



Level One Fingerprint Clearance Card FAQs

Are all TCAA employees and volunteers required to obtain a Level One Fingerprint Clearance Card?

Employees and volunteers in roles that require interaction with vulnerable populations, such as elderly adults, are required to obtain a Level One Fingerprint Clearance Card upon hiring.

What is the state agency that requires Level One Fingerprint Clearance for TCAA volunteers and employees?

DES - DAAS - Division of Aging & Adult Svcs: ARS § 46-141

How can I obtain a Level One Fingerprint Clearance Card (FCC)?

Applicants can now utilize the Public Service Portal (PSP) to apply for a Fingerprint Clearance Card (FCC). Users will be prompted to create a secure account on the PSP, allowing them to receive timely communications and to check the status of the application.

The new secure PSP will allow applicants the ability to fill out and submit an FCC application online and pay the associated fees directly to the Arizona Department of Public Safety (AZDPS) via a secure credit card checkout. FCC holders will also be able to order and pay for a replacement FCC directly on the PSP. The PSP will walk the applicant through the application process to ensure all required information is captured before the application is sent to AZDPS.

Once the application is submitted via the PSP, applicants will be provided with a Reference Number for use when getting fingerprinted. They will be asked if they want the fingerprints to be printed electronically or if they want to use paper fingerprint cards. *Electronic fingerprinting is only available if the applicant is physically present in Arizona.* If the applicant selects electronic, they will be directed to the Electronic Fingerprinting Application Services vendor website for processing. If the applicant selects to submit prints via a paper fingerprint card, they will be sent a fingerprint card in the mail for use, or they can use a card supplied by a fingerprint vendor. Once AZDPS receives the print cards or electronic prints, the fingerprints will be processed for review. It is imperative the Reference Number be included with the fingerprint card.

Communication regarding applications and cards will be via the applicant's PSP message center and their supplied email.

How can I access the DPS Portal?

<https://psp.azdps.gov/>

Where can I locate an approved fingerprinting location?

<https://arizonalivescan.com/fingerprint-locations/>

What is the fee to obtain a Level One Fingerprint Clearance Card?

Currently the fee for volunteers is \$65 and the fee for all others is \$67. Fees are subject to change at anytime. There is an additional vendor fee for electronic fingerprints.

Does TCAA cover the cost for a Level One Fingerprint Clearance Card?

TCAA does not cover this cost. Individuals who work with vulnerable populations such as elderly adults, in any type of business or educational setting, are required to have a current Level One Fingerprint Clearance Card.

How do I obtain my fingerprints for card clearance?

For fingerprinting services, it is recommended you contact your local police department or a professional fingerprinting service.

What will my fingerprints be used for?

Your fingerprints will be used to obtain both a state and federal criminal records check.

How long is my Fingerprint Clearance Card good for?

A Fingerprint Clearance Card is valid for six years.

Where can I find out what would preclude me from obtaining a clearance card?

Precluding offenses for a level one fingerprint clearance card can be found in A.R.S. 41-1758.07, subsection B and C, link below.

<http://www.azleg.gov/ars/41/01758-07.htm>

If I receive a notice of denial from DPS or my Fingerprint Clearance Card is suspended, is there any way I can be issued a Fingerprint Clearance Card?

- You should have received communication from DPS regarding your denial or suspension that should have given you instructions for next steps and information on how a Fingerprint Clearance Card can be reactivated if suspended.
- Depending on the offense(s) for which you were denied or suspended, you MAY be eligible to pursue a good cause exception through the Arizona Board of Fingerprinting. Good cause exceptions can only be processed through the Arizona Board of Fingerprinting. Please [visit their website](#) for additional information.

How and when can I check the status of an application?

You can check the status of an electronic or paper application (application number is required) online: [Fingerprint Clearance Card/Application Status](#)