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National Service Criminal History Check Resource Updates

AmeriCorps sent this bulletin at 09/26/2024 09:51 AM EDT

Office of Monitoring
Sept. 26, 2024

National Service Criminal History Checks Vendor and Resource Updates

Truescreen Adjudication Workflow for FBI Checks

On Wednesday, Sept. 11, Truescreen's account manager emailed all Truescreen users with an urgent notice about adjudicating FBI checks. We are working closely with Truescreen to ensure the system is updated to prevent you from adjudicating checks before all results are available. Please review Truescreen's email for full details. Below is a summary of the issue.

The Truescreen system emails you when a check report is available. However, the "Pass/Review Status" of FBI checks may still be "Pending" or "N/A" at that time. Please allow one to two business days from receipt of the 'report available' email for the FBI check result to be finalized and returned as "Pass" or "Review".

Do not enter your grantee adjudication decision if any of the check services are in "Pending" or "N/A" status. Make sure that all check services are either "Pass" or "Review" before you enter your grantee adjudication.

You may contact Mike Carnation, Truescreen account manager, at mcarnation@truescreen.com with any questions or concerns.

New Truescreen Manual

The new guidance document, "Using AmeriCorps Approved Vendor Truescreen Manual", includes important details for using Truescreen in compliance with AmeriCorps regulations. Please review this manual on our criminal history check [webpage](#).

Updated Resources

We have updated the following resources on our [webpage](#) to reflect Truescreen as the approved criminal history check vendor.

- Getting Started with National Service Criminal History Check Resources
- Common Findings of Noncompliance
- National Service Criminal History Check Steps Table

- National Fingerprint File/Truescreen Waiver Table
- Truescreen Prices and Average Turnaround Time Table



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