

We only use cookies that are necessary for this site to function to provide you with the best experience. The controller of this site may choose to place supplementary cookies to support additional functionality such as support analytics, and has an obligation to disclose these cookies. Learn more in our [Cookie Statement](#).

AmeriCorps is a federal agency that engages millions of Americans in service through AmeriCorps and AmeriCorps Seniors' programs and leads the nation's volunteering and service efforts.

National Service Criminal History Check Truescreen Updates

AmeriCorps sent this bulletin at 08/09/2023 02:04 PM EDT

Office of Monitoring
Aug. 9, 2023

National Service Criminal History Check Truescreen Updates

Truescreen Records Inaccessible Five Years After Order Date

While Truescreen maintains check records for seven years, check records are no longer accessible to Truescreen users **five years** after their order date. **Grant recipient and AmeriCorps staff cannot view or search Truescreen records or reports after five years from the check order date.** You must save, download, or print records of Truescreen checks if they must be retained for more than five years.

Fieldprint records remain accessible to grant recipients and AmeriCorps staff in the Fieldprint system for seven years. You must save, download, or print records of Fieldprint checks if they must be retained for more than seven years.

Recipients who first used Truescreen in 2018 will be affected first and will start losing access to records in October 2023. You may run the CNCS Monitoring Report in Truescreen to help you determine when your organization first ordered checks. We will update guidance in the "Using AmeriCorps Approved Vendors Truescreen and Fieldprint Manual" on the [NSCHC webpage](#) to align with Truescreen's record access.

The responsibility for retaining records that demonstrate compliance with all [National Service Criminal History Check requirements](#) lies with the grant recipient and/or subrecipient. Recipients must maintain documentation of the National Service Criminal History Check as grant records (see [45 CFR § 2540.206](#)) and for the length of time described in [2 CFR 200 § 200.334 Retention requirements for records](#).

Most recipients will need to save, download, or print all Truescreen records that must be retained for more than five years from the check order date. Truescreen has an option to facilitate records transfer for large organizations. Recipients with at least 300 records needing transfer can work with Truescreen to set up automatic records transfer to a separate, secure web-location. If you are a recipient who does not meet the 300-file threshold for large organization transfer, **you must save necessary records directly from the system before they are removed from the Truescreen portal.**

AmeriCorps is hosting an information session to review this update and the option for large organizations to receive files transferred from Truescreen. A recording of the session will be available on [Litmos](#).

Truescreen Records Retention Updates
Tuesday, Aug. 22, 3-3:30 p.m. ET

Register

Truescreen Name Documentation

We provided [notice](#) that Truescreen revised applicant instructions regarding name documentation. Since then, we have received feedback that applicants are unsure of which documents are acceptable. Truescreen has added language directing applicants to check with their selecting organization about which document to upload.

Truescreen runs the check on the name program staff enter. Program staff must use the first and last name reflected on an allowable document when ordering checks in Truescreen. Staff should ensure an allowable document used to verify the current legal name of the applicant is uploaded to Truescreen, either by the applicant or program staff. This may require informing the applicant which document they should upload.

Please review the guidance on name-based checks in the "National Service Criminal History Check Manual" and in FAQ 2.24 of the "Using AmeriCorps Approved Vendors Truescreen and Fieldprint Manual", available on our [website](#).

If you have questions about using Truescreen, email chc@cns.gov and copy your portfolio manager.



[Manage preferences](#) / [AmeriCorps.gov](#)

We sent this email to Email Address on behalf of AmeriCorps.

SHARE

Subscribe to updates from AmeriCorps

Email Address e.g. name@example.com

Share Bulletin



Powered by



[Privacy Policy](#) | [Cookie Statement](#) | [Help](#)