

From: **Williams, Edwina** <edwina.williams@dss.virginia.gov>
Date: Wed, Mar 25, 2020 at 2:11 PM
Subject: Procedures for Fieldprint Site Closures
To: <DSS_LICENSING@listserv.cov.virginia.gov>

The two attached files are being sent to independent foster homes, child placing agencies, children's residential facilities, child caring institutions, child day centers, certified preschools, family day homes, voluntarily registered family day homes, family day systems, religiously exempt child day centers, short-term child day centers and unlicensed child day programs receiving child care subsidy assistance from the Virginia Department of Social Services Email Distribution Service.

*****Please do not reply to this email.*****

Good afternoon,

The Office of Background Investigations (OBI) and Fieldprint have activated their emergency processing plans and continue to process background checks. The attachments explain this process.

To unsubscribe from the DSS_LICENSING list, click the following link:
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COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DATE: March 25, 2020

TO: Child Welfare and Child Care programs

FROM: Kristen Eckstein, Program Manager, Office of Background Investigations (OBI)

SUBJECT: OBI Operations during COVID-19

The Virginia Department of Social Services OBI is aware of multiple Fieldprint site closings. OBI and Fieldprint have activated emergency processing plans and **continue to process background checks within the required timeframes.**

For information on how to process a background check from a closed Fieldprint site, see the instructions below, which are posted at the [Virginia Department of Social Services COVID-19 Update and Resources](#) webpage.

The Central Registry Search Unit continues to operate as normal, and turnaround times remain within the required timeframe.

The OBI understands the concerns and questions you may have about processing background checks during this time. Please send any questions by email to the respective programs.

Criminal Background Investigations (Fingerprinting): backgrounds@dss.virginia.gov

Central Registry Search Requests: crs_operations@dss.virginia.gov

Procedures for Fieldprint Site Closures

The Office of Background Investigations (OBI) and Fieldprint Administrative Offices are working together to maintain a smooth and timely delivery of services during the state of emergency in response to the spread of the novel coronavirus, or COVID-19.

The following procedures will be utilized when a facility, program, or individual encounters a closed Fieldprint site and requires fingerprinting. These procedures should be used to handle temporary Fieldprint site closures:

1. When the applicant registers online with Fieldprint and the applicant chooses a Fieldprint site that is closed, the applicant should continue making the appointment for fingerprints at another location. **The location does not matter as long as the applicant is registered.** Registering provides the information to Fieldprint of who is being fingerprinted and for what purpose.
2. When making the appointment, the applicant **MUST** make the appointment **at least two weeks** out to ensure there is adequate processing time. Please remember that charges are incurred for missed appointments.
3. The applicant will notify the OBI Unit **immediately** of the appointment date and time and **request hard copy fingerprint card packets** by using the following email address backgrounds@dss.virginia.gov.

Note: During this time, all requests for hard copy fingerprint card packets should be made to backgrounds@dss.virginia.gov.

4. When OBI receives the applicant's email, OBI will inform Fieldprint of the request and a hard copy fingerprint card packet will be mailed to the applicant the same day, when the request is received before 3 p.m. After 3 p.m., the fingerprint card packet will be mailed the next business day.
5. The applicant will receive **two** fingerprint cards with prepopulated information. The applicant **must take both fingerprint cards to their local law enforcement agency to be fingerprinted.** The applicant must follow all instructions contained in the packet.
6. The hard copy fingerprint cards **are mailed by the applicant back to Fieldprint** for processing, following all instructions in the packet. A return envelope is included in the fingerprint card packet. This allows the information to be maintained and review for eligibility determination by OBI.
7. The process that follows submission of fingerprint cards back to Fieldprint is the same as normal processing. Fieldprint has not changed the procedure of processing fingerprint cards and it will remain the same as if the fingerprints were printed at a Fieldprint site.

All questions and concerns should be submitted to Kristen Eckstein, Program Manager, kristen.eckstein@dss.virginia.gov or 804-726-7099.