

National Service Criminal History Checks AmeriCorps Approved Vendor Transition – Summer 2024 Frequently Asked Questions (FAQs)

Updated Nov 13, 2024
(Created April 18, 2024)

These FAQs provide information to AmeriCorps grant recipients and subrecipients ("grantees" / "you") about the National Service Criminal History Check (NSCHC) approved vendor transition taking place summer 2024.

In January 2024, AmeriCorps awarded a contract to Truescreen to provide all three check components through one system. Truescreen is working with its sibling company, Fieldprint, to incorporate the FBI check into the existing Truescreen platform. Until the new system is established, you may continue to use Truescreen to conduct National Sex Offender Public Website and state checks and use Fieldprint to conduct FBI checks.

AmeriCorps hosted an initial information session for grantees on March 20, training sessions in August, and office hours in September and October. You may review the recording and slides in the Litmos NSCHC Learning Path, under the [Single Vendor Truescreen Transition Sessions](#) section.

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1. Who will be the AmeriCorps approved vendor for NSCHC and what does this change entail? (Updated 9/4/24)

Truescreen is the approved vendor for AmeriCorps grantees to conduct NSCHC. You can order all three check components (NSOPW, state, and FBI checks) in the Truescreen system. You will also review results and adjudicate all three check components in Truescreen. Note that grantees may continue to use existing Fieldprint accounts for FBI checks through November 30, 2024.



Truescreen updated its current system to add the FBI component. Fieldprint, through a subcontract with Truescreen, will continue to provide Livescan fingerprinting services for the FBI check. Once the transition to Truescreen is complete, applicants will no longer go directly to fieldprintcncs.com to order their FBI checks with your organizational Fieldprint Code. Instead, you (staff) will first order the FBI check through Truescreen, which will allow the applicant to schedule their fingerprinting with Fieldprint. And, you will no longer review and adjudicate FBI checks directly through your Fieldprint accounts at reports.myfieldprint.com.

2. How can I learn more about this change? (Updated 11/13/24)

AmeriCorps hosted training sessions in August and office hours in September and October; recordings are posted in the Litmos NSCHC Learning Path, under the [Single Vendor Truescreen Transition Sessions](#) section. See FAQ #30 below for guides and resources.

3. When will this change take place? (Updated 9/4/24)

The transition began August 12 and continues through November 2024. Note the transition end date is now planned for November 30. **This means that for FBI checks conducted directly through Fieldprint, all fingerprints must be received by Fieldprint by November 30.** This requires your applicants to schedule and complete fingerprinting by November 30.

During this transition time, organizations currently using Truescreen will sign updated user agreements to add the FBI check updates to their existing Truescreen accounts. Organizations that do not use Truescreen will set up new accounts in Truescreen. In this way, grantees have some control over when they make the transition before December 1.

With this timeline, applicants will no longer be able to complete fingerprinting for FBI checks directly from fieldprintcncs.com using your organizational Fieldprint code beginning December 1, 2024. **All fingerprints using your existing organization Fieldprint code must be received by Fieldprint by November 30.** If your program uses the mailed print card option, see FAQ #24 below for special timing considerations.

While you may create a new Truescreen account or update your existing account at any time, AmeriCorps encourages you to establish an updated Truescreen account before December 1. **Without an updated Truescreen account, you will lose access to completing FBI checks through the AmeriCorps approved vendor as of December 1.**

4. Will the check prices change?

No, the current prices to complete checks through Truescreen and Fieldprint will not change at this time: NSOPW: \$7.50; State: \$19.50 + any state fees (vary per state); FBI: \$28.75. For state-specific prices, see the [Truescreen and Fieldprint Prices table](#), posted on the [NSCHC webpage](#).

5. How will ordering checks change?

The FBI check component will be added to the Truescreen ordering options. When using the approved vendor, you will request all three check components following the



current Truescreen workflow. Applicants will then receive an email with instructions to complete their part of the application. If you requested an FBI check, the applicant will also be directed to Fieldprint's scheduling site at the end of their Truescreen application to schedule their fingerprinting. Applicants will receive a unique, Personal Fieldprint Code for this purpose. Once the transition is complete, applicants will no longer go directly to fieldprintcnscs.com to complete their FBI checks using the single, organization Fieldprint Code. Applicants must complete their FBI checks as part of the workflow you initiate in Truescreen.

6. How will reviewing and adjudicating checks change?

You will review and adjudicate all checks ordered (NSOPW, state, and/or FBI checks) in the Truescreen system. The FBI check component will be added to the existing Truescreen system. Truescreen will provide an adjudication recommendation of "Pass" or "Review" for all checks ordered. Just like now, you will be able to see the Truescreen recommendation for each check as it is completed. However, just like now, you will enter one adjudication decision for all checks on the order after all check results are completed.

7. How will we be notified that the Truescreen updates are available? (Updated 9/4/24)

On Sept. 4, AmeriCorps sent a GovDelivery email notice to the Authorized Representative and Project Directors on record in eGrants for all grant programs that require NSCHC.

On August 11, Truescreen (AmeriCorpsSupport@truescreen.com) emailed the primary contacts on all existing Truescreen accounts to inform them they may sign new user agreements to update their systems. Truescreen also emailed primary contacts on all existing Fieldprint accounts to inform them of the need to transition to Truescreen.

If you did not receive an email from Truescreen, instructions for accessing these updates are provided in two guides available in the Litmos NSCHC Learning Path, under [NSCHC Approved Vendor Truescreen - User Guides](#):

- If you already have a Truescreen account, use the *Truescreen AmeriCorps FBI Amendment Guide* to update your existing Truescreen account to add the FBI check option.
- If you do not already have a Truescreen account, use the *Truescreen AmeriCorps Grantee Agreement Guide* to create a new Truescreen account.

8. How will AmeriCorps train grantees on the change? (Updated 9/4/24)

AmeriCorps hosted training sessions in August; recordings are posted in the Litmos NSCHC Learning Path, under the [Single Vendor Truescreen Transition Sessions](#) section.

AmeriCorps will host office hours in September and October; registration details are on the [NSCHC webpage](#).

See FAQ #30 below for written training resources.

9. My organization currently has a Truescreen account. Do we need to create a new account to access the system updates? (Updated 9/4/24)

No. Organizations currently using Truescreen will sign updated user agreements and provide updated pre-adverse/adverse letterhead templates to add the FBI check



component to their existing accounts. The *Truescreen AmeriCorps FBI Amendment Guide* provides instructions for updated your existing Truescreen account to add the FBI check. This guide is available in the Litmos NSCHC Learning Path, under [NSCHC Approved Vendor Truescreen - User Guides](#).

10. Will we be able to update our existing Truescreen account at a later time, such as next year?

Yes, you may sign an updated Truescreen user agreement to enhance your existing account any time after the system updates are ready. AmeriCorps encourages you to update your account even if not yet needed, to avoid any break in your access to FBI checks when your recruitment resumes.

11. My organization currently uses Fieldprint to complete the FBI check and Truescreen to complete the NSOPW and state checks. How will this change impact us? (Updated 9/4/24)

You must update your organization's Truescreen account by signing an updated user agreement to continue to access FBI checks through the AmeriCorps approved vendor. The *Truescreen AmeriCorps FBI Amendment Guide* provides instructions for updated your existing Truescreen account to add the FBI check. This guide is available in the Litmos NSCHC Learning Path, under [NSCHC Approved Vendor Truescreen - User Guides](#).

While you may update your organization's Truescreen account at any time, we recommend updating your account before December 1 to avoid a break in FBI check services. Beginning December 1, 2024, applicants will no longer complete fingerprinting for FBI checks directly through fieldprintcnscs.com with your organization's Fieldprint Code.

12. My organization currently uses Fieldprint to complete the FBI check and Truescreen to complete the NSOPW and state checks. Once we update our Truescreen account to add the FBI component, will be required to complete the FBI check through Truescreen from that point? Or, may we continue to order checks through Fieldprint? (Updated 7/26/24)

You will be able to complete new checks directly through your existing Fieldprint account through November 2024. You may update your Truescreen account and continue to use Fieldprint during the transition phase. Beginning December 1, 2024, applicants will no longer be able to complete fingerprinting for FBI checks directly through fieldprintcnscs.com with your organization's Fieldprint Code. See also FAQ #24 for mailed print card timing considerations.

13. My organization only uses Fieldprint to conduct the FBI check. We do not have a Truescreen account. How will this change impact us? (Updated 9/4/24)

You must create an organization account with Truescreen to continue to access FBI checks through the AmeriCorps approved vendor. The *Truescreen AmeriCorps Grantee Agreement Guide* provides instructions for creating a new Truescreen account. This guide is available in the Litmos NSCHC Learning Path, under [NSCHC Approved Vendor Truescreen - User Guides](#).



You will have until the end of November to transition to Truescreen. Beginning December 1, 2024, applicants will no longer be able to complete fingerprinting for FBI checks through fieldprintcncs.com with your organization's Fieldprint Code. See also FAQ #24 for mailed print card timelines.

14. Will the Livescan fingerprinting locations change?

No, the Livescan locations will not immediately change because of this transition. Fieldprint will continue to provide the Livescan fingerprinting services for the FBI check. Fieldprint is providing these services through a subcontract with Truescreen.

15. Will mailed fingerprint cards still be an option?

Yes, mailed fingerprint cards will still be an option when there is no Livescan site within 35 miles.

16. Will we be required to use Truescreen to complete all three check components?

No, you may use any combination of AmeriCorps-approved sources, described in [45 CFR § 2540.204](#), to complete the NSCHC components. You may order any one or a combination of the check components (NSOPW, state, and/or FBI checks) through Truescreen.

17. What does this mean for grantees with approved waivers?

AmeriCorps does not anticipate this to immediately impact the terms of any approved waivers because the vendors themselves are staying the same. However, this may impact how you implement an approved waiver, especially for any waivers of the timing component. Please contact NSCHCWaiverRequest@americorps.gov and copy your portfolio manager to discuss how this might impact your approved waiver.

18. What does this mean for the current Use of Truescreen Pre-Approved Waiver?

The terms of the Use of Truescreen Pre-Approved Waiver will not change. To apply this pre-approved waiver, you must use Truescreen for the NSOPW and any required state checks available in Truescreen. The FBI check may be completed through Truescreen or through the designated state repository or alternative. Pre-approved waivers are described in the NSCHC Manual, found on the [NSCHC webpage](#).

19. How will this change impact the existing monitoring reports available in our vendor portals (the Truescreen CNCS Monitoring Report and Fieldprint TCN Status Report)? (Updated 9/4/24)

Truescreen's CNCS Monitoring Report has been renamed the AmeriCorps Monitoring Report and now includes the FBI check components ordered through Truescreen. This report will become your single report for monitoring all checks conducted through Truescreen after the transition. Checks completed directly through Fieldprint prior to the transition will not show on the Truescreen monitoring report. You will continue to have access to those prior cases on the Fieldprint TCN Status Report in your Fieldprint portal (reports.myfieldprint.com). **However, AmeriCorps recommends that you save any necessary records from Fieldprint by December 31, 2024 to avoid the need to access Fieldprint directly in the future.** See FAQ #20 below.



20. What will happen to records for checks ordered in Fieldprint before this transition? (Updated 7/26/24)

You will still have access to your organization Fieldprint portal (reports.myfieldprint.com) for previous check records for seven years from when the check was completed.

However, AmeriCorps recommends that you save any necessary records from Fieldprint by December 31, 2024 to avoid the need to access Fieldprint directly in the future.

Review the *Using AmeriCorps Approved Vendors Truescreen and Fieldprint Manual* on the [NSCHC webpage](#), "Maintaining System Documentation" section. If future access is needed, you will need to contact Fieldprint to renew your login credentials or add a new user if staff have changed.

Checks completed directly through Fieldprint prior to this transition will not be transferred to Truescreen. **For any last checks completed directly through Fieldprint, you will be able to review and adjudicate that check in your Fieldprint portal through April 2025, six months from Fieldprint's sunset date.** On May 1, 2025, Fieldprint will remove the *myFingerprint* module from your Fieldprint portal. The *myFingerprint* module is where you adjudicate checks. You will not be able to adjudicate checks in Fieldprint after that time. You will still have access to the *myFitnessDetermination* module and the reports to access legacy (pre-transition) check records.

21. Will we still be able to assist applicants to complete the online portion of the Truescreen application and to schedule fingerprinting through Fieldprint? (Updated 9/4/24)

Yes, you may continue to assist applicants to complete their part of the application process. Applicants must be present to review and sign electronic consent forms. You may not sign consent forms on behalf of the applicant. See the new [Truescreen AmeriCorps Grantee Guide](#), section on 'Assisting Applicants without Email Addresses.'

22. Can we continue to use a single email address, such as a staff or organization email, to request checks in Truescreen? (Updated 9/4/24)

Yes. When starting the check order in Truescreen, you will still be able enter a staff or organization email for the applicant on the Subject Information page. The email inviting the applicant to complete their part will be sent to that email address. Applicants must be present to review and sign electronic consent forms in their part of the application. See the new [Truescreen AmeriCorps Grantee Guide](#), section on 'Assisting Applicants without Email Addresses.' Note that applicants must use a unique email address if you will be ordering FBI checks through Truescreen. See FAQ #23 below.

23. Will we be able to use a single email address, such as a staff or organization email, when assisting applicants to schedule fingerprinting appointments through Fieldprint? (Updated 9/4/24)

No. In fall 2023, Fieldprint updated its scheduling site to include consumer protections that require a unique, individual email address for applicants to schedule fingerprinting. AmeriCorps provided details of this policy in a [March GovDelivery notice](#). This is not related to AmeriCorps combining Truescreen and Fieldprint. Applicants must have a unique email address to set up a user account with Fieldprint before scheduling their fingerprint appointment. You cannot reuse the same email address to schedule FBI check fingerprint appointments with Fieldprint. However, you may assist applicants to



set an organization email as their preferred contact during scheduling. See the new [Truescreen AmeriCorps Grantee Guide](#), section on 'Assisting Applicants without Email Addresses.'

24. My program's applicants regularly use mailed print cards instead of Livescan electronic print sites. How does the Fieldprint end timeline affect our operations? (Added 7/26/24)

The period to transition out of Fieldprint will end November 30, 2024. This means that, for checks ordered directly from Fieldprint, **all fingerprints must be received by Fieldprint by November 30. Fingerprint cards received after November 30 will not be processed and the applicant will need to start a new FBI check order through Truescreen.** If your program uses the mailed print card option, your applicants should request mailed print cards directly from Fieldprint by November 15 and return the completed cards to Fieldprint as soon as possible to meet the November 30 receipt deadline. We encourage you to transition to Truescreen for the FBI checks as soon as possible to avoid running out of time with mailed print cards done directly through Fieldprint.

25. We have new programs starting before this transition begins. Can we still set up new Fieldprint accounts at this time? (Added 7/26/24)

You may set up new organization accounts directly with Fieldprint until August 15, when the Truescreen updates are expected to be available. After August 15, Fieldprint will not establish new accounts.

26. September and October are our peak enrollment time. Will AmeriCorps extend the deadline to transition out of Fieldprint? (Added 7/26/24)

The period to transition out of Fieldprint will end November 30, providing three and a half months to transition. The transition period must be close-ended to minimize duplicate fingerprinting systems working in tandem.

We understand this timeline may be after the start of your program year. As a result, you may have some individuals with FBI checks in Fieldprint and others all in Truescreen within the same program year. We recommend identifying and recording a transition date for your program to record the date from which all checks are in Truescreen.

27. Are there other changes to the Truescreen system happening at this time? (Updated 9/4/24)

Yes, Truescreen is also updating the check order information to align with the current regulations and remove unnecessary fields. The changes consist of removing Access to Vulnerable Populations, Anticipated Start Date, and State Commission Subgrant identification fields when you start a check order. And, the Name Documentation Verified field will change from a drop-down menu to an acknowledgement check box. AmeriCorps expects these changes to appear in Truescreen for all new orders on August 12. The updated [Grantee and Applicant user guides](#) reflect these changes.



Truescreen also updated and renamed the monitoring report. The CNCS Monitoring Report is now called the AmeriCorps Monitoring Report, and its columns reflect the ordering field updates and addition of the FBI check component.

28. How do we update our existing Truescreen account to add the FBI check option? (Added 9/4/24)

You will need to sign an amendment to your existing user agreement online and email updated pre-adverse/adverse letter templates to Truescreen. Follow the instructions in the *Truescreen AmeriCorps FBI Amendment Guide*, found in Litmos under [NSCHC Approved Vendor Truescreen - User Guides](#).

29. How do we create a new Truescreen account? (Added 9/4/24)

You will need to sign a user agreement online and email pre-adverse/adverse letter templates and payment information to Truescreen. Follow the instructions in the *Truescreen AmeriCorps Agreement Guide*, found in Litmos under [NSCHC Approved Vendor Truescreen - User Guides](#).

30. What guides and resources are available to assist us using Truescreen? (Updated 11/13/24)

AmeriCorps and Truescreen provide multiple resources to assist your use of Truescreen.

- Resources on AmeriCorps' [NSCHC webpage](#):
 - **New!** [Using AmeriCorps Approved Vendor Truescreen Manual](#): includes important guidance for using Truescreen in compliance with AmeriCorps regulations.
 - New! [Truescreen AmeriCorps Applicant FAQs](#): frequently asked questions for individuals undergoing criminal history checks through Truescreen.
- User guides in the [Litmos NSCHC Learning Path](#) (under [NSCHC Approved Vendor Truescreen - User Guides](#)).
 - Updated! *Truescreen AmeriCorps Grantee Agreement Guide, Version 2*: shows the process for setting up a new organization account. The guide was updated on Aug. 27 to correct the Truescreen Application Station link.
 - Updated! *Truescreen AmeriCorps Grantee FBI Amendment Guide, Version 2*: shows the process for adding the FBI check option to accounts created before August 12, 2024. The guide was updated on Aug. 27 to correct the Truescreen Application Station link.
 - New! *Truescreen AmeriCorps Grantee Guide*: shows Truescreen system features and the process for grantee staff to order and adjudicate checks.
 - New! *Truescreen AmeriCorps Applicant Guide*: shows the process for applicants to complete their portion of the Truescreen order and schedule fingerprinting with Fieldprint.
- Coming Soon to Litmos: Demonstration videos.



31. How will this change affect state commission / prime grantee account mapping? (Added 9/4/24)

Accounts that were mapped in Fieldprint will not be transferred to Truescreen. Programs will map new Truescreen accounts following the existing Truescreen process.

32. How will this change affect billing? Currently, Truescreen does not charge us until they have completed and returned the check order. At what point will we be charged for FBI checks/fingerprinting? (Added 9/4/24)

The Truescreen billing process will not change. Truescreen will charge you when they have returned the results for all check components on the order (or "case"), which may now include the FBI check. You are charged once for the full amount of the order.

33. How will Truescreen work with organizations that were not using Truescreen for legal reasons but were using Fieldprint? (Added 9/4/24)

Truescreen has a process in place to work with organizations, especially government offices or institutes of higher education, that may require changes to the user agreements. Organizations needing to amend user agreement language may contact Truescreen account manager, Mike Carnation, at mcarnation@truescreen.com. Please inform AmeriCorps (chc@americorps.gov) of any challenges with this process.

34. After a member has scheduled their fingerprint appointment, will programs still be able to see the appointment date and location? (Added 9/4/24)

Truescreen is looking into this possibility. You will be able to see if and when the applicant completed fingerprinting through the case status in your myTruescreen portal and in the AmeriCorps Monitoring Report "Date Fingerprints Submitted" column.

35. Do we need to discontinue our account with Fieldprint? (Added 9/4/24)

No, you do not need to take action to close your existing Fieldprint account.

36. Truescreen currently handles pre-adverse situations through their ConsumerCare process. How will this process change with the addition of the FBI checks? (Added 9/4/24)

The applicant review and challenge process for all checks ordered in Truescreen will follow Truescreen's existing process, which is described in the *Truescreen AmeriCorps Applicant FAQs* on the [NSCHC webpage](#). You should maintain a copy of the pre-adverse/adverse letters you provide Truescreen for awareness of what the applicant receives.

To challenge an adverse FBI result, the applicant would still need to obtain a personal copy of their FBI check from the FBI, described in the *Challenging a Not Cleared Recommendation* resource.