

## **How to Obtain a Background Check for Case Management Agencies and Adult Day Care Centers**

“Fieldprint, Inc.” is the ACCSB vendor for background checks. A Fieldprint Inc. representative is available Monday through Friday, 8 AM to 8 PM Eastern Time. Call 877-614-4364.

To learn more about Background Checks, see Criminal History Record and Protective Services Central Registry Check Standards at: <http://humanservices.hawaii.gov/ssd/home/adult-services/>

Applicants must appear in person for their scheduled appointment. 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.

### **Procedures for Case Management Agencies and Adult Day Care Centers to Obtain Provider Accounts**

Providers will need to set-up an account with Fieldprint to have access to fitness determination information for potential employees/employees (“applicants”). Providers can set up their account with Fieldprint at the [www.fieldprinthawaii.com](http://www.fieldprinthawaii.com) website. You will need a provider code from CTA to set up the account. If you have any other questions regarding account set-up, please call Fieldprint toll-free at 877-228-3909.

When a provider account is set up, Fieldprint will provide you an individual Fieldprint code. This is the code each of your employees will use to obtain their background checks. The Fieldprint code also will allow the agency to obtain status updates of an employee in the system.

Once you have provided your agency Fieldprint code to your prospective employees, instruct them to visit [www.fieldprinthawaii.com](http://www.fieldprinthawaii.com) to apply for their 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](http://www.fieldprinthawaii.com).

### **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](http://www.fieldprinthawaii.com). You will either see a Green Light or Red-Light determination.

A 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.

A 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 email and save it.

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

If your criminal history record or protective services central registry 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 DHS forms.