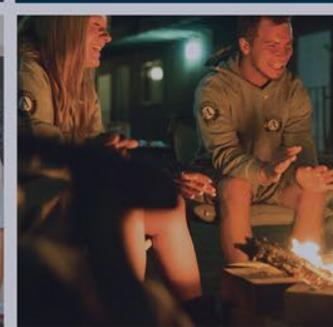




Corporation for
**NATIONAL &
COMMUNITY
SERVICE** ★★ ★



Monitoring Truescreen and Fieldprint

Commissions, National Direct Grant Recipients | May 2019



Agenda

- Why NSCHC?
- Monitoring NSCHC
- Monitoring Fieldprint
- Monitoring Truescreen
- Resources

Outcomes

- Understand how to monitor Fieldprint
- Understand how to monitor Truescreen
- Know who/where to go for resources

Why National Service Criminal History Checks (NSCHC)?

Corporation for
NATIONAL &
COMMUNITY
SERVICE 



- Protect Vulnerable Populations
 - Vulnerable populations are children age 17 years or younger, individuals age 60 or older, or individuals with disabilities
- Individuals who are ineligible to serve or work on CNCS grants are those who:
 - Refuse to consent to NSCHC
 - Make false statements in connection with their NSCHC
 - Are registered or required to be registered on a sex offender registry
 - Have been convicted of murder (18 USC § 1111)

NSCHC Compliance



Determine the following:

- Who is in a covered position?
 - Do they have recurring access to vulnerable populations?
 - When did they start service/work on the grant?
- What checks are required?
 - Murder Self-Certification
 - National Sex Offender Public Website (NSOPW) check
 - State (state of residence, state of service/work) check
 - FBI Fingerprint check
- When were the checks initiated/completed?
 - NSOPW: Adjudicated by grant recipient before start of service/work
 - FBI/State*: Initiated no later than the first day of the start of the service/work
 - *Truescreen checks must be completed (adjudicated by grant recipient) before applicant begins service/work

Please note: this may not be an exhaustive list of NSCHC compliance requirements; additional requirements may exist.

NSCHC Compliance



- Grant recipients must document the following:
 - Applicant identity was verified against a government-issued photo identification
 - Applicant consented to checks
 - Applicant understood that selection is contingent on NSCHC eligibility
 - Applicant access to vulnerable populations (recurring or no/episodic)
 - NSOPW results were reviewed and considered before the candidate begins service/work
 - NSOPW check must be complete (all states, territories and Indian Country reporting)
 - Name-based checks match the first and last name of the government-issued photo identification
 - State(s)* and FBI checks were initiated no later than first day of the start of service/work
 - Initiation is defined
 - State of residence is identified
 - *Truescreen checks must be completed (adjudicated by grant recipient) before applicant begins service/work
 - State(s) and FBI results were reviewed and considered
 - Name-based checks match the first and last name of the government issued photo identification
 - NSOPW, State and FBI results must be maintained

Please note: this may not be an exhaustive list of NSCHC compliance requirements; additional requirements may exist.

Truescreen and NFF Pre-Approved ASPs

Corporation for
NATIONAL &
COMMUNITY
SERVICE 



- Use of Truescreen for NSOPW and/or State Checks Pre-Approved ASP
 - Truescreen checks must come from a CNCS-associated account
 - Truescreen checks must be completed (adjudicated by grantee) before the start of service/work
 - Truescreen checks not required for specific states/territories
 - Required: Truescreen NSOPW, Truescreen available state check, fingerprint FBI check
- National Fingerprint File (NFF) States Pre-Approved ASP
 - State checks are not required for states that participate in the NFF

More information can be found on the Knowledge Network:

<https://www.nationalservice.gov/ASPExemptionsGuidance>

Truescreen Monitoring Steps



- Generate a monitoring report by date parameters and division (organization)
 - Commissions: Access to subs if mapped to your monitoring account in Truescreen
 - National Direct (ND): Access to operating sites/subs if mapped to your monitoring account in Truescreen
- Review the monitoring report
 - Verify
 - First and Last name matches government issued photo identification
 - If the name checked does not match the ID uploaded, check with the organization monitored to determine if they have a government-issued photo ID for the individual that does match the name searched
 - If a secondary ID was uploaded into Truescreen, click on “Authorization” in the applicant’s Investigation Information
 - Start Date
 - State of Service, State of Residence
- Review noncompliant checks

Truescreen Mapping



- Monitoring and Order accounts must be separate
- Monitoring Accounts will never have access to the “rap sheet” but can see everything else
- Commission Monitoring Access
 - All Commissions who have opted for monitoring access should now have a monitoring account
- National Direct Monitoring Access
 - If you need monitoring access over subs/operating sites, email CHC@cns.gov
 - We will provide a spreadsheet to complete and send to Truescreen that will set up a monitoring account and map the appropriate organizations to your account
- If your Commission requires monitoring access to National Direct subs/operating sites/affiliates, the National Direct will need to:
 - Create a separate Truescreen account with an organizational name that is unique (ex: Teach for AmeriCorps TX)
 - Truescreen accounts with the same account name will not get access to monitoring reports until accounts are distinguishable (Do NOT use Teach for AmeriCorps DBA Teach for AmeriCorps TX)
 - After your account is active, email your Truescreen account manager for the process to transfer checks to that specific account and order checks for the correct account
 - Provide your Commission with your Division Number
 - Commissions: Email this Division Number to your Truescreen account manager with the request to map it to your account
 - Commissions will **not** get access to National Direct checks that are not associated with your Commission grant

Truescreen Monitoring Report



mytrue.com
myHome myReports + **myTools** myAppStation myVendors

Welcome, Lic

Case Search

Search by:

- Last Name or Company Name
- First and Last Name
- First Name
- SSN/ID# / Tax ID Number
- Billing Code
- Report Request Date
- Case Number
- Appstation Code

Submit

Recently Viewed Subjects

myManagement Reports EDIT

Report Configurator
To create your own custom report, click below to access the Management Report Configurator. This tool will allow you to configure a custom report and save it to your mySaved Reports list for convenient access.

VIEW REPORTS

my Saved Reports
Report Name

- All Names Provided Report
- CNCS Monitoring Report**
- Great Good Receipt Report

myFile Upload

mytrue.com
screen

Required fields are indicated by asterisks*

CNCS Monitoring Report

Requested From Date [mm/dd/yyyy]

Requested To Date [mm/dd/yyyy]

Division (optional) Any

SUBMIT CANCEL

Truescreen Monitoring Report

Corporation for
NATIONAL &
COMMUNITY
SERVICE



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	CNCS Monitoring Report																
2																	
3	Requested from 03/12/2019 to 04/9/2019																
4	Grant Number	State of Grantee Address	EIN	DUNS	CNCS Program	ACSN Direct Subrecipient	ACSN Commission Subrecipient	Vista Grantee	Project Title	Organization name	Staff	AmeriCorps	Volunteer	Individual First Name	Individual Last Name	Case Number	Division Number
5	19SFSGA123	GA	123456789	123456789	Foster Grandparent Grant Receipt	No	No	No	Foster Grandparent Program	Georgia Coalition	N	N	Y	John	Smith	6902888	947-258
6	19SFSGA123	GA	123456789	123456789	Foster Grandparent Grant Receipt	No	No	No	Foster Grandparent Program	Georgia Coalition	N	N	Y	Jane	Doe	6905709	947-258
7	19SFSGA123	GA	123456789	123456789	Foster Grandparent Grant Receipt	No	No	No	Foster Grandparent Program	Georgia Coalition	N	N	Y	Jim	Smith-Doe	6905711	947-258

- **Case number:** Unique number assigned to the individual
- **Division number:** Unique number assigned to the grantee agreement (organization's number)
- **Entered by Grant Recipient during account set up:** State of Grantee Address, EIN, DUNS, CNCS program, grantee type (Subrecipient, VISTA, etc.) , project title, organization name
- **Entered by Grant Recipient during ordering:** Grant number(s)
- **Entered by Applicant:** Staff, AmeriCorps or Volunteer designation
- **Entered by Grant Recipient during ordering:** First and Last name

Truescreen Monitoring Report



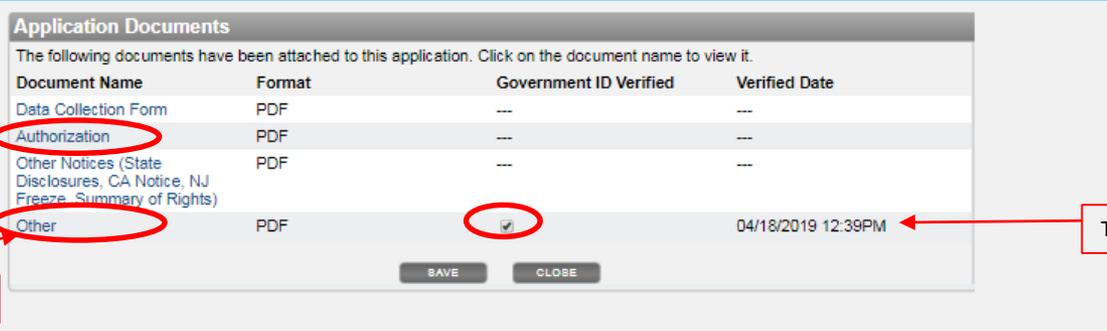
	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH
	Anticipated start date	State of Service ordered	State of Residence	NSOPW Ordered?	Vulnerable Populations	Request Date	Date of Application Submittal	Date ID Was checked	Criminal History Delivered Pass/Review	NSOPW Pass/Review	Grantee Adjudication Decision	Adjudication Date	Last Adjudicated By	Pre-Adverse?	Date Pre-Adverse Letter Sent	Adverse?	Date Adverse Letter Sent
4																	
5	3/18/2019 12:00:00 AM	Georgia + NSOPW	Georgia	Y	YES	03/18/2019	03/21/2019		Pass	Pass	Pass	03/26/2019	mbarton	N		N	
6	3/19/2019 12:00:00 AM	Georgia + NSOPW	Georgia	Y	YES	03/19/2019	03/21/2019	3/21/2019	Pass	Pass	Review	03/24/2019		N		N	
7	3/20/2019 12:00:00 AM	Georgia + NSOPW	Louisiana	Y	YES	03/19/2019	03/21/2019	3/21/2019	Pass	Pass	Pass	3/24/2019	mbarton	N		N	

- **Entered by Grant Recipient during ordering:** Anticipated start date, type of checks ordered (state of service, state of residence, NSOPW)
- **Truescreen timestamps:** Request Date, Date of Application Submittal, Date ID was checked (blank if ID was not checked)
- **Criminal History Delivered Pass/Review:** Truescreen adjudication recommendation for State check(s); blank if no check ordered
- **NSOPW Pass/Review:** Truescreen adjudication recommendation for NSOPW check; blank if no check ordered
- **Grantee Adjudication Decision:** Grantee final decision, “review” if not adjudicated by grantee
- **Adjudication Date:** Date of last adjudication (Truescreen or grantee)
- **Last Adjudicated by:** The name of the adjudicator; blank if record was last adjudicated by Truescreen

Documentation Requirements

To find the government issued photo identification and consent/understanding selection is based on NSCHC:

1. Click on the myAppStation Tab
2. Search for the individual
3. Click on the individual's name to access their documents (do not click submit!)



The screenshot shows a table titled "Application Documents" with the following data:

Document Name	Format	Government ID Verified	Verified Date
Data Collection Form	PDF	---	---
Authorization	PDF	---	---
Other Notices (State Disclosures, CA Notice, NJ Freeze, Summary of Rights)	PDF	---	---
Other	PDF	<input checked="" type="checkbox"/>	04/18/2019 12:39PM

Annotations on the screenshot:

- A red box labeled "Click to access consent forms" points to the "Authorization" row.
- A red box labeled "Click on 'other' to view the ID" points to the "Other" row.
- A red box labeled "Timestamp!" points to the "Verified Date" column for the "Other" row.

Truescreen Adjudication



mytrue.com
 screen

Investigation Information

Name: Smith SSN/ID#: xxx-xx-xx
 Phone Number: Email: Requester: Request Date:
 Case Created Date: Delivery Date:
 Case Number: Access to Vulnerable Populations:
 Billing Code:
 Anticipated Start Date:

Adjudicated Pass/Review: ●

Key:

● = Pass ☒ = Review ■ = Fail ○ = Provisionally Cleared
 ▲ = Pre-Adverse ■ = Final Adverse ⊖ = Applicant Withdrawn

Services

Service	Description	Pass/Review Status	Component Status	Completed
Subject Data	Smith (xxx-xx-xx)	☒	Complete	02/14/2019
Sex Offenders	Subject Name: National	●	Complete	02/14/2019
State Criminal and Other Offenses	Felony, Misdemeanor and Other Offenses - DuPage, Illinois	●	Complete	02/18/2019

Actions

View Report	View Report w/Identifiers Masked	Adjudicate This Case	Original Request
View Authorization	Consumer Notifications	Contact Customer Service	View Payment Receipt

CLOSE

Check requester notes whether the individual has access to vulnerable populations

Subject data will always be marked as "review." This is to flag the grant recipient to adjudicate the record.

Monitoring access cannot view criminal history report/"rap sheet"

Click to view adjudication

Truescreen Adjudication



Investigation Information

Name: [Redacted] Smith SSN/ID#: [Redacted]
AKAs: [Redacted] Address: [Redacted]
Phone Number: [Redacted] Email: [Redacted]
DOB: [Redacted]
Case Number: [Redacted] Billing Code: [Redacted]
Requester: [Redacted] Request Date: [Redacted]
Case Created Date: [Redacted] Release On File: [Redacted]
Status: [Redacted]

- Green dot=Pass
- Enter notes in “Existing Case Notes”

Adjudicated Pass/Review

Original Pass/Review Status: Review
Adjudicated Pass/Review Status: Pass
Existing Case Notes:

Adjudication History

Action Date	Performed By	Adjudicated Status	Note
Thurs, 2/21/2019 4:18PM	[Redacted]	<input checked="" type="checkbox"/> Pass	pass
Mon, 2/18/2019 6:22AM	Truescreen, Inc.	<input checked="" type="checkbox"/> Review	Case Completed

- Green dot=Pass
- Program staff person listed in “Performed By” column
- Action is Time stamp

Truescreen Adverse Process



- Ineligible or unsuitable applicant - adverse process
 - Requester selects “pre-adverse”
 - Truescreen gives applicants opportunity to challenge the factual accuracy of results, reports to requester. Truescreen notifies applicant of final rejection (if applicable)
 - If organization opts out of using Truescreen’s adverse process (did not provide letterhead/signature), must document that the process occurred.
 - Organizations must follow all FCRA and appropriate state laws
- Adverse process is documented in monitoring report and Investigation Information screen (“adjudication screen”)

Monitoring Fieldprint checks



- Fieldprint provides an adjudication recommendation (“clear” or “not clear”)
- Grant recipient adjudication is done outside the Fieldprint system
- Grant recipients can provide screenshots to show process timestamps and the Fieldprint adjudication recommendation
- Grant recipient must document that results were reviewed and the applicant is cleared to serve
 - Fieldprint “not cleared” adjudication recommendation requires additional steps to be documented

Fieldprint Adjudication Recommendation



Applicant information is above and cropped out

Order Information

Order Number: [Redacted]
Program - Division: [Redacted]
Date Received: 09/13/2018 12:36
Date Completed: 09/13/2018 17:03
Status: Results Received
Fitness Determination: **Cleared**

Activity	Activity	Date
Web Appointment # [Redacted] or Sep 13 2018 2:00PM	Scheduled	09/13/2018 12:36
Prints Transmitted to FBI with TCN: [Redacted]		09/13/2018 16:54
FBI returned results		09/13/2018 16:55
Adjudication results received		09/13/2018 17:03

Fingerprint Information

Transaction Control Number: [Redacted]
Reason for Fingerprinting: CNCS SAA
Channeling Agency: FBI-AFIS
Fingerprint Site: Fieldprint Site - Bend, OR (Postal Connections)
2660 NE Highway 20
Forum Shopping Center, Suite 610
Bend, OR 97701
Appointment Date: 09/13/2018 02:00 PM
Date Fingerprinted: 09/13/2018 04:54 PM

Services

Adjudication: Completed

Documents

Document	View
Privacy Act Notice	
Release	

Adjudication Recommendation

Grant recipient must document the results were considered when selecting the individual

Click to view consent form

Fieldprint “Not Cleared” Recommendation



1. Verify that applicant had opportunity to challenge the factual accuracy of the results.

2. If an individual that has a “Not Cleared” adjudication but challenges the results, the following must be documented and maintained:

1. Dated copies of the “Not Cleared” recommendation,
2. The evidence used in making eligibility determination, and
3. A contemporaneously dated memo to the file documenting determination of the individual’s eligibility.

Applicant information is above and cropped out

Order Information		
Order Number:	[REDACTED]	
Program - Division:	[REDACTED]	
Date Received:	01/02/2019 16:24	
Date Completed:	01/04/2019 16:32	
Status:	Results Received	
Fitness Determination:	Not Cleared	
Activity:	Activity	Date
	Created Hank Order	01/02/2019 16:24
	Web Appointment # [REDACTED] Scheduled for Jan 3 2019 3:30PM [REDACTED]	01/02/2019 16:24
	Prints Transmitted to FBI with TCN: [REDACTED]	01/03/2019 18:45
	FBI returned results	01/03/2019 18:46
	Adjudication results received	01/04/2019 16:32

Fingerprint Information	
Transaction Control Number:	[REDACTED]
Reason for Fingerprinting:	CNCS SAA
Channeling Agency:	FBI-AFIS
Fingerprint Site:	Fieldprint Site - Medford, OR (Photo Creations Studio) 1600 North Riverside Avenue Rogue Valley Mall; Lower Level Entrance 3; next to Cookie Connections Medford, OR 97501
Appointment Date:	01/03/2019 03:30 PM
Date Fingerprinted:	01/03/2019 06:40 PM

Services	
Adjudication:	Completed

Documents	
Document	View
Privacy Act Notice	
Release	

Compliance Resources



- Truescreen: MyLearning Center on the myHome tab:
 - Ordering Manual, Applicant Manual, Training video (also in the account confirmation email)
- Truescreen Customer Service:
 - Phone: 800-803-9042, dial 0
 - Email: CNCSHelp@Truescreen.com
- CNCS Truescreen Account Managers
 - Mike Carnation - Account Manager
 - Phone: (888) 276-8518 ext. 3480, Email: mcarnation@truescreen.com
 - Susan Landgrebe - Senior Account Manager
 - Phone: (888) 276-8518 ext. 224, Email: slandgrebe@truescreen.com
- Fieldprint FAQs: <https://fieldprintcncs.com/>
- Fieldprint Customer Service
 - Phone: 877-614-4364
 - Email: customerservice@fieldprint.com
- CNCS NSCHC Knowledge Network: <https://www.nationalservice.gov/resources/criminal-history-check>
 - NSCHC Using Fieldprint and Truescreen Manual
- CNCS NSCHC Email: CHC@cns.gov