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National Service Criminal History Check Updates

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Office of Monitoring
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National Service Criminal History Check Updates

Truescreen Turnaround Times

In recent months, certain states have experienced an increase in the average turnaround time for processing state checks. Truescreen, AmeriCorps' approved vendor for state and National Sex Offender Public Website checks, has provided the following insights into these extended timelines:

- *State level:* Understaffing or restricted hours of state sources due to COVID-19 creates overall delays at the state level. Truescreen has observed sources sending state check results in 'batches' due to case backlogs. Also, some states (e.g. Illinois) require additional processing time to conduct research and fingerprints, if there is a potential record match.
- *Individual level:* In addition, certain checks may experience a longer turnaround time due to checking a common name, possible name matches, or incomplete records. There is often a difference in average turnaround between no records being found vs. records/possible records found. Turnaround times for checks with records/possible records found may be extended further due to state-level contact described above. Sources do not always provide Truescreen with a reason for the delay; however, grant recipients are encouraged to contact Truescreen for information available about delays.

Most state checks process without significant delay. In 2021, Truescreen averaged a 2.5 day turnaround time for state checks. From October through December 2021, checks averaged a 3.5 day turnaround, with 88 percent of state checks completed within one week. AmeriCorps will continue to review the turnaround times for state checks in Truescreen.

Turnaround Time Resource Update

We incorporated Truescreen's recent turnaround time details into the existing resource, *Truescreen and Fieldprint Prices and Average Turnaround Time by State*, found on the [Knowledge Network](#). This resource includes state turnaround times per state for the past 90 days, broken down by average turnaround for no records vs. records found. We will update this resource as Truescreen provides updated timelines. AmeriCorps hopes that awareness of the current timelines per state, including the possibly longer timeline for checks with records found, will better assist grant recipients with their recruitment and onboarding planning.

Again, the majority of Truescreen state checks are completed within one week. In the event of significant delays, grant recipients may request a national service criminal history

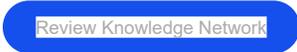
check waiver at NSCHCWaiverRequest@cns.gov. Waivers for state check processing are generally granted by AmeriCorps for individual delays of 30 days or more, as delays of that length may be caused by the required evaluation process for records with a possible match.

Fieldprint System Enhancements

A new Fieldprint report, the *TCN Status Report*, is available for Fieldprint users on the myTools tab of their myFieldprint accounts. The *TCN Status Report* allows users to track results and grantee adjudication of checks in Fieldprint, including grantee viewed fitness determination date, grantee adjudication decision, grantee adjudication decision date, and applicant challenge date. Certain report fields will be blank for checks conducted prior to the June 2021 Fieldprint enhancements.

Fieldprint continues testing of further system enhancements. Grant recipients should continue to refer to the updated *Using AmeriCorps Approved Vendors Truescreen and Fieldprint Manual*, which is available on the [Knowledge Network](#). AmeriCorps will inform grant recipients of additional system enhancements, as they become available, and will share updates to relevant materials.

Review the rule, guidance, and FAQs on the Knowledge Network.



If you have any additional questions, contact CHC@cns.gov.



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