



Credential Information Alert

DATE: April 12, 2013

NUMBER: 13-05

SUBJECT: Fingerprint Processing Information

Summary:

Recent regulation changes require the Commission to invalidate the fingerprint information for individuals who have not held a valid document for eighteen (18) or more months as described in [Coded Correspondence 12-10](#). The Commission has seen an increase in inquiries concerning fingerprint issues from educators, employers and program sponsors. This Credential Information Alert (CIA) addresses the key recent issues related to the fingerprint process.

Key Provisions:

If fingerprints are submitted by an educator residing *in California*:

- Educators must use a Request for Live Scan Service form ([41-LS](#)) which is prepopulated with Commission-required information including mailing address, Offender Record Information (ORI), and Commission mail code assigned by the Department of Justice (DOJ).
- Three copies of the form will be required for the Live Scan operator. Educators must complete the middle section of the form in its entirety before submission to the Live Scan operator.
- Educators must provide their complete nine-digit Social Security Number (SSN). Omitting the SSN or only providing the last four digits of the SSN will cause a delay in matching the fingerprints to the educator's application file.
- Educators should verify that the Live Scan operator has input all of their personal information accurately.
- Educators must pay the appropriate fee to the Live Scan operator.

If fingerprints are submitted by an educator residing *outside of California*:

- Include the two Fingerprint Cards (FD-258) and appropriate fingerprint processing fees (currently \$49.00) with a credential or Certificate of Clearance application. Fingerprint cards and fees submitted separately from an application for a credential or a Certificate of Clearance will be returned.
- Fingerprint cards are not available for download online. To order fingerprint cards, educators may email the Commission at credentials@ctc.ca.gov. In the subject area of the email, write 'Fingerprint Cards'. A physical mailing address must be included in the body of the email.

Educators residing in or outside of California who have not held a valid document of any type issued by the Commission for 18 months or more must:

- Submit new fingerprint information to the Commission following the instructions above, as applicable.



An educator's fingerprint information that has been received by the Commission and matched to his or her record will display as a "Y" in the "Fingerprint Process Complete" field on the online Educator Page. The "Y" is **not** an indication that clearance has been received for the fingerprints but only that the new fingerprints information has been submitted to the Commission.

Reasons for Delay

There are several reasons why fingerprint information may not be received by the Commission accurately or it may not match with an educator's Commission file, thereby causing delays. These reasons include:

- The educator did not use the Commission's Live Scan form ([41-LS](#)) or did not complete the form correctly.
- The Social Security Number listed on the Live Scan form was incomplete (SSN missing or only last four digits).
- The Live Scan form was not legible.
- The Live Scan operator mistyped information.
- The educator's contact information was not complete or current. To update contact information with the Commission, see the information at: <http://www.ctc.ca.gov/credentials/online-services/pdf/profile-status-tips.pdf>.

Live Scan Form

The Commission has recently been notified that the Live Scan Form 41-LS does not prepopulate when using the Firefox web browser. Individuals may open the form using the Internet Explorer or Chrome browsers, which do populate the form correctly. If the form does not prepopulate, applicants can be advised to add the following information in the corresponding sections (it must appear exactly as shown):

REQUEST FOR LIVE SCAN SERVICE				Print		Clear Form	
FORM 41-LS Rev. 03/13							
Applicant Submission							
ORI: A0281		Type of Application: License/Certification/Permit					
Code assigned by DOJ							
Job Title or Type of License, Certification or Permit:		TEACHER CRED 44340 EC					
Agency Address Set Contributing Agency:							
CASM TEACHER CREDENTIALING				03294			
Agency authorized to receive criminal history information				Mail Code (five-digit code assigned by DOJ)			
1900 Capitol Avenue							
Street No.		Street or PO Box		Contact Name (Mandatory for all school submissions)			
Sacramento		CA		95811-4213			
City		State		Zip Code		Contact Telephone No.	
Your Number:							
OCA No. (Applicant Social Security No.)							
If resubmission, list Original ATI Number:				Level of Service: ☒ DOJ ☒ FBI			

**Background:**

California Education Code §§44340 and 44341 require that all individuals who seek to obtain California credentials, certificates, permits, and waivers issued by the Commission on Teacher Credentialing receive fingerprint clearance from the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) through the Commission. Individuals who have received fingerprint clearance through other California agencies, employers, other states or government agencies are not exempt from this process.

The fingerprint clearance process is normally completed when an applicant applies for a first-time credential/certificate/waiver/emergency permit, or when a candidate applies for a Certificate of Clearance. Educators who have not held a valid document of any type issued by the Commission for 18 months or more must submit new fingerprint information to the Commission when applying for any type of document issued by the Commission.

As of July 1, 2005, the DOJ will only accept fingerprint images via the Live Scan process for individuals completing the fingerprint process in California. The DOJ will continue to accept fingerprint cards (FD-258) from the Commission only for teachers who reside outside of California provided the teacher's home address is in another state or country. Additional information may be found in [Coded Correspondence 05-07](#).

Source:

Education Code §§44340 and 44341

Title 5 §§80301 and 80442

References:

Coded Correspondence 12-10: <http://www.ctc.ca.gov/notices/coded/2012/1210.pdf>

Fingerprint Information Leaflet: <http://www.ctc.ca.gov/credentials/leaflets/cl271.pdf>

Live Scan Form: <http://www.ctc.ca.gov/credentials/leaflets/41-LS.pdf>

Live Scan sites offering electronic fingerprint services are available on California's Attorney General website at: <http://www.ag.ca.gov/fingerprints/publications/contact.html>

Coded Correspondence 05-0007: <http://www.ctc.ca.gov/notices/coded/050007/050007.pdf>

Contact Information:

The quickest and most direct method to receive a response to specific questions concerning fingerprints is by email to the Commission's Information Services Unit at credentials@ctc.ca.gov. Write "Fingerprints" in the subject line to allow for the email to be directed to the appropriate staff.

The Commission does not maintain a separate telephone contact number for calls concerning fingerprint issues.