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National Service Criminal History Checks Vendor Updates

AmeriCorps sent this bulletin at 02/05/2025 09:27 AM EST

Office of Monitoring
Feb. 5, 2025

National Service Criminal History Checks Vendor Updates

Update from Truescreen on FBI "Review" Results

Truescreen emailed grantee users on Thursday, Jan. 23, and Thursday, Jan. 30, with important notices about the possibility of an FBI check "Review" result indicating a name-based FBI check instead of potentially adverse criminal history. **Truescreen has changed this system function and will email users to inform them.** For new FBI checks ordered on or after Monday, Feb. 3, a "Review" result will only indicate potentially adverse criminal history or that the check service was cancelled.

Review a copy of these emails under the [Truescreen User Guides section in Litmos](#).

New Truescreen Training Events

We have added three office hours sessions to the 2025 training calendar. Each session will cover a special topic related to using Truescreen:

- Agreements and Account Setup
 - Wednesday, Feb. 26: 1:30-2 p.m. ET
- Ordering Checks and Scheduling Fingerprinting
 - Wednesday, March 5: 1:30-2 p.m. ET
- Viewing Results and Documenting Adjudication
 - Wednesday, March 19, 1-1:30 p.m. ET

[View Training Calendar and Register](#)

Truescreen Resource Reminders

As many of you continue to transition to Truescreen for ordering FBI checks, here are key materials to assist you from start to finish.

- **Creating a new Truescreen account:**

- [Using Truescreen Manual](#), section on 'Creating a Truescreen Organization Account'
- [Grantee Agreement Guide](#) (download from Litmos)
- [How to Navigate the Truescreen Process](#) (video in Litmos)
- **Updating your organization's existing Truescreen account to add the FBI check option:**
 - [Grantee FBI Amendment Guide](#) (download from Litmos)
- **Using Truescreen:**
 - [Using Truescreen Manual](#), which includes a frequently asked questions section
 - **UPDATED!** [Grantee User Guide, Version 2](#) (download from Litmos)
 - [Training videos in Litmos](#) cover how to order checks, view results, adjudicate "Review" results, and document your adjudication decision
 - [NSCHC Manual](#), section on 'Pre-approved Waivers' describes states not available in Truescreen
 - Truescreen Prices Table (download from our [webpage](#))
- **Resources for your applicants:** Be sure to provide your applicants a copy of these materials so they can correctly navigate their part of the Truescreen check process.
 - **UPDATED!** [Applicant User Guide, Version 2](#) (download from Litmos)
 - **UPDATED!** [Applicant Frequently Asked Questions](#)

Need to get caught up on the recent vendor changes?

Read the [Vendor Transition Frequently Asked Questions](#) and watch the transition session [recordings in Litmos](#).

Connect with us!

[Register](#) for an upcoming Truescreen office hours session, where AmeriCorps and Truescreen staff will highlight important information, answer your questions, and take your feedback.



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