

How to Obtain Background Checks for a Community Care Foster Family Home (CCFFH)

“**Fieldprint, Inc.**” is the OHCA designee for background checks. A Fieldprint Inc. representative is available Monday through Friday, 8 AM to 10 PM Eastern Time. Call 877-614-4364, excluding holidays.

To learn more about Background Checks, refer to the DOH website:

<http://health.hawaii.gov/ohca/home/how-to-obtain-a-background-check/>

Applicants must appear in person for their scheduled appointment if a fingerprint scan is required. Failure to appear will result in the loss of fees paid for the criminal history record check. Applicants can reschedule their appointment (without penalty) if done at least 24 hours prior to the appointment time.

Procedure To Obtain Background Checks (For Community Care Foster Family Homes Only)

- Visit the [Fieldprint, Inc.](http://www.fieldprinthawaii.com/) website - <http://www.fieldprinthawaii.com/>
- Click the red “Schedule an Appointment” button on the right.
- Enter an email address under “New Users/Sign Up” and click the “Sign Up” button. Follow the instructions for creating a Password and Security Question
- Click “Sign Up and Continue”.

Payment is required (with credit card) when scheduling a fingerprint appointment or requesting protective services central registry checks.

To schedule a Fingerprinting appointment (INCLUDES Adult Protective Services (APS) and Child Abuse and Neglect (CA/N) screens):

- Select “I know my Fieldprint Code” and enter the following code: **FPHawaiiDOHAFIS**
- If you do not select “I know my Fieldprint Code” you must select the reason “HI – Department of Health” and enter the code. If you do step number 1 you will not need to do this step.
- You are now ready to enter your demographic information and to schedule a fingerprint appointment. Scheduling an appointment will also provide you the Protective Services checks for APS and CAN.
- Print the Confirmation Page and take it with you to your fingerprint appointment. Also bring two forms of identification. At least one form of ID must be a valid, government issued photo ID, such as a driver’s license.

To obtain Protective Services checks (APS & CA/N) only (NO fingerprint):

- Select “I know my Fieldprint Code” and enter the following code: **FPHawaiiDOHAPS**
- If you do not select “I know my Fieldprint Code” you will select the reason you need to be fingerprinted which will be “HI – Department of Health” and enter the code. If you do step number 1 you will not need to do this step.
- You are now ready to enter your demographic information, and submit the name-based APS and CAN checks.

What to do with the Results of Your Background Checks

After Fieldprint Inc. has processed the background check, applicants will receive email notification that results are ready to be viewed on www.fieldprinthawaii.com. You will either see a **Green Light Determination** or a **Red Light Determination**.

Green Light Determination: means that you have cleared the background check process. Print the email (*click on print symbol*) and save it for your records, or provide the information to your employer as appropriate.

Red Light Determination: means that you have a conviction or confirmation of abuse on your record and are not allowed to be employed as, or provide direct service to clients unless you apply for an exemption (appeal). Print the screen and save it.

Next, you will be guided to a new screen where the date and type of conviction or date and type of confirmation of abuse will be shown. Print this screen for your records.

If your criminal history record or protective services central registry check indicates a red light determination, you have the right to apply for an appeal (exemption). To complete the process, read and fill out the appropriate DOH forms from the DOH website.