



COMMONWEALTH of VIRGINIA

DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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S. HUGHES MELTON, MD, MBA
FAAFP, FABAM
COMMISSIONER

MEMORANDUM

TO: DBHDS Licensed Private Providers

FROM: Stacy Pendleton, Co-Director
Human Resources Development & Management

SUBJECT: Fieldprint Regional Implementation and Training Dates

DATE: February 26, 2019

We are announcing the implementation of the new process for electronic fingerprinting that will occur by regions. The Background Investigations Unit (BIU) will be offering regional training sessions prior to implementation. Please refer to the attached information about upcoming regional trainings and registration directions. Due to the limited seating, please register **only one staff** per organization as soon as possible, registrations for **all sessions** will be accepted through **Wednesday, March 13, 2019**. Also, please be aware, that the Office of Licensing is **strongly encouraging** all providers to make every effort possible to attend this regional training. If you are not sure which region you fall under, please visit the following website <http://lpss.dbhds.virginia.gov/lpss.aspx>.

As referenced in my previous communications, the submission of all fingerprint background check requests will be processed through Fieldprint. This will include collecting all identifying information on the applicant, collecting fees, taking fingerprints, and electronically submitting the information to the Virginia State Police (VSP), the Federal Bureau of Investigations (FBI), and BIU. BIU staff will continue to screen criminal history record results received from VSP and FBI in order to provide the requesting provider an eligibility determination on the individual being searched. Please refer to "Guidance Related to Following Fieldprint Process/Procedures" for further descriptive information on the new system.

This new process will improve the efficiency of the criminal background fingerprint procedure. If you have not already updated your organization's contact information, please do so; it is imperative that we have the correct e-mail and mailing address. You may direct any questions by e-mail to Malinda Roberts at Malinda.roberts@dbhds.virginia.gov or Belinda Turner at Belinda.turner@dbhds.virginia.gov.

We appreciate your cooperation during this transition and look forward to seeing you at an upcoming training. Thank you for the work you do safeguarding and caring for Virginian's most vulnerable population.

SP/MCR

Attachments

pc: Malinda Roberts
DBHDS Licensing Office

Region	Training Dates	Location/Address	Regional Implementation Date
1 Northwest	March 20, 2019	Links To Life, LLC 147 Mill Ridge Road Lynchburg, VA 24502 Attn. Linda Coley	Monday, April 8, 2019
	April 3, 2019	Region Ten CSB 800 Preston Ave Charlottesville, VA 22903	
4 Central	March 29, 2019	Tuckahoe Library 1901 Starling Drive Henrico, VA 23229	Monday, April 29, 2019
	April 4, 2019	Region Ten CSB 800 Preston Ave Charlottesville, VA 22903	
	April 11, 2019	Virginia State Police Training Academy 7700 Midlothian Turnpike North Chesterfield, VA 23235	
2 Northern	April 22, 2019	Salem Church Regional Library 2607 Salem Church Road Fredericksburg, VA 22407	Monday, May 20, 2019
	April 24, 2019	Sherwood Regional Library 2501 Sherwood Hall Lane Alexandria, VA 22306	
3 Southwest	May 9, 2019	Blacksburg Library 200 Miller Street Blacksburg, VA, 24060	Monday, June 10, 2019
	May 23, 2019	Wytheville Community College 1000 East Main Street Wytheville, Virginia 24382	
5 Eastern	May 14, 2019	WTCSB 7025 Harbour View Blvd Suffolk, VA 23435	Monday, July 1, 2019
	May 16, 2019	The Farley Center 5477 Mooretown Road Williamsburg, VA 23188	
	May 21, 2019	Portsmouth CSB 1811 King Street Portsmouth, VA 23704	

**All trainings will start at 10 a.m. and adjourn at 3 p.m.
Lunch is on your own and will be from 12 noon – 1 p.m.**

**Department of Behavioral Health and Developmental Services (DBHDS)
Background Investigations Unit (BIU)
Fieldprint Implementation Regional Trainings**

The completed registration should be faxed to (804) 786-4146 or e-mailed to Belinda.turner@dbhds.virginia.gov or Malinda.roberts@dbhds.virginia.gov by Wednesday, March 13, 2019.

Organization Name (please print):		Organization Number:	
Name (please print):		Region:	
*****REGISTRATION DEADLINE is Wednesday, March 13, 2019*****			
All trainings will begin at 10 a.m. and adjourn at 3 p.m.		Lunch is on your own and will be from 12 noon – 1 p.m.	
Region 1 - Northwest	<input type="checkbox"/>	March 20, 2019	Links to Life, LLC Lynchburg, VA
	<input type="checkbox"/>	April 3, 2019	Region Ten CSB Charlottesville, VA
Region 4 - Central	<input type="checkbox"/>	March 29, 2019	Tuckahoe Library Henrico, VA
	<input type="checkbox"/>	April 4, 2019	Region Ten CSB Charlottesville, VA
	<input type="checkbox"/>	April 11, 2019	Virginia State Police Training Academy N. Chesterfield, VA
Region 2 - Northern	<input type="checkbox"/>	April 22, 2019	Salem Church Regional Library Fredericksburg, VA
	<input type="checkbox"/>	April 24, 2019	Sherwood Regional Library Alexandria, VA
Region 3 - Southwest	<input type="checkbox"/>	May 9, 2019	Blacksburg Library Blacksburg, VA
	<input type="checkbox"/>	May 23, 2019	Wytheville Community College Wytheville, VA
Region 5 - Eastern	<input type="checkbox"/>	May 14, 2019	WTCSB Suffolk, VA
	<input type="checkbox"/>	May 16, 2019	The Farley Center Williamsburg, VA
	<input type="checkbox"/>	May 21, 2019	Portsmouth CSB Portsmouth, VA

BIU Use Only:

Date Registration Received: _____

Received by: _____

Date Confirmation E-mailed: _____

GUIDANCE RELATED TO FOLLOWING FIELDPRINT PROCESS/PROCEDURES

CONTRACT/SET-UP

Service Agreement/Contract:

- Provider will receive a “Fieldprint Service Agreement/Contract” to review, sign and return.
- Provider should carefully review the “Fieldprint Service Agreement/Contract” prior to signing. If there are any questions/concerns, please contact Malinda Roberts.
- Provider, at the time they are reviewing contract, should also review types of payment options (see “Fieldprint Account Set-up”) and choose which method of payment will work for them.
- A final version of the contract will be sent back from Fieldprint with all required signatures (Provider and Fieldprint). Contract will include a “Schedule A – Statement of Work” and Schedule B – Fees”. Note: A fee is charged for missed appointments.
- Provider will need to identify one or two employees within the organization that will serve as main Fieldprint contacts.

Fieldprint Account Set-up:

- Provider will need to choose method of payment. **Two methods are offered:**
 1. Provider makes employee responsible for payment, which will require employee having access to a personal credit card to make payment at the time he/she makes the Fieldprint appointment.
 2. Provider provides information for a company credit card. That card will then be charged each time an appointment is made, (immediately at the time the appointment is made) and any charges for missed appointments.

Additional Account Set-up Information:

- During the set-up process, provider will need to provide their Code that has been issued to them by DBHDS.
- Provider will need to provide an e-mail that will be used to gain access to the account.
- Provider will receive a confirmation from Fieldprint when the account has been established. Provider will need to set-up a Password to gain access to the account. Note: Fieldprint will notify the provider on a regular basis of the need to update the Password.

FIELDPRINT APPOINTMENTS

Scheduling Fieldprint Appointments:

1. Fieldprint will provide specific, written instructions for Providers to follow for employees to schedule Fieldprint appointment.
2. Providers should decide if they will allow employees to complete that process from home or in the Provider’s office.
3. Provider should be aware of all the information that the employee will need to complete the appointment process and be aware of what documents the employee will need to take to the appointment. A list is provided by Fieldprint.

Employee will be asked:

Name
Phone number and email
Current Address
Social Security Number
Citizenship
Place of Birth
Fieldprint Code
Provider/Organization ID/Code (Specific to the Organization).

4. When the employee makes the appointment, (either from home or in the Provider's office), they need to provide all information, (i.e. disclosure forms will be completed and need to be done **in full and accurately**).
5. A list of Fieldprint locations, dates and times that appointments are available, will appear on the screen and the employee makes his/her choices.
6. Once the appointment is made, the Provider needs to be sure that the employee has printed the "**Confirmation Page**" and receives a copy of the "**Privacy Notice**". "Confirmation Page includes a list of the two (2) forms of ID that the employee must bring to the appointment, (one item from each of two lists). Appointment will be cancelled by Fingerprint if employee arrives without required documents.
7. The Provider may print a copy of the Disclosure Page, either at the time the appointment is made or later, (Fieldprint can provide instructions as to how to do that).
8. If there are questions about scheduling appointments, Fieldprint can be contacted at **(877-614-4364)**.
9. If the Provider has questions about fingerprint-based background checks, they should contact their licensing specialist.

REPORTS AND ASSISTANCE

Fieldprint Reports:

1. Provider may obtain Fieldprint reports at **reports.myfieldprint.com** Provider may track status of all Fieldprint appointments, (i.e.name of employee; date appointment is made; when fingerprinting has been completed; missed appointments; rescheduled appointments, etc.)

Fieldprint Assistance/Questions:

- Customer Service: customerservice@myfieldprint.com.
- Contacts:
 - Suzanne Sorge
888-472-8918 x 2411
ssorge@fieldprint.com
 - Thomas Harrison
888-432-8918 x 2192
tharrison@fieldprint.com
- A second "Administrative" Customer Service is available (Fieldprint can explain the difference in the two)