

## National Service Criminal History Check



Dear Commissions and Grantees,

Happy New Year!

Thank you for your participation and patience during this period of change in National Service Criminal History Checks (NSCHC).

We have the following updates regarding NSCHC and related NSCHC resources:

### **1. Pre-Approved Alternative Search Procedures (ASP) Update: Truescreen State of Massachusetts Criminal History Checks**

CNCS updated Pre-Approved ASP 1: Use of Truescreen for NSOPW and/or State Checks.

CNCS added Massachusetts to the list of states included in this ASP for which Truescreen will not provide information. Per the ASP, grant recipients using Truescreen will not be required to get a check from an unavailable state for individuals in a covered positions if they have 1) obtained an NSOPW check from Truescreen, 2) obtained any required state checks that *are* available from Truescreen, and 3) conducted a fingerprint-based FBI check.

See [Pre-Approved ASP](#) Guidance for more information.

### **2. Using One Email for Truescreen Checks**

In recognition that CNCS grant recipients may engage with applicants who have limited access to or proficiency with technology and do not have an email address, grant recipients

may use one grantee email address to work with applicants to complete the applicant portion of during the Truescreen application process, rather than requiring each applicant to have a unique email address.

The individual at the grantee organization who is requesting the background report may have an applicant's ApplicationStation email sent to the requestor's email address when the purpose is to mitigate issues of technological access and proficiency. While this functionality is available for grant recipients, CNCS strongly encourages grant recipients to continue to have applicants use a unique email address in order to fully protect personally identifiable information (PII) and applicant privacy.

Applicants must complete and sign their own Disclosure and Authorization forms prior to ordering their background check. Grantee organizations are prohibited by law from signing disclosure and authorization for applicants.

Care must be taken to ensure each user who orders/monitors background reports has his or her own user account and does not share these credentials.

Truescreen will not be responsible nor liable whatsoever if an individual shares his or her credentials with anyone else, or allows another applicant to view personal information of another individual via the Truescreen website. Note that such conduct is considered unlawful and may lead to civil and/or criminal penalties.

### **3. Correct Spelling of Names for Truescreen Checks**

CNCS has been made aware of an increasing number of instances when different names are entered by a grant recipient and an applicant when ordering a Truescreen check. The Truescreen system is set up to run checks based on all primary names entered. With this functionality, if the grantee and applicant enter two separate names, the grantee will be charged for checks of all names searched

As a result of these discrepancies, and to avoid the potential for multiple charges for misspellings, CNCS will work with Truescreen to begin running searches only on the primary name entered into the system by the grant recipient. The only exception to this process rule will be when the applicant indicates a murder conviction and/or a sex offense conviction under a different name. In these cases additional checks will be run on the name(s) that the murder conviction and/or sex offense conviction were rendered to affirm the convictions.

Until this functionality is live, grant recipients must ensure that the name entered by the grant recipient and the applicant are identical, including spaces and hyphens, in order to avoid charges for different primary names.

It is the grant recipient responsibility to conduct state and/or NSOPW checks on the name as it appears on the government-issued photo ID.

### **4. States that require additional Truescreen steps**

As described in the trainings conducted in November and December of 2018, several states require additional steps to conduct a state check via Truescreen. These steps are mandated

by state law.

**Idaho, Georgia, and North Dakota:** These states require applicant to submit an additional form before completing a state check. You may submit these forms when ordering the checks (these can be found on the myLearning Center on the myHome page of your Truescreen account) and/or Truescreen will prompt you to submit these forms via email.

**Illinois, Indiana, Missouri, Pennsylvania, and Washington:** In rare cases, these states may require applicants to submit fingerprints to fully process the state check. Circumstances that may lead to the required submission of fingerprints include but are not limited to the following: 1) the name is common and the state cannot conduct the check without more information; 2) the information provided by the applicant does not match what the state has in its system and the state needs more information to conduct the check on the correct person and/or; 3) there is potential criminal/conviction information that requires more information before the check is complete.

Truescreen will inform grant recipients via email if fingerprints are required. Please note that fingerprinting will extend the turnaround time for receiving the results.

#### 5. New Exemption Period FAQs

CNCS issued new FAQs and will continue to update this document throughout the Exemption Period: <https://www.nationalservice.gov/documents/2018/2018-exemption-period>

If you have questions, please refer to resources on the NSCHC Knowledge Page (<https://www.nationalservice.gov/resources/criminal-history-check>) or email [chc@cns.gov](mailto:chc@cns.gov).

Office of the Chief Risk Officer

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