

Truescreen Soft Launch Frequently Asked Questions

Overview:

In July 2018, the Corporation for National and Community Service (CNCS) contracted Truescreen to provide compliant state and national sex offender public website (NSOPW) checks to grant recipients for individuals in covered positions. Truescreen is a national vendor who conducts more than 3.2 million checks annually and provides a range of services above and beyond what CNCS requires.

For CNCS, Truescreen will run checks of the NSOPW and state repository; research to source-level documentation when needed; make adjudication recommendations to grantees; ensure compliance with the Fair Credit Reporting Act (FCRA), including pre-adverse and adverse action notices; provide time records of relevant compliance steps like initiation of check and adjudication; and maintain records after the check. Truescreen's sister company, Fieldprint, currently provides our grantees with compliant FBI fingerprint based checks.

During the period between September 24, 2018 and October 26, 2018, CNCS will be working with a select number of grant recipients to "soft launch" the Truescreen checks before making the service public to all grant recipients. See below for Frequently Asked Questions (FAQ) regarding the Truescreen's services during this soft launch period.

Please note: As of 9/24/2018, National Service Criminal History Check (NSCHC) regulations and compliance requirements have not changed.

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1. What is a Truescreen check?

Truescreen will provide State and/or NSOPW checks with an adjudication recommendation for grant recipients. In addition, the Truescreen process will capture the following information:

- Government issued photo ID
- Individual’s consent to perform checks
- Individual’s understanding that selection to serve/work is based on the NSCHC results
- Individual is informed of and given the ability to review challenge the factual accuracy of a result before action is taken to exclude the individual from the position, through Truescreen’s Consumer Care Portal
- Anticipated start date
- State of residence at time of application
- State of service/employment
- Final grant recipient adjudication decision
- Timestamp documentation of True Screen process steps

2. Who can use Truescreen?

All CNCS grant recipients are encouraged to use Truescreen to obtain compliant state and NSOPW checks from True Screen.

3. What is the Truescreen process?

Truescreen provides an easy and simple process for grant recipients to get compliant state and NSOPW checks.

- First, Truescreen will reach out to grant recipients participating in the Soft Launch with a CNCS code to create an account and discuss any training needs.
- After receiving the CNCS code from Truescreen, the grant recipient creates an account. This process includes completing forms, setting up account permissions and signing off on agreements.
- After the account is created, grant recipients are able to order state of service, state of residence and/or NSOPW checks. Grant recipients will also indicate the anticipated start date and whether the individual has access to vulnerable populations.
- After a check is ordered, an email will be automatically sent to the individual applicant to create an account.
- The applicant will create an account and complete identification forms and sign off on agreements and disclosures.
- After the applicant application is complete, Truescreen will automatically run the checks and adjudicate any convictions according to CNCS ineligibility standards.
- Truescreen will notify grant recipients when the check is completed.
- The grant recipient must review the results and enter a final adjudication decision into the Truescreen system.

4. How can CNCS grant recipient or subrecipients sign up for Truescreen account?

For the Soft Launch, your information has been provided to Truescreen. Truescreen will reach out to you with an Agreement code and next steps for creating an account.

ACSN Grant Recipients: If subrecipients or operation sites require an account, please work with Truescreen to ensure chain of reporting command and validation of status as a CNCS grant subrecipient.

5. How long does it take for an account to be created?

It may take up to 5 days for an account to be created. During this time period, Truescreen will verify CNCS grant recipient or subrecipient status.

6. How long do True Screen checks take?

The average turn around for checks is 1-5 days. To see average turnaround time by state, refer to <https://www.nationalservice.gov/resources/criminal-history-check/criminal-history-check-state-state>.

7. How much do Truescreen checks cost?

The NSOPW check costs \$7.50 and state checks costs \$19.50 + state pass through fees per check. Pass through fees are fee charged to Truescreen by the state to access state criminal history record information. Not all state checks have a pass through fee. To see prices by state, refer to <https://www.nationalservice.gov/resources/criminal-history-check/criminal-history-check-state-state>

8. How can an organization pay for the checks?

Only grant recipients that are account holders may pay for the checks. MasterCard, American Express, Discover and Visa are accepted. Truescreen does not accept payment via cash or check. Invoicing options may be available in limited circumstances. Please contact Truescreen for details.

9. Are Truescreen checks fingerprint state checks?

No, the Truescreen state and NSOPW checks are name based.

10. How do I know whether an applicant clears the state or NSOPW checks?

Truescreen will provide grant recipients with an adjudication recommendations and grant recipients will be notified when the check is complete. Truescreen will adjudicate convictions based off of CNCS eligibility criteria. For more information on CNCS NSCHC eligibility see: <https://www.nationalservice.gov/resources/criminal-history-check>

11. I have screening criteria above and beyond CNCS eligibility criteria. Can Truescreen adjudicate against my organization's standards?

Truescreen will adjudicate convictions based off of CNCS eligibility criteria; however, grant recipients will have access to individual applicant conviction data and can review the information and can accept or reject the individual according to their screening criteria.

12. Do applicants have an opportunity to challenge the factual accuracy of a result?

Yes, if grant recipients reject an individual because of past criminal history, Truescreen will automatically enroll the individual in their Consumer Care process. Truescreen will walk the individual through a process to challenge the factual accuracy of a result. Grant recipients will be informed of the entire process.

13. What information is required for a grant recipient to set up an account?

- Company Name (Organization Legal Applicant Name) and address
- Contact title, name, phone and email
- Billing contact name and contact information (if different)
- Contact info for additional check requesters (name, email, address, phone)
- CNCS Project Name
- CNCS grant numbers
- EIN number
- DUNS number
- Grant end date/performance period end date
- Indicate CNCS program (ex: AmeriCorps, Foster Grandparent, Senior Companion, RSVP, etc.)
 - For AmeriCorps State and National Direct subrecipients: Commission and/or National Direct name
 - For AmeriCorps VISTA grant recipients: CNCS State Office
- Organization letter head and logo (This will be used during the Consumer Care Process)

Please note: There are two fields that are required to be filled but do not have any data value. They will be removed before Truescreen is public to all grant recipients.

- Access level: Select any option
- Date of Permanent Residence: Any date suffices

14. What information is required for an individual applicant to complete Truescreen process?

The applicant will need to provide the following information to complete the Truescreen process. Please note that the applicant will also be required to enter a signature with a finger or mouse during this process.

- Legal first and last name
- Address and residence since date
- Social Security Number
- DOB
- Phone

- Email
- Aliases/Other names
- Indicate if you are: Member/volunteer or staff applicant
- Disclose convictions of murder and/or sex offenses that require registration
 - If convicted, the information regarding the conviction is required: Conviction geographic information (country, state, county, city/town), charge, charge type, name of court, charge date, case number, sentence, details, probation, name used during arrest
- Government issued photo identification must be uploaded. This can be a clear and legible picture or file that can be uploaded into the system.
 - Acceptable forms of government issued photo identification include:
 - state drivers' licenses
 - non-driver photo IDs issued by states' Departments of Motor Vehicles (including the IDNYC, an ID issued through a New York City program)
 - Federally-issued photo IDs, including official passports or a Native American Tribal ID from a federally-recognized tribal government.
 - Certificate of Naturalization
 - Certificate of Citizenship
 - Government employee photo ID (city, county, state, or federal)
 - U.S. military or military dependent photo ID
 - U.S. Permanent Resident Card/Alien Registration Receipt Card (Green Card)
 - Trusted Traveler IDs (including valid Global Entry, FAST, SENTRI, and NEXUS cards)
 - DOD Common Access Card

15. Why do I need to sign off on agreements and disclosures for states I do not operate in?

Grant recipients or applicants may see agreements to states that they do not operate, serve or work in. These are standard agreements that all Truescreen is required to issue because of state and federal laws.

16. Why are there references to credit reports or information beyond a NSOPW or state check?

Truescreen also conducts credit and other employment screening reports and require all clients to agree to standard language required by state and federal laws. CNCS grant recipients are not ordering and applicants will not undergo a credit checks, employment history checks or any check other than the state or NSOPW check that is ordered. If grant recipients would like to engage Truescreen in their other services, they may do so outside the CNCS contract.