Clearinghouse Results Lookup System for the Record Reviewer

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Record Reviewer Process

1. Become an Approved Record Reviewer
   • Submit “Record Reviewer Contact Form” signed by Administrator
   • Submit signed DOJ “Employee Statement”

2. Get access to the online lookup
   • For Record Reviewers **without** a current log-in for Service Now (Help tickets) – you will get an email from IT to set up your username and password
   • For Record Reviewers **with** a current log-in for Service Now (Help tickets) – you will be able to access the new system immediately after we notify you that you are approved as a Record Reviewer

Contact Lillian Harvey lharvey@sdcoe.net to create or update your Record Reviewer contacts
Clearinghouse Video
Accessing the New Clearinghouse Search Portal (https://sdcoe.service-now.com/credentials) for Clearinghouse results
Once logged in, you'll find the "Clearinghouse" section displayed, just like in the screenshot below:
How to Search

Use the search bar on the top right bar to search by SSN or by first name and last name.

Search by:
- Social Security Number (include dashes) - recommended
- Last name and last 4 digits of SSN
- Last name (will return everyone with that name)

Fun Facts: Currently there are 164,000+ clients in the system!
Pending: Awaiting Results

DOJ & FBI Results

Current Status

Clear Dates

Final Status: Placed

CH Lookup Screens
Clearinghouse Status Legend

**Placed** - Individual has been placed in CH (may or may not have a record - see details for more info)

**Stay** - We received new results for an Individual that is currently in CH and will allow them to remain in the CH

**Awaiting Results** - All results have not been received yet

**Delay** - We received a "Notice of Delay" from DOJ or FBI which may delay the final results for days up to weeks

**Pending Review** - Results have been received but need to be reviewed before a decision is made

**Rejected** - Fingerprints have been rejected and the individual needs to be reprinted

**Not Placed** - Individual has not been placed in CH due to information received

**Removed** - Individual was in the CH but has now been removed due to new information received
**DOJ Response Legend**

<table>
<thead>
<tr>
<th>RESPONSE (from DOJ/FBI)</th>
<th>Description</th>
<th>Possible CH STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Record</td>
<td>No arrest report</td>
<td>Placed, Stay (if already in CH)</td>
</tr>
<tr>
<td>Delay</td>
<td>DOJ or FBI needs more time to review data</td>
<td>Delay</td>
</tr>
<tr>
<td>Rejected</td>
<td>Applicant needs to be reprinted due to quality or data issue</td>
<td>Rejected</td>
</tr>
<tr>
<td>Record</td>
<td>New fingerprint shows arrest on file</td>
<td>Placed, Not Placed</td>
</tr>
<tr>
<td>Sub Arrest Report</td>
<td>Fingerprints currently on file and new arrest reported</td>
<td>Stay, Removed</td>
</tr>
<tr>
<td>Sub Disposition Notice</td>
<td>Follow-up on prior arrest report. Not a new arrest.</td>
<td>Stay, Removed</td>
</tr>
</tbody>
</table>
Social Security Numbers (SSN)

- DOJ changed their process to exclude the first 5 digits of the Social Security Number recently

- If we cannot match the name and date of birth, we enter the SSN with leading 000s

- If you find an employee with leading zeros in their SSN, please contact us with the full SSN so we can update our records.
Clearinghouse Status Reports

• Bi-weekly Reports will now be **weekly**
• You will receive an email with a link
  • You will need to log-into your account to view the report
“Legacy” Clearinghouse Page

https://livescan.sdcoe.net/track.asp

Will be retired on 5/24/24
Let’s play in the Sandbox
Resources

- User Guide for Record Reviewers
- Fingerprint Appointment Page
- New Clearinghouse Lookup Page
Thank you for attending!

Contact us if you have questions!