



APPLICANT

**FREQUENTLY ASKED
QUESTIONS (FAQs)**

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1. General

1.1 Where can I find more information about AmeriCorps' criminal history check requirements?

More information about these requirements is available at <https://americorps.gov/grantees-sponsors/history-check>. This webpage provides links directly to the requirements at 42 USC 12645g and 45 CFR 2540.200-207, and several additional explanatory documents.

1.2. What are Truescreen and Fieldprint?

Truescreen is a vendor approved by AmeriCorps to provide National Sex Offender Public Website (NSOPW) checks, state criminal history checks, and FBI fingerprint-based checks for applicants to AmeriCorps programs. Fieldprint provides the fingerprinting services for FBI checks ordered through Truescreen. You will see references to Fieldprint around Livescan sites and completing fingerprinting for FBI checks ordered through Truescreen.

Truescreen reviews check results and provides adjudication recommendations to AmeriCorps programs based on AmeriCorps criminal history eligibility requirements under [45 CFR §2540.202](#).

1.3 Which criminal history checks are included in the Truescreen check?

Your selecting organization may use Truescreen to conduct any combination of the following checks required by AmeriCorps:

- National Sex Offender Public Website (NSOPW) check;
- state of residence and state of service criminal history check(s);
- FBI fingerprint-based check.

Contact your selecting organization to learn which checks they have included.

1.4 Do I need to pay for the checks myself?

AmeriCorps regulations require selecting organizations to cover the cost of the AmeriCorps criminal history checks for their applicants, with limited exceptions. If you are asked to pay for the cost of the checks initially, your selecting organization must reimburse you unless AmeriCorps has approved an exception for them.

1.5 How is personal information protected by Truescreen?

Truescreen, Inc. is committed to safeguarding the privacy of the data we receive and process. For more in depth information regarding Truescreen's privacy practices, please view our Privacy Policy that is published on [our website](#).

2. Completing Check Applications

See also Truescreen AmeriCorps Applicant Guide for detailed instructions. Your selecting organization can provide you a copy of that guide.

2.1 Whom should I contact if I don't know what I should enter in a certain field on the application?

If you are unsure how to answer a specific question, please contact your selecting organization. They can also provide you a copy of the Truescreen AmeriCorps Applicant Guide.

2.2 What if I lived outside the US and I don't have a zip code or state listed?

Please select the appropriate country from the menu in the 'Country' field.

You may put a place holder value such as 'N/A' in place of a postal code if your country does not use postal codes.

If your state or country is not listed, please contact your selecting organization.

2.3 What if I don't remember all my previous addresses?

If you do not remember all the information being asked, please consult with your contact at your selecting organization.

If you still are having difficulty after consulting with them, please add as much information as you can recall. For information that is unavailable, you may enter 'N/A' to any required fields.

2.4 I am having difficulty completing the mouse signature. Is there another way that I can provide a signature?

Please be sure that you have disabled pop-up blockers and are using a web browser and device that is updated regularly.

If you do not have a mouse or the site is not recognizing the mouse, please try your touchscreen or trackpad, if available. You may also try another device.

If you are still having difficulty, you may select 'No' to the question 'Are you able to provide an electronic signature?' You will then need print, sign, and fax the document to us within 24 hours.

2.5 Some fields on the application were already prefilled with information and I cannot make changes to that information.

There may be some fields that you cannot edit because that information was integrated directly into our website by the organization that requested your participation.

If this information is incorrect and needs to be updated, please contact your selecting organization to discuss changes.

3. Fingerprinting Appointments and FBI Checks

See also Truescreen AmeriCorps Applicant Guide for detailed instructions. Your selecting organization can provide you a copy of this guide.

3.1 How can I be sure that my personal information is protected during the fingerprinting process?

Fieldprint is committed to safeguarding the privacy of the data we receive and process. For more in depth information regarding our privacy practices, please view our [Privacy Policy](#).

3.2 Does an individual getting fingerprinted need an email address?

Yes. An email address is required to create an account with Fieldprint and schedule a fingerprinting appointment. If you do not have an email address, either you will need to create one for the purpose of signing on to Fieldprint, or you may use a family member's or trusted friend's email address. If using someone else's email, be sure you can access the email account or that person can relay information to you when the sign-on confirmation email is sent.

If you are scheduling a fingerprinting appointment and do not have an email address, you may also contact your selecting organization for assistance.

3.3 Do I need to schedule an appointment?

Yes. An appointment is required for Livescan fingerprinting. Walk-ins are not accepted. You **must** schedule your appointment through Fieldprint's scheduling site specifically for AmeriCorps using your personal Fieldprint Code. See the Truescreen AmeriCorps Applicant Guide for detailed instructions. Your selecting organization can provide you a copy of this guide.

3.4 What personal information does an individual need to schedule an appointment?

The Federal Bureau of Investigation (FBI) requires the following demographic information to conduct a fingerprint-based background check:

Name	Sex/Gender	Home Address
Alias (if any)	Race	Work/Office Address
Country of Citizenship	Height	Phone Number
Social Security Number	Weight	Email Address
Date of Birth	Eye Color	
City and State of Birth	Hair Color	

3.5 What is the difference between Livescan fingerprints and print cards?

Livescan fingerprints are captured by an electronically transmittable digital image, providing a faster and more accurate fingerprint collection process.

Print cards are paper fingerprint cards where the fingerprints are usually completed using ink. The fingerprint card is then scanned and uploaded into the Automated Biometric Information System (ABIS) for processing. The processing time is always longer when using print cards.

3.6 What if a Livescan site is not located close to me?

While Fieldprint maintains the largest Livescan fingerprint collection site network in the country, there may be instances where there is not a Livescan site close to a person being checked. In these cases, the Fieldprint scheduling system offers a nearby public, non-Livescan location and the option to request a mailed print card packet to be printed at the public site. These public sites are commonly local law enforcement agencies. Additional fees may apply in these cases. You or your selecting organization should contact the public site to confirm ink fingerprinting services using Fieldprint's mailed cards is available and any associated fees.

You can preview possible locations using the map on Fieldprint's AmeriCorps webpage, <https://fieldprintcnscs.com/individuals>. This map will show both Fieldprint Livescan sites and public sites. Only sites labeled "Fieldprint Site" are Livescan sites.

3.7. I requested a mailed printcard packet. What do I need to know?

1. Fieldprint provides information on public sites that *might* offer ink fingerprinting on Fieldprint's mailed card packet. Fieldprint is not associated with these public sites. Public sites may charge additional fees for their services. You or your selecting organization should contact the public site to confirm ink fingerprinting services using Fieldprint's mailed cards is available and any associated fees.
2. To ensure chain of custody, only printcards issued and barcoded by Fieldprint will be accepted. If you submit unauthorized printcards, Fieldprint customer service will contact you to inform you that new prints must be taken and will send you the appropriate barcoded printcards. Note that Fieldprint's printcards are barcoded to the individual on the order. Do not use Fieldprint mailed cards intended for another person.

If you need replacement printcards, please contact Fieldprint Customer Service toll-free at (877) 614-4364. Cards are provided at no cost to you. Fees may apply for fingerprinting services at public sites.

3. Your mailed packet will include two sets of print cards for capturing two sets of fingerprints. **Be sure to complete and return two sets of fingerprints.** If both sets of prints are rejected, a name-based check will automatically be run; see FAQ 3.13.

3.8 What do I need to bring to my fingerprinting appointment?

You must bring:

- Two forms of identification, at least one of which must be a valid government-issued photo ID. The name and date of birth on both forms of identification must match the information you provided during scheduling.
- Your appointment number. This is found in your confirmation email.

3.9 What types of ID are accepted?

Acceptable Primary IDs include:

- State-Issued driver's license
- State-Issued non-driver identity
- U.S. Passport
- Military Identification Card
- Work Visa w/ Photo
- Foreign Passport
- Department of Defense (DOD) Common Access Card (CAC)
- Foreign Driver's License

Acceptable Secondary IDs include:

- Bank Statement/Paycheck Stub
- Utility Bill
- Credit Card/Debit Card
- Marriage Certificate
- Birth Certificate
- School ID w/ Photograph
- Vehicle Registration/Title
- Voter Registration Card
- Draft Record
- Social Security Card
- Transportation Worker ID Credential (TWIC Card)
- Certificate of Citizenship
- Certificate of Naturalization
- Native American tribal document
- Permanent Resident Card (I-551)

3.10 Can I reschedule my appointment?

Yes! To reschedule your appointment, return to Fieldprint's scheduling site for AmeriCorps (<https://schedule2.fieldprint.com/>) and log in as a returning user. Please do not contact the Livescan location directly; the collection site does not have the ability to reschedule or cancel your appointment. Please note that a rescheduling fee will be charged if you missed your appointment or are making a change within 24 hours of the scheduled appointment.

3.11 What if I fail to show for my appointment or cancel in less than 24 hours?

If an appointment is missed or not cancelled within 24 hours of your scheduled date and time, a rescheduling fee will apply.

3.12 How long will a fingerprinting appointment take?

A fingerprinting appointment will take approximately 5-10 minutes. Our trained technicians will look up the individual's appointment information, verify your two forms of identification, and collect the individual's fingerprints. It's that quick and easy!

3.13 What happens if my fingerprints are rejected?

While Livescan fingerprint collection process is very good at recording all of the details of most individuals' fingerprints, there are always cases where an individual fingerprint file cannot be "read" by the FBI's automated fingerprint information system. In these cases, Fieldprint notifies the individual and reschedules a fingerprint collection at no cost if the fingerprints were collected at a Livescan location. If the fingerprints were collected at a non-Livescan location, additional fees may

apply. After two failed attempts to run a fingerprint-based check, a name-based check of the FBI's criminal history information will be run instead.

3.14 My fingerprints were rejected twice and I've been waiting on my name-based check. Should I be concerned it's taking a long time to receive the results?

No, name-based checks are typically processed in 4-6 weeks. After two failed attempts to run a fingerprint-based check, a name-based check of the FBI's criminal history information will be run instead. If fingerprints are rejected, Fieldprint will notify the individual and reschedule a fingerprint collection at no cost, if the fingerprints were collected at a Livescan location. If the fingerprints were collected at a non-Livescan location, additional fees may apply. The FBI typically takes 4-6 weeks to return name-based check results to Fieldprint.

3.15 What is FBI Criminal History Record Information?

FBI Criminal History Record Information is the result of a fingerprint-based criminal records check conducted through the FBI's automated fingerprint information system. This report contains what is often referred to as a "rap sheet" or a listing of information retained by the FBI in connection to arrest information, such as agency name, date of arrest, the arrest charge, and the disposition of the arrest, if known by the FBI.

4. Check Results

4.1 How long does it take to receive results?

Your selecting organization will typically receive your check results within one to five business days after Truescreen receives all necessary information.

4.2 Will I be notified of my check results?

If your selecting organization identifies information on your record that might make you ineligible to work or serve in an AmeriCorps program, you will receive a letter from Truescreen in the mail (not email!). This letter will inform you of next steps to dispute the result and demonstrate your eligibility.

Contact your selecting organization if you have questions about your check status.

You can receive a copy of your completed check report online at

<https://consumercare.truescreen.com>.

4.3 What does a "Pass" recommendation from Truescreen indicate?

Truescreen reviews the check results and provides an adjudication recommendation to your selecting organization based on AmeriCorps criminal history eligibility requirements under 45 CFR §2540.202.

A "Pass" recommendation confirms that the checks ordered do not contain any information to indicate that the individual has been convicted of murder, crimes related to sex offenses, or crimes of neglect, cruelty, or endangerment.

Please note the following important points:

- A "Pass" recommendation does not mean that an individual has no criminal record. For example, an individual convicted of manslaughter, attempted murder, fraud, domestic violence, theft, or driving under the influence may receive a "Pass" recommendation.
- This recommendation is not a statement of suitability to serve with a particular organization. An organization may conduct additional criminal history screening beyond what is required by AmeriCorps (45 CFR 2540.200-207).

4.4 What could lead to an individual receiving a "Review" (not cleared) recommendation from Truescreen?

Truescreen reviews the check results and provides an adjudication recommendation to your selecting organization based on AmeriCorps criminal history eligibility requirements under 45 CFR §2540.202.

Any of the following situations will lead to a "Review" recommendation:

- An individual's check record indicates that they have been convicted of murder. Murder is the unlawful killing of a human being with malice aforethought (18 USC 1111). Offenses that result in the death of an individual such as manslaughter or vehicular homicide are not murder. Attempts or conspiracies to commit murder are not murder.
- An individual's check record indicates they are registered or is required to be registered as a sex offender.
- An individual's check record indicates that they have been convicted of a crime that may involve a sex offense, or a crime of neglect, cruelty, or endangerment. A "sex offense" is any offense that is, by its nature, sexual. Sexual assault, rape, lewd or lascivious acts, indecent child contact, solicitation, and other related offenses are examples of sexual offenses. "A crime of neglect, cruelty or endangerment" is a crime that involves the willful or unreasonable endangerment or abuse of individuals or animals. Kidnapping, abuse of a child, neglect or abandonment, and exploitation of an elderly person are examples of crimes of neglect, cruelty or endangerment.
- An individual's check record contains a charge for either murder or a crime that may involve a sex offense, or a crime of neglect, cruelty, or endangerment without clearly indicating that the individual was not convicted of that charge.

4.5 Are there any situations where an individual would not be cleared by Truescreen but that individual is actually eligible for work or service with AmeriCorps?

Yes. There are three situations when someone who is actually eligible to work or serve would receive a "Review" (not cleared) recommendation from Truescreen:

- The individual's check record may contain a factual error.
- The individual may have been convicted of an offense that relates to a sex offense or a crime of neglect, cruelty or endangerment, but did not actually result in a requirement to register as a sex offender. To ensure safety, Truescreen will make its best effort to return an adverse recommendation for a broad array of crimes associated with sex offenses or crimes of neglect, cruelty or endangerment. Individuals may receive an adverse recommendation for any crime related to sex offenses or neglect, cruelty or endangerment, even though those

offenses do not always result in a requirement to register as a sex offender. In these cases, an individual could be eligible to work or serve in an AmeriCorps-funded program.

- The individual's check record may contain a charge for a potentially disqualifying offense without clearly indicating that the individual was convicted of that offense. The final outcome of the case may not be noted, or it may not be clear if the final outcome was that the individual was convicted. In these cases, the individual could still be eligible to work or serve.

4.6 I received a letter from Truescreen notifying me that my check result did not clear me for work or service with my selecting organization (“Review” check result), but I believe I am actually eligible for work or service. What should I do?

Review the results to determine which checks were not cleared. Your letter will include the results of the checks conducted. This may be any combination of a National Sex Offender Public Website (NSOPW) check, state criminal history check, or FBI Fingerprint check. Any check listed with a status of “Review” instead of “Pass” was not cleared. See FAQs 4.3, 4.4, and 4.5 for more details on Truescreen check results.

Contact your selecting organization as soon as possible to inform them that you would like to challenge the factual accuracy of the results.

As stated in your letter, you will also need to formally initiate a dispute **within five business days** using Truescreen’s ConsumerCare tool at <https://consumercare.truescreen.com>.

If the criminal history information is related to your FBI check result (indicated by Fingerprint service status of “Review”), you have 45 calendar days to challenge the factual accuracy of the result. First, contact your selecting organization to indicate that you believe you are eligible and explain why you believe that is the case. Next, review the document “Challenging a Not Cleared Recommendation” found on AmeriCorps NSCHC webpage: <https://americorps.gov/grantees-sponsors/history-check>. This document provides more information on not cleared FBI check recommendations and explains how you can obtain a copy of your own FBI Criminal History Record Information for review. You will use your review copy to demonstrate your eligibility to the selecting organization.

Note that organizations may choose not to select an individual even though the individual is statutorily eligible to serve, based upon the organization’s own standards for selection.