

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

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 information session for grantees on March 20. You may review the recording and slides in the Litmos NSCHC Learning Path, under the [NSCHC Vendors Training](#) section.

Contents

1. Who will be the AmeriCorps approved vendor for NSCHC and what does this change entail?	2
2. How can I learn more about this change?	2
3. When will this change take place?	2
4. Will the check prices change?	3
5. How will ordering checks change?	3
6. How will reviewing and adjudicating checks change?	3
7. How will we be notified that the Truescreen updates are available?	3
8. How will AmeriCorps train grantees on the change?	4
9. My organization currently has a Truescreen account. Do we need to create a new account to access the system updates?	4
10. Will we be able to update our existing Truescreen account at a later time, such as next year?	4
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?	4
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? ...	4
13. My organization only uses Fieldprint to conduct the FBI check. We do not have a Truescreen account. How will this change impact us?	5



14. Will the Livescan fingerprinting locations change?.....5

15. Will mailed fingerprint cards still be an option?5

16. Will we be required to use Truescreen to complete all three check components? ...5

17. What does this mean for grantees with approved waivers?5

18. What does this mean for the current Use of Truescreen Pre-Approved Waiver?5

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)?5

20. What will happen to records for checks ordered in Fieldprint before this transition? .6

21. Will we still be able to assist applicants to complete the online portion of the Truescreen application and to schedule fingerprinting through Fieldprint.6

22. Can we continue to use a single email address, such as a staff or organization email, to request checks in Truescreen?.....6

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? ..6

1. Who will be the AmeriCorps approved vendor for NSCHC and what does this change entail?

Truescreen will be the approved vendor for AmeriCorps grantees to conduct NSCHC. You will be able to 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.

Truescreen is updating 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 is complete, applicants will no longer go directly to fieldprintcnscs.com to order their FBI checks. Instead, you 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?

AmeriCorps hosted an information session for grantees on March 20. You may review the recording and slides in the Litmos NSCHC Learning Path, under the [NSCHC Vendors Training](#) section. For specific questions after reviewing the information session, you may email chc@americorps.gov and copy your portfolio manager.

3. When will this change take place?

AmeriCorps expects the transition to begin in June and continue through September 2024. 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 October.



With this timeline, applicants will no longer order FBI checks directly from fieldprintcncs.com beginning October 1, 2024. AmeriCorps encourages you to establish updated Truescreen accounts before October 1. Without an updated Truescreen account, you will lose access to ordering FBI checks through the AmeriCorps approved vendor as of October 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 fieldprintcncs.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?

AmeriCorps will send GovDelivery email notices to the Authorized Representative and Project Director on record in eGrants for all grant programs that require NSCHC. In addition, Truescreen will email the primary contacts on all existing accounts to inform them they may sign new user agreements to update their systems. Fieldprint will email primary contacts on all existing accounts to inform them of the need to transition to Truescreen. To update your organization's primary contact with Truescreen, email requester@truescreen.com. To update your organization's primary contact with Fieldprint, email customerservice@myfieldprint.com.



8. How will AmeriCorps train grantees on the change?

AmeriCorps will update written materials, such as the *Using AmeriCorps Approved Vendors Truescreen and Fieldprint Manual* and Truescreen user guides in Litmos. When the Truescreen system updates are ready, AmeriCorps will host training sessions for different program audiences, such as AmeriCorps State and National and AmeriCorps Seniors. AmeriCorps anticipates system launch and training to begin in June.

9. My organization currently has a Truescreen account. Do we need to create a new account to access the system updates?

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. AmeriCorps or Truescreen will provide instructions to update your accounts. We expect the updated user agreements to be available beginning in June 2024.

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?

When the Truescreen system updates are ready, 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. AmeriCorps will provide notice regarding when you can update your Truescreen account. This is currently planned for June 2024. You should update your organization's Truescreen account before October 1 to avoid a break in FBI check services. Beginning October 1, 2024, applicants will no longer be able to order FBI checks directly through fieldprintcncs.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?

You will be able to complete new checks directly through your existing Fieldprint account through September 2024. You may update your Truescreen account and continue to use Fieldprint during the transition phase. Beginning October 1, 2024, applicants will no longer be able to order FBI checks directly through fieldprintcncs.com with your organization's Fieldprint Code.



13. My organization only uses Fieldprint to conduct the FBI check. We do not have a Truescreen account. How will this change impact us?

You must create an organization account with Truescreen to continue to access FBI checks through the AmeriCorps approved vendor. You should wait to create your Truescreen account until the system is updated. This is currently planned for June 2024. You will have until the end of September to transition to Truescreen. Beginning October 1, 2024, applicants will no longer be able to order FBI checks through fieldprintcnscs.com with your organization's Fieldprint Code.

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)?

The FBI check components will be added to the Truescreen CNCS Monitoring Report, which 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).



20. What will happen to records for checks ordered in Fieldprint before this transition?

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. 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 December 2024. By January 1, 2025, AmeriCorps plans to 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.

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 interim resource, *Assisting Applicants with Truescreen and Fieldprint*, on the [NSCHC webpage](#).

22. Can we continue to use a single email address, such as a staff or organization email, to request checks in Truescreen?

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 interim resource, *Assisting Applicants with Truescreen and Fieldprint*, on the [NSCHC webpage](#). Note that applicant's must have their own 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?

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. This is not related to AmeriCorps combining Truescreen and Fieldprint. Applicants must have their own 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 interim resource, *Assisting Applicants with Truescreen and Fieldprint*, on the [NSCHC webpage](#).