**Instructions for Applicants:**

**Information Sheet Regarding**

**Fingerprint-based Background Checks**

**For**

**Prospective Foster and Adoptive Families**

In 2006, the Federal government passed the Adam Walsh Child Protection and Safety Act which mandates that states must have procedures for conducting fingerprint-based background checks of the National Crime Information Databases (NCID) for all prospective foster and adoptive parents (Section 471(a)(20)(A) of the Act as amended).

The background checks will include criminal history information on file with the Maine Criminal Justice Information System and the Federal Bureau of Investigation. State and Federal criminal history record information will be used by the Department of Health and Human Services (DHHS) for the purpose of screening prospective foster and adoptive parents. The results may not be released to another party except as required under Title 22, section 4011(Mandated Reporting for Suspected Abuse or Neglect).

Criminal history record information disseminated to a non criminal justice agency (DHHS) under section Title 16, Chapter 3, Subchapter 8, section 613 shall be used solely for the purpose of which it was disseminated and shall not be disseminated further (Section 617, Title 16).

**What is the Cost**

While there is no cost to the applicant for the application, training, and home study, there is a fee of $52 per person for the fingerprinting process which is the responsibility of the applicant. The fee is necessary for processing by the vendor agency, by Maine SBI, and by the FBI.

**Instructions for Fingerprinting Maine Applicant Printing Network**

**Follow the steps outlined below to complete the fingerprinting process:**

1. Using your computer web browser, go to ***www.identogo.com*** and choose Maine.

2. If you do not have access to the internet, you may call toll-free at **(855)-667-7422** to schedule an appointment. If you call, you will be asked to provide information instead of completing these steps yourself.

3. Click “Online Scheduling” and choose the language you wish to use for scheduling (English or Spanish)

4. Enter your first and last name and click “go”

5. Choose the proper employing or licensing agency as your Agency Name and click “go”.

6. Choose the proper Applicant Type and click “go”.

7. Select your reason for fingerprinting, OCA, or other identifying numbers required by your employing or licensing agency clicking “go” after each.

8. Select the location where you want to be fingerprinted. You may choose a region of the state, click on the map, or enter a zip code to get a list of locations in a specific area. Press “go”

9. Click on the words, “Click to Schedule” across from the location you want, under the day you wish to be fingerprinted. If you want a date further in the future, click the “Next Week>>” link to display more dates. Once you select the location/date combination, select the time for your appointment and click “go”.

10. Complete the demographic information page. Required fields are indicated by a red asterisk (\*). When complete, click “Send Information”

11. Confirm the information. Follow the on-screen directions to make any changes necessary. Once you see the data is correct, click “Send Information”.

12. You must pre-pay for fingerprinting by using a credit card. Complete your payment process and click “Send Payment Information”.

13. Print your confirmation page.

14. Bring approved identification documents with you to the appointment. These approved document options are identified on your confirmation of your appointment.

15. Arrive at the facility at your appointed date and time.

16. The Enrollment Officer at the site will check your ID, verify your information, verify payment, capture your fingerprints, and submit your data. This normally takes less than five minutes.

17. You will receive a signed receipt at the end of your fingerprinting session which can be provided to your agency for proof of fingerprinting, if needed.

18. All results will be processed and delivered to your employing or licensing agency for processing by the ME SBI. MorphoTrust is never in possession of criminal record data results.

If you are unable to schedule your reprinting via the internet, the reprint appointment may be scheduled by calling MorphoTrust scheduling center at (855)-667-7422 between 9:00 am and 5:00 pm., Monday through Friday (Eastern Time).

**Relative and Kin Providers**

Relative and kin providers who are caring for relative children currently placed in their home may be reimbursed by DHHS for their initial fingerprinting fees. Relative and kin caregivers must submit the Fingerprint Reimbursement Request form to receive reimbursement.

It is the relative and kin provider’s responsibility to reschedule appointments, if necessary. If a relative or kin provider does not comply with rescheduling within two weeks of the original appointment, then subsequent fingerprint fees will be the responsibility of the relative or kin. If a relative or kin provider has questions about this process, please contact your local DHHS office.

**Reschedule Policy**

Applicants paying for fingerprinting fees online via credit card must keep their originally scheduled appointment or be rescheduled within two (2) weeks of that original appointment date. Failure to do so will result in forfeiture of paid fees. Applicants paying via credit card are encouraged to call the scheduling office at (855) 667-7422 to reschedule their appointment.

**Refund Policy**

Refunds will be given under the following circumstances:

* Initial fingerprint appointment was not kept and second appointment was unable to be made within two (2) weeks of initial appointment, or appointment was unable to be kept due to unforeseen circumstances agreed to by customer and MorphoTrust, and
* The refund request has to be in writing.

Refunds will NOT be given under the following circumstances:

* If the customer did not reschedule his/her fingerprinting appointment within the two (2)- week period after his/her original appointment.
* If the customer rescheduled their fingerprint appointment within the two (2)- week period after his/her original appointment but did not show up to the second appointment.

**Refund Procedures**

The letter requesting a refund should be sent to:

                    MorphoTrust

                    Refund Request

                    1650 Wabash Ave, Suite D

                    Springfield, IL 62704

**Information Required in the letter**

* Contact person's name
* Contact person's phone number and address
* Email address
* Date and method of the payment
* Transaction reference number (if applicable)
* Reason for request

The customer is advised to send the refund request letter by priority or certified mail to ensure receipt of the request by MorphoTrust. MorphoTrust will not be responsible if the customer's refund request letter is lost in the mail.

**Standard Turnaround Time**

Standard turnaround time for refund is within one month from the date we receive the customer refund request letter. We will notify the customer of the decision to accept or reject the refund request for the reasons stated in this policy within one month from the date we receive the customer refund request letter.

**Acceptable Forms of Identification**

**(Required to Show Proof of Your Identity at Fingerprinting Site)**

**Primary Identification Document -** *State driver’s license or State Identification card*

As a primary form of picture identification, a state-issued driver’s license may be presented by an applicant when being fingerprinted. For those applicants without a driver’s license, a state identification card may be presented if the state’s identification card standards are the same as for the driver’s license.

**Secondary Identification Documents -** *In the absence of a driver’s license, applicants may provide one or more of the following Secondary Documents:*

 State/Government Issued Certificate of Birth  INS 1-688 Temporary Resident Identification Card

 Passport (current)  INS I-688B, I-766 Employment Authorization Card

 Social Security Card  INS I-551 Resident Alien Card Issued since 1997

 Certificate of Citizenship (N560)

 Certificate of Naturalization (N550)

 US Active Duty/Retiree/Reservist Military ID Card (000 10-2)

**Supporting Documents -** *If Secondary Documentation is provided as proof of ID, it must be supported by at least two of the following Supporting Documents with Name and current Address:*

 Utility Bill

 Voter Registration Card

 Vehicle Registration /Title

 Paycheck Stub

 Cancelled Check or Bank Statement

**Rescheduling an Appointment Maine Applicant Printing Network**

**Follow the steps outlined below to reschedule or cancel a fingerprinting appointment:**

1. Using your computer web browser, go to ***www.identogo.com*** and choose Maine

2. If you do not have access to the internet, you may call toll-free at **(855)-667-7422** to schedule an appointment. If you call, you will be asked to provide the following information instead of completing these steps yourself.

3. Click “Online Scheduling” and choose the language you wish to use for scheduling (English or Spanish)

4. Click on the link that says, “I have an existing appointment I would like to change” near the bottom of the screen.

5. You may enter either the email address you used on registration or your Registration ID that is shown on your scheduling confirmation and click “go”.

6. You will then be prompted to choose either Edit or Cancel by clicking on your choice.

7. If you are changing your appointment, you will be shown your existing appointment information and will then be able to select the button that reads “Change Appointment Details”

8. Select the location where you want to be fingerprinted. You may choose a region of the state, click on the map, or enter a zip code to get a list of locations in a specific area. Press “go”

9. Click on the words, “Click to Schedule” across from the location you want, under the day you wish to be fingerprinted. If you want a date further in the future, click the “Next Week>>” link to display more dates. Once you select the location/date combination, select the time for your appointment and click “go”.

10. Confirm the information. Follow the on-screen directions to make any changes necessary. Once you see the data is correct, click “Go”.

11. Print your confirmation page.

12. Bring approved identification documents with you to the appointment. These approved document options are identified on your confirmation of your appointment.

13. Arrive at the facility at your appointed date and time.

14. The Enrollment Officer at the site will check your ID, verify your information, verify payment, capture your fingerprints, and submit your data. This normally takes less than five minutes.

15. You will receive a signed receipt at the end of your fingerprinting session which can be provided to your agency for proof of fingerprinting, if needed.

16. All results will be processed and delivered to your employing or licensing agency for processing by the ME SBI. MorphoTrust is never in possession of criminal record data results.

If you are cancelling your appointment, you will be prompted to verify you are sure you want to cancel you appointment. If you choose yes, your appointment will be cancelled, and all prepaid monies will be refunded.

If you are unable to cancel your schedule via the internet, the cancelation of your appointment may be done by calling MorphoTrust scheduling center at (855)-667-7422 between 9:00 am and 5:00 pm., Monday through Friday (Eastern Time).

**Fingerprint Rejection Processing Maine Applicant Printing Network**

Despite the high success rate in achieving legible prints using this process, there will be situations in which individuals will need to be reprinted due to illegible fingerprints. There will not be an additional fee charged for the second fingerprinting due to rejected fingerprints. If the second set of prints is not legible, then a name-based-check-only will be conducted of the FBI data banks.

To schedule a reprint appointment on the internet, on the web browser address bar enter http://www.identogo.com

1. Click Maine on the map or chose Maine in the drop down box and click "Go".

2. Near the bottom of this screen, click on the words, "*ONLINE SCHEDULING*".

3. Chose the preferred language by clicking on either English or Spanish.

4. From the "WELCOME" screen, scroll to the bottom of the page under "EXISTING APPOINTMENTS".

5. Click on "*I HAVE RECEIVED A REJECTION NOTICE AND NEED TO SCHEDULE AN APPOINTMENT*".

6. On the rejection details screen, type the TCR Number provided in the rejection notice in the blank box and click "Go".

7. Select the location where the reprint appointment will be scheduled. Selection may be made by entering a zip code, clicking on the picture of the map or choosing a region of the state from the drop down box. Once the location has been chosen, click "Go".

8. Choose your preferred location and desired date for reprinting and click on the words "Click to Schedule". If a date further into the future is desired, click the "Next Week>>" link. Once the location/date combination is found, select the time for the appointment and click "Go"

9. Print or write down the confirmation number, appointment time and place. Please make sure that you arrive at your scheduled reprint appointment and location on time.

If you are unable to schedule your reprinting via the internet, the reprint appointment may be scheduled by calling MorphoTrust scheduling center at (855)-667-7422 between 9:00 am and 5:00 pm., Monday through Friday (Eastern Time). **When calling, please inform the Customer Service Representative that this is for a reprinting and give the representative the TCR #.**