

Customer Service Center Operations Manual

Fingerprint-based Background Check Employment Purposes CSCOM-103

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(for CSC management use ONLY)

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OVERVIEW

Pursuant to Code of Virginia, [§2.2-1201.1](#), applicants for positions designated as “sensitive”, are required to submit to a fingerprint based criminal background check prior to employment. The CSC manager or authorized designee will fingerprint applicants for DMV employment when requested by the Human Resources Office (HRO) or Law Enforcement (LE). The HRO or LE will call or email the CSC manager in advance with the time, date, and required forms to be completed by the applicant.

Under an agreement with the Virginia Department of Alcoholic Beverage Control (ABC), DMV will also fingerprint ABC law enforcement personnel. DMV LE will schedule the fingerprint background check on behalf of ABC and accompany the ABC law enforcement personnel at the time of the background check. Upon completion of the fingerprint background check, the CSC manager will return the forms to the accompanying LE agent.

Applicants being fingerprinted must complete and submit the proper forms and identity documents at the time of the fingerprint background check. **NO FEE** will be charged to the DMV or ABC applicant for fingerprints performed on behalf of the HRO or LE. HRO will contact the DMV applicant upon receiving the fingerprint-based background results from the Virginia State Police (VSP). ABC is responsible for contacting their law enforcement personnel upon receiving the fingerprint-based background results from the VSP.

For applicants requesting fingerprints for a Hazardous Materials Background Check refer to [DLG-0815](#).

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CUSTOMER FINGERPRINTING REQUIREMENTS

1. Submit the required forms indicated in the “Employment Fingerprint Background Check” table below.

Employment Fingerprint Background Check		
Agency/Employment Type	Required Forms ¹	
	“Fingerprint-Based Background Check Authorization” HRO 60	“Information Request” CRD 93
DMV	✓	✓
Contracted Employees	✓	✓
Law Enforcement Personnel (DMV & ABC Law Enforcement personnel only)	✓	✓
¹ . Any additional documentation required will be provided to CSC management at time of notification, unless noted, customer needs only forms listed above.		

2. Submit acceptable proof of Identity from the “Identification Validation Guide for Fingerprinting” table shown below.
 - Applicant must submit either 2 documents from the Photo Identification List, OR 1 document from the Photo Identification list **and** 1 document from the Secondary Identification list.

CUSTOMER FINGERPRINTING REQUIREMENTS (continued)

Identification Validation Guide for Fingerprinting	
Photo Identification	
<ul style="list-style-type: none"> State-issued Driver's License DMV issued Photo Identification Card 	<ul style="list-style-type: none"> U.S. Active Duty/Retiree/Reservist Military Identification Card U.S. Passport
Secondary Identification	
<ul style="list-style-type: none"> State Government issued Certificate of Birth Federal Government Personal Identity Verification Card (PIV) Department of Defense Common Access Card U.S. Tribal or Bureau of Indian Affairs Identification Card Social Security Card Court Order for Name Change/Gender Change/Adoption/Divorce Marriage Certificate (Government Certificate Issued) U.S. Government Issued Consular Report of Birth Abroad Foreign Passport with Appropriate Immigration Documents Certificate of Citizenship INS I-551 Resident Alien Card Issued Since 1997 INS I-688 Temporary Resident Identification Card 	<ul style="list-style-type: none"> I-688b/I-766 Employment Authorization Card Utility Bill Jurisdictional Voter Registration Card Vehicle Registration Card/Title Paycheck Stub with Name/Address Jurisdictional Public Assistance Card Spouse/Parent Affidavit Cancelled Check or Bank Statement Mortgage Document
Virginia State Police (rev.01/18/2016)	

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CSC MANAGEMENT/AUTHORIZED DESIGNEE REQUIREMENTS

- Verify the customer's identification documents.
 - The identification documents must be original, photocopies are not permitted.
- Review the required forms for completion.
- Complete "DMV USE" section on the "Authorization for Fingerprint-Based Background Check" ([HRO 60](#)).
- Log into fingerprint system and select applicable background check from the dropdown list.

IMPORTANT: For DMV or ABC law enforcement personnel being fingerprinted it is **important** that you choose the **MAP—Applicant (Criminal Justice)** background check from the drop-down list. This selection will ensure that DMV is not charged for the fingerprint background check of **any** law enforcement personnel being fingerprinted. **For all other fingerprint background checks click on NFUF—Applicant (State and FBI Check).**

- Enter data in accordance with data entry procedures.
 - See [Fingerprinting EZ Guide](#) for more information.
- Capture the customer's fingerprints and transmit to VSP.
- Photocopy the identification documents and attach the photocopy with the [HRO 60](#) and "Information Request" ([CRD 93](#)). Forward the photocopy of the identification documents with the [HRO 60](#) and [CRD 93](#) as follows:
 - For HRO REQUEST (DMV APPLICANTS):
 - Email Heidi Belote at Heidi.Belote@dmv.virginia.gov, Marcia Eldridge-Lewis at Marcia.e-lewis@dmv.virginia.gov or Pamela Koger McElwain at pamela.koger-mcelwain@dmv.virginia.gov advising the fingerprint background check has been completed.
 - Fax the [HRO 60](#) and [CRD 93](#) with the copy of the identification documents to the Human Resources Office at (804) 367-6756.
 - If CSC management has the capability of scanning the forms and copy of the identification documents as an attachment, include them in the email to HRO.
 - For LE REQUEST (DMV/ABC):
 - Return the [HRO 60](#) and [CRD 93](#) to the accompanying LE agent.
- Return the identification documents to the customer.

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POINTS TO REMEMBER

- When conducting a fingerprint check it is important to choose the correct dropdown list option to ensure DMV does not incur additional charges for any law enforcement (DMV or ABC) personnel being fingerprinted.
- ABC law enforcement personnel and/or applicants for ABC law enforcement positions inquiring about the outcome of the background check must contact the Virginia ABC.
- If the customer requests more information regarding their fingerprint background check, the customer must contact the Human Resources Office of the agency to which they applied for employment; refer to [AD 1001](#).

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CONTACTS

For additional information contact :

- DMV Human Resources Office at (804) 367-0528
- Virginia State Police Live Scan Help Desk at (804) 674-2028 – (for issues with Live Scan program **only**.)
- DMV Law Enforcement at (804) 367-1678, (804) 367-1997, or enforcement@dmv.virginia.gov