

## Frequently Asked Questions for TrueScreen name based background screening for state criminal check and national sex offender search.

### 1. What information is required to 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 o 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. o 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

### 2. How long do TrueScreen checks take?

The average turn around for checks is 1-5 days.

**3. Who can review the results?**

The employee can view his or her results, the MCSC will also review the results and if there is a finding that would disqualify an individual, we will review those results with the agency's primary contact.

**4. Is there a cost to me to participate?**

The cost of the background check will be assumed by the Michigan Community Service Commission.

**5. If there are findings from the background check investigation, do I have the opportunity to challenge the results?**

Yes, and the MCSC and/or your primary contact will provide you the steps to challenge the accuracy of the result.

**6. What is the timeline for completing the TrueScreen criminal background check?**

The MCSC requests that you complete the TrueScreen screening as soon as possible but no later than Monday, May 5<sup>th</sup>. The Fieldprint may take a bit longer and the MCSC asks that you complete the fingerprint appointment no later than Friday, May 13<sup>th</sup>.

**7. Who do I contact if I have questions?**

You may contact Melissa Sherry at [sherrym2@michigan.gov](mailto:sherrym2@michigan.gov) or by phone at 517-763-9367