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# National Service Criminal History Check Updates

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CORPORATION FOR NATIONAL & COMMUNITY SERVICE

May 21, 2020

## National Service Criminal History Check Updates

Dear Grant Recipients,

CNCS recognizes the unprecedented scope and impact of the COVID-19 pandemic presents unique challenges to grant recipients, even as national service remains essential in addressing community needs. CNCS is responding to the fluid nature of the pandemic response and is constantly evaluating how we can identify necessary flexibility while maintaining proper safeguards. Please see below for NSCHC updates.

### NSCHC Vendor Account Inactivity

Both CNCS-contracted vendors, Truescreen and Fieldprint, use security settings that render accounts inactive after 90 days of not logging in. If your organization's account lapses due to COVID-19, you will simply need to call or email vendor when you are ready to re-establish your account and update your password:

1. Fieldprint: 877-614-4364 or [customerservice@myfieldprint.com](mailto:customerservice@myfieldprint.com)
2. Truescreen: Technical Issues: 800-803-9042 x 2006 or [CNCShelp@truescreen.com](mailto:CNCShelp@truescreen.com)

### NSCHC Livescan Locations

As of May 18, 2020, CNCS-contracted national service criminal history check (NSCHC) vendors Fieldprint and Truescreen are operating. However, certain Livescan fingerprint locations may be closed due to business-specific reasons and/or local government requirements. Even if Livescan locations are closed, grant recipients can still initiate fingerprint checks. Please see FAQ 13 here:

<https://nationalservice.gov/documents/2020/cncs-general-questions>

### **NSCHC Alternative Search Procedures for COVID-19**

Some grant recipients have identified impediments to continuing to serve their communities resulting from NSCHC requirements, specifically the need to provide accompaniment while the results of the state and FBI check are pending.

CNCS grant recipients may request Alternative Search Procedures (ASPs) as a result of the impact of COVID-19 on a grant recipient's ability to obtain full and complete National Service Criminal History Checks (NSCHC).

ASPs approved via this process will expire August 31, 2020. ASPs requested via this process will not be effective until the date the grantee receives formal CNCS approval and may not be applied retroactively to any criminal history checks that were completed prior to receiving ASP approval.

Information requested in the COVID-19 ASP review process includes:

- General grant recipient information
- Brief description of project/program
- Description of the alternative procedure to the NSCHC being requested
- Explanation of why the grant recipient is requesting approval to use an ASP and the specific elements of the requirements that would vary from current policy
- Explanation of how the program will employ methods to ensure the safety of vulnerable populations during the period of inability to conduct full NSCHC

CNCS remains committed to ensuring appropriate protections for vulnerable populations. In determining whether to approve COVID-19 ASPs, CNCS will consider:

- Challenges in obtaining NSCHC component checks as a result of COVID-19, including:
  - the requirements of a state or local government stay-at-home order
  - the closure or unavailability of fingerprint locations due to COVID-19
- Whether the recipient has procedural safeguards in place to mitigate risk to vulnerable populations
- Steps the recipient has taken to mitigate challenges to completing the NSCHC process
- If applying to waive accompaniment: inability of the grant recipient to provide accompaniment as a result of the type of service provided or other specific reasons
- Such other factors that CNCS considers relevant.

To request an ASP, click here: <https://www.nationalservice.gov/ASPExemptionsGuidance>

Submit ASPs to [CHC@cns.gov](mailto:CHC@cns.gov).

If you have any additional questions, contact [CHC@cns.gov](mailto:CHC@cns.gov).

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