldprint account.
<input checked="" type="checkbox"/> document the candidate's understanding that his or her position is contingent on eligibility determined by the results of the NSCHC (e.g. as part of service agreement)	Understanding is captured by Fieldprint and individual consent forms can be accessed in the recipient's Fieldprint account.
<input type="checkbox"/> document whether the individual has recurring or episodic/no access to vulnerable populations	
<input type="checkbox"/> document that they performed a nationwide NSOPW search before the candidate begins work or service (see maintain check results below for additional requirements).	
<input type="checkbox"/> document NSOPW check adjudication; document that NSOPW results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.)	
<input type="checkbox"/> document that they initiated State(s) checks on time, no later than the first day of the start of service or work. (e.g. mail receipts, fingerprinting, etc.), as applicable	
<input checked="" type="checkbox"/> document that they initiated a fingerprint FBI check component on time no later than the first day of the start of service or work. (e.g. mail receipts, fingerprinting, etc.), as applicable	Recipients can use the Fieldprint email notifying the recipient of the applicant's fingerprint appointment. (Definitions and process of initiation should be defined in policies and procedures.)

<input type="checkbox"/> document that they provided accompaniment while checks were pending when the service or work involves vulnerable populations (children 17 and younger, adults age 60 and older, and individuals with disabilities), if applicable (Accompaniment is documented with time, date, name of person accompanying and the name of the individual accompanied prior to clearance of state checks and/or FBI check)	The average turnaround time to obtain results after the applicant is fingerprinted for a Fieldprint check is 48 hours.
<input type="checkbox"/> document state(s) check adjudication; document that the state(s) check results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.), as applicable	
<input checked="" type="checkbox"/> document FBI check adjudication; document that the FBI check results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.), as applicable	Recipients will receive a clearance recommendation from Fieldprint. Document the results were considered when selecting the individual.
<input type="checkbox"/> maintain NSOPW check results, while providing confidentiality (Compliant NSOPW check results must be complete (all states, territories and Indian Country must be reporting), dated, and the name searched must match the first and last name of the government issued photo identification.)	
<input type="checkbox"/> maintain state check(s) results, while providing confidentiality (Compliant state check(s) results must be dated, from the designated CNCS state repository or CNCS designated alternative and, if a name based search the name searched must match the first and last name of the government issued photo identification.)	
<input checked="" type="checkbox"/> maintain dated FBI check results, while providing confidentiality	Grantee should maintain Fieldprint results.

In addition to documenting the steps to obtain compliant NSCHC for an individual in a covered position, you must create policies and procedures that govern and detail their procedures, such as the definition of initiation, adjudication procedures, additional screening criteria, etc.



## Using Truescreen

All recipients may use Truescreen to obtain NSOPW and/or State checks on individuals in covered positions. Recipient must refer to abide by the Truescreen Pre-Approved ASP <https://www.nationalservice.gov/CHCFAQs>.

If recipients do not follow the Truescreen Pre-Approved ASP, the Truescreen check may be noncompliant and recipients may incur a financial consequence.

### Truescreen Quick Facts:

- **Sign up here:** <https://applicationstation.truescreen.com>
  - **Use agreement code:** CNCSAgreement
- **Order checks, access results, etc. here:** <https://mytruescreen.com>
- **Cost:** See <https://www.nationalservice.gov/resources/criminal-history-check/criminal-history-check-state-state> for price list for all states.
  - **NSOPW:** \$7.50
  - **State:** \$19.50 + State Pass-through Fees (if applicable)
- **Truescreen Customer Service:**  
Monday through Friday, 3 a.m. to 10 p.m. ET  
Customer Service:  
Phone: 888-291-1369 ext. 0  
Help Desk:  
Phone: 888-291-1369 ext. 2006  
Email: [help@truescreen.com](mailto:help@truescreen.com)  
**Average Turnaround Time to obtain Adjudication Recommendation:** 1-5 business days, see <https://www.nationalservice.gov/resources/criminal-history-check/criminal-history-check-state-state> for turnaround times for all states.

### Truescreen Checks

Recipients may obtain NSOPW State and/or NSOPW checks with an adjudication recommendation from Truescreen. In addition, the Truescreen process will capture the following information:

- A copy of the government issued photo ID
- Individual's consent to perform checks
- Individual's understanding that selection to serve/work is based on the NSCHC results
- Individual is informed of and given the ability to review challenge the factual accuracy of a result before action is taken to exclude the individual from the position, through Truescreen's Consumer Care Portal
- Anticipated start date
- State of residence at time of application
- States of service/employment
- Final recipient adjudication decision
- Timestamp documentation of Truescreen process steps

## Truescreen Process

Truescreen provides an easy and simple process for recipients to get state and NSOPW checks.

1. To create your account visit: <https://applicationstation.truescreen.com>
  - a. Select "Sign Up" to set up register an account, create login and password
  - b. When prompted please enter Agreement Code: **CNCSAgreement**
  - c. Once your credentials are established, go back to <https://applicationstation.truescreen.com> and "Log In" as a returning user.
  - d. When prompted please enter Agreement Code: **CNCSAgreement**
  
2. Sign back into ApplicationStation to complete the Agreement.

You will be in ApplicationStation website once to create your account. This process includes completing forms, setting up account permissions and signing off on agreements. You will also be required to submit a letterhead and a signature for Action Letter and fax in credit card information.

  - a. When creating your account please note that:
    - i. No edits within the agreement are allowed and each section must be completed in its entirety.
    - ii. When submitting information:
      1. For the Permanent Resident Date, you can implement any date.
      2. Regarding user access, you can simply put any option on the agreement. Everyone will be set up exactly the same regarding access. All reports will be viewable for all users within the grantee organization.
  - b. Action Letters refer to the pre- and post-adverse letters that will be sent to the individual if they are denied the opportunity to serve. These letters will include your organization letterhead and signature. Truescreen will facilitate this denial process for you through their Consumer Care process.
  - c. After you have completed the process, including submitting the billing and Action Letter information, it will take up to 5 business days to verify and create the account. Any delays in submitting the letter cover head and/or credit card information **will** result in delay in setting up your account.
  
3. After account set up, you will receive a series of four automated emails to set up your login and password for <https://mytruescreen.com>. This is for security purposes.
  
4. Truescreen will also reach out to you after your account is set up to introduce you to your account manager, provide information and offer training. **Please take the training!**
  
5. In <https://mytruescreen.com>, you will order state of service, state of residence and/or NSOPW checks. To order, you will provide the email of the applicant, the anticipated start date and whether the individual has access to vulnerable populations.

6. After a check is ordered, an email will be automatically sent to the individual applicant to create an account.
7. The applicant will create an account and complete identification forms and sign off on agreements and disclosures.
  - a. The applicant will be required to submit a digital signature by using their mouse or finger on a touchscreen.
  - b. The applicant will need to upload a scanned copy or picture of a government issued photo identification.
  - c. The applicant has the opportunity to disclose murder and/or registerable sex offenses. **If the applicant indicates that he or she has been convicted of these crimes under an alias, the grantee will be charged for an additional check under the alias name.**
8. After the applicant application is complete, Truescreen will automatically run the checks and adjudicate any convictions according to CNCS eligibility criteria.
9. Truescreen will notify you when the check is completed.
- 10. You must review the results and enter a final adjudication decision into the Truescreen system.**
  - a. The check is not complete until you enter a final adjudication decision. Failure to adjudicate may result in a noncompliant check and you may incur a financial consequence.

### Creating a Truescreen Account

Be prepared and save time. Collect the following information before creating a Truescreen account:

- Company Name (Organization Legal Applicant Name)
- Company address
- Contact title, name, phone and email
- Billing contact name and contact information (if different)
- Contact info for additional check requesters (name, email, address, phone)
- CNCS Project Name
- CNCS grant numbers
- EIN number
- DUNS number
- Grant end date/performance period end date
- Indicate CNCS program (ex: AmeriCorps, Foster Grandparent, Senior Companion, RSVP, etc.)
  - For AmeriCorps State and National Direct subrecipients: Commission and/or National Direct name
  - For AmeriCorps VISTA recipients: CNCS State Office
- Organization letter head and logo (This will be used during the Consumer Care Process)
- Credit Card Information
  - Recipients must pay for the checks directly and via credit card. MasterCard, American Express, Discover, or Visa credit cards are accepted.

Prepare your applicant, the individual who will work or serve in the covered position, for the process, as well. The individual will need to provide the following information to complete the Truescreen process. Please note that the individual will also be required to enter a signature with a finger or mouse during this process.

- Legal first and last name
- Address and residence since date
- Social Security Number
- DOB
- Phone
- Email
- Indicate if you are: Member, volunteer or staff applicant
- Disclose convictions of murder and/or sex offenses that require registration
  - If convicted, the information regarding the conviction is required: Conviction geographic information (country, state, county, city/town), charge, charge type, name of court, charge date, case number, sentence, details, probation, name used during arrest
- Legible copy of a government issued photo identification. The copy must be uploaded. This can be a clear and legible picture or file that can be uploaded into the system.
  - Acceptable forms of government issued photo identification include:
    - state drivers' licenses
    - non-driver photo IDs issued by states' Departments of Motor Vehicles (including the IDNYC, an ID issued through a New York City program)
    - Federally-issued photo IDs, including official passports or a Native American Tribal ID from a federally-recognized tribal government.
    - Certificate of Naturalization
    - Certificate of Citizenship
    - Government employee photo ID (city, county, state, or federal)
    - U.S. military or military dependent photo ID
    - U.S. Permanent Resident Card/Alien Registration Receipt Card (Green Card)
    - Trusted Traveler IDs (including valid Global Entry, FAST, SENTRI, and NEXUS cards)
    - DOD Common Access Card
  - **Please note: If you applicant has a Maine government issued photo identification**, do not upload it. Instead the applicant will be directed to the CNCS Knowledge Network(<https://www.nationalservice.gov/documents/2018/nschc-using-fieldprint-and-truescreen>) to complete and upload the State of Maine Identification Form in the place of an identification.

## Truescreen Adjudication Recommendations

Truescreen will provide recipients with an adjudication recommendations (“Pass” and “Review”) and recipients will be notified when the check is complete. Truescreen will adjudicate convictions based off of CNCS eligibility criteria.

However, recipients will have access to individual applicant conviction data and can review the information and can accept or reject the individual according to their screening criteria.

Regardless of the Truescreen adjudication recommendation, the recipient **must** enter a final adjudication decision in their MyTruescreen account. If the recipient does not enter a final adjudication decision, the check is not complete and if the applicant beings service/work, **the check is noncompliant.**

If recipients reject an individual because of past criminal history or ineligibility, Truescreen will automatically enroll the individual in their Consumer Care process. Truescreen will walk the individual through a process to challenge the factual accuracy of a result. Recipients will be informed of the entire process. The Consumer Care process is detailed in your Truescreen agreement. Contact your Truescreen account manager for more information.

## Truescreen Documentation and Compliance

Recipients must follow these steps to document the NSCHC Process:

<b>Required Documentation and Compliance</b> The check symbol indicates that this step is captured when obtaining <b>both</b> Truescreen NSOPW and state check(s).	<b>How Truescreen can assist recipients with CNCS Documentation and Compliance requirements:</b>
<input checked="" type="checkbox"/> document that they verified the individual's identity through government-issued photo identification (e.g. ID number, photocopies of ID, etc.)	Applicants are required to upload a copy of a government issued photo identification. This can be accessed under the applicant's file in the recipient Truescreen account. *For applications who have a Maine government-issued photo ID will upload a signed statement instead.
<input checked="" type="checkbox"/> document that they obtained written consent from candidates to perform checks (e.g. as part of service agreement)	Consent to conduct a state and NSOPW check is captured by Truescreen and individual consent forms can be accessed in the recipient's Truescreen account.
<input checked="" type="checkbox"/> document the candidate's understanding that his or her position is contingent on eligibility determined by the results of the NSCHC (e.g. as part of service agreement)	Understanding is captured by Truescreen and individual consent forms can be accessed in the recipient's Truescreen account.
<input checked="" type="checkbox"/> document whether the individual has recurring or episodic/no access to vulnerable populations	Recipient will indicate access when ordering checks and this information is available on Monitoring Reports.
<input checked="" type="checkbox"/> document that they performed a nationwide NSOPW search before the candidate begins work or service (see maintain check results below for additional requirements).	Individuals in covered positions cannot begin work/service/hours until the NSOPW is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of the process.
<input checked="" type="checkbox"/> document NSOPW check adjudication; document that NSOPW results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.)	Recipient must adjudicate Truescreen results. Individuals in covered positions cannot begin work/service/hours until the NSOPW is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of the process.
<input checked="" type="checkbox"/> document that they initiated State(s) checks on time, no later than the first day of the start of service or work. (e.g. mail receipts, fingerprinting, etc.), if applicable	Individuals in covered positions cannot begin work/service/hours until the state check is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of the process.

<input type="checkbox"/> document that they initiated a fingerprint FBI check component on time, no later than the first day of the start of service or work. (e.g. mail receipts, fingerprinting, etc.), as applicable	
<input type="checkbox"/> document that they provided accompaniment while checks were pending when the service or work involves vulnerable populations (children 17 and younger, adults age 60 and older, and individuals with disabilities), if applicable (Accompaniment is documented with time, date, name of person accompanying and the name of the individual accompanied prior to clearance of state checks and/or FBI check.)	<p>Individuals in covered positions cannot begin work/service/hours until the state check is complete (check is conducted and the recipient has adjudicated the results). Accompaniment is not applicable.</p> <p>(Please note that the “Ceasing Accompaniment” pre-approved ASP will be expiring on December 31, 2019.)</p>
<input checked="" type="checkbox"/> document state(s) check adjudication; document that the state(s) check results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.), as applicable	<p>Recipients must adjudicate Truescreen checks in the Truescreen system. Individuals in covered positions cannot begin work/service/hours until the state check is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of the process.</p>
<input type="checkbox"/> document FBI check adjudication; document that the FBI check results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.), as applicable	
<input checked="" type="checkbox"/> maintain NSOPW check results, while providing confidentiality. (Compliant NSOPW check results must be complete (all states, territories and Indian Country must be reporting), dated, and the name searched must match the first and last name of the government issued photo identification.)	<p>Truescreen will maintain CNCS records for a minimum of seven years from date of inquiry.</p>
<input checked="" type="checkbox"/> maintain state check(s) results, while providing confidentiality (Compliant state check(s) results must be dated, from the designated CNCS state repository or CNCS designated alternative and, if a name based search the name searched must match the first and last name of the government issued photo identification.)	<p>Truescreen will maintain CNCS records for a minimum of seven years from date of inquiry.</p>

<input type="checkbox"/> maintain dated FBI check results, while providing confidentiality	
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In addition to documenting the steps to obtain compliant NSCHC for an individual in a covered position, you must create policies and procedures that govern and detail their procedures, such as the definition of initiation, adjudication procedures, additional screening criteria, etc.



## Truescreen and Fieldprint Documentation and Compliance

Recipients must follow these steps to document the NSCHC Process:

<b>Required Documentation and Compliance</b> The checked box symbol indicates that this step is captured when using Fieldprint for FBI fingerprint checks <b>and</b> Truescreen for both NSOPW and state check(s).	<b>How Fieldprint and Truescreen can assist recipients with CNCS Documentation and Compliance requirements:</b>
<input checked="" type="checkbox"/> document that they verified the individual's identity through government-issued photo identification (e.g. ID number, photocopies of ID, etc.)	<b>Truescreen:</b> Applicants are required to upload a copy of a government issued photo identification. This can be accessed under the applicant's file in the recipient Truescreen account. For applications who have a Maine government-issued photo ID will upload a signed statement instead.
<input checked="" type="checkbox"/> document that they obtained written consent from candidates to perform checks (e.g. as part of service agreement)	<b>Truescreen:</b> Consent to conduct a state and NSOPW check is captured by Truescreen and individual consent forms can be accessed in the recipient's Truescreen account. <b>Fieldprint:</b> Consent to conduct an FBI check is captured by Fieldprint and individual consent forms can be accessed in the recipient's Fieldprint account.
<input checked="" type="checkbox"/> document the candidate's understanding that his or her position is contingent on eligibility determined by the results of the NSCHC (e.g. as part of service agreement)	<b>Truescreen:</b> Understanding is captured by Truescreen and individual consent forms can be accessed in the recipient's Truescreen account. <b>Fieldprint:</b> Understanding is captured by Fieldprint and individual consent forms can be accessed in the recipient's Fieldprint account.
<input checked="" type="checkbox"/> document whether the individual has recurring or episodic/no access to vulnerable populations	<b>Truescreen:</b> Recipient will indicate access when ordering checks and this information is available on Monitoring Reports.
<input checked="" type="checkbox"/> document that they performed a nationwide NSOPW search before the candidate begins work or service (see maintain check results below for additional requirements).	<b>Truescreen:</b> Individuals in covered positions cannot begin work/service/hours until the NSOPW is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of the process.
<input checked="" type="checkbox"/> document NSOPW check adjudication; document that NSOPW results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.)	<b>Truescreen:</b> Recipient must adjudicate Truescreen results. Individuals in covered positions cannot begin work/service/hours until the NSOPW is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of

	the process.
<input checked="" type="checkbox"/> document state(s) check adjudication; document that the state(s) check results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.), as applicable (Accompaniment is documented with time, date, name of person accompanying and the name of the individual accompanied prior to clearance of state checks and/or FBI check.)	<b>Truescreen:</b> Individuals in covered positions cannot begin work/service/hours until the state check is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of the process.
<input checked="" type="checkbox"/> document that they initiated a fingerprint FBI check component on time no later than the first day of the start of service or work. (e.g. mail receipts, fingerprinting, etc.), as applicable	<b>Fieldprint:</b> Recipients can use the Fieldprint email notifying the recipient of the applicant’s fingerprint appointment. (Definitions and process of initiation should be defined in policies and procedures)
<input checked="" type="checkbox"/> document that they provided accompaniment while checks were pending when the service or work involves vulnerable populations (children 17 and younger, adults age 60 and older, and individuals with disabilities), if applicable (Accompaniment is documented with time, date, name of person accompanying and the name of the individual accompanied prior to clearance of state checks and/or FBI check.)	<b>Truescreen:</b> Individuals in covered positions cannot begin work/service/hours until the state check is complete (check is conducted and the recipient has adjudicated the results). Accompaniment is not applicable. (Please note that the “Ceasing Accompaniment” pre-approved ASP will be expiring on December 31, 2019.) <b>Fieldprint:</b> The average turnaround time to obtain results after the applicant is fingerprinted for a Fieldprint check is 48 hours.
<input checked="" type="checkbox"/> document state(s) check adjudication; document that the state(s) check results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.), as applicable	<b>Truescreen:</b> Recipient must adjudicate Truescreen checks in the Truescreen system. Individuals in covered positions cannot begin work/service/hours until the state check is complete (check is conducted and the recipient has adjudicated the results). Truescreen will capture time stamps of the process.
<input checked="" type="checkbox"/> document FBI check adjudication; document that the FBI check results were reviewed and considered and the candidate was cleared to serve or work (e.g. sign and date document, create cleared memo, etc.), as applicable	<b>Fieldprint:</b> Recipients will receives a clearance recommendation from Fieldprint. Document the results were considered when selecting the individual.

<input checked="" type="checkbox"/> maintain NSOPW check results, while providing confidentiality. (Compliant NSOPW check results must be complete (all states, territories and Indian Country must be reporting), dated, and the name searched must match the first and last name of the government issued photo identification.	<b>Truescreen:</b> CNCS records will be maintained for a minimum of seven years from date of inquiry.
<input checked="" type="checkbox"/> maintain state check(s) results, while providing confidentiality (Compliant state check(s) results must be dated, from the designated CNCS state repository or CNCS designated alternative and, if a name based search the name searched must match the first and last name of the government issued photo identification.)	<b>Truescreen:</b> CNCS records will be maintained for a minimum of seven years from date of inquiry.
<input checked="" type="checkbox"/> maintain dated FBI check results, while providing confidentiality	Grantee should maintain Fieldprint results.

In addition to documenting the steps to obtain compliant NSCHC for an individual in a covered position, you must create policies and procedures that govern and detail their procedures, such as the definition of initiation, adjudication procedures, additional screening criteria, etc.

## FAQs

### 1.0 Fieldprint

#### 1.1 What happened with the FBI Channeler Exemption that CNCS released on April 1, 2015?

In March 2015, the FBI limited recipients' ability to obtain FBI Departmental Order (DO) checks using a Channeler, which disrupted the operations of a number of recipients. In response, on April 1, 2015, CNCS issued a temporary exemption ONLY for recipients that relied on an FBI Channeler to obtain FBI DO checks and could not continue to do so. This temporary exemption was set to expire on December 31, 2015. CNCS extended this exemption until March 31, 2016, to allow recipients a smooth transition to Fieldprint's services. Recipients that relied on this exemption must now be prepared to obtain FBI checks, either using Fieldprint or by another means. CNCS strongly encouraged recipients to transition to Fieldprint well in advance of March 31, 2016, to avoid any unexpected challenges or disruption to their programs. When this exemption expired on March 31, 2016, recipients became responsible for conducting all required components of the criminal history checks on individuals in covered positions who begin work or service after March 31, 2016. Failure to conduct all the required components will result in cost disallowance.

#### 1.2 Who may use Fieldprint as a Channeler?

Recipients may use Fieldprint to obtain FBI checks on individuals in covered positions if the recipient cannot successfully receive this service from state repositories. This would include recipients that are operating in states where the criminal history repository does not offer FBI checks or cannot provide them in a timely manner, or will not adjudicate the results, or recipients that recruit individuals from many different states such that dealing with many different state agencies is infeasible. In other words, if you're one of the many recipients that can obtain timely FBI checks through your state repository — keep using it! If not, use Fieldprint.

#### 1.3 Who may receive an FBI check through Fieldprint?

Fieldprint can provide FBI checks on individuals that have applied to work or serve in positions that receive an education award from CNCS or a CNCS grant-funded living allowance, stipend or salary. As explained in the Code of Federal Regulations (45 CFR 2540.201), these positions, known as "covered positions," are required by law to undergo a National Service Criminal History Check. Use of the FBI's information in this way is only permissible when authorized by law.

#### 1.4 Who may not receive an FBI check through Fieldprint?

Recipients may not use Fieldprint to conduct FBI checks on individuals that are not in covered positions, as such checks are not authorized by law.

#### 1.5 What if applicants don't live near one of Fieldprint's local service providers?

In these situations, applicants would establish an account online with Fieldprint, and then receive information on other sites nearby that can capture fingerprints using paper cards. These are often law enforcement agencies. If the applicant selects a law enforcement agency, Fieldprint will mail a packet to the applicant with the information necessary for an individual to get their fingerprints taken at one of these locations, including the fingerprint card. The applicant would then mail this card to Fieldprint, using instructions provided in the information packet. Once Fieldprint receives the fingerprints, the rest of the process is identical to that

experienced by other applicants. Due to the need for fingerprints to reach Fieldprint through the mail, these checks may take more time to complete.

## 2.0 Truescreen

### 2.1 Who is my Truescreen account manager?

After creating an account, your Truescreen Account manager will reach out to you to introduce themselves, provide information and offer training. If you cannot find their contact information contact Truescreen Customer Service at 888-291-1369 ext. 0.

### 2.2 How can an organization pay for the checks?

Only recipients that are account holders may pay for the checks. MasterCard, American Express, Discover and Visa are accepted. Truescreen does not accept payment via cash or check. Invoicing options may be available in limited circumstances. Please contact Truescreen account manager for details.

### 2.3 Are Truescreen checks fingerprint state checks?

No, the Truescreen state and NSOPW checks are name based.

### 2.4 I have screening criteria above and beyond CNCS eligibility criteria. Can Truescreen adjudicate against my organization's standards?

Truescreen will adjudicate convictions based off of CNCS eligibility criteria; however, recipients will have access to individual applicant conviction data and can review the information and can accept or reject the individual according to their screening criteria. If you reject a candidate, the candidate will go through the Consumer Care process (allows applicant the opportunity to challenge the factual accuracy of the result) and may take several weeks to resolve.

### 2.5 Do applicants have an opportunity to challenge the factual accuracy of a result?

Yes, if recipients reject an individual because of past criminal history, Truescreen will automatically enroll the individual in their Consumer Care process. Truescreen will walk the individual through a process to challenge the factual accuracy of a result. Recipients will be informed of the entire process. The Consumer Care process is detailed in your Truescreen agreement. Please note this process may take several weeks to resolve. Contact your Truescreen account manager for more information

### 2.6 Why do I need to adjudicate Truescreen's "pass" recommendation?

Recipients **must** provide a final adjudication decision. Recipients are required to review and consider the results of the NSCHC when selecting the individual. Truescreen does not make a selection decision but only provides an adjudication recommendation. In addition, per the Truescreen pre-approved ASP, recipients must complete NSCHC before an individual in a covered position is able to start work/service/hours. A complete NSCHC includes a final adjudication from the recipient. A Truescreen check without a final adjudication decision from the recipient is considered noncompliant.

## 2.7 Why do I need to sign off on agreements and disclosures for states I do not operate in?

Recipients or applicants may see agreements to states that they do not operate, serve or work in. These are standard agreements that all Truescreen is required to issue because of state and federal laws.

## 2.8 Why are there references to credit reports, character references or information beyond a NSOPW or state check?

Truescreen also conducts credit and other employment screening reports and require all clients to agree to standard language required by state and federal laws. CNCS recipients are not ordering and applicants will not undergo a credit checks, employment history checks or any check other than the state or NSOPW check that is ordered. If recipients would like to engage Truescreen in their other services, they may do so outside the CNCS contract.

## 2.9 Why does the NSOPW check cost \$7.50 when it is free search?

The Truescreen NSOPW check includes more than the results of a NSOPW search. The Truescreen NSOPW search includes an adjudication recommendation and Truescreen will research source-level documentation when needed; make adjudication recommendations to recipients; facilitate compliance with the Fair Credit Reporting Act (FCRA), including pre-adverse and adverse action notices; provide time records of relevant compliance steps like adjudication; and maintain records

## 2.10 I am having some technical issues, who should I contact?

If you are having a technical issue, take a screenshot of the error message and send to Truescreen Help Desk. Help Desk:

Phone: 888-291-1369 ext. 2006

Email: [help@truescreen.com](mailto:help@truescreen.com)

## 2.11 What if my applicant does not have an email address?

You may use your email or set up another email to initiate the process for the applicant. The email is only used once to send the applicant link to ApplicationStation.

## 2.12 What if my applicant is technology illiterate or does not have access to a computer?

You are welcome to assist your applicant through the process. The applicant is required to enter a digital signature with a mouse or finger (on a touch screen).The applicant will also be required to upload a picture or scanned copy of a government issued photo identification. If you continue to have difficulties, contact your Truescreen Account Manager.

## 2.13 Is Truescreen mobile friendly?

Yes! All Truescreen sites are mobile friendly.

## 2.14 Will CNCS even combine Truescreen and Fieldprint into one account/process?

CNCS will explore this possibility in the future.

2.15 What is the difference between <https://applicationstation.truescreen.com> and <https://mytruescreen.com>?

You will use Application Station once to create an account. You can always log back in to review Truescreen agreements.

Your applicants will use Application Station to complete their application.

You will use MyTruescreen to order checks, review results and pull reports. Most of your time will be spent in your MyTruescreen account.

2.16 Can the home-tab of <https://mytruescreen.com> be customized to CNCS NSCHC requirements?

Unfortunately, the home tab of the <https://mytruescreen.com> cannot be customized. However, take some time and explore that tab. It provides a lot of information screening law and best practices. Truescreen will review the home tab during training. Take advantage of Truescreen training!

2.17 Why is my account set up taking longer than 5 days?

Registration will run most smoothly if you come prepared with your organization's letterhead, a credit card to keep on file, and authorization to sign the company's Terms and Conditions. You may contact Truescreen directly for a copy of the Terms and Conditions to begin any formal clearance process within your organization. There is no cost for registration itself. If you have any questions regarding your account set up or Truescreen services, contact your Truescreen account manager right away.

2.18 Why is Truescreen taking longer than 5 days to return results and an adjudication recommendation?

One possible explanation is that the applicant has a conviction related to murder and/or a registerable sex offense. Truescreen may be researching that conviction before delivering the results to you.

Monitor your account and contact your Truescreen account manager if you believe your check is taking longer to return and for any concern.

2.18 Can applicant disclose previous convictions?

Yes, applications have the opportunity to disclose convictions of murder and/or registerable sex offense only during the Application Station Process. You should be aware that if the applicant indicates that he or she has been convicted of a murder and/or registerable sex offense under a different alias, **you will be charged for an additional check to be run under that alias.**

2.19 I have a lot of applicants to be screened. Is there a bulk upload process?

Yes, bulk upload options are available. Contact your Truescreen Account manager.

2.20 Does Truescreen verify social security numbers?

No, Truescreen does not verify that the social security number is connected to your applicant. Truescreen only verifies that the social service number exists.