



# Using Fieldprint and Truescreen for NSOPW, State and FBI Checks

Effective May 3, 2021





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## Fieldprint and Truescreen

### Fieldprint

In September 2015, AmeriCorps contracted Fieldprint, Inc., (Fieldprint) to provide FBI fingerprint-based checks (FBI checks) to grant and sub grant recipients (recipient(s)). This contract was renewed in 2021. Fieldprint is one of a limited number of vendors, called channelers, approved by the FBI to offer expedited access to the FBI's national criminal history information. Fieldprint is a vendor approved by AmeriCorps to provide fingerprint FBI checks and make adjudication recommendations of cleared and not cleared to recipients; provide pass or pre-adverse action notices; and, as of June 19, 2021, can provide timing records of relevant compliance steps like adjudication; and maintain records within the system for up to 7 years. Service to AmeriCorps recipients began in January 2016 and can be accessed here: [www.fieldprintcncs.com](http://www.fieldprintcncs.com).

### Truescreen

In July 2018, AmeriCorps approved Truescreen to provide state and National Sex Offender Public Website (NSOPW) checks to recipients. Truescreen is a vendor approved by AmeriCorps 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 for up to 7 years. All AmeriCorps recipients may use Truescreen. Service to AmeriCorps recipients began in November 2018 and can be accessed here: <https://applicationstation.truescreen.com>, using the AmeriCorps 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 AmeriCorps specific webpage: [www.fieldprintcncs.com](http://www.fieldprintcncs.com). Fieldprint provides FBI checks only for individuals that have applied to work or serve in positions that receive an education award from AmeriCorps or an AmeriCorps grant-funded living allowance, stipend or salary.

A Waiver is not required to use Fieldprint.

**Please note:** Recipients **may not** use Fieldprint to conduct FBI checks on individuals that are not required to comply with NSCHCs, as such checks are not authorized by law.

Visit [Fieldprint's AmeriCorps-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
- Notice to individual that selection to serve/work is based on the NSCHC results
- Notice to individual of reasonable opportunity to review and challenge the factual accuracy of a result before action is taken to exclude the individual from the position. Recipients may reference the [Fieldprint FAQs](#) for a description of the challenge process.
- Final recipient adjudication decision
- Timestamp documentation of Fieldprint procedural steps, as of June 19, 2021

## 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.

**Please note that after you receive the results, you must review the results and enter a final adjudication decision into the Fieldprint system. These actions are performed in both the myFitnessDetermination and myFingerprints modules available within the Fieldprint system.**

7. Access the myFitnessDetermination to view the results of the individual. Viewing the results within this module will create a timestamp of the date the results were viewed.
8. Access the myFingerprints module to enter a final adjudication decision for the individual. The check is not complete until you enter a final adjudication decision, indicating that an eligibility determination has been made. Failure to adjudicate may result in a noncompliant check and you may incur enforcement action, such as cost-based disallowance.

### 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
- AmeriCorps grant number
- Grant end date/performance period end date
  - Please note that this information is provided because Fieldprint services is only for current grant recipients. A few weeks before the end date you will receive an email from Fieldprint asking for a grant end date/performance period end date. If you do not provide updated information to Fieldprint, Fieldprint will consider your grant closed and your account will also close.
- The name, title, address, phone number, and email of the person who will be the primary contact for your account. Please ensure all contact information is current so that reminder emails go to the correct person.
- 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 who will work or serve in the NSCHC-required position, for the process, as well.

The applicant will need to provide the information to complete the Fieldprint process. The [Fieldprint FAQ's](#) detail the information the applicant will need to provide or bring. Have the applicant review all FAQ's.

### Fieldprint Adjudication Recommendations

Neither AmeriCorps 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 the 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.



## Making an Eligibility Determination

Regardless of the Fieldprint recommendation, the recipient **must** enter a final adjudication decision in their MyFieldprint account. If the recipient does not enter a final adjudication decision, the check cannot be deemed compliant without supplemental documentation verifying that an eligibility determination was made outside of Fieldprint, such as printed, signed, and dated results from authorized staff indicating that the results were considered prior to the individual's start date.

If recipients reject an individual because of past criminal history or ineligibility, the individual may challenge the result. The challenge process is detailed in the Fieldprint [FAQs](#).

## Using Truescreen

All recipients may use Truescreen to obtain NSOPW and/or State checks on individuals in covered positions. Recipients should refer to the pre-approved [NSCHC waiver Use of Truescreen for NSOPW and/or State Checks](#) before ordering checks.

### 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://americorps.gov/grantees-sponsors/history-check> 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: CNCShelp@truescreen.com  
**Average Turnaround Time to obtain Adjudication Recommendation:** 1-5 business days, see <https://americorps.gov/grantees-sponsors/history-check> 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 documentation from the individual to determine the first and last name of the applicant that will obtain the most accurate criminal history records. Refer to agency NSCHC manual for information on name-based checks.
- 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 step

## 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.
    - i. It is not required to use the Truescreen pre- and post-adverse process. If you choose to opt-out, you must provide a reasonable opportunity for the person to review and challenge the factual accuracy of a result before action is taken to exclude the person from the position.
  - 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!**

The training and information provided by your account manager will provide instructions on how to use their system to review results and adjudicate.

**Please note that after you receive the results, you must review the results and enter a final adjudication decision into the Truescreen system.**

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. The check cannot be deemed compliant without supplemental documentation verifying that an eligibility determination was made outside of Truescreen, such as printed, signed, and dated results from authorized staff indicating that the results were considered prior to the individual's start date.

## 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)
- AmeriCorps Project Name
- EIN number
- DUNS number
- Grant end date/performance period end date
  - Please note that this information is provided because Truescreen services is only for current grant recipients. A few weeks before the end date you will receive an email from Truescreen asking for a grant end date/performance period end date. If you do not provide updated information to Truescreen, Truescreen will consider your grant closed and your account will also close.
- Organization letter head and logo (This will be used during the Consumer Care Process that facilitates the pre-and post-adverse 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 NSCHC-required 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
- A legible copy of the documentation from the individual to determine the first and last name of the applicant that will obtain the most accurate criminal history records. Refer to agency NSCHC manual for information on name-based checks.
  - **Please note: If your applicant provides a Maine or Wisconsin government issued photo identification to verify First and Last names**, do not upload it. Instead, the applicant will be directed to the AmeriCorps Knowledge Network(<https://americorps.gov/grantees-sponsors/history-check>) to complete and upload the State of Maine or Wisconsin Identification Form in the place of an identification. Alternatively, the applicant may provide another source of documentation described in the agency NSCHC manual.

### Truescreen Adjudication Recommendations

Truescreen will provide recipients with an adjudication recommendation ("Pass" and "Pre-Adverse") and recipients will be notified when the check is complete. Truescreen will adjudicate convictions based off AmeriCorps 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.

**"Pass" does not necessarily mean eligible. Similarly, "Review" 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.



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 cannot be deemed compliant without supplemental documentation verifying that an eligibility determination was made outside of Truescreen, such as printed, signed, and dated results from authorized staff indicating that the results were considered prior to the individual beginning service/work.

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.

## Fieldprint and Truescreen Documentation and Compliance Checklist

Recipients must follow these steps to document the NSCHC Process:

The grant recipient must maintain adequate documentation of their NSCHC process and practices as well as documentation of individual NSCHC grant records.

- Evidence of adopted NSCHC Policies and Procedures
  - Describes how grant recipient will address all NSCHC requirements, including the AmeriCorps approved sources to be used for conducting NSCHC and practices for documenting adherence to NSCHC eligibility determination and timing requirements
  - Describes practices for protecting information related to NSCHC. Grant recipients must take reasonable steps to protect the confidentiality of any information relating to the criminal history check, consistent with authorization provided by the applicant.
  - Describes adopted procedures for informing individuals of their rights related to NSCHC and how NSCHC results will be used by the program
  - Where applicable, describes process for monitoring NSCHC of sub-recipients and/or service locations
  - Describes how notice is provided to an individual that selection into the program is contingent upon the organization's review of the individual's NSCHC component results, if any; and
  - Describes how the program complies with the requirements to provide a reasonable opportunity for the individual to review and challenge the factual accuracy of the result before action is taken to exclude the candidate from the position
- Evidence of required annual staff training by retaining certificate of completion of the AmeriCorps e-course training



- o Ensure staff retake the course prior to expiration of the certificate. Retain certificates of completion from each year as grant records.

Grant Recipients must follow these steps to document the NSCHC Process for each individual file:

| <b>Required Documentation and Compliance</b><br>The checked boxes indicate that this step is captured when using AmeriCorps approved vendors, Fieldprint and Truescreen, for NSOPW, State and FBI fingerprint checks.   | <b>How AmeriCorps approved vendors, Truescreen and Fieldprint, can assist recipients with AmeriCorps Documentation and Compliance requirements</b>  |
|---|---|
| <input type="checkbox"/> Evidence that all required components (NSOPW, State(s), and FBI checks) were completed and on file (45 CFR §2540.206)  | <input checked="" type="checkbox"/> Truescreen and Fieldprint maintain checks in your electronic account  |
| <input type="checkbox"/> All required components (NSOPW, State(s), and FBI) were conducted on time (45 CFR §2540.205) and documentation reflects evidence of when checks were reviewed (adjudicated) and considered when making an eligibility determination  | <input checked="" type="checkbox"/> Truescreen and Fieldprint provides grant recipients a process to electronically document that the checks were reviewed and considered when making an eligibility determination                            |
| <input type="checkbox"/> All required components ((NSOPW, State(s), and FBI checks) were conducted through sources authorized by AmeriCorps (45 CFR §2540.204) and are consistent with the sources described in the grant recipient's adopted NSCHC policies and procedures   | <input checked="" type="checkbox"/> Truescreen and Fieldprint are approved AmeriCorps sources   |
| <input type="checkbox"/> Evidence that NSOPW results include searches from all States, Territories, and Indian Tribes (45 CFR §2540.204)  | <input checked="" type="checkbox"/> Truescreen only provides NSOPW checks that include information from all States, Territories, and Indian Tribes  |
| <input type="checkbox"/> Evidence that First and Last Names used on name-based checks reflect the current name of the individual <ul style="list-style-type: none"> <li>o Documents used to determine an individual's first and last name must be consistent with sources described in the grant recipient's adopted NSCHC policies and procedures. <a href="#">Refer to agency guidance on name-based checks in the NSCHC Manual.</a></li> </ul> | <input checked="" type="checkbox"/> Truescreen allows applicants to upload documentation into their systems that grant recipients can use as documentation used to verify the First and Last names used for the individual's name-based check |



|  |  |
|--|--|
| <ul style="list-style-type: none"><li><input type="checkbox"/> Documentation of consent from the candidate to conduct State and FBI checks and share results (45 CFR §2540.206)</li></ul>  | <ul style="list-style-type: none"><li>✓ Truescreen and Fieldprint consent includes<ul style="list-style-type: none"><li>✓ Documentation of notice to candidate that the national service position is contingent upon the organization's review of the individual's NSCHC component results, if any; and</li><li>✓ Documentation that the program complies with requirement to provide reasonable opportunity to candidate to review and challenge the factual accuracy of the result before action is taken to exclude the candidate from the position</li></ul></li></ul> |
| <ul style="list-style-type: none"><li>✓ Documentation that the candidate is eligible to serve/work if a vendor returns a "do not recommend" result for the candidate (45 CFR §2540.206)<ul style="list-style-type: none"><li>✓ Grant recipients must maintain adequate documentation of the process implemented to make an eligibility determination and may include a contemporaneously dated memo to the file documenting determination of the individual's eligibility.</li></ul></li></ul> | <ul style="list-style-type: none"><li>✓ Truescreen and Fieldprint provide pass or pre-adverse action notices</li></ul>   |

## FAQs

### 1.0 Fieldprint

#### 1.1 What happened with the FBI Channeler Exemption that AmeriCorps 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, AmeriCorps 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. AmeriCorps 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. AmeriCorps 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 AmeriCorps or an AmeriCorps 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.



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

Yes, if recipients reject an individual because of past criminal history, Fieldprint will offer a reasonable opportunity for the individual to challenge the factual accuracy of a result. Recipients will be informed of the entire process. This process is detailed in the [Fieldprint FAQs](#).

## 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 AmeriCorps eligibility criteria. Can Truescreen adjudicate against my organization's standards?

Truescreen will adjudicate convictions based off of AmeriCorps 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 NSCHC Waiver, 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 cannot be deemed compliant without supplemental documentation verifying that an eligibility determination was made outside of Truescreen, such as printed, signed, and dated results from authorized staff indicating that the results were considered prior to the individual beginning service/work.

### 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. AmeriCorps 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 AmeriCorps 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: [CNCShelp@truescreen.com](mailto:CNCShelp@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 document reflecting the First and Last Names used on the name-based check. 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 AmeriCorps even combine Truescreen and Fieldprint into one account/process?

AmeriCorps 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 AmeriCorps 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.