

July 6, 2020

Dear Providers,

The Department of Human Services (DHS) Division of Childcare and Early Childhood Education (DCCECE) is excited to announce that starting July 6, 2020, placement and residential facilities in Arkansas have a new and faster “online” option for requesting a State and Federal criminal background check for their employees. We’ve explained this process for you below, but you may also see more detailed information on our background check page at <https://humanservices.arkansas.gov/resources/ebc>.

Important Note: The Child Maltreatment Registry Check is still a separate process currently, but we provide some information about that process below as well.

While we believe you’ll find this new online process much more efficient, you may continue using the current offline process of mailing paper fingerprint cards with your packet until October 1, 2020. It takes at least four weeks to process mailed requests. Starting October 1, 2020, all facilities will be required to use the new online process. The online process will allow you to request your own checks, make use of electronic fingerprint capture devices (also called live scans) and complies with new federal regulations such as the Child Care Development Fund as well as requirements of the criminal justice system. For facilities that want to use the new online process now, here’s what you need to do:

Sign Up for an Arkansas.Gov Subscriber Account

- Go to <https://portal.arkansas.gov/pages/ina-account-services/> and sign up for an annual subscription account to use the new system. The annual subscription for the online service is \$150 and is paid by the childcare provider. The subscription will last for one year beginning the month you sign up. The money covers the cost of the system and does not go to DHS. This gives you easy access to request background checks online (as well as other online services) rather than by mail.

Start the Background Check Process

- Once you have a subscription account, have the applicant fill out the State and Federal Criminal Background Check Request Form by visiting <https://humanservices.arkansas.gov/resources/ebc/cbc-request-form>. After the form is completed and submitted, a copy will be emailed to the address submitted. Once you receive it, print the form out and have the applicant sign the form and get it notarized. This form should then be returned to you.
- Once the applicant has returned the signed and notarized form to you, please scan it and save it to your device for uploading. Images can be saved as a PDF, JPEG, Word, and other formats.
- To initiate a background check, log into the Criminal Background Check (CBC) System account at <https://www.ark.org/criminal/index.php> and click on “Search.”
- You will need to provide information about the employee and then upload the form. You must provide the purpose of your request and click on “Search FBI and State.” Complete each step and then click on “Submit Search.”
- Once you submit, you will get a “Search ID” and “Transaction Number.” The Search ID is what you will use to look up the status of your request in the “Pending” tab. Please give that Search ID

number to the employee along with the website link listed below for scheduling a live fingerprint scan.

Schedule a Fingerprint Scan

- The applicant will need to go to https://www.ark.org/dhs_fprnt_sched/ and schedule an appointment to have his or her fingerprints scanned at one of 40 county offices listed on the site.
- It typically takes less than 20 minutes for fingerprints to be scanned during the appointment. After capture, the fingerprints are sent electronically to the Arkansas State Police. Initial results are typically back and available to you within seven to ten business days. You will receive a status notification email alerting you when the results are ready for viewing in the CBC system.
- Important Note: Fingerprint Scanning machines will be sanitized regularly for safety.

Get the Results

- You will get an email informing you the applicant's results are ready to be viewed. The following statuses will be available for viewing in the background check system:
 - Pending: The check has been submitted and is being processed
 - Provisional - Some steps in the review process are complete and the applicant can work under direct supervision, pending the results of additional checks
 - Approved - All steps in the review are complete, and the applicant is eligible to work without supervision
 - Not Approved – The review is complete, and the applicant is not eligible to be hired for the position
- At the end of each month, you will get an email invoice from Information Network of Arkansas/Arkansas.gov for any background checks that have been run. The background check fees remain the same:
 - FBI background check is \$13.25 per applicant
 - State fee is \$22.00 per applicant

Child Maltreatment Checks

- You must request the Child Maltreatment Registry check separately. To do this:
 - Follow the link at the bottom of the Background Check Webpage (<https://humanservices.arkansas.gov/resources/ebc>) for the Child Maltreatment Registry Check Request Form. After the form is completed and submitted, a copy will be emailed to the address submitted. Once you receive it, print the form out and have the applicant sign the form and get it notarized.
 - The Arkansas Child Maltreatment Check is \$10.00 for for-profit facilities and no cost for non-profits. Payment can only be made using a check or money order, made payable to the Department of Human Services.
 - Providers will mail the signed and notarized Arkansas Child Maltreatment Registry Request form(s) along with payment to the address below for processing:

DCFS Central Registry
P.O. Box 1437, Slot S 566
Little Rock AR 72203

For those facilities that continue to submit background check requests by mail, the following forms must be completed:

1. Arkansas Child Maltreatment Central Registry Form (DCC 316 R/Rev.02/04)
 - a. Must be notarized
 - b. For-Profit Facilities: Check or money order must be made payable to the Department of Human Services in the amount of \$10.00, per applicant
 - c. Non-Profit Facilities: No fee but must include a copy of the 501(c)(3)
2. Criminal Record Check (DCC 306 R/Rev.10/01/19)
3. State/FBI Record Check (DCC 314 R/Rev.01/15)
 - a. Must be notarized
 - b. Check or money order must be made out to the Arkansas State Police in the amount of \$13.25 per applicant
 - c. Fingerprints **must be taken electronically**. Those who are unable to use the electronic fingerprinting process should call DCCECE at (501)-682-8590 for assistance.
4. Parent's signature is required for applicants under the age of 18

These forms are available on our DHS website: <https://humanservices.arkansas.gov/about-dhs/dccece/programs-services/child-care-licensing>.

If you have questions, concerns, or need more information, please contact the DCCECE Licensing Unit at (501) 682-8590. Thank you