



Tennessee Department of Children's Services

## Protocol for Fingerprint Processing and Analysis

**Supplemental to DCS Policy: 1.16, Internal Affairs Investigations and 4.1, Employee Background Checks**

Any individual, who may have direct contact with children/youth in custody, including: employees, contract agencies, volunteers and foster parents are subject to a criminal history record check. Personnel are instructed to submit fingerprints only at DCS approved sites where they can be processed electronically. Personnel are also instructed to contact the DCS Internal Affairs office for specific procedural information. These instructions for fingerprint processing are included in each vendor contract under the provision, *Criminal Background Check* in section E. *Special Terms and Conditions*.

1. DCS uses a contractor called Identogo to process fingerprints. Contract providers who have an Originating Case Agency (OCA) number with DCS Internal Affairs are already set up to process fingerprints through Internal Affairs. They must log into Identogo's web service to schedule fingerprint appointments.

- ◆ The Social Security number (SSN) field is a mandatory field within the Identogo fingerprint background registration process. Applicants who do not have a valid Social Security number (SSN) will need to apply for a SSN by contacting the Social Security Administration. at <http://www.ssa.gov>.
- ◆ Registered applicants must show proof of identification at time of fingerprint appointment. In the absence of a current driver's license or state issued ID, a list of acceptable forms of identification may be found at <http://www.l1enrollment.com/state/forms/tn/51658f645586a.pdf>.

**Note:** Steps for printing elderly "home-bound" members of foster homes are determined on a case-by-case basis. Agencies should contact Internal Affairs at (615) 532-5549 or [DCS.IA.FP@tn.gov](mailto:DCS.IA.FP@tn.gov) for more information on obtaining their fingerprints.

2. New contract providers that have an existing account with Identogo but not an OCA number with Internal Affairs must take these steps:
- a) Contact Internal Affairs by phone at (615) 532-5549 or by email at [DCS.IA.FP@tn.gov](mailto:DCS.IA.FP@tn.gov).
  - b) Once contacted, Internal Affairs sends a *Background Check Contact Information Sheet* to the agency. When the information sheet is returned, Internal Affairs assigns an OCA#, which identifies the agency/location to DCS.
  - c) Internal Affairs sends the *Background Check Contact Information Sheet* to Identogo who creates an account for the new agency in their system. The OCA# assigned by DCS is also recorded by Identogo and identifies the agency to Identogo for billing and tracking purposes (Identogo bills contract agencies directly).

## **Subject: Protocol for Fingerprint Processing and Analysis**

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- d) IdentoGo confirms account setup to Internal Affairs by email.
  - e) New agencies are instructed to contact Internal Affairs to schedule their initial fingerprinting appointment.
3. Internal Affairs pulls a list of fingerprint searches and their corresponding criminal history reports from the TBI database each day. The list from TBI is specifically coded for DCS fingerprints. Parameters are driven by the online registration process with IdentoGo.
  4. Internal Affairs processes and analyzes each criminal history report and responds to the appropriate regional personnel or agency contact with one of five letters. The response letters constitute Internal Affairs' fingerprint search results as follows:
    - Letter 1 – Clearance with no criminal history
    - Letter 3 – Denial due to criminal history
    - Letter 4 – Clearance **with** criminal history
    - Letter 5 – Criminal charges with no final disposition recorded: Request final disposition from the contract agency within fifteen calendar days, for certain violent charges only.
    - Letter 6 – Final disposition of criminal charges not received from the contract agency within the specified time frame, resulting in denial.
  5. Fingerprint search results are emailed to the contract agencies and saved to a DCS network drive for storage.